



Table of contents

INTRODUCTION

A message from Alain Monié	3
About Ingram Micro	4
How we deliver value	5
Our operations at a glance	6
About our approach	7
Corporate governance	9
External frameworks	9
Memberships	9
Precautionary principle	10
Stakeholder engagement	10
Operational changes	11
Reporting scope and boundaries	16
Materiality	16
About this report	18

FAIR BUSINESS PRACTICES

Compliance risk management	19
Fair business training and communication	20
ISO 37001:2016 verification	21
At a glance	22

OUR ASSOCIATES

Our workforce by the numbers	24
Diversity and inclusion	25
Learning and development	27
Workplace safety management	31
Program expansion	33
Safety management approach	33
Occupational injuries and illnesses	34
Injury prevention and engagement	34
Community support and development	35

GLOBAL COMMUNITY DEVELOPMENT HIGHLIGHTS

38

ENVIRONMENTAL AND SUPPLY CHAIN RESPONSIBILITY

43

Risks and opportunities	44
Materials	45
Waste and recycling	46
Water	50
Energy and emissions	51
Supply chain	56

OUR GOALS

58

2017 MARTHA INGRAM LEADERSHIP AWARD

59

APPENDICES

60

Appendix A: Global subsidiaries	61
Appendix B: Country-level data	65
Appendix C: Data summary	67
Appendix D: GRI index	70



Introduction



A message from Alain Monié

Ingram Micro had much to celebrate in 2017. We grew our business to more than \$46 billion in gross annual revenues, expanded our Advanced Solutions offerings, broadened our global logistics infrastructure and surpassed two million active seats on our cloud marketplace. In addition, we successfully completed ISO 37001:2016 verification of our anti-bribery management system, received TCO certification for our private label V7 displays and trained nearly 500 associates on our sustainability data management platform.

In a year of geopolitical unrest, we continued to live our values through focused local philanthropic outreach and other initiatives—connecting people across the world through technology, growing our women’s leadership initiative and following the principles of the

U.N. Global Compact. For the first time, we evaluated our corporate responsibility initiatives against the U.N. Sustainable Development Goals, as you’ll see throughout this report.

Sadly, for many of the communities in which we operate, 2017 was a devastating year. Wildfires, floods, mudslides, earthquakes and droughts caused damages in excess of \$300 billion in the U.S. alone, with a long road to recovery still ahead. It was a stark reminder that balancing economic endeavors with environmental impact reduction must remain a priority for us all. In response to the effects of these disasters on some of our own associates, and to better achieve our overall philanthropic outreach goals, Ingram Micro created a donor-advised fund with an initial deposit of \$300,000, allowing us to provide financial relief directly to our associates and their families.

As we look ahead, we’re building on the CSR strategy we developed in 2016: focusing on systems, standardization and awareness in the short-term; increasing engagement with external stakeholders in the medium-term; and developing

an integrated sustainability management system in the long-term. We’ll continue to improve in the areas of corporate responsibility that our stakeholders have identified as the most important, including energy and emissions, waste and materials, supply chain responsibility, safety, diversity and communities. In this report, we detail our 2017 CSR performance, including accomplishments and challenges. Where we didn’t meet our objectives, we’ll explain why.

While we’re proud of our achievements, we’re cognizant that there’s more to do. We see opportunities to further leverage technology to develop sustainable solutions in collaboration with associates and partners; improve data management, learning and knowledge-sharing; continue to expand technology services as an alternative to the transactional sales model; and engage with additional stakeholders for feedback.

I believe our second annual CSR report provides clarity about our journey toward more sustainable practices as we continue to help businesses fully realize the promise of technology.



About Ingram Micro

Ingram Micro's core values guide all aspects of our business and include:

- Innovation
- Accountability
- Integrity
- Teamwork and respect
- Learning
- Social responsibility

Ingram Micro, headquartered in Irvine, Calif., delivers a full spectrum of global technology and commerce and fulfillment services to businesses around the world. Our global infrastructure and deep expertise in technology solutions, mobility lifecycle services, commerce and fulfillment solutions, and cloud services help our business partners to operate efficiently and successfully in the markets they serve. We're the largest wholesale technology distributor based on revenues and a global leader in supply chain management, commerce and fulfillment, and device lifecycle services. As a vital link in the technology value chain, we create sales and profitability opportunities for vendors, resellers, mobile network

operators and other customers through unique marketing programs, outsourced logistics and device lifecycle services, technical support, financial services, product aggregation and distribution, solutions creation and cloud service models. We're a privately held portfolio company of HNA Group.

Ingram Micro operates advanced logistics centers in the United States, Canada, Australia, Germany, the Netherlands, France and the United Kingdom, as well as three shared services centers in Bulgaria, Costa Rica and the Philippines. Our largest administrative offices are in the United States (Irvine, Calif., and Williamsville, N.Y.) and in Germany (Dornach).

How we deliver value

In 2017, we combined our mobility and lifecycle services and our commerce and fulfillment solutions businesses to accelerate growth, promote best practices and further elevate service excellence. In addition, our cloud marketplace surpassed 2 million active seats. Ingram Micro now operates three distinct business units:



Technology Solutions

Technology and value-added services to simplify and accelerate complex sales channels, increase efficiency and create a competitive edge for our partners



Cloud Services Enablement

Solutions for communication and collaboration, security, infrastructure, business applications, and cloud management



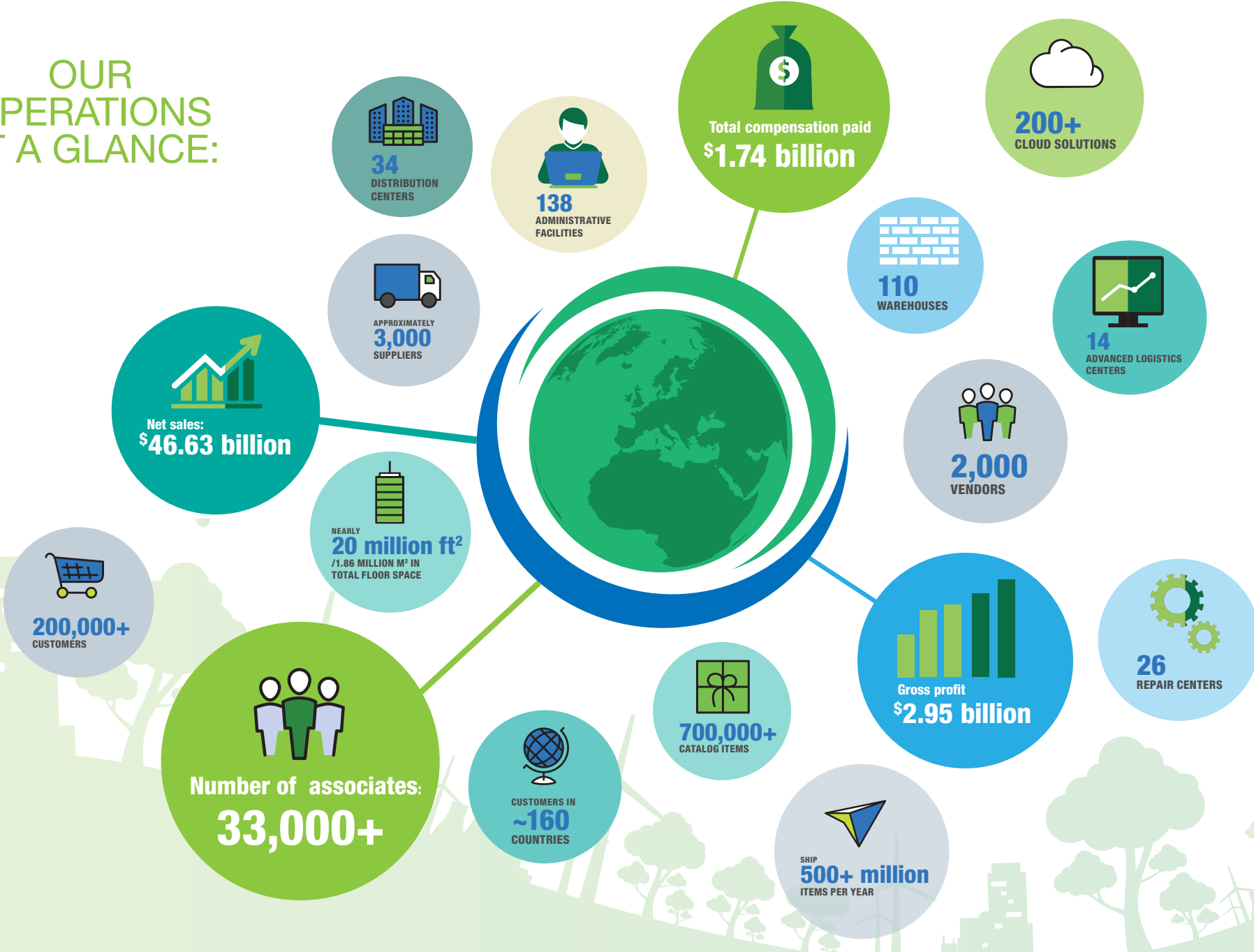
Commerce & Lifecycle Solutions

(a newly formed business unit)

Commerce and fulfillment services, leveraging our global network of distribution centers, robust service-delivery platform, enhanced order fulfillment, returns logistics and online payment services as well as IT asset disposition (ITAD), lifecycle services, onsite data destruction and e-waste recycling services

Together, these businesses employ more than 33,000 associates in 57 countries and generated over \$46 billion in net sales in 2017. We've also delivered social value by investing more than \$740,000 into disaster relief and local community development.

OUR OPERATIONS AT A GLANCE:



Our customers

- ▶ Resellers of IT products and services
- ▶ Mobility companies
- ▶ Value-added and corporate resellers
- ▶ Retailers
- ▶ Custom installers
- ▶ Systems integrators
- ▶ Mobile (virtual) network operators
- ▶ Direct marketers
- ▶ Internet-based resellers
- ▶ Independent agents and dealers
- ▶ Product category specialists
- ▶ Reseller purchasing associations
- ▶ Managed services providers
- ▶ Cloud services providers
- ▶ PC assemblers
- ▶ IT and mobile device manufacturers
- ▶ Other distributors

NORTH AMERICA

Canada
United States

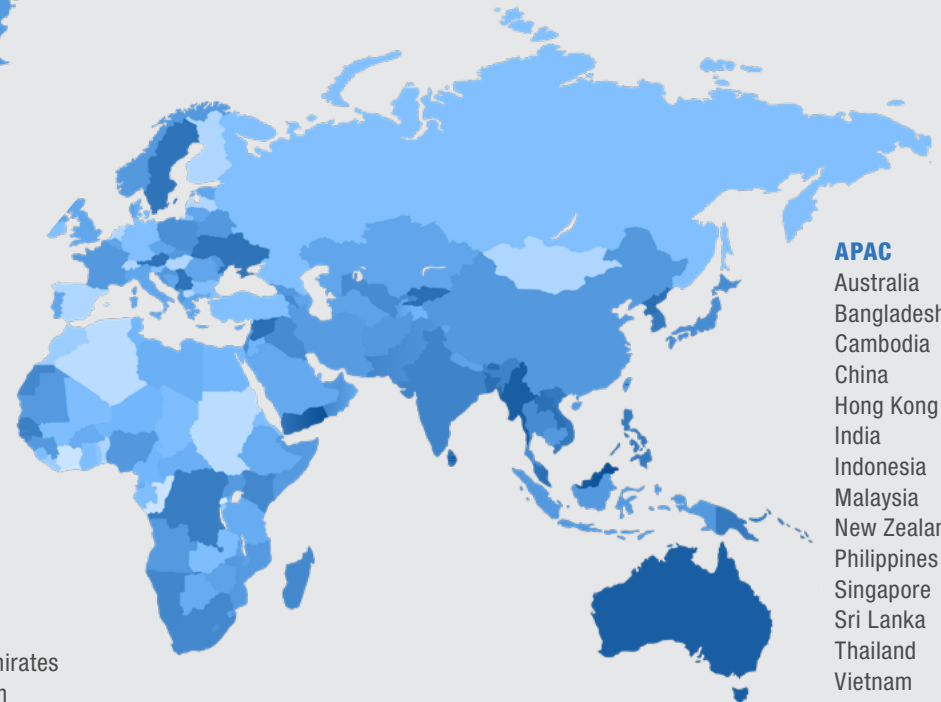


LATAM

Argentina
Brazil
Chile
Colombia
Ecuador
Mexico
Peru
Uruguay

EMEA

Austria
Belgium
Croatia
Czech Republic
Denmark
Egypt
Finland
France
Germany
Hungary
Italy
Lebanon
Luxembourg
Macedonia
Morocco
Netherlands
Norway
Oman
Pakistan
Poland
Portugal
Russia
Saudi Arabia
Serbia
Slovakia
Slovenia
South Africa
Spain
Sweden
Switzerland
Turkey
United Arab Emirates
United Kingdom



APAC

Australia
Bangladesh
Cambodia
China
Hong Kong
India
Indonesia
Malaysia
New Zealand
Philippines
Singapore
Sri Lanka
Thailand
Vietnam



About our approach

Corporate governance

Ingram Micro is governed by its board of directors, which is comprised of seven members, six men and one woman. Four members are not affiliated with and therefore independent from HNA Group and six are independent from management. Board committees include the Audit Committee and the Government Security Committee. Daily oversight rests with the executive leadership team, comprised of 12 members, including 10 men and two women. In 2017, six senior executive leaders provided oversight of the corporate responsibility program, representing finance, HR, compliance and regional operations. The committee convened twice during the reporting year to evaluate program strategy, targets and resources.

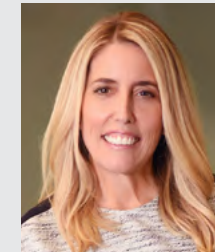
External frameworks

Since 2016, Ingram Micro has voluntarily subscribed to the code of conduct of the Responsible Business Alliance (RBA, formerly EICC) across all operations. In addition, we're in alignment with the U.N. Global Compact, which HNA Group signed in 2011. Our human rights policy was updated in 2016 to promote companywide adherence to the ILO Declaration on Fundamental Principles and Rights at Work, and the supplier code of ethics we adopted in late 2016 references the OECD Guidelines for Multinational Enterprises. A minor 2017 update ensured alignment with the latest revision of the RBA code of conduct. Adoption of the RBA code of conduct was primarily customer-driven, while adherence to other frameworks was mostly an internal stakeholder decision. Our strategy is to select external frameworks that add value to our organization through risk reduction and support the objectives of our business partners around the world.

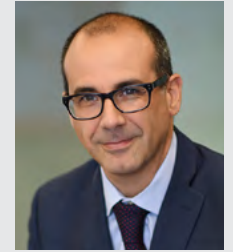
Ingram Micro's executive leadership team



Elaine Monié
Chief Executive Officer



Gina Mastantuono
Chief Financial Officer
CSR committee member



Augusto P Aragon
Executive Vice President,
Secretary and General Counsel
CSR committee member



Paul Bay
Executive Vice President and Group
President of the Americas
CSR committee member



Ken Beyer
Executive Vice President
and President Commerce &
lifecycle services



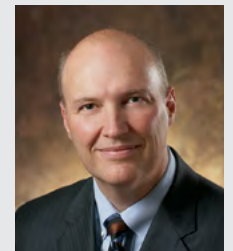
Nimesh Dave
Executive Vice President,
Global Cloud



Tom Peck
Executive VP and Chief
Information and Digital Officer



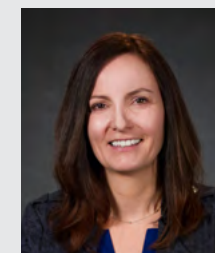
Scott D. Sherman
Executive VP Human Resources
CSR committee member



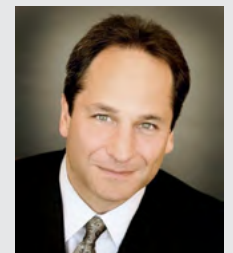
Mark Snider
Executive Vice President and
Group President of EMEA
CSR committee member



Mike Ziilis
Executive VP and Group
President of Asia Pacific
CSR committee member



Jana Vondran
Senior Vice President,
Global Business Services



Robert J. Laikin
Advisor to the CEO & Government
Relations Executive

Memberships

In 2017, Ingram Micro became a member of the Responsible Minerals Initiative (RMI, formerly CFSI).

Our company also holds memberships in the following organizations:

- Consumer Technology Association (CTA)
- Transported Asset Protection Association (TAPA)
- Bulgarian Outsourcing Association (BOA)
- Coalition for American Electronics Recycling (CAER)
- National Association for Information Destruction (NAID)
- International Data Sanitization Consortium (IDSC)
- Global Technology Distribution Council (GTDC)

All memberships are strategic with no substantive funding beyond membership dues.

Precautionary principle

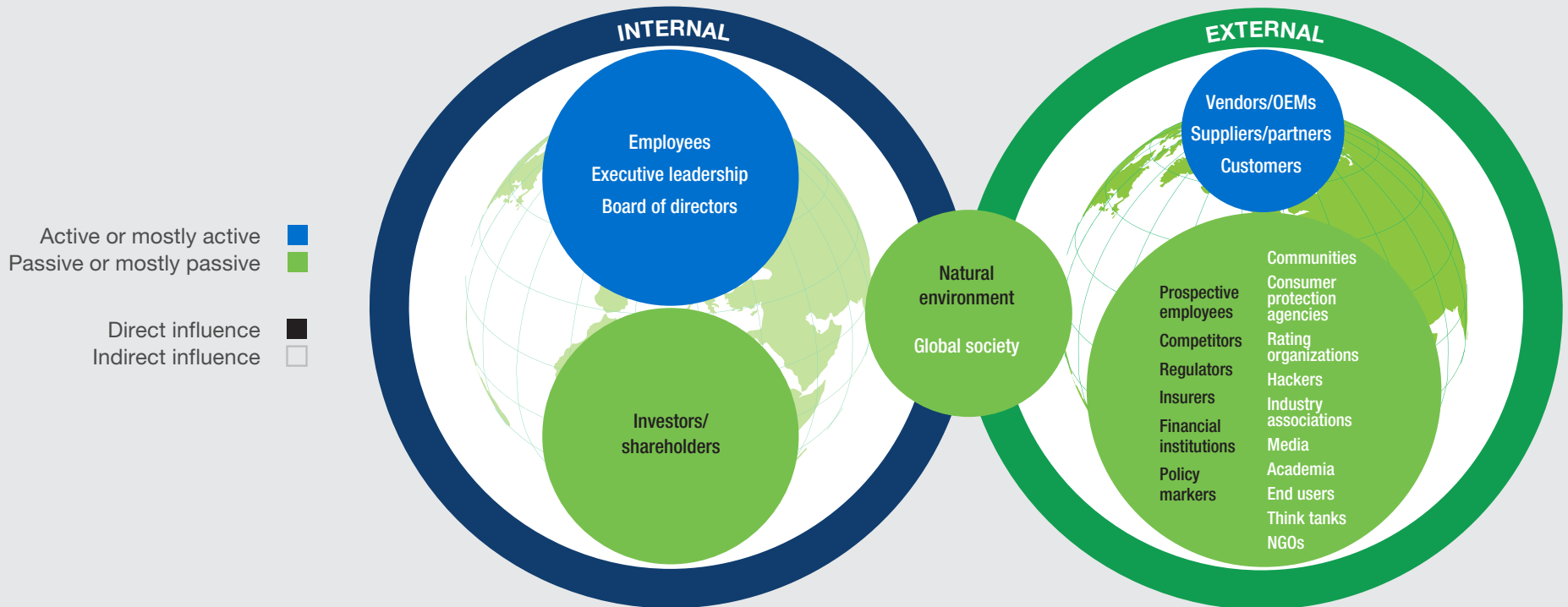
Ingram Micro's approach to environmental risk management hasn't changed from the previous reporting period. Operational measures have yet to consider the full spectrum of potentially adverse environmental impacts, rather than focusing only on known regulatory and customer requirements. The current reactive approach is directly related to the maturity level of our CSR program and our focus on overcoming information management challenges. We'll discuss these issues in detail in the section on environmental stewardship. Once environmental risk assessment practices are integrated into operations, proactive modification of potentially harmful activities will become more feasible.



Stakeholder engagement

Ingram Micro aims for comprehensive formal stakeholder engagement at three-year intervals. Our first effort took place in 2016. In 2017, we continued engagement through ongoing and annual activities. During the reporting year, our stakeholder profile remained unchanged, consisting of diverse parties with varying levels of interest and influence. We define stakeholder groups based on three criteria: whether they're internal or external to the organization, whether they're actively or passively involved and whether their influence is direct or indirect.

Stakeholders with whom we engaged in 2017 or whose position we evaluated in the review of material impacts included our associates, customers and suppliers, local community and NGO representatives, regulators and policy makers, product and service end users, and key competitors. The set of stakeholder groups with whom we engage annually is limited by internal resources, ease of access to these parties and stakeholder impact on our company. For all materiality assessments, we also consider global socio-environmental, geopolitical and socioeconomic developments to provide overarching context. In this spirit, our 2017 report references our alignment with the U.N. Sustainable Development Goals (SDGs) for each relevant indicator.





Below we summarize the results of our most significant engagement efforts with customers and associates.

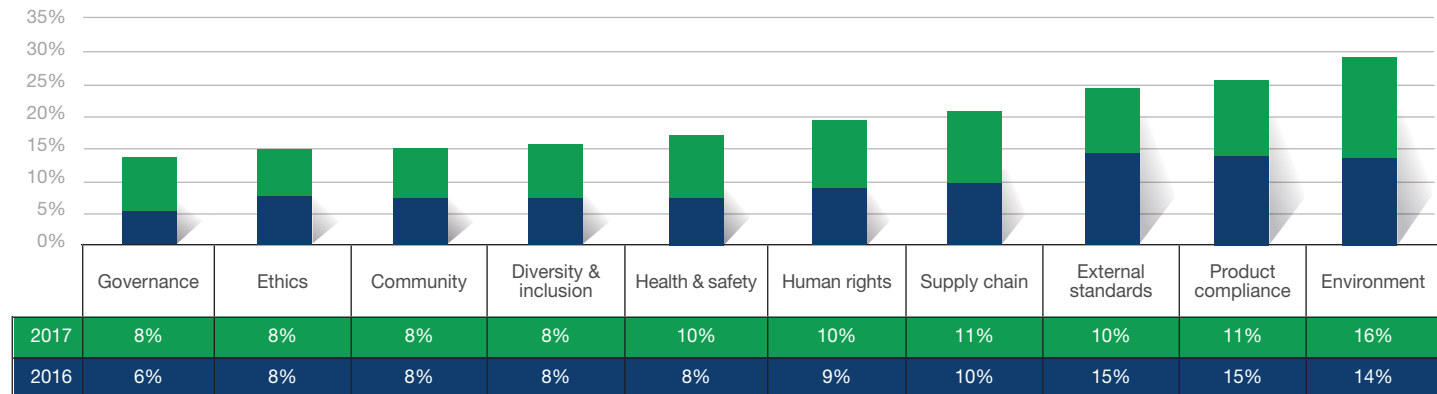
Customers

Customer CSR inquiries managed at the corporate level increased by more than 57 percent over the prior year. While 2016 questions were generally regional in nature, customers were overwhelmingly interested in companywide performance (51 percent increase) during the reporting period. Product compliance, use of external frameworks and environmental

impact reduction were the top three concerns in 2016, shifting to environment, product compliance and supply chain due diligence in 2017. The percentage of inquiries covering one to four areas of corporate responsibility was stable, while inquiries covering five or more areas rose by seven percent in 2017.



DISTRIBUTION OF CUSTOMER QUESTIONS ACROSS CSR CATEGORIES

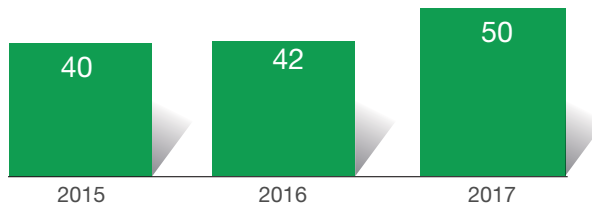


■ 2016 ■ 2017



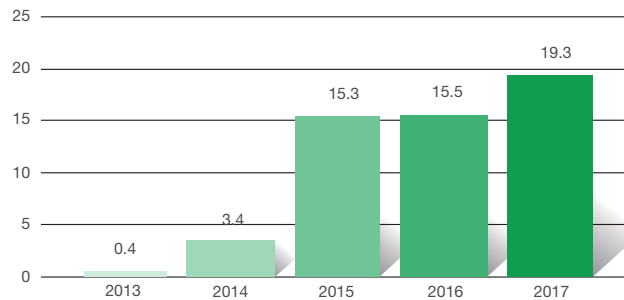
In the area of environmental stewardship, we continued to see a strong focus on emissions and waste reduction. Product compliance remained a priority in the EU and most questions concerned RoHS and REACH compliance, though inquiries related to conflict minerals originated from North America as well. Questions concerning supply chain due diligence tended to focus more heavily on the treatment of workers, including forced labor, child labor and safe working conditions. However, most looked for management systems to address the full spectrum of corporate responsibility issues in the supply chain. This is also reflected in the increasing number of customers using third-party platforms to assess performance annually. In response, we update our EcoVadis supplier profile each year and have achieved consistent improvements in our score, which we share with more than two dozen customers annually.

INGRAM MICRO ECOVADIS SCORE (OUT OF 100)



We continued our annual customer experience survey in 2017 and found an overall increase in global performance based on the Net Promoter Score (NPS).

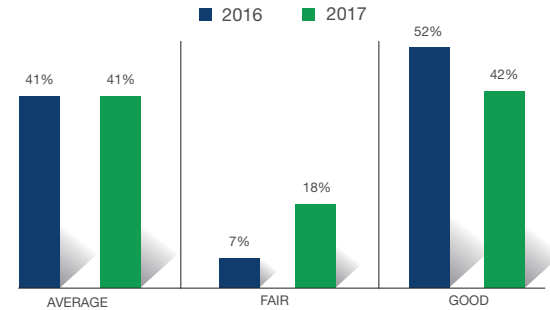
CUSTOMER NPS



Associates

We repeated our annual associate CSR survey in 2017 and found that more respondents viewed their understanding of CSR as fair, while fewer rated it as good. This may be attributable to a change in the respondent pool, but it could also be a result of increased internal communications around more complex sustainability issues.

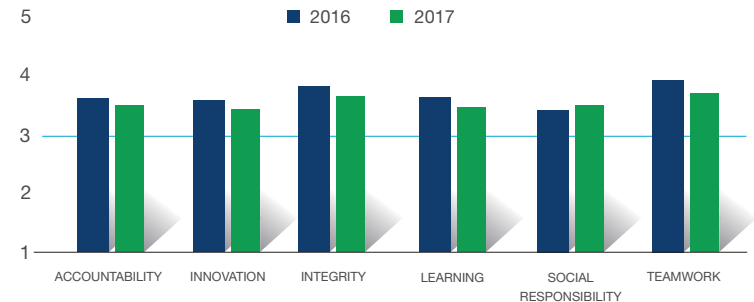
SELF-RATED CSR COMPETENCY



As in the previous year, more than 80 percent of responding associates would like to see a proactive approach to corporate responsibility management, while one percent find legal compliance alone sufficient.

We asked our associates how well they think we're living our values in daily operations. We saw a minor decline across the board, except in social responsibility, which rose slightly. We continued to perform above average on all values.

LIVING OUR VALUES



We compared associate rankings of CSR issues in need of improvement to the previous year and to customer priorities during the reporting period. Greenhouse gas emissions and renewable energy, safety, waste management, CSR reporting, and diversity and inclusion overlapped. We saw notable increases in associate demand for improving CSR training and communication as well as diversity and inclusion programs.

Compared to the previous reporting period, our engagement mechanisms remain largely unchanged.



% employees indicating improvement opportunity		
Issue	2016	2017
■ CSR training and communication	42%	52%
■ Communities	48%	42%
■ Innovating/sustainability	43%	39%
■ ■ Emissions and renewables	46%	34%
■ Executive-level support of CSR	37%	34%
■ Employer volunteer program	47%	34%
■ ■ Health and safety	34%	32%
■ ■ Waste reduction and recycling	56%	32%
■ ■ Reporting	31%	30%
■ ■ Diversity and inclusion	20%	29%
Water conservation	33%	25%
Operational efficiency	43%	25%
■ E-waste management	42%	23%
■ Human rights/supply chain	22%	22%
■ Human rights/operations	18%	20%
■ Data privacy	19%	20%
Financial stability	23%	20%
Customer satisfaction	22%	19%
■ Coalitions	23%	16%
Biodiversity	27%	15%
Supplier diversity	14%	15%
Supplier sustainability	19%	14%
None	0%	1%

■ 2017 associate top 10
 ■ 2017 customer top 10

The following table summarizes our engagement approach:

	STAKEHOLDER GROUP	ENGAGEMENT METHOD	FREQUENCY	SPECIFIC TO CSR REPORT
	Associates	Anonymous sustainability survey	Annual	✓
		Human rights poll	Ongoing	✗
		Internal social network, informal dialogue	Ongoing	✗
		Workplace satisfaction survey	Every other year	✗
		Climate change risk & opportunity perception questionnaire	Every 3 years	✓ (CDP Report)
	Leadership	Executive CSR committee meetings	Annual (minimum)	✗
	Suppliers	Risk assessment questionnaire (select countries)	Ongoing	✗
	Customers	Customer/vendor experience surveys	Annual	✗
		Informal dialogue	Ongoing	✗
		Analysis of sustainability inquiries	Annual	✓
		Third-party surveys (e.g., EcoVadis, CDP Supply Chain)	Annual	✗
		Social media and external communications	Ongoing	✗
	Market trends and competitors	Nonfinancial performance analysis from public sources	Annual	✗
	Advocacy groups	Human Rights Campaign's Corporate Equality Index	Annual	✗
	Media	Analysis of coverage	Annual	✗
	Community	In-person dialogue with agency, nonprofit and academic representatives	Every 3 years	✗
	Policy makers	Regulatory trend analysis with support from external regulatory intelligence providers	Ongoing	✗

Operational changes

Ingram Micro's distribution model demands agility. Minor facility changes, including moves or floor space adjustments, occur regularly. When reporting operational changes, we therefore focus on unusual events that have a significant effect on our business or our associates. In Jeffersonville, Ind., we began renovations on an advanced logistics center for our mobility business in late 2017, which is expected to create more than 500 new jobs, beginning in 2018. Companywide layoffs affected approximately 880 associates, primarily in the United States, the Philippines, Germany, Canada and Costa Rica. Significant acquisitions included Cloud Harmonics and The Phoenix Group.

Reporting scope and boundaries

Unless otherwise indicated in specific sections, all Ingram Micro entities are covered in this report. As in the previous reporting period, the completeness of the report continues to be constrained by internal data management challenges tied to the large number of facilities we manage. While overall reporting increased in 2017, many indicators are tracked differently or not yet tracked at the facility level and some sites didn't report any data. We're transparent about these issues wherever we present data in this report. Additionally, corporate responsibility continued to be an individual contributor role throughout the reporting year, requiring prioritization of issues and initiatives to match available resources. The principles of sustainability context, stakeholder inclusiveness and materiality were integrated during the planning stage of the reporting process. We limited material impacts to the top 12 topics identified as important to stakeholders. This enables us to pursue measurable results in the areas that matter most to our constituencies. Still in the early stages of our global sustainability journey, we focused primarily on impacts we can directly influence, but we understand that addressing risks and opportunities in our upstream and downstream value chain is part of a

comprehensive sustainability strategy. For the first time, we're evaluating our performance in the context of the sustainable development goals. We intend to reassess the scope and boundaries of our program in 2020, which is when we expect CSR information management systems to be more mature and fully adopted in all locations.

Materiality

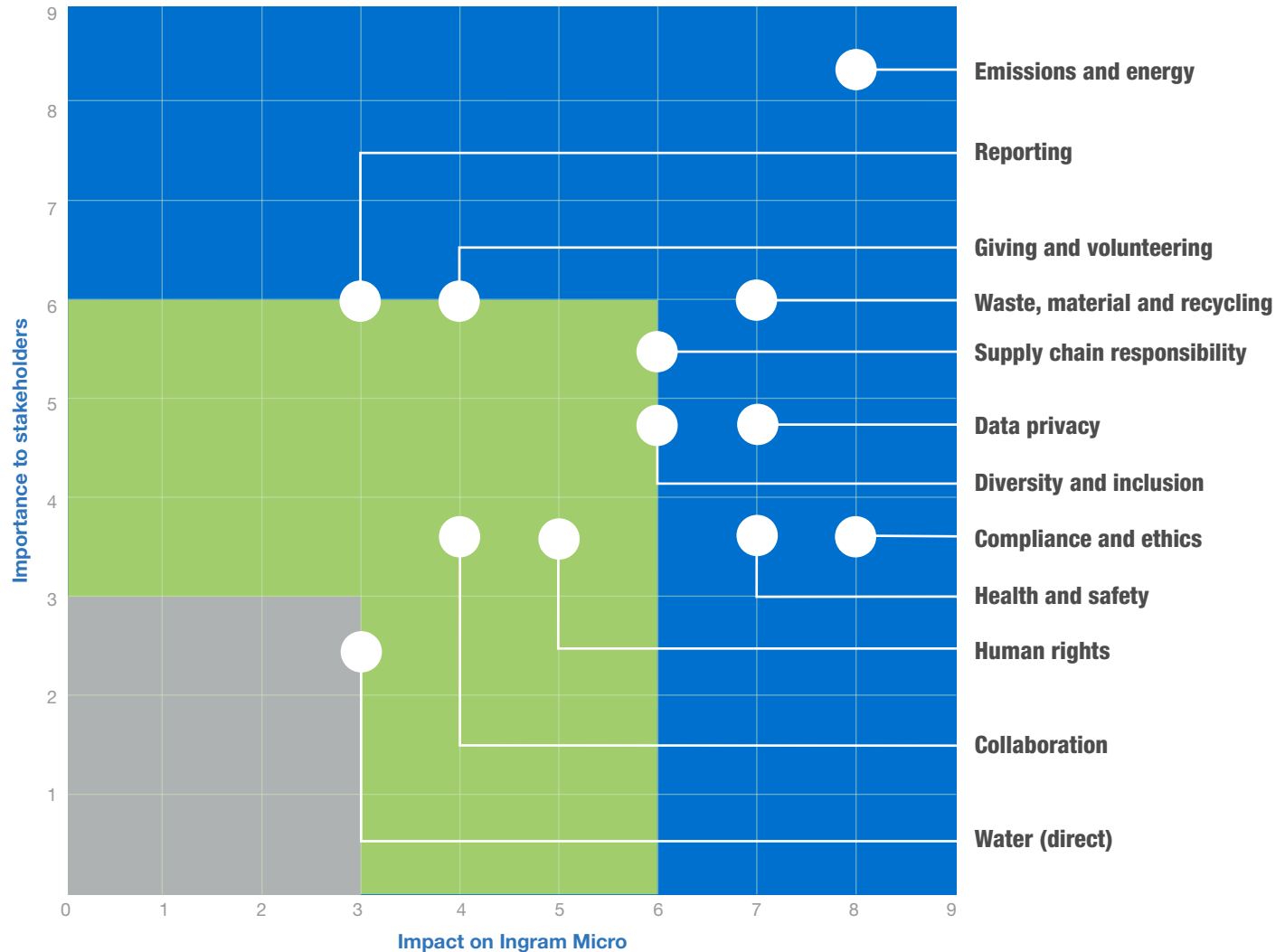
Our first materiality matrix was presented in our 2016 report. Business-impact values were developed by an internal sustainability subject matter expert and verified with members of the executive CSR committee. Importance to stakeholders was determined by stakeholder ratings of impacts. Since we perform comprehensive stakeholder engagement at three-year intervals, our 2017 and 2018 matrices rely on most of our 2016 findings. Feedback from annual activities, such as ongoing customer engagement and associate surveys, is then incorporated into the baseline data to develop an updated ranking of material impacts.

Emissions and energy emerged as our most material impacts in 2016 and remained so in 2017. In fact, we've experienced an increase in customer inquiries related to emissions reduction and renewable energy objectives. Climate change risks have also risen in the annual global risk report of the World Economic Forum, both in terms of likelihood and impact. Waste, materials and recycling, including management of electronic waste, also remained a top priority. While our associates ranked these issues lower than they did previously, customers requested more information about the adoption of circular economy principles. In addition, the ban on imports of certain waste plastics into China has fueled renewed interest in the reduction of plastic waste, including various regulatory proposals.



Diversity and inclusion programs, as well as sustainable procurement, were more important to stakeholders in 2017 than they were in 2016, while interest in collaboration and innovation waned. Most notably, the EU's General Data Protection Regulation (GDPR) moved data privacy compliance into our top 12 priorities. As was the case in 2016, direct water

use remained the lowest-ranked impact, which is reflective of minimal water use in our global operations. However, we recognize that water presents a significant value chain risk. Even though we're not yet able to comprehensively address upstream impacts, we continue to track total usage and intend to report water consumption by source in 2018.





About this report Information in this report covers the period from Jan. 1 through Dec. 31, 2017, and follows our previous report published in September 2017 for the full year 2016. There are no changes in reporting from the previous reporting period. When we compared three-year emissions data, we identified several facility-level reporting errors in prior-year inventories. Therefore, a restatement of our emissions is included and explained in the section on environmental responsibility.

We plan to continue publishing an annual GRI report. This report has been prepared in accordance with the GRI Standards: Core option, but it hasn't been externally verified. Because we exceeded the data estimation threshold for assurance of greenhouse gas emissions, we've decided to improve information management internally before seeking external assurance. We'll describe our data management process and challenges in more detail alongside indicators in this report.



Fair business practices

Compliance risk management

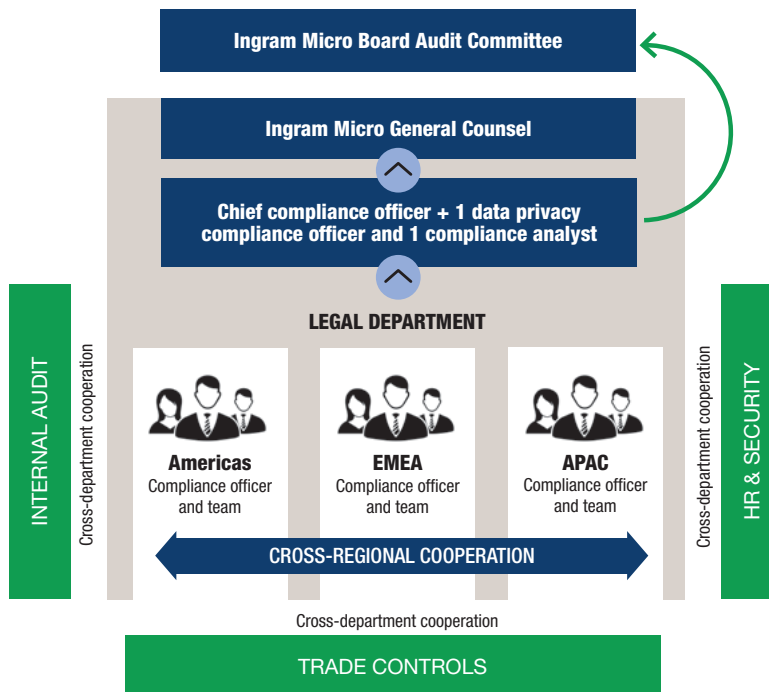
Operating with integrity is essential to achieving our overall business strategy. Ingram Micro maintains a centralized compliance management program, overseen by the board of directors' audit committee. The program's purpose is to prevent, detect and resolve noncompliance with policies, procedures, controls and other legal requirements related to corruption, conflict of interest, trade controls, data privacy, money laundering, antitrust and whistleblower protection. During the reporting period, the program was further optimized by adding a designated data privacy analyst to the organizational structure and by consolidating META and Europe into a single EMEA region. Our approach to compliance management has not changed from the previous reporting period.

In 2017, we expanded the risk evaluation of our acquisitions, including RRC, Aktio Ecuador, Anovo Chile, Anovo Colombia, Shipwire, Ensim, Promark and NETXUSA. In addition, we updated appraisals of subsidiaries within our technology solutions unit in Germany, META, Italy, Iberia, U.K., France, the Nordic countries, Benelux, Austria, Switzerland, China, Chile, Colombia, Mexico and our Miami Export division. We follow a risk-based approach in prioritizing evaluations, and more than 90% of our operations have been and continue to be regularly assessed.

To facilitate compliance-risk identification, we've launched a project to simplify and automate our methodology through a web-based platform. Once risks have been identified, we define the controls needed to mitigate these risks, including a robust training framework for all associates. We then monitor the efficiency of risk mitigation, including the provision of guidance and assistance for operational issues.

Our most significant risks related to corruption involve the misuse of marketing development funds, special bid pricing and third-party payments. We continue to address these risks through training, communicating our policies and encouraging associates to report policy violations to their managers, compliance staff or the employee hotline. When necessary, we may resort to disciplinary action.

In 2017, the primary concerns for our key stakeholders involved the reinforcement of the companywide compliance culture through increased in-person training and communication, as well as gap mapping for compliance with the EU's GDPR, (EU) 2016/679. While the latter has been completed, maintaining a culture of compliance is an ongoing process.





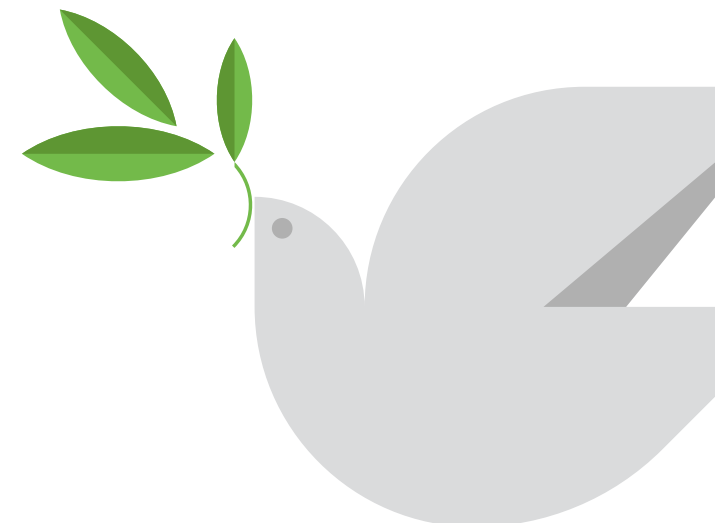
Fair business training and communication

Our anti-corruption and anti-bribery policies apply to everyone who participates in Ingram Micro's business activities, including the board of directors (BOD), the executive leadership team, associates and business partners. Quarterly briefings inform audit committee members of investigations resulting from reports to our hotline and disclosures made following our Sunshine Rule. The Sunshine Rule encourages employees to bring unethical conduct to light immediately without fear of retaliation. Board members also receive regular updates on our risk environment and the state of the compliance program. All members of the BOD's audit committee attended an in-person educational session on the compliance program during the reporting period.

Upon joining Ingram Micro, new hires are introduced to our code of conduct and compliance policies through documents that also explain our open-door policy, the Sunshine Rule and the process for reporting concerns to an anonymous, third-party-managed ethics hotline. Our code of conduct is also available on our public corporate website in multiple languages.

Following a risk-based approach, our associates are enrolled in recurring online compliance training. Approximately 80 percent of Ingram Micro employees worldwide have ongoing access to a compliance policy portal on our intranet, and we're continuously striving to integrate associates from acquired companies. In 2017, we deployed a new training course around our code of conduct, including a detailed module on anti-bribery. The course was initially administered to 21,457 associates, approximately 67 percent of our global workforce. The completion rate of 97.03 percent was slightly above our targeted rate of 97 percent. We also delivered in-person compliance training, including anti-bribery training, to 10,493 associates worldwide, our largest reach to date.

As a distributor, we find ourselves in the middle of the IT supply chain. Many original equipment manufacturers (OEMs) rely on us to distribute their products and impose a very stringent vetting and contracting process. Around 20 of these large OEMs generate roughly 80 percent of our revenue. Because these business partners are publicly traded companies with established compliance programs and already follow a risk-based approach, we don't communicate our anti-corruption policy to them. For our non-trade business partners (vendors used to procure goods and services that we don't resell), we communicate our Supplier Code of Ethics, which aligns with the code of conduct of the Responsible Business Alliance (RBA, formerly EICC). The Supplier Code of Ethics also cross references our anti-bribery and other compliance policies. Agents or consultants contracted by Ingram Micro in dealings with public sector entities are required to sign a contract that delineates specific obligations linked to the Ingram Micro anti-bribery policy. We also developed an informational anti-bribery handbook in various languages, which is available to our resellers.



ISO 37001:2016 verification

In 2017, Ingram Micro achieved a major milestone with the successful verification of its anti-bribery management system (ABMS) to ISO 37001:2016.¹ The verification process spanned roughly 6 months and encompassed multiple corporate activities related to anti-bribery. It included interviews of key senior and operational leaders across the organization with a specific focus on high-risk geographies, particularly LATAM, APAC and META.

In addition, a knowledge and awareness assessment surveyed perceptions of ethical culture and knowledge of key anti-bribery principles across the organization. The participation rate of 62 percent exceeded the benchmark. The knowledge assessment revealed generally solid knowledge of Ingram Micro's policies across the organization and the cultural assessment confirmed improvement over previous biennial surveys.



¹Verified by Ethisphere, 6991 E. Camelback Road, Ste. B-350, Scottsdale, AZ 85251. Verification indicates that Ingram Micro's anti-bribery management system (ABMS) meets or exceeds the ISO 37001:2016 standard.



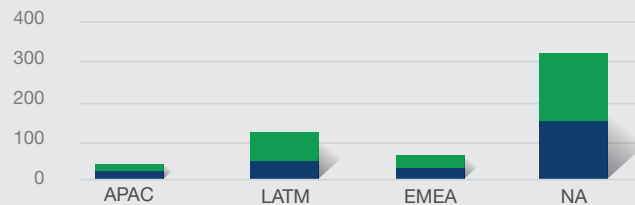
The ISO verification process also helped us identify opportunities for improving our ABMS with respect to:

- Leveraging the internal audit team's findings for collecting additional feedback on risks
- Reviewing consistency of background checks across the organization
- Providing middle managers with specific training on nonretaliation
- Implementing methods to help the compliance team monitor indications of retaliation
- Supplementing training and communications around gifts and entertainment and charitable giving
- Considering an automated gifts and entertainment approval tool

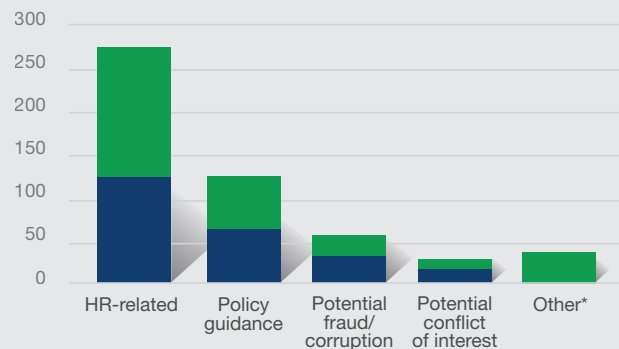
In the spirit of continuous improvement, we'll review each opportunity to optimize the effectiveness and suitability of our management system as we move forward.

At a glance

ETHICS HOTLINE CASES BY REGION

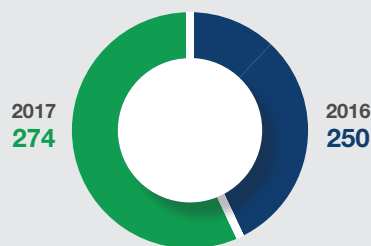


ETHICS HOTLINE CASES BY TYPE



* "Other" wasn't included in the 2016 data set; therefore, a year-over-year comparison is unavailable.

NUMBER OF REPORTED CASES PER YEAR



Training type/completion rate	2016	2017
Total training enrollments	16,341	37,763
In-person training	4,776	10,493
Annual Legal and Compliance Certificate survey distribution	19,000	22,366
Annual Legal and Compliance Certificate survey completion	100%	100%

2017 compliance program targets

ISO 37001:2016 verification of the anti-bribery management system	97%+ completion rate for the 2017 online Code of Conduct training course
✓	✓
Administer in-person training to at least 9,900 associates.	100% completion of annual Compliance Certificate
✓	✓

Fines, sanctions and legal action	2016	2017
Significant fines or sanctions for environmental or social noncompliance	0	0
Number of legal actions pending or completed during the reporting period regarding anti-competitive behavior and violations of anti-trust and monopoly legislation in which Ingram Micro has been identified as a participant.	0	0

Our efforts around fair business practices align with SDG 16, target 16.5: Substantially reduce corruption and bribery in all their forms.



Our associates



Our workforce by the numbers

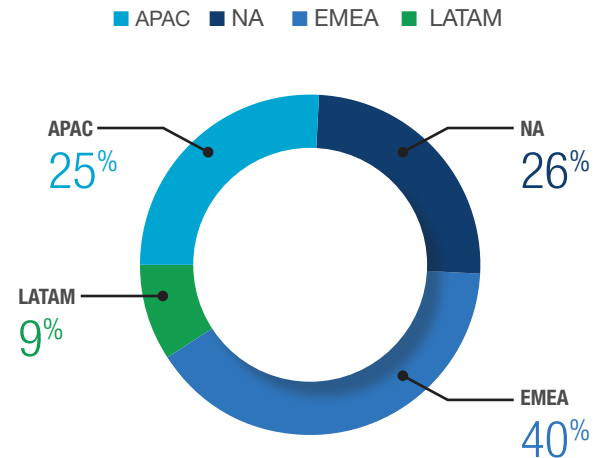
Our outstanding 2017 financial performance is a testament to the dedication of more than 33,600 employees and 1,600 contract associates worldwide whose diverse perspectives, experiences and talents continue to drive our achievements. During the reporting year, our workforce grew by just over nine percent compared to year-end 2016.

We employ more than 12,000 associates in Europe, nearly 9,000 in North America and just over 8,000 in Asia Pacific. Continued investment in Latin America resulted in the expansion of our workforce in this region to nearly 3,200 employees in 2017. In the Middle East, Turkey and Africa, approximately 1,000 associates now manage our business activities. Ingram Micro also employs a significant number of contingent workers. This gives us the flexibility to meet our business needs, particularly during peak periods. Over the holiday season, we may employ well over 20,000 contingent workers in our distribution centers around the world.

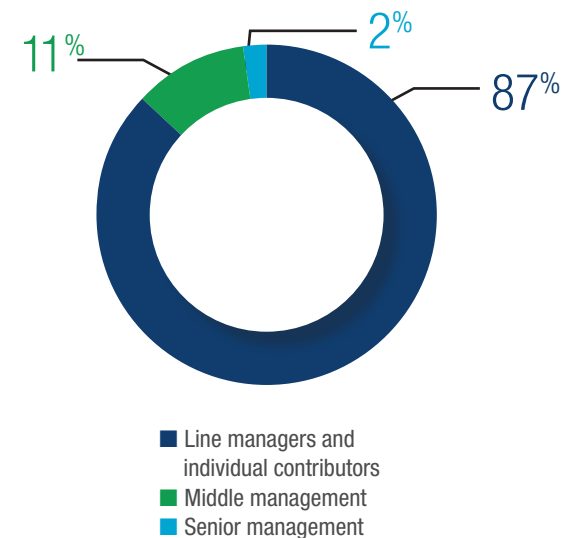
Most of our associates are line managers, program managers and individual contributors. Middle management comprises about 11 percent of our workforce and two percent of our associates are senior managers. Overall, our employees perform more than 4,000 unique roles to provide our customers with a comprehensive suite of solutions. While we realized a net increase in our global workforce in 2017, approximately 17 percent of our associates resigned and another eight percent were dismissed. We welcomed more than 9,500 new associates to our worldwide team.



33,000+ ASSOCIATES BY REGION



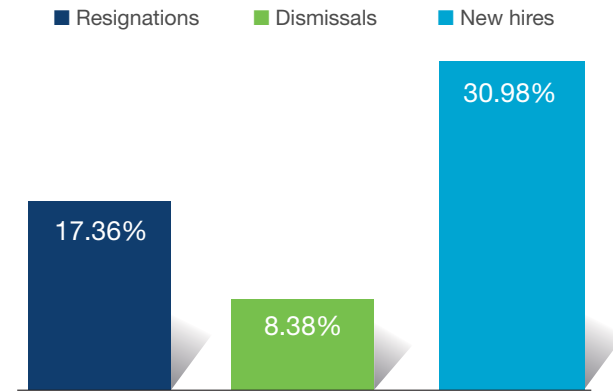
ASSOCIATES BY MANAGEMENT LEVEL



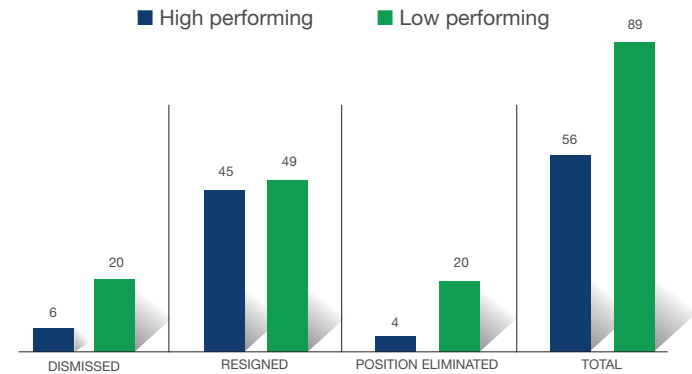
Our global turnover rate remained unchanged from 2016 at about 25 percent. Though not an unusual rate for warehouse operations alone, we have grown into a diverse solutions company and recognize that our associate turnover is high in that context. For 2017 separations, performance ratings were available for just under two percent of associates. While this constitutes a very small sample, it shows that dismissals for low-performing to high-performing associates occur at a rate of four to one. Low- and high-performing employees resign at a similar rate. If these results are representative of our total employee population, positive turnover is approximately 13.6 percent and negative turnover about 8.6 percent.

Our efforts around employment support SDG 8, target 8.1, sustaining per capita economic growth.

2017 SEPARATIONS AND NEW HIRES



SEPARATIONS BY PERFORMANCE



Diversity and inclusion

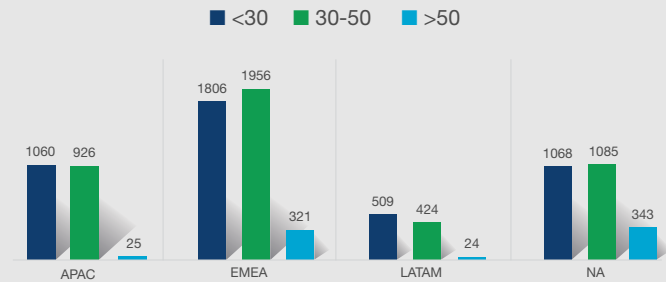
Diversity and inclusion (D&I) emerged as a material topic in our 2016 stakeholder engagement effort. In 2017, respondents to an anonymous employee CSR survey continued to rank it among their top 10 priorities and rated it 45 percent more important than in the previous year. Customer inquiries related to our D&I programs nearly doubled in 2017 compared to 2016.

We remain committed to our women's leadership initiative through incremental empowerment and educational events, such as our LinkedIn workshop and free professional photographs for associates at our headquarters. Associates in Williamsville, N.Y.; Irvine, Calif.; Manila, Philippines; Sofia, Bulgaria; and other locations organized employee groups and general discussions to explore D&I opportunities. With 2016 as our baseline year, 2017 was our first opportunity to examine year-over-year data. Therefore, a formal corporate strategy has yet to be developed and most of our D&I initiatives still occur on an ad hoc basis. We did establish a recruiting and hiring plan during the reporting year.

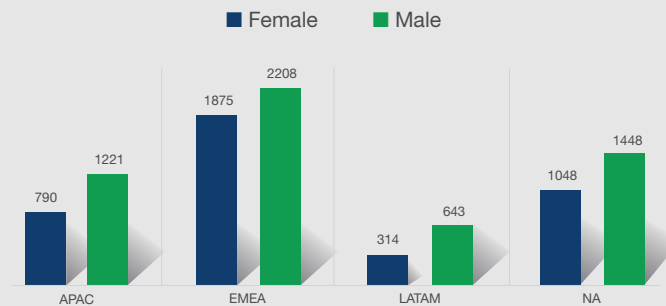
Our analysis of age groups showed consistency across all four regions in alignment with the size of each applicant pool. Men continue to be hired at higher rates than women with the most notable gap in LATAM, where the female-to-male new-hire ratio is 1:2. The gender gap is smallest in the EMEA region with a female to male new hire ratio of 1:1.2, followed by NA with 1:1.4 and APAC with 1:1.5.

In 2017, we increased the new-hire rate of female associates globally by two percent over 2016, while leveling out new hires in the under 30 and 30–50 age categories.

NUMBER OF NEW HIRES BY AGE AND REGION



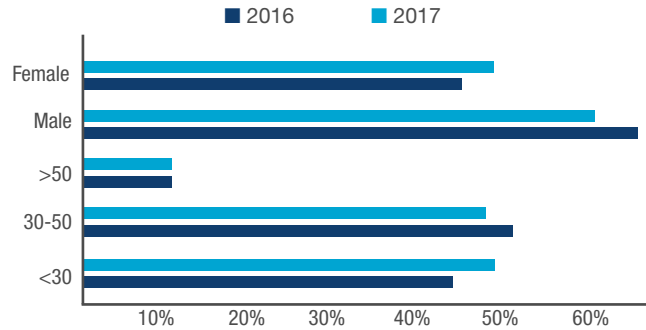
NUMBER OF NEW HIRES BY GENDER AND REGION



REGIONAL NEW-HIRE RATE BY AGE GROUP AND GENDER

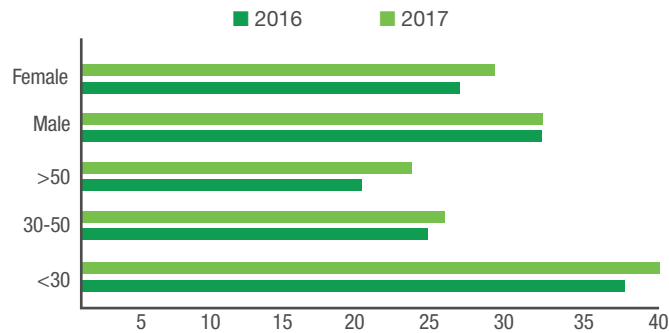
CATEGORY	REGION				TOTAL
	APAC	EMEA	LATAM	NA	
<30	52.71	44.23	53.19	42.79	46.54
30-50	46.05	47.91	44.31	43.47	45.99
>50	1.25	7.86	2.51	13.74	7.47
Female	39.28	45.92	32.81	41.99	42.18
Male	60.72	54.08	67.19	58.01	57.82

TWO-YEAR COMPARISON OF NEW HIRE RATE BY AGE AND GENDER

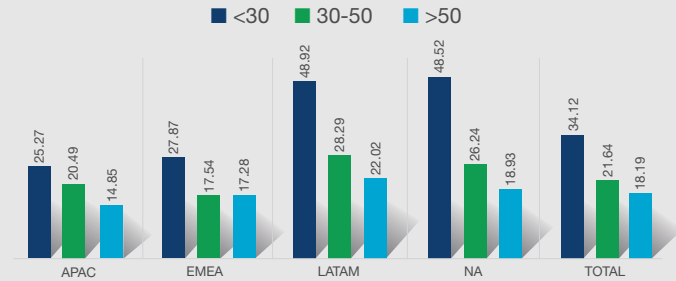


Turnover rates in LATAM and NA were significantly higher than in APAC and EMEA, though turnover in all regions was highest for associates under 30 years of age and lowest among associates older than 50. Turnover among male associates compared to their female counterparts was highest in LATAM and negligible in EMEA. These figures reflect multiple variables, including an economy that favors job seekers, generational trends and cultural tendencies. Though we experienced an increase in overall turnover in 2017, it remained within two percentage points across age categories and gender compared to 2016.

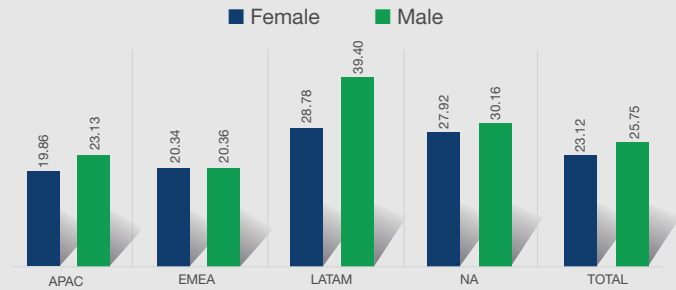
TWO-YEAR COMPARISON OF GLOBAL TURNOVER RATE BY AGE AND GENDER



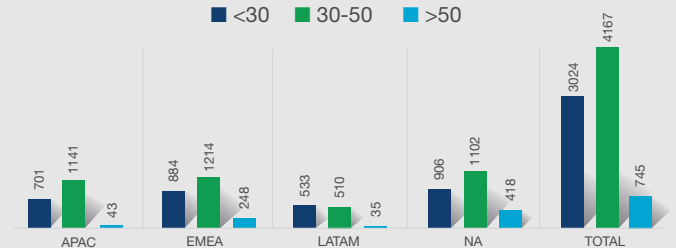
TURNOVER RATE BY AGE GROUP AND REGION



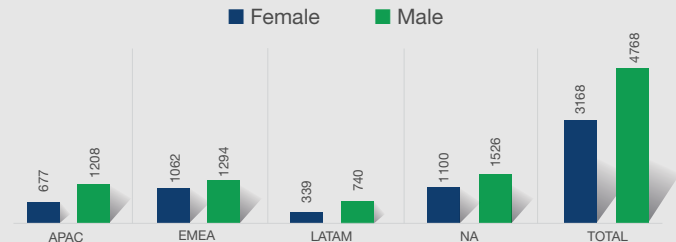
TURNOVER RATE BY GENDER AND REGION



NUMBER OF SEPARATIONS BY AGE GROUP AND REGION



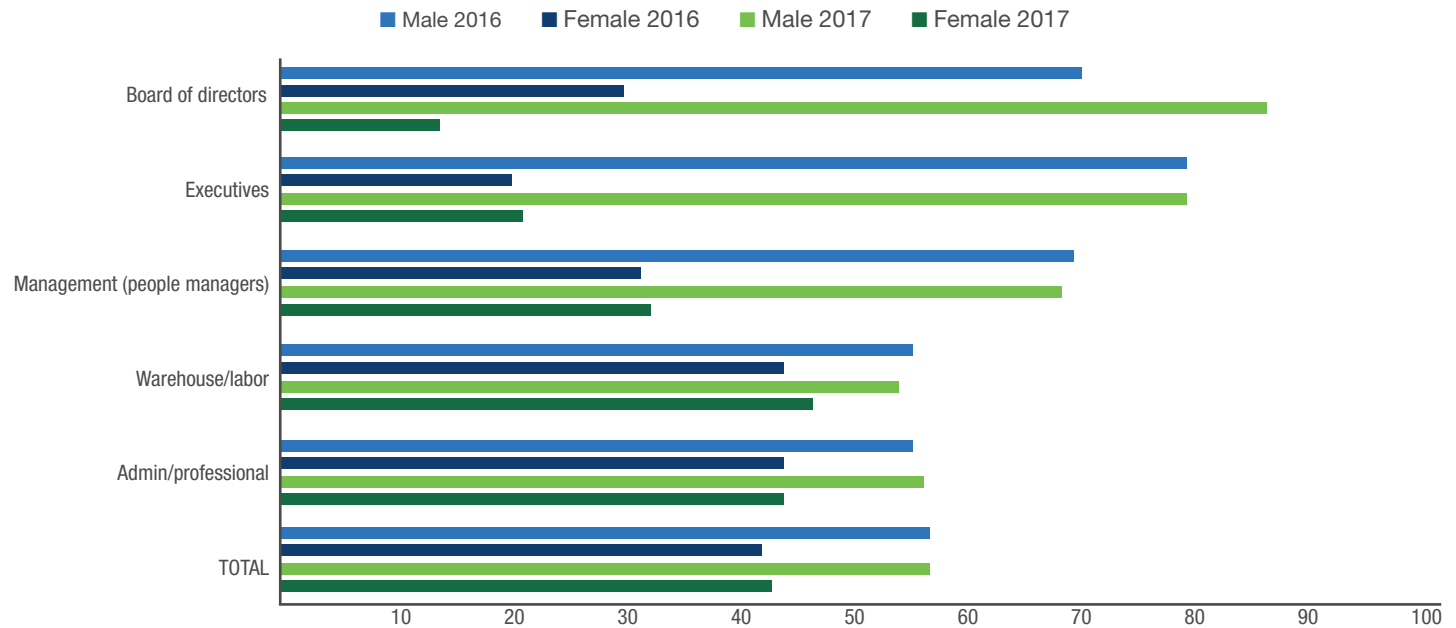
NUMBER OF SEPARATIONS BY GENDER AND REGION



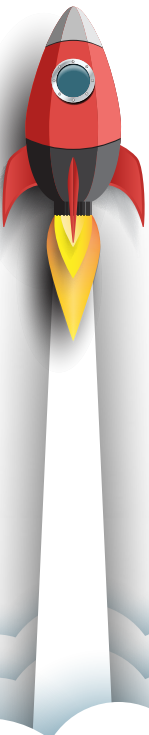
We also analyzed employment categories by age and gender. The largest segment of our employee population is in the 30–50 age range across all functions apart from the board of directors. While a gender gap exists throughout, it's most noticeable in management roles. Male associates hold

management positions at a ratio of 2:1 and executive positions at a ratio of 4:1. Our women's leadership initiative aims to reduce this gap by encouraging women to pursue leadership roles and eliminate gender bias in hiring and promotions.

TWO-YEAR COMPARISON OF EMPLOYMENT CATEGORY BY GENDER



	AGE GROUP			GENDER	
	<30	30-50	>50	FEMALE	MALE
GOVERNANCE BODY					
Board of directors	0%	0%	100%	14%	86%
EMPLOYMENT CATEGORY					
Executives	0%	67%	33%	21%	79%
Management (people managers)	6%	81%	12%	32%	68%
Warehouse/labor	23%	52%	25%	46%	54%
Admin/professional	32%	59%	9%	44%	57%
TOTALS	27%	60%	13%	43%	57%

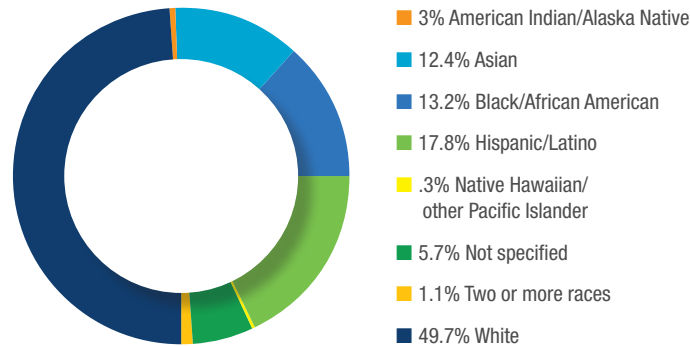




We also look at diversity in terms of ethnicity, disability and veteran status in the U.S. Our objective is to mirror the communities in which we operate. In 2017, we focused our recruiting efforts on a variety of channels through partnerships with several organizations. These include the National Diversity Council, Local JobNetwork, State of California—Employment Development Department, New York State—Department of Veteran Affairs, Veterans One-Stop Center, Hiring Our Heroes corporate fellowship program for transitioning veterans, New Horizons CLC Career Development Center and Innovative Placements & ACCESSVR for individuals with disabilities. Our outreach touches over 15,500 local community partners.

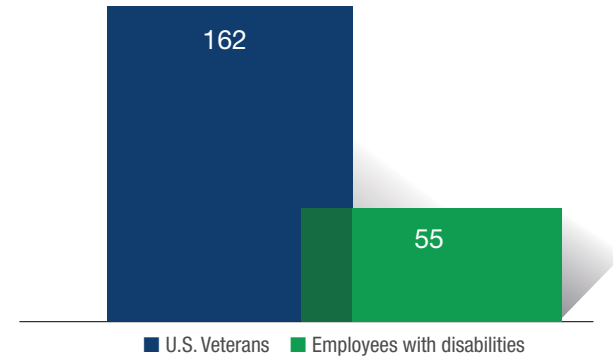
As a B2B company, we generally don't market to end users, but we have an opportunity to better engage LGBT associates within our own four walls. Regional employee initiatives are already underway, and we'll share progress in our 2018 CSR report.

U.S. ASSOCIATES BY ETHNICITY 7700+



In 2017, we once again participated in the Corporate Equality Index of the Human Rights Campaign. We improved our score by 15 points, achieving a rating of 85 compared to our previous score of 70. Though this still places us six points below average, it's a significant year-over-year improvement. We performed well in the areas of nondiscrimination and inclusive benefits but see opportunities for improvement in building organizational LGBT competency and communicating public support of the LGBT community.

U.S. VETERANS AND EMPLOYEES WITH DISABILITIES



Our efforts in the human rights area, particularly our women's leadership initiative, align with SDG 5, targets 5.1 and 5.5 to eliminate gender-based discrimination and ensure equal representation of women in managerial positions. In addition, initiatives in support of minority groups align with SDG 10, target 10.2, promoting the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or other status.



Learning and development

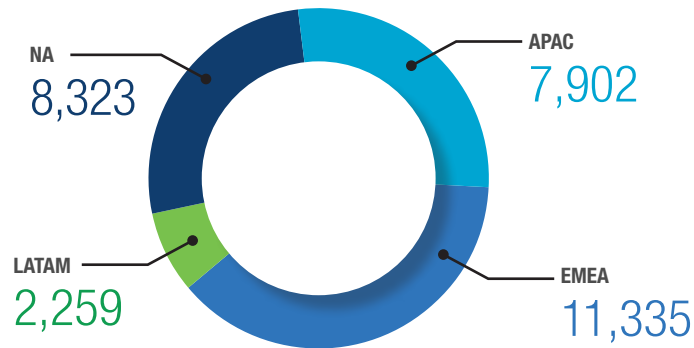
Learning is a critical component of multiple material aspects, including health and safety, data privacy, compliance and ethics, human rights, diversity and environment. As noted earlier, our associates identified CSR training as the top improvement opportunity for the program in 2017. So, despite its absence from our materiality matrix, learning is an indicator we'd like to address.

Our management approach to learning and development (L&D) is still informal, but we strategically consult a cohort of L&D professionals to facilitate best practices and approaches to learning. L&D at Ingram Micro is a decentralized function. Each country has its own approach based on needs and resources. We've developed and maintain administrative policies for our online learning management system and make all tools available to our countries of operation. For our leadership development track, our corporate L&D team works with our global leadership team to identify individuals for the program.



EMPLOYEES TRAINED BY REGION

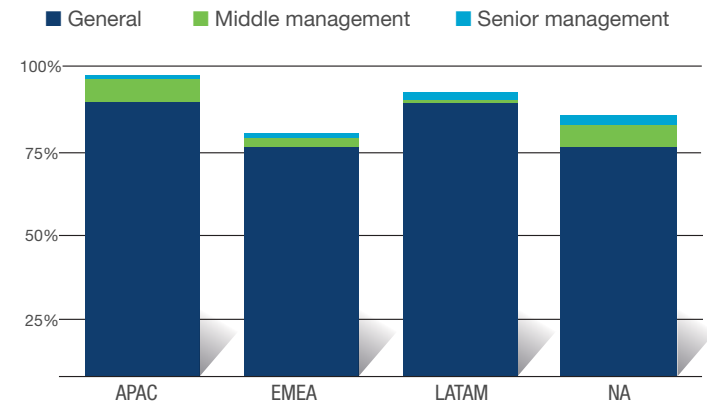
■ APAC ■ NA ■ EMEA ■ LATAM



In 2017, we completed the rollout of our learning management system (LMS), which complements our blended learning strategy. Course offerings are available in 24 languages and reached 87 percent of our associates across all four regions.

Our baseline data indicate that training is administered to employees at similar rates across regions. We also looked at training participation by gender and found equal representation of male and female participants. Analysis of training by function shows that the general employee population comprises by far the largest segment of trainees, followed by middle management and lastly, senior managers.

EMPLOYEE TRAINING BY FUNCTION



We didn't track training hours in 2017 but intend to do so as we fine-tune the capabilities of our learning management system.

One of our focus areas in L&D is foreign language development, particularly English in countries where it's not a primary language. We offer this program across our operations through online and in-person courses. In one example, just over 30 percent of the 157 associates at our shared services center in Sofia, Bulgaria, who completed the program were promoted. Courses are also offered in other languages to facilitate communication across our operating regions.

We continued our annual performance reviews, which provide employees with constructive feedback based on targets they develop at the beginning of the year and a set of shared leadership competencies. During the reporting year, 19,220 associates or 57 percent of our workforce received performance reviews.

We also prepared for the 2018 rollout of a new and comprehensive global talent management platform, Workday. In addition to performance evaluations, this platform, in conjunction with our others we've implemented, offers standardized processes to improve hiring, onboarding and talent management. It also offers direct access to real-time data and provides users with a more intuitive interface on

a SaaS platform. In addition, we'll leverage the Workday platform for career development and career profiles to proactively match our associates' skills and career objectives to the right opportunities.

Our efforts in this area aim to support SDG 4, targets 4.3–4.5, access to informal education, development of ICT skills and equitable access to vocational training.

By 2019, we also intend to support target 4.7 by introducing knowledge and skills training in the areas of environmental stewardship and social equity. While we already use communications platforms to raise awareness and promote responsible practices, we've yet to develop a structured curriculum.



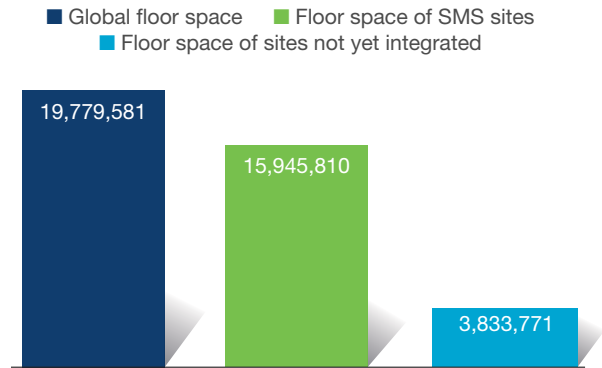
Workplace safety management

Program expansion

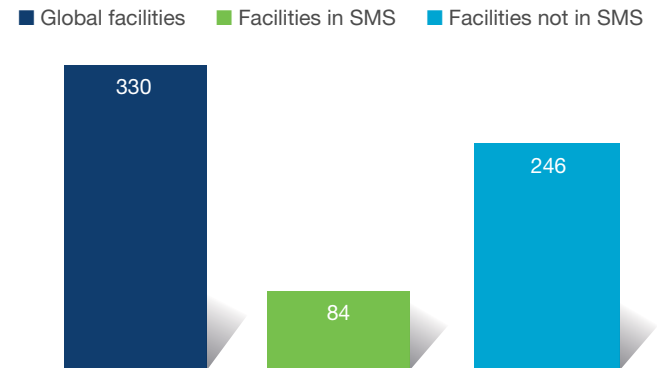
During the reporting period, our safety group focused on the expansion of Ingram Micro's safety management system (SMS) in all regions. The program was implemented at an additional 45 facilities, covering approximately 3.6 million square feet. By the end of 2017, the program covered 84 sites with combined floor space of 15.9 million square feet (1.48 million square meters). In our last report, we stated our expectation to fully implement the program at all facilities by the end of 2018. We're extending this timeframe through 2023 due to changes in resource allocation, the need to accommodate new acquisitions and because a large number of facilities comprise a small percentage of our total floor space.

While expanding the program at large, we also completed the implementation phase of an incident management software platform to accommodate global safety data collection and analysis. We rolled the system out to our operations in North America, Europe, the Middle East and Australia. By year-end, the incident management module had approximately 160 active users with more than 230 individual training hours completed. As with any new system, we experienced adoption challenges, including user reluctance to transition from manual data management and issues with reporting quality. Accordingly, we've designed a strategy to address these issues in 2018 through additional training, individual communication and using our learning management system to improve access to and retention of training content. By 2020, we expect to complete the rollout of the platform in LATAM and APAC as well.

2017 SMS IMPLEMENTATION STATUS BY FLOOR SPACE (ft²)



SMS IMPLEMENTATION STATUS BY NUMBER OF FACILITIES





Safety management approach

Our safety program relies on the plan-do-check-act method with focus on injury and illness prevention, legal compliance and continuous improvement. In 2016, our stakeholders identified occupational safety as a material impact, and our 2017 employee CSR survey showed a similar level of interest in improved safety initiatives (32 percent in 2017 versus 34 percent in 2016). The global safety program is centralized with leadership at the executive director level and responsibility for companywide implementation at the senior manager level. In addition, business units may have their own designated resources. Facilities operate informal committees comprised of safety representatives and site supervisors to prevent, assess and manage safety issues. Policies and working documents are maintained on an intranet page available to most employees globally and our I AM SAFE policy extends to anyone on Ingram Micro's premises, including full-time and part-time associates, temporary staff, contractors and visitors. Corporate policies are reviewed annually and relevant changes are communicated to on-site safety representatives via email notification. Under our Sunshine Rule, all associates are encouraged to promptly report safety concerns to their direct supervisors, the senior safety manager or to an anonymous third-party ethics hotline.



Occupational injuries and illnesses

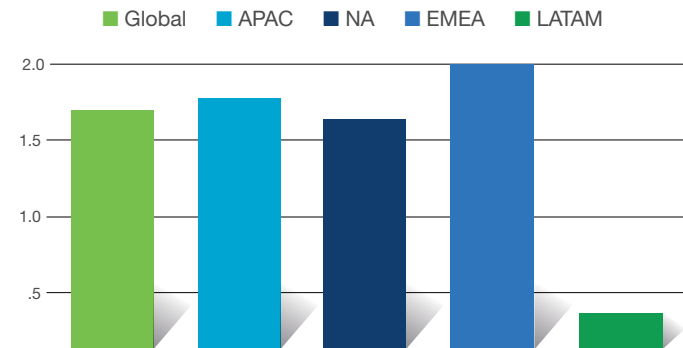
Regionally, we saw a decline in occupational injuries in North America, Europe, the Middle East and Latin America and an increase in Asia Pacific. Our global incident rate rose slightly, from 1.53 in 2016 to 1.66 in 2017. The addition of facilities to a safety management system (SMS) tends to result in improved reporting and explains a rise in year-over-year injury rates. However, as we compared the 2016 and 2017 incident rates for facilities in the SMS during both years only, we noticed a 0.13 increase there as well. We tracked the increase to one specific site in Australia, where safety managers had suspected under-reporting prior to 2017 and addressed the issue through focused training and communication. Overall,



Ingram Micro recorded 338 injuries globally during the reporting period, no contractor injuries and no fatalities. None of our associates engage in activities that risk exposure to specific diseases.

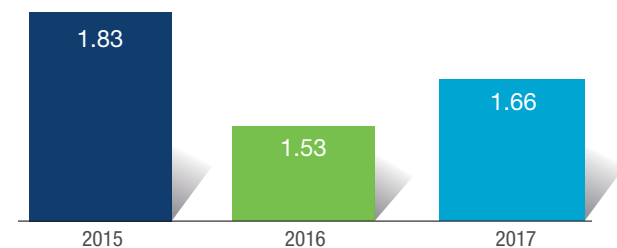
With the addition of new sites to the program, while still implementing our incident management software, we were unable to track granular data in 2017, including injuries broken down by gender, employment contract, injury type and incident type. We'll have data available for these indicators in 2018 for sites using our new reporting platform.

2017 INCIDENT RATES BY REGION



Incident rates exclude injuries requiring no treatment beyond first aid, injuries not requiring any treatment and injuries for which employees refuse treatment.

THREE-YEAR GLOBAL IR TREND FOR ESTABLISHED SMS FACILITIES*



*Established means facilities integrated into the SMS prior to the reporting year.

At U.S. facilities that are part of the SMS, approximately 30 percent of injuries sustained involved days away from work. These incidents resulted in at least 1,386 calendar days away and a lost-day rate (LDR) of 15.9. We begin counting days away on the first day following an injury. The lost-time incident rate (LTIR) or lost-time case rate (LTCR) for U.S. facilities in the SMS was 0.49. For the same facilities, the severity rate (SR)—i.e., the average number of days lost per incident—was 9.9.

Because associate sick days were coded as paid time off in 2017 and because not all U.S. facilities have been integrated into the safety management system, we're unable to provide an accurate absenteeism rate for the reporting year.

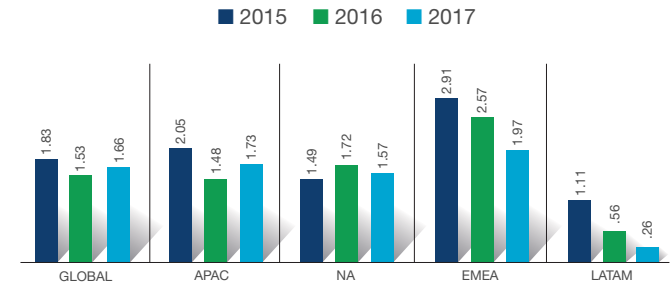
Ingram Micro generally follows the methodologies outlined by the U.S. Occupational Health and Safety Administration (OSHA) for the recording and reporting of accident statistics. This is because 43 percent of our global working hours in SMS facilities are attributable to our U.S. workforce. Facilities in non-U.S. countries may produce additional statistics as required by local regulations.

Injury prevention and engagement

Each facility integrated into the safety management system has a safety committee comprised of supervisors and associates. The purpose of these groups is to reinforce safety culture. Committee members receive monthly training and in turn administer training to other associates. During monthly meetings, members discuss a variety of topics, such as:

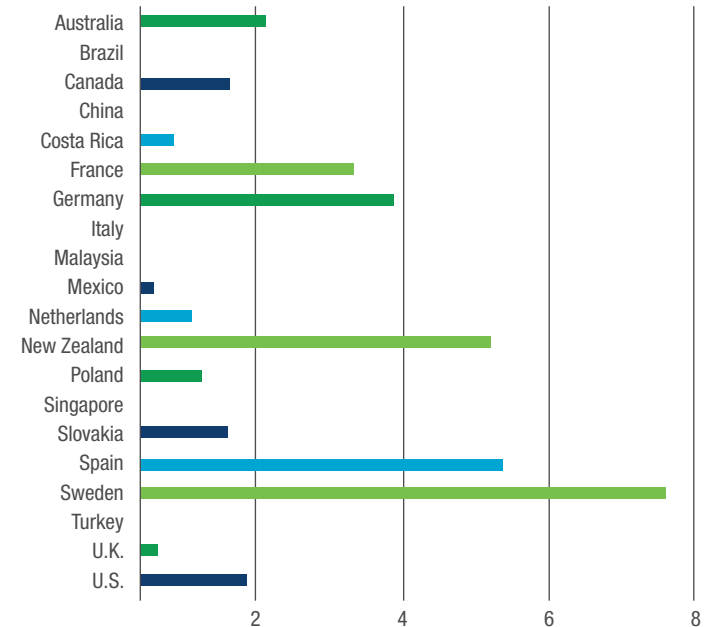
- Injuries sustained and their root causes
- Corrective actions
- Safety audit results
- Identifying and eliminating hazards
- General employee safety concerns
- New policies, objectives and procedures
- Safety performance

THREE-YEAR INCIDENT RATE TREND BY REGION*



*Includes 45 facilities added to the SMS in 2017.

2017 SAFETY INCIDENT RATES BY COUNTRY*



*Includes only countries with one or more facilities integrated into the SMS by year-end 2017.

While these committees tend to be informal, they significantly impact regular employee engagement and development of site-level strategies for the prevention of injuries and illnesses.

Each month, supervisors and team leads perform behavior-based safety observations. They stop unsafe behaviors and provide on-the-spot associate coaching while highlighting safe behaviors. This initiative encourages associates to be accountable for one another, learn through coaching others and provide immediate feedback to coworkers who engage in unsafe acts. To eliminate hazards before they cause incidents, supervisors and team leads also perform departmental safety audits each month. In 2018, we'll continue to pursue behavior-based and learning-focused strategies in alignment with our objective to become an injury-free workplace.

In addition, we've developed the following set of targets for 2018:

- Reduce global incident rate by five percent over 2017
- Expand the global safety management system by 8.5 percent over 2017 (by floor space)
- Develop five hours of self-directed online safety training

Our efforts to improve workplace safety support SDG 8, target 8.8, to promote safe and secure working environments for all workers.



Community support and development

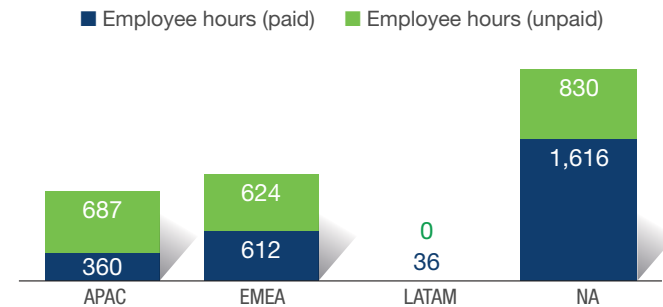
Our stakeholders identified charitable giving and volunteering as material issues during last year's stakeholder engagement process. In a 2017 survey, our associates continued to rank community development our second highest improvement opportunity (following waste reduction in 2016 and CSR training and communication in 2017). During the reporting period, our community support efforts included fundraisers, volunteer initiatives, in-kind donations, supply drives, disaster



relief, nonprofit sponsorships and employee gift matching. We've maintained our decentralized approach to community engagement and investment overall, while encouraging global participation in events like Earth Day, the International Coastal Clean-Up and disaster relief efforts.

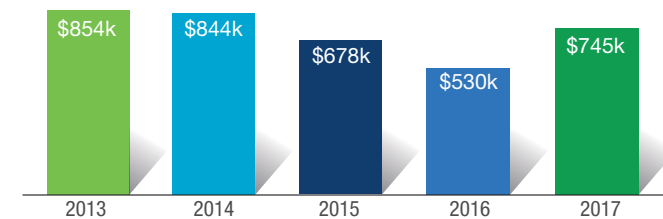
In our last report, we outlined our plan to better track companywide volunteer hours. We've made considerable progress in this area and many facilities are now reporting community service hours. Employees reported more than 2,600 company-sponsored volunteer hours in 2017, compared to just over 2,000 in 2016. In addition, our associates spent at least 2,100 additional hours of their own time, volunteering evenings and weekends.


2017 VOLUNTEER HOURS BY REGION



As anticipated, we also increased our monetary donations to community development efforts by 40 percent over 2016.

2017 CHARITABLE GIVING





As in previous years, our management approach to community development remains informal and locally focused. We've not performed community impact or risk assessment, though the nature of our business is unlikely to cause significant negative impacts. Our business creates local job opportunities in a low-hazard environment. We generally occupy existing buildings, our operations aren't water or energy-intensive, we don't manage dangerous substances, and we don't operate in physically isolated communities. Since our warehouse operations increase local transport, we affect transport-related pollution, but we haven't assessed to what degree. We also recognize community impacts from the generation of solid and electronic waste, and indirect impacts on biodiversity using warehouse space and transportation infrastructure. We try to mitigate some of our negative impacts through projects like beach, wetland and river cleanups, tree plantings and alternative transportation incentives.

Most of our community initiatives occur in partnership with community nonprofit organizations. Requests for support or event participation are reviewed on a case-by-case basis. Typically, a local employee committee decides which initiatives to pursue, provided the organization meets our corporate giving guidelines. We don't strategically evaluate to what extent our initiatives improve the lives of community members but share anecdotes on internal communications platforms to continuously inspire giving and volunteering. We share several examples of our 2017 community efforts in this report.

While our community initiatives touch on nearly all sustainable development goals, none are long-term strategic efforts with permanent solutions by 2030. We primarily support requests addressing acute need, such as disaster relief, cleanups, and meal or supply provision. Long-term problem-solving, as intended by the U.N. SDGs would require organizational resources we don't currently have in place. We'll continue to assess opportunities for longer-term sustainable development initiatives.

Global community development highlights

Our global facilities continued their support of dozens of charitable organizations throughout 2017. Associates volunteered at food banks, gave blood and planted trees. They cleaned up littered roads, beaches and wetlands. They packed meals and collected food, toys, clothing and supplies. And after severe weather events in South Asia, Texas, Florida and Puerto Rico, our employees donated over 800 hours in paid time off, which converted to more than \$30,000, for the victims of these natural disasters. We'll highlight efforts in each region and would like to thank all Ingram Micro associates for their generosity.

Americas

Our corporate offices once again sponsored annual golf tournaments, raising over USD 540,000 for charity. More than 100 Ingram Micro associates from around the world participated in the HNA Group Global Charity Run. Our facility in Plainfield, Ind., organized Operation Backpack for the second year in a row. Inspired by an associate's grandson, Ingram Micro contributed 200 backpacks and site employees donated supplies to fill them for local schoolchildren. The same facility also raised USD 40,000 to grant the wishes of four children through the Make-A-Wish Foundation, cleaned up litter as part of the Adopt-A-Road program and gave summer interns an opportunity to volunteer for Camp Jameson. The camp supports children with special social and emotional needs. Many of our facilities collected pallets of food for disaster relief in the wake of hurricanes Harvey, Irma and Maria. And as we do every year, we honored our veterans with events and recognition on Veterans Day.



For the second year in a row, our headquarters promoted participation in our two primary environmental events: Earth Day and the International Coastal Cleanup. Our Irvine, Calif., office, with generous support from our partners HP, IBM, Intel and Lenovo, eliminated single-use coffee cups and replaced them with mugs for all employees. We also swapped coffee stations using pouches with whole bean machines. Overall, we eliminated over 8,500 lb (3,855 kg) from our annual waste stream.

Our Buffalo, N.Y., office more than doubled membership in its community engagement team, which now has at least 54 active employees. The facility is heavily involved in many aspects of community service, including homelessness, family and children, education, hunger relief and emergency assistance. In 2017, the Buffalo team donated more than USD 85,000 to local charities, collected 270 Halloween costumes for school children, organized a back-to-school drive and provided Thanksgiving meals to more than 90 families. With generous support from our partner, Cisco, the team held a backpack

drive for homeless members of the community and filled them with toiletries and other items before distributing them through Hearts for Homeless.

As in previous years, we organized Ingram Micro North America's Education Giveaway IT Makeover with equipment donated by our business partners. Students at Columbus Tustin Middle School in California were the winners of a computer lab overhaul.

Our associates in Brazil frequently donate gifts, food and other items to Casa Modelo De Apoio À Criança Com Câncer (CAMACC), which provides psychosocial, medical and financial assistance to children with cancer. In Costa Rica, our teams collected school supplies for disadvantaged children, cleaned up litter in their community, organized an electronic waste recycling event, donated blood and planted trees at San Rafael Elementary School. Associates in Mexico launched fund raisers and food drives for earthquake victims and helped rebuild an affected elementary school in the state of Morelos.



Europe, Middle East and Africa

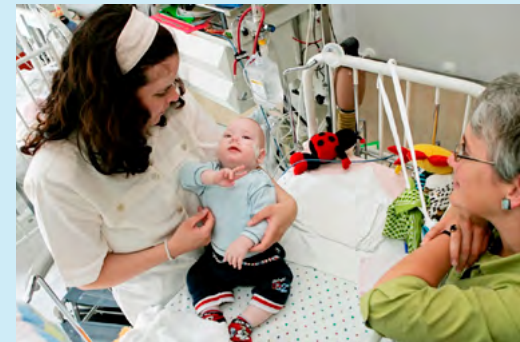
With more than 1,000 associates, our shared services center in Sofia, Bulgaria, engages in community and employee activities year-round. The facility held charity bake sales to support local foster homes, the homeless and stray animals. Proceeds also provided aid to colleagues with urgent medical needs. Employees donated time at the community library to clean and archive books. They also cooked, cleaned and provided company to the residents of a senior care facility and staffed a charity Christmas bazaar. For the second consecutive year, Sofia associates organized a Secret Santa initiative, providing more than 200 gifts to local foster homes.

Ingram Micro U.K. continued to support Willen Hospice, which provides specialist care for people whose illnesses no longer respond to curative treatment. Our German operations donated to several organizations that support children and young adults, including those receiving care for cancer and other serious or chronic illness, mental disability, and social and emotional challenges. In Lebanon, Ingram Micro staff walked to raise funds for Al Younbouh Rehabilitation Center for individuals with special needs. Ingram Micro Benelux supported Kom Op Tegen Kanker, an organization that advocates for cancer patients. Our Cloud office in Santander, Spain, spearheaded a toy drive for Centro Social Vicente María, an organization serving at-risk children.

The annual Ingram Micro Dubai Cares Walk for Education raised funds to support the education of children in need. The Dubai facility's blood donation campaign supported the Dubai Health Authority, providing donations from dozens of participants to aid patients suffering from thalassemia.

Our facilities in Sweden supported the Göteborgs Stadsmission, which advocates for inclusion and supports children and families, the homeless, and migrants, as well as the Stockholm City Mission, which offers activities for children and adolescents. Associates also engaged with Ice Hockey for All, providing young people facing major challenges with a

positive and safe hobby and an opportunity to become more physically active. For the past three years, Ingram Micro Nordic Logistics AB has been nominated for Samhall's Visa Vägen award, which recognizes companies for workplace integration of disabled members of the community.



APAC

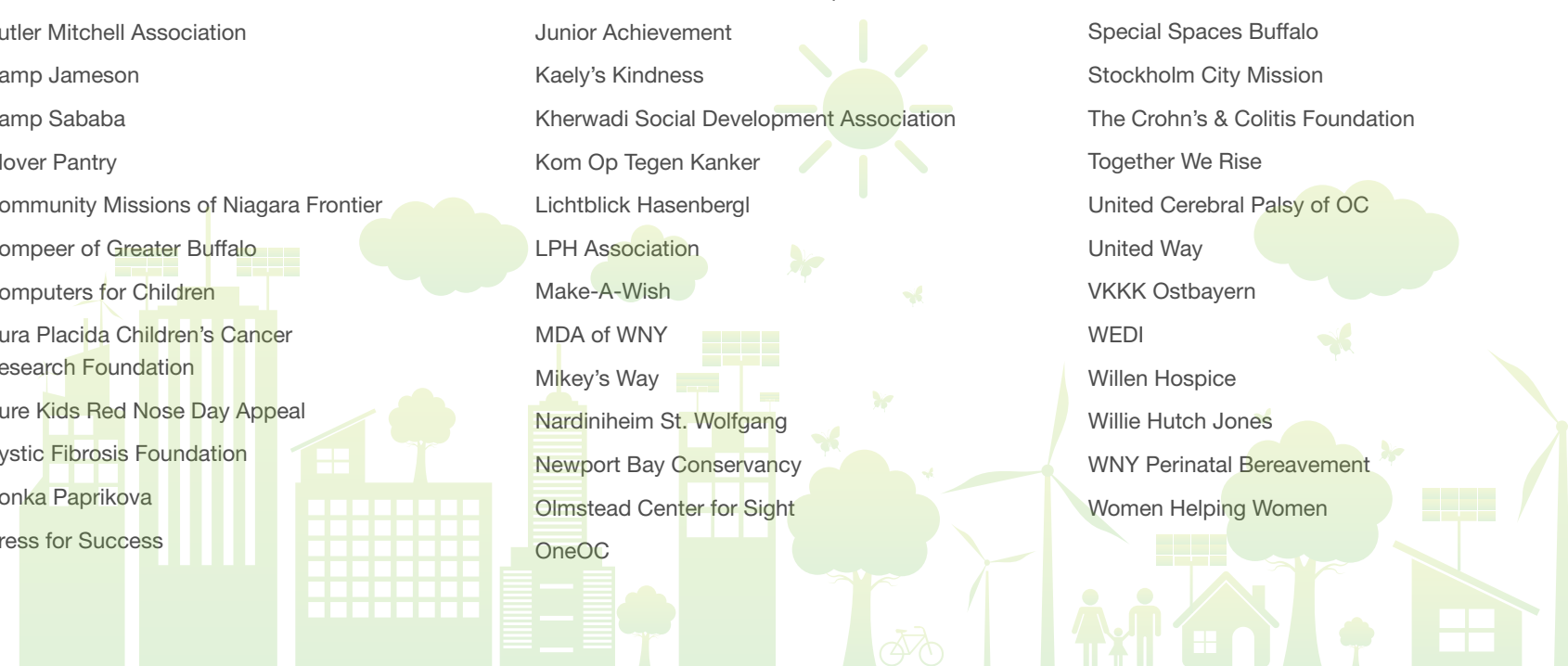
Under its Saving the Environment theme, our associates in Thailand supported several marine life conservation activities, including building a coral reef at Sattahip Beach in Pattaya. The team also visited Klongtoey Slum Childcare Foundation, and donated funds, baby formula, books and other items to the organization. The primary purpose of the foundation is to provide healthcare to infants and toddlers in this community.

Ingram Micro India associates engaged with dozens of children at a local orphanage, playing games and sponsoring a meal. Our associates in India donated a braille machine to

the National Association for the Blind, enabling large-quantity printing of books in braille. With unemployment being a major challenge in local slums, the team also partnered with the Kherwadi Social Development Association to support vocational training and skills development.



Organizations we supported in 2017



Adopt-A-Road
Al Younbouh Rehabilitation Center
American Cancer Society
American Heart Association
Arche Noah e.V.
Aurora Adult Day Services
B Team Buffalo
Big Brother Big Sister
Boys and Girls Club of Buffalo
Buffalo and Erie County Botanical Gardens
Buffalo Olmstead Conservancy
Buffalo Philharmonic Orchestra
Butler Mitchell Association
Camp Jameson
Camp Sababa
Clover Pantry
Community Missions of Niagara Frontier
Compeer of Greater Buffalo
Computers for Children
Cura Placida Children's Cancer Research Foundation
Cure Kids Red Nose Day Appeal
Cystic Fibrosis Foundation
Donka Paprikova
Dress for Success
Epilepsy Association of WNY
Family Promise of WNY
Feed the Homeless
Festival of Children Foundation
Food Allergies Research & Education
Footsteps of WNY
Friends of Reinstein Nature Preserve
Göteborgs Stadsmission
Hurricane Harvey Relief
Indiana Sports Corporation
Israel Burn Camp for Children
John R. Oishei Children's Hospital
Junior Achievement
Kaely's Kindness
Kherwadi Social Development Association
Kom Op Tegen Kanker
Lichtblick Hasenberg
LPH Association
Make-A-Wish
MDA of WNY
Mikey's Way
Nardiniheim St. Wolfgang
Newport Bay Conservancy
Olmstead Center for Sight
OneOC
Red Cross
Rise Against Hunger
Rise Up Puerto Rico
Rosenhof des Albert Schweitzer Familienwerks
Roswell Park Comprehensive Cancer Center
Salvation Army
Samhall
Second Harvest Food Bank of Orange County
Shakespeare in the Park
Sheltering Wings
Sofia City Library
SPCA
Special Spaces Buffalo
Stockholm City Mission
The Crohn's & Colitis Foundation
Together We Rise
United Cerebral Palsy of OC
United Way
VKKK Ostbayern
WEDI
Willen Hospice
Willie Hutch Jones
WNY Perinatal Bereavement
Women Helping Women



Environmental and supply chain responsibility

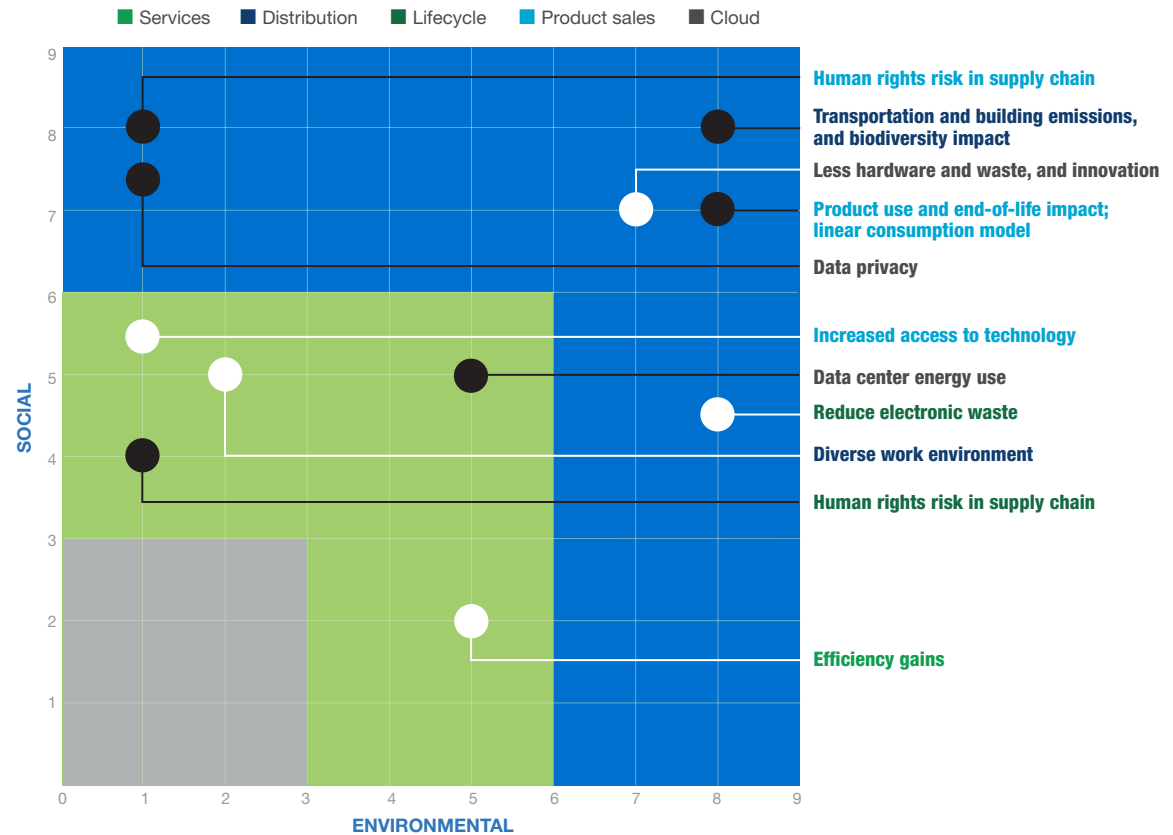
Risks and opportunities

The frequency and scale of severe weather events and natural disasters in 2017 brought renewed focus to the physical risks we identified and reported in last year's CSR report. Several Ingram Micro locations were affected by hurricanes, flooding and earthquakes. Heat waves also persisted in 2017 and, while we don't measure indirect productivity losses, at least some impact on our operations and those of our suppliers is probable. Disruptions from these events did not result in significant financial losses, because we lease most of our properties and have the global infrastructure to ensure business continuity. Still, emergency events divert resources

from business-critical activities and impact our associates, communities and business partners.

In 2016, we also reported multiple socio-environmental regulatory risks. While environmental regulations in the U.S. were deprioritized throughout 2017, stricter rules went into effect across other operating regions. From mandatory non-financial reporting in the EU and revised consumer right-to-know requirements in California to multiple new and emerging rules on plastic use and waste, we're investing more resources into preparing for and implementing applicable requirements.

ENVIRONMENTAL AND SOCIAL RISKS (Black) AND BENEFITS (White) BY BUSINESS ACTIVITY





Other risks we'd previously identified, such as social instability and external pressure to improve performance, were confirmed as well. Rising geopolitical tensions present risks for any multinational organization, and 2017 was defined by a climate of social and political unrest. We continue to carefully monitor global developments, so that we can prepare for any potential impact on our business.

Customer interest in our CSR program doubled, based on the number of inquiries we've received. Since physical, regulatory and other risks are likely to have an even greater impact on our upstream suppliers, including original equipment manufacturers, transport partners and commercial real estate firms, we see more questions from our customers related to supply chain responsibility as well. However, most of our key suppliers are large organizations with well-developed regulatory compliance, sustainability and business continuity programs. With this in mind, we don't yet measure the potential financial impact of socio-environmental risks, and our management approach in this area is still developing. We have multiple policies in place to address human rights, environmental stewardship and supplier responsibility, but have yet to implement them globally and develop indicators to measure the effectiveness of risk mitigation strategies.

In addition to evaluating global risks, we assess social and environmental risks and benefits for key business activities, including product sales and distribution, as well as cloud, professional and lifecycle services. Lease or subscription solutions, like device as a service, combine cross-sector benefits such as increased access to technology, while reducing electronic waste.

Materials

Managing materials, along with waste and recycling, remains a high priority for our stakeholders. As a distributor, we don't source product components or sales packaging, but we consume thousands of metric tons in tertiary materials for shipping. Corrugate is the only material we're presently tracking and in 2017, 70 percent of operational facilities were not yet reporting this indicator. In most cases, this is because a tracking mechanism hasn't been implemented. Where data is reported, it's typically obtained from purchasing records, which may also indicate recycled content per the manufacturer. We determined that at least 20 percent of reported corrugate contained post-industrial or post-consumer recycled content, but expect the actual percentage to be much higher. When our customers stipulate the corrugate supplier and material, we can't control recycled content, but we have an opportunity to select higher recycled content in our own sourcing decisions. Even though corrugate is a renewable and recyclable resource, higher recycled content results in reduced energy use and emissions from manufacturing.

CORRUGATE CONSUMED WITH AND WITHOUT RECYCLED CONTENT (KG)*

	RECYCLED CONTENT	NO RECYCLED CONTENT	% RECYCLED CONTENT
APAC	53,392	316,766	14%
EMEA	4,331,982	1,924,040	69%
LATAM	--	193,432	--
NA	--	14,992,411	--
GLOBAL	9,668,104	38,419,216	20%

*Data is based on a 30 percent global reporting rate by floor space, excluding administrative facilities where these indicators don't apply.



Our lifecycle services business repairs and refurbishes electronic products and disassembles products for recycling. In addition, we offer charitable donation programs and redeployment services for clients who prefer to reuse their assets internally. Since these activities are based on circular economy principles, sustainability is fully integrated into the materials management aspect of this business unit.

Lifecycle services are the product of multiple acquired companies and, even though individual sites consistently measure results, we're still working through centralized data management challenges. Around 50 percent of our service centers reported repair, refurbishment and recycling weights in 2017. Several facilities track the number of units, but not weight. Globally, 17.8 million units were reportedly processed in 2017. We estimate that our repair and processing sites managed roughly 24 thousand metric tons of returned electronics.

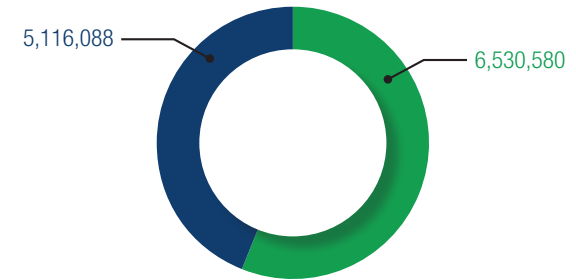
Waste and recycling

In 2016, only 49 percent of facilities reported nonhazardous waste metrics. In 2017, our participation rate climbed to nearly 76 percent by floor space. This report is our best effort to date to capture baseline waste data at a companywide scale. While we'll continue to improve waste reporting, obtaining actual data in many of our buildings isn't feasible. Our offices are frequently in multitenant buildings, where waste removal is an integrated maintenance function contracted by building management. Still, with reported data amounting to nearly 40 thousand metric tons of waste generated—the approximate weight of more than a thousand fully loaded 18-wheelers—our impact in this area is obviously significant. Waste disposal information is generally provided by the waste management contractor. In few instances, where the vendor doesn't provide tonnage reports, we estimate weights based on container size, waste composition and number of removals.



ELECTRONICS REPAIR, REFURBISHMENT AND RECYCLING (KG)

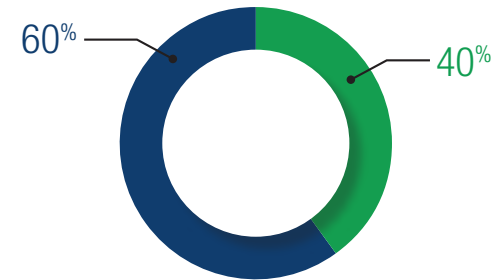
■ Customer units recycled ■ Customer units refurbished or repaired



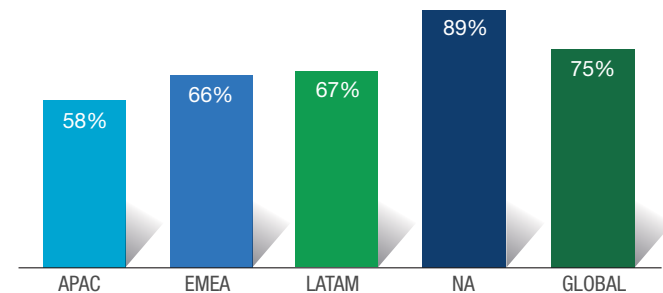
Actual weight reported by about 50 percent of repair and processing facilities.

PRODUCT TAKEBACK REPAIR AND REFURBISHMENT

■ Repaired or refurbished ■ Liquidated



SOLID WASTE REPORTING RATE BY REGION*



*Rate is based on floor space.

Our environmental stewardship policy outlines strategies for reducing environmental impact from waste and encourages facilities to measure and improve their performance through reduction and diversion. The following sites have achieved diversion rates exceeding 95 percent according to figures reported in 2017:

- Our service centers in Saint-Augustin and Montauban, France
- Our service center in Houdeng Goegnies, Belgium
- Our advanced logistics center in Waalwijk, The Netherlands
- Our service center in San Jose, Costa Rica
- Our advanced logistics center in Harrisburg, Pennsylvania, United States

In addition, the following sites diverted more than 90 percent of all solid waste generated:

- Our advanced logistic center in Straubing, Germany
- Our distribution center in Grossbeeren, Germany
- Our warehouse in Swiebodzin, Poland
- Our distribution center in Richmond, British Columbia, Canada
- Our advanced logistics center in Millington, Tennessee, United States

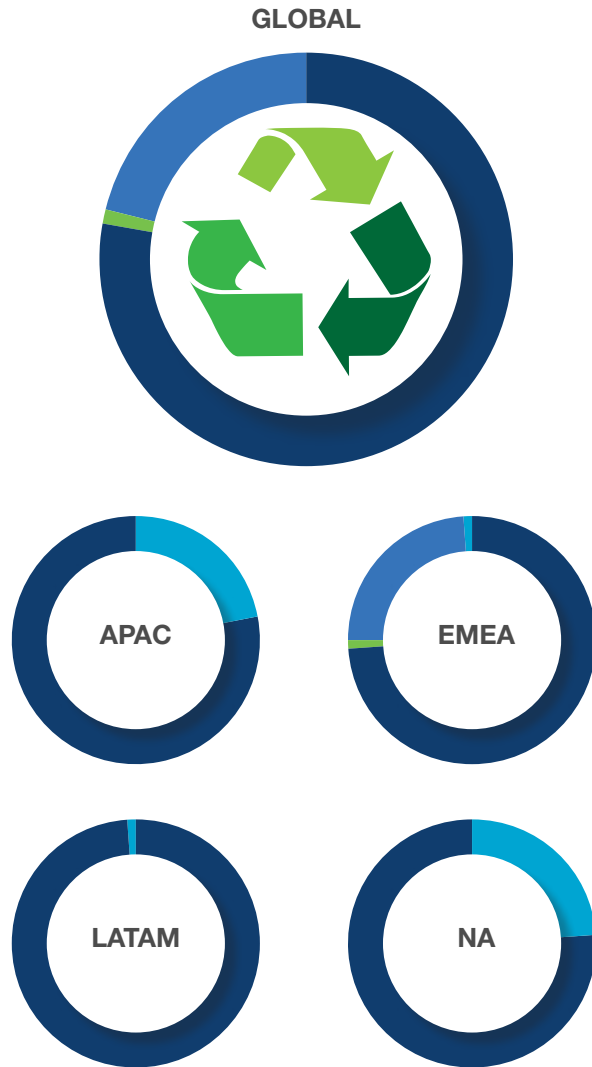
METRIC TONS OF WASTE BY DISPOSAL METHOD AND REGION

	APAC	EMEA	LATAM	NA	TOTAL REPORTED	EXTRAPOLATION APPLIED
Landfill or incinerated	455	4,609	7	3,634	8,705	11,487
Recycled materials	1,595	10,159	5,355	11,668	28,777	38,850
Other diversion	.01	211	61	--	273	403
Waste to energy	--	223	--	--	223	329

*Extrapolation factor applied to estimate waste generation for 100 percent of operations by floor space, assuming that reported waste disposal methods are characteristic of the remaining 24 percent.



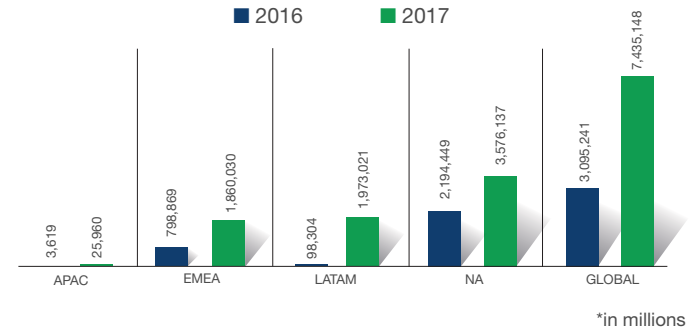
WHERE OUR WASTE IS GOING, AT A GLANCE



- Solid waste landfilled or incinerated
- Recycled materials (bottles, cans, pallets, cardboard, film etc.)
- Other diversion (reuse, donation etc.)
- Waste-to-energy

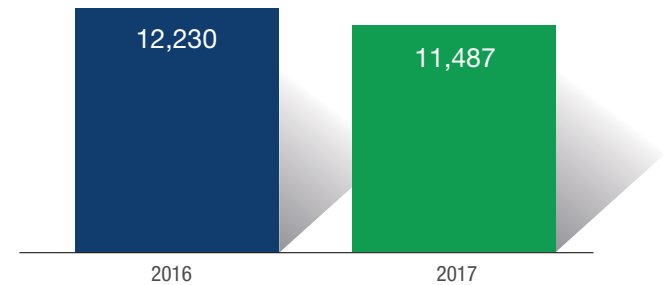
Companywide, we generated at least USD 7.5 million in revenue from recycling operational waste streams.

REPORTED REVENUE FROM RECYCLING (USD*)

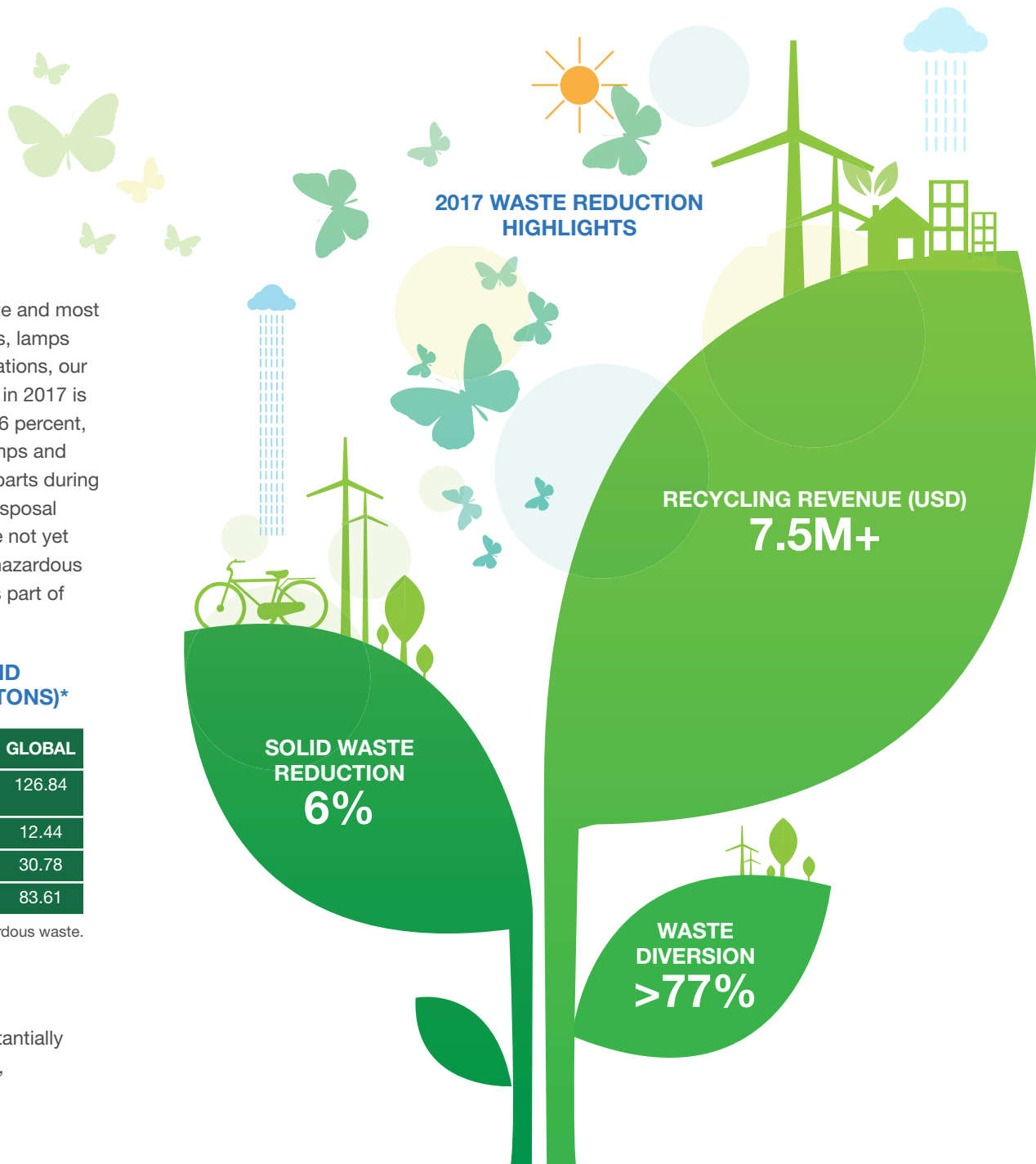


Our 2017 waste target was to reduce solid waste generation by 5 percent. We exceeded this target with year-over-year reduction of 6.08 percent.

GENERATION OF LANDFILLED OR MASS-INCINERATED WASTE (MT)*



*Data has been normalized to account for year-over-year variation in reporting rates.



Ingram Micro isn't a major generator of hazardous waste and most of our facilities only generate small amounts of batteries, lamps and waste electronics. Still, given the scale of our operations, our hazardous waste generation of at least 127 metric tons in 2017 is environmentally significant. Most of this waste, about 66 percent, is recycled or reused. In addition to waste batteries, lamps and electronics, we also dispose of solvents used to clean parts during repair and refurbishment. Reported hazardous waste disposal spend in 2017 amounted to nearly USD 250,000. We've not yet initiated a focused global effort to minimize the use of hazardous materials, though some facilities address this aspect as part of their environmental management systems.

HAZARDOUS WASTE GENERATION AND DISPOSAL METHOD BY REGION (METRIC TONS)*

	APAC	EMEA	LATAM	NA	GLOBAL
Total hazardous waste generated	.12	90.98	0	35.73	126.84
Incinerated	0	12.44	0	0	12.44
Other/unknown	.12	6.98	0	23.69	30.78
Recycled/reused	0	71.56	0	12.04	83.61

*Based on 18 percent of facilities by floor space that reported hazardous waste.

Our waste reduction targets support SDG 12.5 to substantially reduce waste generation through prevention, reduction, recycling and reuse.



Water

Even though water isn't a material issue for us, we expect that water scarcity in some regions will eventually have an impact on our upstream supply chain. And although our water use is limited to employee consumption and facility maintenance, our operations could still be impacted in areas where living conditions deteriorate due to poor water availability or quality. Therefore, we'll continue to monitor water use in operating regions with high water-related risks. We also plan to include water alongside climate change in our 2019 asset-level risk evaluation.

During the reporting year, we didn't track water withdrawal by source. However, we've added these indicators to our metrics reporting procedure and expect to report them in the future. Where we share consumption of recycled water, it's been recycled by a utility provider, not onsite. We don't operate water treatment equipment at our facilities.

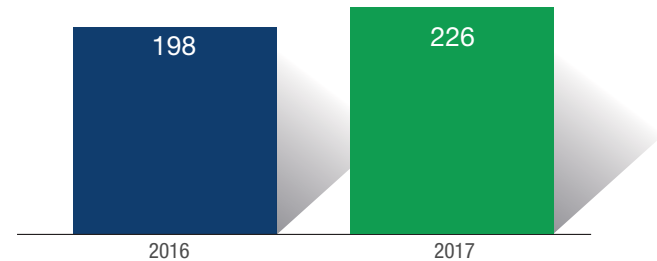
A significant number of our locations lack access to water use data from direct meter readings or utility invoices, especially where water consumption and cost is included in lease agreements. In some instances, facilities prorate potable water use based on headcount and an average regional consumption factor. In other cases, where sites prepay estimated amounts, we rely on prior year data for proration. Where invoices show cost, but not consumption, we make estimates based on regional per-unit water cost. In 2017, approximately 34 percent of sites by floor space didn't report actual or estimated water consumption, which is comparable to the reporting rate in 2016. Global water consumption, as reported, increased by nearly 14 percent in 2017.



	WATER CONSUMED INCLUDING RECYCLED/ REUSED (L)	RECYCLED/ REUSED WATER (L)	REPORTING RATE (BY FLOOR SPACE)
APAC	29,696,123	848,000	52%
EMEA	67,232,916	0	68%
LATAM	27,166,697	9,355,249	63%
NA	102,111,595	6,291,563	70%
GLOBAL	226,207,330	16,494,812	66%
Extrapolation applied*	340,702,850	n/a	n/a

*Extrapolation by floor space isn't ideal for water use estimation, but in the absence of facility-level headcount data, it was our best option for approximating global water use.

GLOBAL REPORTED WATER CONSUMPTION (MILLION LITERS)*



*As reported by 70 percent of global facilities in 2017

ANNUAL WATER INTENSITY BASED ON REPORTED 2017 CONSUMPTION

Liters per USD revenue	.0049
Liters per capita	6,729.96
Liters per m ²	123.19

Energy and emissions

In 2017, customer inquiries regarding our environmental initiatives, particularly in emissions management, nearly doubled. It was also a year of extreme weather events that directly affected our own associates and their families. Accordingly, reducing energy and emissions remains our top environmental priority. We've exceeded our renewable energy target and increased participation in energy data reporting to over 95 percent from 86 percent in 2016, well above our 90 percent target. We've also become more efficient, reducing energy intensity by floor space, headcount and revenue. Unfortunately, as our business grew, our absolute emissions increased and we missed our 2017 emissions target by a significant margin. We aimed for a 10 percent reduction over our 2015 baseline, but only reduced absolute emissions by 1.85 percent. We've revised our targets through 2020 to get back on track.

Our management approach to energy and emissions consists of policies, measuring and reporting, setting periodic reduction targets, facility-level efficiency initiatives and continuous communication. We perform a site-level risk and awareness assessment every three years and reported the results of our 2016 assessment in last year's report. Since our CSR department is managed by just one associate, maximizing participation by all sites is an ongoing challenge. Nevertheless, the participation rate in data reporting and improvements in overall data quality indicate increasing awareness and interest at the facility level.

In 2016, we distributed a companywide survey to collect data on building efficiency projects and aggregated results. Due to time constraints, we were unable to repeat the process in 2017, but we've added a project tracker to our information management system, so that we can report more comprehensively in the future. In the U.S., we completed an external LED lighting upgrade, which is estimated to reduce purchased electricity by 1,084 gigajoules (301,120 kWh) per year and scope 2 emissions from carbon dioxide by 103,287 kg. These estimates are provided by the contractor based on average energy usage of existing lamps compared to energy usage of LED lamps.

In this section, we summarize global and regional energy and emissions data, but we also provide a breakdown by country in the appendix to assist our customers in evaluating performance at a more granular level. Ingram Micro doesn't sell electricity, heating, cooling or steam, nor do we generate energy onsite, so these indicators are excluded from our data set. Figures are based on energy used within the organization only, not outside it.

ENERGY FROM NONRENEWABLE FUELS (GJ)	2017 REPORTED CONSUMPTION
Natural gas	348,729
Gasoline	9
Diesel (stationary)	.96
Diesel (mobile)	8.51
Propane	1,461
TOTAL	350,209

ENERGY FROM RENEWABLE SOURCES (GJ)	2017 REPORTED CONSUMPTION
Solar	1,948
Wind	.5
Hydropower	4,897
Other (e.g., mixed renewables)	2
TOTAL	6,848

SCOPE 2 ENERGY USE BY SOURCE (MWH)	2017 REPORTED CONSUMPTION	2017 CONSUMPTION EXTRAPOLATION APPLIED
Electricity	154,948	156,169
Steam	476	476
Other	0	0



Total 2017 energy consumption

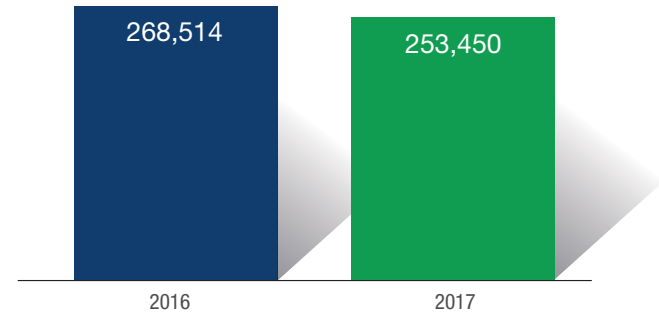
919,266 gigajoules

In terms of data quality, electricity figures are most reliable and reported by over 95 percent of facilities by floor space. For nonreporting facilities, we estimated usage by applying average per-floor-space-unit consumption in close geographic proximity (e.g., city or country) to the occupied floor space of the nonreporting facility. Sites located in multitenant administrative buildings apply the partitioning method to estimate annual electricity consumption based on occupied space and overall building consumption. Fuel consumption isn't reported as consistently as electricity consumption, but we're working to improve the process through continuous training and communication.

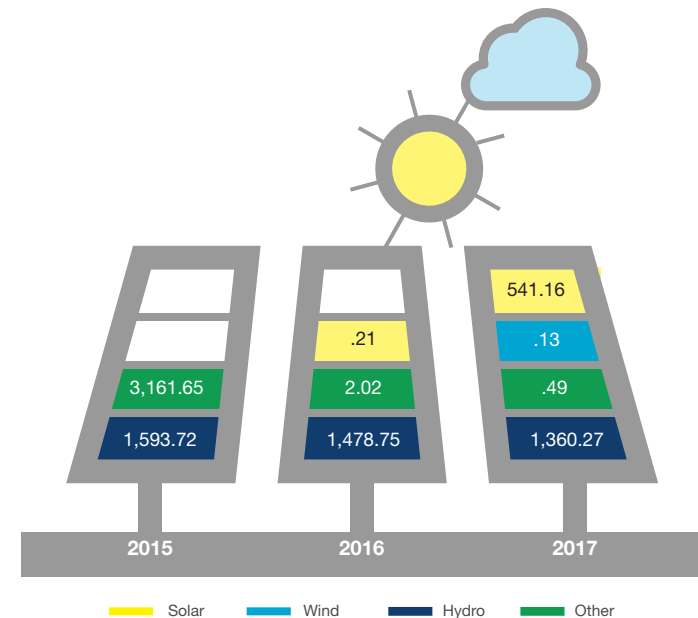
Data sources vary widely and include utility invoices, meter readings and verbal or written information provided by building owners. The latter has prompted a significant revision of our emissions inventory dating back to our 2015 baseline, after we detected an incorrect unit of measure (MWh versus kWh) in annual consumption statements for one site in the EU. In 2015 and 2016, the same facility also erroneously reported steam as natural gas. Ten other sites have also requested corrections to figures reported in 2015 and/or 2016, particularly revisions to scope 1 energy use. We're therefore presenting corrected emissions for all three years in this report.

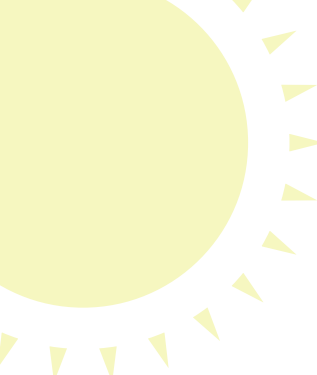
We increased renewable energy consumption by 28 percent, far exceeding our target of three percent. Improved reporting in 2017 accounts for a portion of the increase, but more importantly, it was the first year we converted from select fossil fuel contracts to 100 percent renewable energy contracts. Still, renewable energy comprises less than one percent of our total energy use. We'll continue to set targets in alignment with SDG 7.2 to substantially increase the share of renewable energy.

TOTAL ENERGY USE—FUELS, ELECTRICITY AND STEAM (MWH)



RENEWABLE ENERGY TREND (MWH)





Our energy intensity decreased significantly per unit revenue, per employee and per unit floor space. Continued reduction in energy intensity aligns with SDG 7.3, which aims to double the global rate of improvement in energy efficiency by 2030.

We selected 2015 as our baseline year for our emissions inventory since it was the first year for which we collected comprehensive energy data from our worldwide facilities. Our inventory includes emissions from carbon dioxide, methane, nitrous oxide, hydrofluorocarbons and perfluorocarbons. We don't generate sulfur hexafluoride and nitrogen trifluoride emissions in our operations. We use the Greenhouse Gas Protocol for emissions accounting standards and the Second Assessment Report of the IPCC (AR4) for global warming potential (GWP) factors. Our emission factor sets include those of the U.S. EPA (eGRID), IEA, Climate Leaders (2015) and Defra (2015), depending on fuel type. Our consolidation approach for emissions is operational control for scope 1, 2 and 3. We use the unit converter of the International Energy Agency for converting units of measurement.

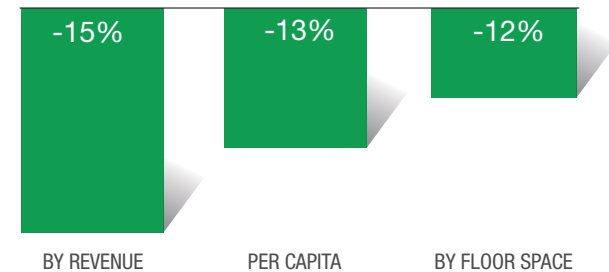
Our baseline inventory includes 550 metric tons in 2015 estimated emissions from HVAC and chiller systems, which we carried forward to 2016 and 2017. We intend to apply the simplified screening method every five years to evaluate our impact from cooling systems. In 2017, these emissions comprised approximately two percent of total scope 1 emissions and just over half a percent of combined scope 1 and 2 emissions. We've excluded R-22 from our refrigerant inventory in line with its phase-out under the Montreal Protocol. Our scope 3 emissions currently include only business air travel and electric power transportation and distribution losses.

Calculating a comprehensive scope 3 inventory would require significant additional resources, so for now, we'll focus on including emissions from operational waste by 2020.

2017 ENERGY INTENSITY (MWH PER UNIT)

	PER UNIT FLOOR SPACE	PER CAPITA	PER USD REVENUE
Total energy intensity	0.0128 ft ² / 0.1380 m ²	7.54	.000005435
Electricity intensity	0.0079 ft ² / 0.0846 m ²	4.62	.000003333

2017 REDUCTION IN ENERGY INTENSITY OVER 2016 (ALL SOURCES)

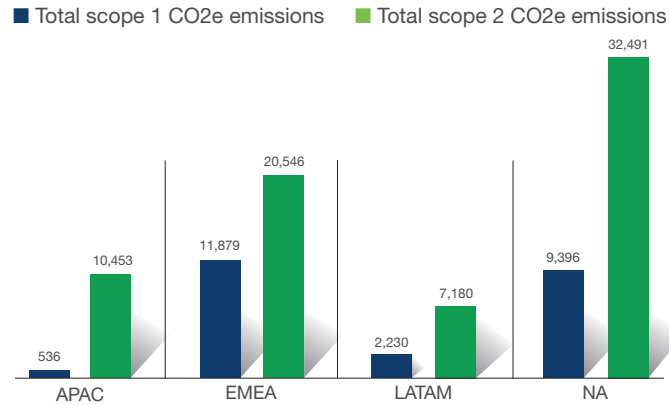




We continue to report emissions to CDP at the request of our customers and [publish our reports here](#).

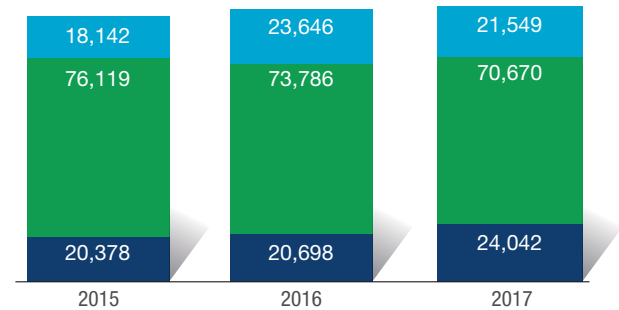
Our 2017 CDP score, as determined by ADEC, was C (Awareness), compared to the industry activity average of D (Disclosure). Most of our energy data is location-based, but we have some contractual instruments with power suppliers. We've not explored the availability of supplier-specific emissions factors, but intend to do so once our data collection process is more established and less time-intensive for our CSR department.

2017 SCOPE 1 AND 2 GREENHOUSE GAS EMISSIONS BY REGION (MT)



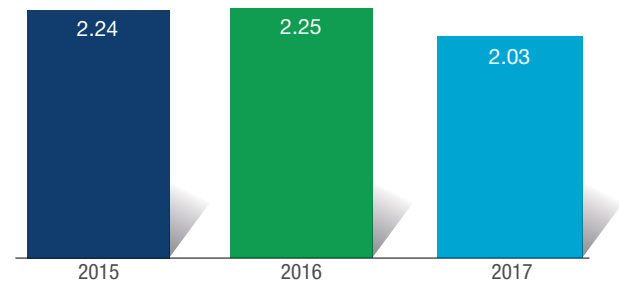
GLOBAL GREENHOUSE GAS EMISSIONS 2015-2017*

■ Total scope 1 CO2e emissions ■ Total scope 2 CO2e emissions
■ Total scope 3 CO2e emissions



*Scope 3 emissions only include emissions from business air travel and electric power transmission and distribution losses.

COMBINED SCOPE 1 AND 2 EMISSIONS INTENSITY TREND (BY REVENUE)*



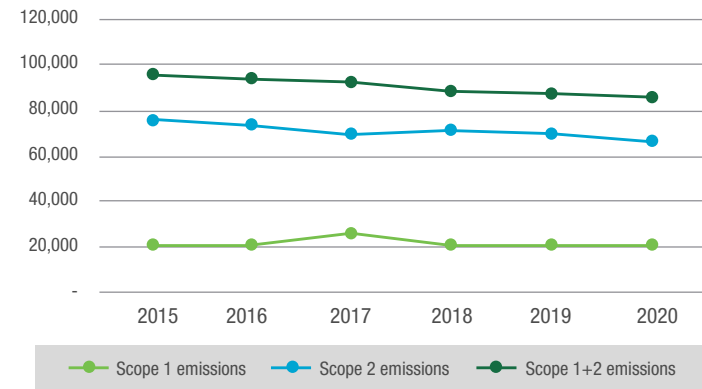
*MT CO2e per million USD

After correcting errors from previous years that have inflated our scope 1 inventory since 2015, we recalculated emissions reduction targets through 2020, using the SDA tool, V8.0 of the Science Based Targets initiative. While our focus remains on reducing absolute emissions, we're also adding intensity targets as a measure of efficiency. We communicate corporate targets to our global facilities and encourage them to set higher ones.

To provide our global facilities with flexibility to evaluate root causes of increases in 2017 and improve reporting accuracy, we're setting a corporate reduction target through 2020 in line with our science-based target. The shorter-term target we set in 2017 left too little room for us to identify issues and develop corrective action plans. This is due to the data collection process still being new to our facilities, limited CSR staff to perform data validation and analysis, and the large number of

global data providers with whom we communicate individually regarding discrepancies. We'll continue to track and report progress annually, and we'll adjust our targets each year based on performance.

ABSOLUTE EMISSIONS TARGET TRAJECTORY THROUGH 2020*



*Actual emissions 2015–2017 and target emissions 2018–2020

TARGET	UNIT	2015 BASELINE	2017 TARGET	2017 ACTUAL	2018 TARGET	2019 TARGET	2020 TARGET	5-YEAR CHANGE
Scope 1 emissions	(mtCO2e)	20,378	20,323	24,042	20,070	19,824	19,586	-4%
Scope 2 emissions	(mtCO2e)	76,119	73,565	70,670	71,536	69,593	67,731	-11%
Scope 1+2 emissions	(mtCO2e)	96,497	93,888	94,712	91,606	89,417	87,316	-10%
Scope 1 carbon intensity	(kgCO2/m2)	11.35	11.06	13.09	10.92	10.79	10.66	-6%
Scope 2 carbon intensity	(kgCO2/m2)	42.39	40.03	38.49	38.93	37.87	36.86	-13%
Scope 1+2 carbon intensity	(kgCO2/m2)	53.74	51.02	49.89	49.74	48.51	47.33	-12%



Supply chain

Following the introduction of our supplier code of ethics in late 2016, we've made limited progress on expanding our supply chain responsibility program in 2017. While we introduced a risk screening process for new suppliers, we encountered multiple implementation challenges, including pushback from existing suppliers, particularly in Latin America, and insufficient staff to dedicate time to advancing supplier responsibility.

Outside of a few facility-level supplier risk assessment initiatives in our EU lifecycle business, we've not adopted an overarching supplier self-assessment process for social and environmental indicators. In the absence of a centralized program, we estimate that 100 or fewer suppliers were evaluated for sustainability performance, about three percent of our total suppliers. In the initial phase of implementing our supplier code of ethics, we asked suppliers to indicate and explain their level of adherence if they operated in one of 86 risk countries. Suppliers with annual revenue exceeding USD 5 million, or suppliers with staff of at least 50 employees and for whom we discovered adverse CSR information, were

asked to complete the document regardless of location. Unfortunately, we didn't track the number of suppliers to whom we distributed our code of ethics. We plan to revisit the process in 2018 to add a tracking mechanism and improve supplier participation. We didn't identify suppliers with significant social or environmental impact and didn't terminate any supplier relationships based on these factors.

Ingram Micro became a member of the Responsible Minerals Initiative (RMI, formerly CFSI) in 2017. We're not a manufacturer and therefore don't procure raw materials used in the production of electronics but strive to provide the best possible support to our customers so they can meet their stakeholder requirements.

We've also achieved TCO certification for multiple displays within our V-Seven line of private-label products. This IT products certification assesses lifecycle criteria and requires independent verification to ensure that companies engage in responsible business practices.

We spent over USD 10 million on suppliers who categorized their businesses as one of the following:

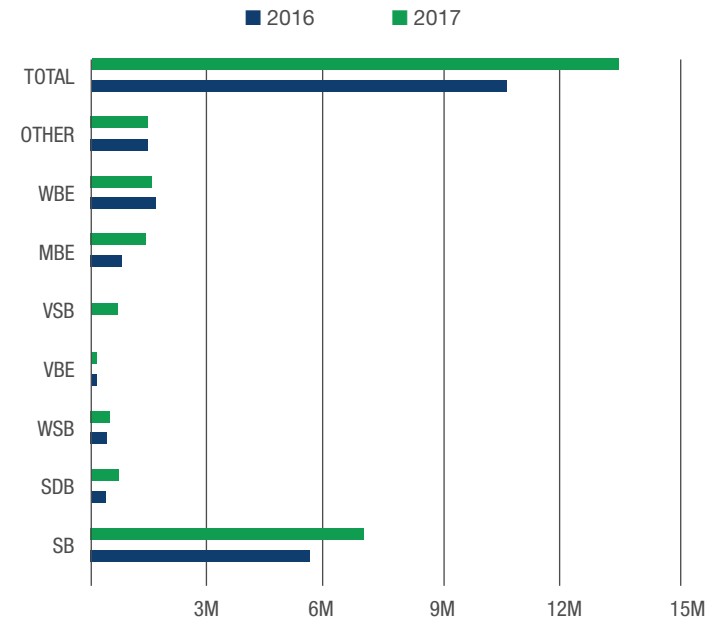
- Small business (SB)
- Small disadvantaged business (SDB)
- Women-owned small business (WSB)
- Veteran business enterprise (VBE)
- Svc. disabled veteran-owned small business (VSB)
- Minority-owned small business (MBE)
- Women-owned business enterprise (WBE)
- Other (O)

Selecting a diversity category is optional for suppliers and, while reported diversity spend amounts to only 0.14 percent of our total indirect spend, it comprises 74 percent of spend

on suppliers who reported their diversity status. While diversity spend declined in all categories in 2017, except women-owned business enterprises, we're unable to determine if this is due to fewer suppliers selecting a diversity category or an actual change in spend. As reported, we spent USD 1.15 on large businesses for every dollar spent on diverse businesses in 2016, compared to USD 1.36 in 2017.

Based on our overall performance in supplier responsibility, we'll prioritize supplier engagement on sustainability issues in our revised 2019–2021 strategy, which we'll outline in next year's CSR report.


SUPPLIER DIVERSITY SPEND







OUR GOALS

At a glance

10% 
 Absolute GHG emissions reduction: **10%** by 2020 over 2015

12% 
 GHG emissions intensity reduction: **12%** by 2020 over 2015

5% 
 Increase in renewable energy: **5%** of total electricity consumption by 2020

5% 
 Solid waste reduction: **5%** in 2018 over 2017

25 
 Zero-waste-to-landfill sites: **25** by 2020

5% 
 Reduction in occupational safety incident rate: **5%** in 2018 over 2017

8.5% 
 Expand our global safety management system: **8.5%** in 2018 over 2017 (by floor space)

2017 Martha Ingram Leadership Award

Each year, Ingram Micro recognizes those who exemplify the business leadership and philanthropic legacy of our former chairman and CEO, Martha Ingram. In 2017, our nominees spanned 14 countries and many business units and departments. In the end, we recognized four individuals and two philanthropic committees.

Waddah Fadul, a pre-sales technical consultant in our Dubai office, founded in 2015 the Institute of Tomorrow, an African think tank and NGO. The Institute focuses on finding sustainable solutions to some of the challenges that face the region in education, healthcare, energy and public services. Waddah has also demonstrated excellent leadership qualities, culminating in formal recognition by our business partner, Cisco Systems, in 2017.

Patrik Karlsson, a senior operations manager from Sweden, has been instrumental in establishing Ingram Micro as one of Sweden's most desired employers for people with disabilities. He championed a key partnership with Samhall, which provides employment opportunities for men and women with disabilities. In one instance, Patrik's advocacy for the program resulted in Samhall providing 30% of the temporary workforce, rather than a mainstream temporary services agency.

Justin Jimenez, a senior finance manager at our Manila Shared Service center, showcased his creativity at our 2017 Finance Leadership Summit with videos of associates sharing stories on personal and professional growth. He actively leads and participates in numerous charity endeavors, including Helping Others Progress and Be Enriched (HOPE), where his efforts led to a donation of 27 tables and 108 chairs to Eusebio Santos Elementary School.

Tom Stein, a former Marine and senior operations manager in our Irvine office, has a passion for coaching and mentoring, both at work and in his free time. Tom coaches young adults, veterans and out-of-work seniors. He works with

several nonprofits, formerly chairing the boards of two of the organizations. In 2016, Tom started The Hire Target, a nonprofit dedicated to helping veterans successfully navigate their transition into the workforce.

Mexico City philanthropic committee

Members include Gerardo Sánchez, Patricia Martínez, Andrea Murillo, Fany López, Ofelia Rodríguez, Diana Díaz, Julio Camarillo, Monserrat García, Rodolfo Hernández, Christian Ramírez, Víctor Hugo Sánchez and Norma Ramos.

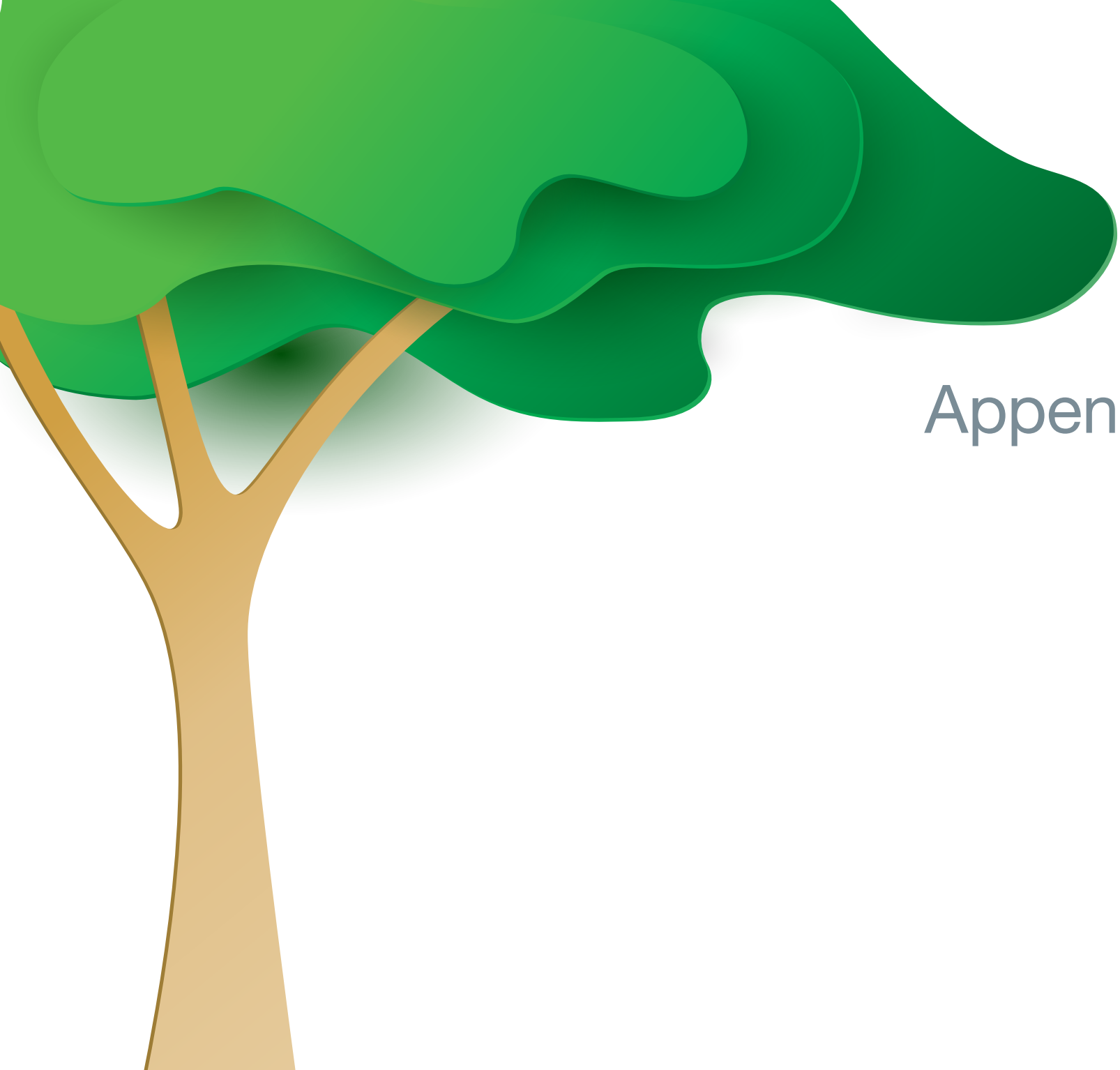
This team demonstrated Ingram Micro's values of community and giving last year when Mexico experienced two significant earthquakes that damaged several states and directly impacted our associates and surrounding communities. The team raised funds and sent food to affected areas, including 300 kg of aid to Morelos and three pallets of aid to Oaxaca. The committee also filled more than 30 pantries for families in Xochimilco. Among many other activities, the team organizes an event each year, partnering orphaned children with local Ingram Micro associates to grant their gift requests and celebrate King's Day.

Orange County philanthropic committee

Members include Milton Acosta, Alyssa Lahham, Wen Huang, Aaron Franko, Kendra Angier, Constanze Duke, Colby Dyer-Tait, Cristina Merino and Rochelle Breedon.

This team organizes and participates in many community service events throughout the year, maintaining relationships with local nonprofit partners to provide meaningful giving opportunities in which our associates can participate. On average, the committee organizes 25 to 30 philanthropic events each year for our Irvine headquarters, which translates to roughly 350 volunteers and over 600 volunteer hours. Events include charity fundraisers; toy, clothing and food drives; hands-on activities like blanket making and meal-packing; beautification and cleanup efforts; veteran appreciation; and more.





Appendices



Appendix A: Global subsidiaries

NAME OF SUBSIDIARY	JURISDICTION
Brightpoint, Inc.	Indiana
Ingram Micro Transportation Management Services LLC	Indiana
Wireless Fulfillment Services Holdings, Inc.	Delaware
Wireless Fulfillment Services LLC	California
Brightpoint Services, LLC	Indiana
Brightpoint North America LLC	Indiana
Brightpoint North America L.P.	Delaware
2601 Metropolis LLC	Indiana
501 Airtech Parkway LLC	Indiana
Actify LLC	Indiana
Brightpoint Allpoints LLC	Indiana
Brightpoint Distribution LLC	Indiana
Brightpoint Latin America LLC	Indiana
Brightpoint de Mexico S.A. de C.V.	Mexico
Brightpoint Solutions de Mexico S.A. de C.V.	Mexico
Brightpoint North America Services LLC	Indiana
Touchstone Acquisition LLC	Indiana
Touchstone Wireless Repair and Logistics, LP	Pennsylvania
Touchstone Wireless Latin America LLC	Puerto Rico
Brightpoint International Ltd.	Delaware
Brightpoint Philippines Limited	British Virgin Islands
BPGH LLC	Indiana
Brightpoint Global Holdings II, Inc.	Indiana
Brightpoint EUROPCO B.V.	Netherlands
Brightpoint Europe ApS	Denmark
Ingram Micro Mobility Denmark A/S	Denmark
Brightpoint Global Holdings C.V.	Netherlands
Ingram Micro Slovakia, s.r.o.	Slovakia
DBL Distributing LLC	Delaware
VPN Dynamics, Inc.	Delaware
Ingram Micro Philippines BPO LLC	Delaware
Ingram Micro CLBT LLC	Delaware

NAME OF SUBSIDIARY	JURISDICTION
Ingram Micro CLBT	Pennsylvania
Ingram Micro Delaware Inc.	Delaware
Ingram Micro L.P.	Tennessee
Ingram Micro Texas L.P.	Texas
Ingram Micro Singapore Inc.	California
Ingram Micro Texas LLC	Delaware
Ingram Export Company Ltd.	Barbados
Ingram Micro (Thailand) Ltd	Thailand
Ingram Micro Logistics Inc.	Cayman Islands
CIM Ventures Inc.	Cayman Islands
Export Services Inc.	California
Securematics, Inc.	California
Ingram Micro SB Inc.	California
Ingram Micro Americas Inc.	California
Ingram Micro Mexico LLC	Indiana
Ingram Micro Compañía de Servicios, S.A. de C.V.	Mexico
Ingram Micro Mexico, S.A. de C.V.	Mexico
Ingram HoldCo SRL de C.V.	Mexico
Ingram Funding Inc.	Delaware
Ingram Micro Asia Pacific Pte. Ltd	Singapore
Ingram Micro Lanka (Private) Limited	Sri Lanka
Ingram Micro Management Company	California
Ingram Micro Global Holdings C.V.	Netherlands
Ingram Micro Holdings (Australia) Pty Ltd	Australia
Ingram Micro Pty Ltd	Australia
Ingram Micro Australia Pty Ltd	Australia
Brightpoint Australia Pty Ltd	Australia
Ingram Micro Inc.	Ontario, Canada
Ingram Micro Mobility Canada BRC Inc.	Ontario, Canada
Ingram Micro Holdco Inc.	Ontario, Canada
Ingram Micro LP	Ontario, Canada
Ingram Micro Logistics LP	Ontario, Canada
SoftCom Group Inc.	Ontario, Canada

NAME OF SUBSIDIARY	JURISDICTION
SoftCom Inc.	Ontario, Canada
SoftCom Bili im Hizmetleri ve Ticaret A. .	Turkey
Ingram Micro Latin America & Caribbean LLC	Delaware
Ingram Micro Chile S.A.	Chile
Ingram Micro SAS	Colombia
Ingram Micro SSC (Costa Rica) Ltda.	Costa Rica
TD Chile S.A.	Chile
Ingram Micro S.A.C.	Peru
Ingram Micro New Zealand Holdings	New Zealand
Tech Pacific Holdings (NZ) Limited	New Zealand
Ingram Micro (NZ) Limited	New Zealand
Brightpoint New Zealand Limited	New Zealand
Ingram Micro Global Holdings S.a.r.l.	Luxembourg
Ingram Micro Global Holdings LLC	Indiana
Ingram Micro Global Operations C.V.	Netherlands
Ingram Micro Management Company SCS	Luxembourg
Ingram Micro Worldwide Holdings Sarl	Luxembourg
Ingram Micro SRL	Italy
Ingram Micro Global Services B.V.	Netherlands
IM Engineering Services OOO	Russian Federation
Ingram Micro OOO	Russian Federation
Ingram Micro Asia Marketplace Pte. Ltd.	Singapore
Ingram Micro Europe B.V.	Netherlands
Ingram Micro SSC EMEA EOOD	Bulgaria
Ingram Micro BVBA	Belgium
Ingram Micro SLU	Spain
One 2 One Canarias SLU	Spain
One 2 One Logistics Solutions SAU	Spain
Zedchain International Logistics SL	Spain
Ingram Micro GmbH	Austria
Ingram Micro BV	Netherlands
Ingram Micro Holdings Ltd	U.K.
Canai Europe Ltd.	U.K.
Canai (SE Europe) Srl.	Romania
Discan Limited	U.K.
Commscare Holdings Limited	U.K.

NAME OF SUBSIDIARY	JURISDICTION
Commscare Group Limited	U.K.
Platform Consultancy Services Limited	U.K.
Ingram Micro (U.K.) Ltd	U.K.
Ingram Micro Protect Limited	Ireland
ANOV Expansion SAS	France
ANOV France SAS	France
ANOV IMMO SAS	France
SCI d'Artagnan	France
ANOVO Benelux SA	Belgium
A NOVO Holdings Ltd.	U.K.
A NOVO U.K. Limited	U.K.
ANOVO Suisse SA	Switzerland
ANOVO Deutschland GmbH	Germany
ANOVO Polska Sp z.o.o.	Poland
ANOVO Colombia S.A.S.	Colombia
ANOVO do Brasil Serviços de Reparo Ltda.	Brazil
ANOVO Tek S.A.	Brazil
A NOVO America del Sur S.A.	Panama
Icon Enterprises S.A.	Panama
ANOVO Andes S.A.	Chile
ANOVO Perú S.A.C.	Peru
A NOVO Bolivia S.A.	Bolivia
ANOVO Hong Kong Limited	Hong Kong
Ingram Micro Magyarorszag Kft	Hungary
Brightpoint Costa Rica Limitada	Costa Rica
Ingram Micro Mobility Spain S.L.U.	Spain
Ingram Micro European Services, S.L.U.	Spain
Ingram Micro OY	Finland
Brightpoint India Private Limited	India
Brightpoint International (Hong Kong) Limited	Hong Kong
Ingram Micro Nordic Logistics AB	Sweden
Ingram Micro Mobility AS	Norway
Ingram Micro Philippines, Inc.	Philippines
Brightpoint Senegal SARL	Senegal
Brightpoint Singapore Pte. Ltd.	Singapore
Ingram Micro (Proprietary) Limited	South Africa

NAME OF SUBSIDIARY	JURISDICTION
Ingram Micro Mobility Sweden AB	Sweden
Ingram Micro Nordic Services AB	Sweden
Brightpoint Vietnam LLC	Vietnam
Ingram Micro Portugal, Unipessoal, Lda.	Portugal
ANOVO Portugal, Unipessoal Lda.	Portugal
Persequor Limited	British Virgin Islands
Persequor Holdings I Ltd.	British Virgin Islands
Brightpoint Middle East FZE	Dubai Airport Free Zone
Sequor Systems Ltd.	British Virgin Islands
Brightpoint Solutions FZE	Dubai Airport Free Zone
Ingram Micro CFS Germany Holding GmbH	Germany
Ingram Micro CFS Germany GmbH	Germany
Ingram Micro CFS Assets GmbH	Germany
Ingram Micro CFS Fulfilment GmbH	Germany
Ingram Micro CFS Fulfilment Services GmbH	Germany
Ingram Micro CFS Fashion Services GmbH	Germany
Ingram Micro CFS E-Business GmbH	Germany
Ingram Micro CFS Eurohub Fulfilment GmbH	Germany
Ingram Micro Regent B.V.	Netherlands
Ingram Micro CFS Nederland B.V.	Netherlands
Ingram Micro CFS Benelux B.V.	Netherlands
Ingram Micro CFS eServices B.V.	Netherlands
Ingram Micro CFS Platform B.V.	Netherlands
Ingram Micro Commerce EMEA B.V.	Netherlands
Ingram Micro CFS Technology Beheer B.V.	Netherlands
Ingram Micro CFS Technology B.V.	Netherlands
Ingram Micro CFS International B.V.	Netherlands
Ingram Micro CFS Fulfilment Sp.Z.o.o.	Poland
Ingram Micro CFS Fulfilment Solutions Sp.Z.o.o.	Poland
Docdata Italy Srl in liquidation	Italy
Ingram Micro CFS Holding Limited	U.K.
Ingram Micro CFS Fulfilment Limited	U.K.
Ingram Micro SAS	France
Ingram Micro AB	Sweden

NAME OF SUBSIDIARY	JURISDICTION
Ingram Micro GmbH	Switzerland
Ingram Micro Holding GmbH	Germany
V7 GmbH	Germany
Ingram Micro Pan Europe GmbH	Germany
Ingram Micro Distribution GmbH	Germany
Ingram Micro Israel Ltd	Israel
Ingram Micro ApS	Denmark
Brightpoint GmbH, in liquidation	Germany
Bright Creative Communications BV	Netherlands
Ingram Micro Europe GmbH	Germany
Ingram Macrotron GmbH	Germany
Ingram Micro Administration GmbH	Germany
Ingram Micro Services GmbH	Germany
Ingram Micro Singapore Holdings S.a.r.l.	Luxembourg
Ingram Micro Asia Ltd.	Singapore
Brightpoint International (Malaysia) Sdn. Bhd.	Malaysia
Platinum Waves Wireless Sdn. Bhd.	Malaysia
PT Ingram Micro Indonesia	Indonesia
Ingram Micro Malaysia Sdn. Bhd.	Malaysia
Ingram Micro Hong Kong (Holding) Ltd	Hong Kong
Ingram Micro (China) Ltd	Hong Kong
Ingram Micro (China) Holding & Commercial Co. Ltd.	China
Ingram Micro Trading (Shanghai) Co. Ltd.	China
Shanghai Ingram Micro Logistics Co., Ltd.	China
Shanghai Ingram Micro IT Services Co., Ltd.	China
Shanghai Ingram Micro Cloud Computing Solution Co., Ltd.	China
Ingram Micro Supply Chain Services (Shenzhen) Co., Ltd.	China
Ingram Micro (Shanghai) Commercial Factoring Co., Ltd.	China
Mobilecover Singapore Pte. Ltd.	Singapore
Mobile Support Services Pte. Ltd.	Singapore
Mobile Support Services Malaysia Sdn Bhd.	Malaysia
PT Mobile Support Services Indonesia	Indonesia
Tech Pacific (N.Z.) Ltd	New Zealand
Techpac Holdings Limited	Bermuda

NAME OF SUBSIDIARY	JURISDICTION
Tech Pacific Asia Limited	British Virgin Islands
Tech Pacific (H.K.) Limited	Hong Kong
First Tech Pacific Distributors Sdn Bhd	Malaysia
Tech Pacific Inc.	Philippines
Tech Pacific Mauritius Limited	Mauritius
Techpac Mauritius Limited	Mauritius
Surajami Investment & Trading Co. Ltd	India
Aptec Holdings Limited	Dubai Intl Financial Centre
Ingram Micro Technology Trading LLC	United Arab Emirates
Aptec Systems Solutions LLC	Oman
Advanced Technology Services FZ LLC	Dubai Creative Clusters Authority
Aptec Distribution FZ LLC	Dubai Creative Clusters Authority
Aptec Holding Egypt LLC	Egypt
Aptec Egypt LLC	Egypt
Ingram Micro Levant SAL	Lebanon
Aptec Distribution (SA) Ltd.	British Virgin Islands
Ingram Micro Bilgisayar Ve Ticaret Limited Sirketi	Turkey
Network Information Technology FZ LLC	Dubai Creative Clusters Authority
Aptec Saudi Arabia LLC	Saudi Arabia
Armada Bilgisayar Sistemleri Sanayi ve Ticaret A.S.	Turkey
Supernet Systems Limited	U.K.
Ingram Micro Pakistan (Pvt) Limited	Pakistan
Ingram Micro North Africa SARL	Morocco
Supernet Distribution DMCC	DMCC Free Zone
Track Systems DMCC	DMCC Free Zone
Ingram Micro India SSC Private Limited	India
Ingram Micro sp. z.o.o.	Poland
Ingram Micro doo Beograd	Serbia
Ingram Micro Ljubljana, d.o.o.	Slovenia
Ingram Micro Czech Republic s.r.o.	Czech Republic
Ingram Micro d.o.o.	Croatia
Ingram Micro Distribution S.R.L.	Romania
Ingram Micro Macedonia DOOEL Skopje	Macedonia

NAME OF SUBSIDIARY	JURISDICTION
Ingram Micro Albania SHPK	Albania
Ingram Micro India Private Limited	India
Ingram Micro (India) Exports Pte Ltd	Singapore
Ingram Micro Latin America	Cayman Islands
Ingram Micro Argentina, S.A.	Argentina
Ingram Micro Brasil Ltda.	Brazil
Ingram Micro Tecnologia E Informatica Ltda	Brazil
Ingram Micro Informatica Ltda.	Brazil
Aktio S.A.	Argentina
Aktio Chile S.A.	Chile
Ingram Micro S.A.	Ecuador
Aktio S.A.	Uruguay
Ingram Micro Caribbean	Cayman Islands
Ingram Micro Luxembourg Sarl	Luxembourg
Brightpoint Switzerland S.A. in liquidation	Switzerland
Ingram Micro (Europe) PTE Ltd	Singapore
Ingram Micro Europe BVBA	Belgium
Promark Technology, Inc.	Maryland
Shipwire, Inc.	Delaware
Eastvale Store LLC	California
Ingram Micro Services LLC	Delaware
Pinnacle Service Solutions Group, Inc.	Delaware
SoftCom America, Inc.	Delaware
NETXUSA, Inc.	South Carolina
Ensim Corporation	Delaware
Ensim India Private Limited	India
Rutledge Company Inc. d/b/a The Phoenix Group	Missouri
Protovision Solutions, Inc. d/b/a The Phoenix Group Canada	Ontario, Canada
Cloud Harmonics, Inc.	California

Appendix B: Country-level data (2017)

	Combined scope 1 and 2 CO2e Emissions ¹	Total scope 1 energy consumption	Total scope 2 energy consumption	Total water use (including recycled/reused)	Total water use (including recycled/reused)	Solid waste (landfilled)	Recycled, WtE ² , other diversion	Employee volunteer hours ³
Measure	Metric tons	MWh	MWh	liters	1,000 liters	1,000 kg	1,000 kg	Hours
Australia	3,656	1,113	4,209	NR	NR	153	994	0
Bangladesh	3	0	5	NR	NR	NR	NR	0
Cambodia	2	0	4	NR	NR	NR	NR	0
China	1,014	0	1,356	1,317,727	4,988	58	80	0
Hong Kong	434	0	555	NR	NR	NR	NR	0
India	2,597	438	3,147	945,397	3,579	39	39	1,047
Indonesia	74	0	97	NR	NR	NR	NR	0
Malaysia	648	0	935	106	0	NR	NR	0
New Zealand	122	0	784	377,190	1,428	200	440	0
Philippines	1,555	0	2,694	3,955,517	14,973	0	NR	0
Singapore	754	0	1,654	1,248,953	4,728	4	42	0
Sri Lanka	7	0	14	NR	NR	NR	NR	0
Thailand	34	0	66	NR	NR	NR	NR	0
Vietnam	7	0	20	NR	NR	NR	NR	0
Austria	201	738	17	NR	NR	NR	9	0
Belgium	190	625	371	59,175	224	NR	140	0
Bulgaria	330	0	651	1,637,211	6,198	NR	NR	1,064
Croatia	16	33	20	NR	NR	39	19	0
Czech Republic	23	41	22	NR	NR	NR	NR	0
Denmark	51	97	126	57,590	218	3	NR	0
Egypt	130	0	96	383,753	1,453	NR	1	0
Finland	14	57	21	NR	NR	NR	NR	0
France	1,674	6,682	6,086	2,327,152	8,809	140	3,133	0
Germany	8,565	13,932	13,334	4,651,416	17,608	1,594	4,052	0
Hungary	84	136	203	191,525	725	8	17	0
Italy	686	2,339	627	1,566,342	5,929	114	126	0
Lebanon	27	0	36	0	NR	0	NR	0
Luxembourg	0	0	2	NR	NR	NR	NR	0
Macedonia	17	0	33	NR	NR	NR	NR	0
Morocco	13	0	25	NR	NR	NR	NR	0
Netherlands	7,982	6,016	14,368	1,406,029	5,322	1,508	2,057	0

	Combined scope 1 and 2 CO2e Emissions ¹	Total scope 1 energy consumption	Total scope 2 energy consumption	Total water use (including recycled/reused)	Total water use (including recycled/reused)	Solid waste (landfilled)	Recycled, WtE ² , other diversion	Employee volunteer hours ³
Measure	Metric tons	MWh	MWh	liters	1,000 liters	1,000 kg	1,000 kg	Hours
Norway	44	239	90	NR	NR	NR	NR	0
Oman	5	0	9	NR	NR	NR	NR	0
Poland	4,308	16,102	1,759	2,724,890	10,315	659	NR	0
Portugal	37	2	131	NR	NR	NR	NR	0
Russia	387	0	881	399,836	1,514	0	NR	0
Saudi Arabia	162	113	181	16,116	61	0	NR	0
Serbia	0	0	0	NR	NR	NR	NR	0
Slovakia	181	682	293	142,917	541	90	56	0
Slovenia	0	0	0	NR	NR	NR	NR	0
South Africa	505	0	545	NR	0	NR	NR	0
Spain	721	187	2,782	60,510	229	166	263	0
Sweden	130	51	2,520	316,214	1,197	24	297,668	8
Switzerland	241	1,298	251	NR	NR	NR	NR	0
Turkey	192	0	434	NR	NR	NR	NR	0
UAE	925	278	1,220	444,643	1,683	0	NR	164
U.K.	4,423	8,671	6,205	1,375,746	5,208	264	151	0
Argentina	11	0	30	NR	NR	NR	NR	0
Brazil	76	0	569	NR	NR	NR	NR	0
Chile	8,001	7,743	12,273	4,948,302	18,731	1	5,070	0
Colombia	48	0	265	209,224	792	0	20	0
Costa Rica	78	0	967	757,381	2,867	5	307	36
Ecuador	0	0	0	NR	NR	NR	NR	0
Mexico	1,073	24	1,945	1,261,778	4,776	NR	19	0
Peru	64	0	255	NR	NR	NR	NR	0
Uruguay	1	0	12	NR	NR	NR	NR	0
Canada	3,229	9,208	9,875	4,678,146	17,709	345	912	41.25
United States	40,073	47,880	63,932	22,296,896	84,403	3,289	10,756	2,404.45
Total	95,831	124,725	159,002	59,757,683	226,207	8,705	326,371	4,765

¹ Sum includes 550 mt CO2e of refrigerant emissions, which are tracked globally, but not broken out by country.

² WtE = waste to energy. ³ Includes company paid and unpaid volunteer hours. ⁴ NR = none reported.

Appendix C: Data summary

FAIR BUSINESS	
Reported ethics hotline cases	274
Ethics hotline case types	
HR-related	143
Policy guidance	60
Potential fraud/corruption	24
Potential conflict of interest	11
Other	36
# hotline cases NA	163
# hotline cases EMEA	27
# hotline cases LATAM	67
# hotline cases APAC	7
Total training enrollments	37,763
In-person training	10,493
Annual Legal and Compliance Certificate survey distribution	22,366
Annual Legal and Compliance Certificate survey completion	100%
Significant fines or sanctions for environmental or social noncompliance	0
Number of legal actions pending or completed during the reporting period regarding anti-competitive behavior and violations of anti-trust and monopoly legislation in which Ingram Micro has been identified as a participant.	0
Labor	
Total workforce (year-end 2017)	33,612
NA workforce	8,809
EMEA workforce	13,333
LATAM workforce	3,196
APAC workforce	8,274
Contingent workers (estimated)	20,000
Contract employees	1,618
Line workers and individual contributors	29,220
Middle management	3,844
Senior management	548
New hires	9,547

Resignations	5,352
Dismissals	2,584
Global turnover rate	24.63%
Estimated positive turnover rate	13.6%
Estimated negative turnover rate	8.6%
Diversity	
# of male new hires	5,520
# of female new hires	4,027
# of new hires younger than 30	4,443
# of new hires aged 30-50	4,391
# of new hires older than 50	713
Male turnover rate	25.75%
Female turnover rate	23.12%
Turnover rate in age group <30	34.12%
Turnover rate in age group 30-50	21.64%
Turnover rate in age group >50	18.19%
Male separations	4,768
Female separations	3,168
Separations in age group <30	3,024
Separations in age group 30-50	4,167
Separations in age group >50	745
Employment category by gender (%)	
Admin/professional	
Male	56%
Female	44%
Warehouse/labor	
Male	54%
Female	46%
People managers	
Male	68%
Female	32%
Executives	
Male	79%
Female	21%

Board of directors	
Male	86%
Female	14%
U.S. associates by ethnicity (voluntary disclosure)	
White	3802
Black/African American	1,020
Hispanic/Latino	1,379
Asian	956
American Indian/Alaska Native	21
Native Hawaiian/other Pacific Islander	22
Two or more races	84
Other	438
Associates with disabilities (voluntary disclosure)	55
U.S. Veterans (voluntary disclosure)	162
Learning and development	
# NA associates trained	8,323
# EMEA associates trained	11,335
# LATAM associates trained	2,259
# APAC associates trained	7,902
# general staff trained	16,799
# middle managers trained	936
# senior managers trained	380
# male associates trained	10,597 (92%)
# female associates trained	7,871 (93%)
# of performance reviews	19,220
Safety	
# of sites integrated into SMS	84
Floor space integrated into SMS (ft2/m2)	15.9M/1.48M
Global incident rate	1.66
Days away (U.S.)	1,386
Lost Day Rate (U.S.)	15.9
Lost Time Case Rate (U.S.)	0.49
Lost Time Severity Rate (U.S.)	9.9
Incident rate by country	
Australia	1.81
Brazil	0.00
Canada	1.29

China	0.00
Costa Rica	0.47
France	3.11
Germany	3.73
Italy	0.00
Malaysia	0.00
Mexico	0.21
Netherlands	0.77
New Zealand	5.14
Poland	0.91
Singapore	0.00
Slovakia	1.30
Spain	5.30
Sweden	7.68
Turkey	0.00
U.K.	0.25
USA	1.58
Community development	
Monetary donations (USD)	745,670
Company-sponsored volunteer hours	2,624
Employee volunteer hours (non-company)	2,141
Environment	
Corrugate consumption (kg, 30% reporting rate)	48,087,320
Purchased corrugate with recycled content	20%
Take-back electronics recycled (kg)	6,530,580
Take-back electronics repaired or refurbished (kg)	5,116,088
Product take-back liquidated	40%
Product take-back repaired/refurbished	60%
Landfilled/incinerated waste (MT)	11,487
Recycled waste (MT)	322,271
Waste to energy (MT)	329
Other diversion (MT)	16,856
Operational waste stream recycling revenue (USD)	7,435,148
Change in landfill waste output (2017 over 2016)	-6.08%
Hazardous waste generated (MT)	126.84
Hazardous waste recycled (MT)	83.61
Water consumption—non-recycled/reused (liters)	209,712,519

Recycled/reused water (liters)	16,494,812
Scope 1 emissions (MT)	24,042
Scope 2 emissions (MT)	70,670
Scope 3 emissions (MT)	21,549
Change in emissions output (2017 over 2015 baseline)	-1.85%
Natural gas (GJ)	348,729
Gasoline (GJ)	9
Diesel, stationary (GJ)	0.96
Diesel, mobile (GJ)	63,254
Propane (GJ)	1,461
Solar (GJ)	1,948
Wind (GJ)	0.5
Hydropower (GJ)	4,897
Other, e.g., mixed renewables (GJ)	2
Purchased electricity (GJ/MWh)	563,846/156,624
Purchased steam (GJ/MWh)	1,714/476
Energy intensity per m2	0.1380
Energy intensity per capita	7.54
Energy intensity per unit revenue (million USD)	5.435
Change in energy intensity per m2 (2017 over 2016)	-12.42%
Change in energy intensity per capita (2017 over 2016)	-13.45%
Change in energy intensity per unit revenue (2017 over 2016)	-15.13%
Change in emissions intensity (scope 1 and 2, 2017 over 2016, m2)	-6.99%
Change in emissions intensity (scope 1 and 2, 2017 over 2016, per capita)	-8.52%
Change in emissions intensity (scope 1 and 2, 2017 over 2016, USD)	-9.84%
Supply Chain	
Supplier spend on small and MWV business enterprises (USD)	10,578,398

Figures represent reported data unless otherwise stated. Reported data does not necessarily encompass all locations. Refer to relevant content in this report for additional details.

Appendix D: GRI index

GRI disclosure	Description	Response/page	Reason(s) for omission
General disclosures			
GRI 102: General disclosures			
1. Organizational profile			
102-1	Name of the organization	Ingram Micro, Inc	
102-2	Activities, brands, products and services	5, 6	
102-3	Location of headquarters	3351 Michelson Dr., Suite 100, Irvine, CA 92612	
102-4	Location of operations	8	
102-5	Ownership and legal form	5	
102-6	Markets served	8	
102-7	Scale of the organization	7, 8	
102-8	Information on employees and other workers	Data source: internal HR information system	
102-9	Supply chain	Ingram Micro's significant supply chain activities involve noninventory purchases, such as supplies and equipment used in operations, services and software; products we purchase from vendors for resale; parts we procure in our lifecycle services business to repair and refurbish electronics; transportation contractors; commercial real estate partners; and employment agencies. We contract with a manufacturing facility in China, which provides off-the-shelf products for our V7 private label brand.	
102-10	Significant changes to the organization and its supply chain	None	
102-11	Precautionary principle or approach	10	
102-12	External initiatives	9	
102-13	Membership of associations	10	
2. Strategy			
102-14	Statement from senior decision-maker	4	
3. Ethics and integrity			
102-16	Values, principles, standards and norms of behavior	Our values are defined here . Our code of conduct is available here .	
4. Governance			
102-18	Governance structure	9	
5. Stakeholder engagement			
102-40	List of stakeholder groups	11	
102-41	Collective bargaining agreements	While we haven't fully assessed this across all global operations, we're aware of approximately 300 employees with collective bargaining agreements, primarily in the EU.	This isn't centrally managed and not all countries have responded to an information request.
102-42	Identifying and selecting stakeholders	11	
102-43	Approach to stakeholder engagement	11-15	
102-44	Key topics and concerns raised	14	
6. Reporting practice			

GRI disclosure	Description	Response/page	Reason(s) for omission
General disclosures			
102-45	Entities included in the consolidated financial statements	61–64	
102-46	Defining report content and topic boundaries	16	
102-47	List of material topics	16,17	
102-48	Restatements of information	18	
102-49	Changes in reporting	18	
102-50	Reporting period	18	
102-51	Date of most recent report	Sept. 6, 2017	
102-52	Reporting cycle	18	
102-53	Contact point for questions regarding the report	Please email sustainability@ingrammicro.com .	
102-54	Claims of reporting in accordance with the GRI standards	18	
102-55	GRI content index	70–76	
102-56	External assurance	18	

GRI disclosure	Description	Response/page	Reason(s) for omission
Material topics			
GRI 201: Economic performance			
GRI 103: Management approach			
103-1	Explanation of the material topic and its boundary	The materiality of financial growth and stability, though not listed in our materiality matrix, underlies our ability to manage a CSR program. It applies to all operations globally.	
103-2	The management approach and its components	Profitability underlies our global strategy and is supported by revenue growth targets and multiple other KPIs, including margins, market reach and others. Financial performance is directly tied to individual targets and incentives, including an annual bonus structure.	
103-3	Evaluation of the management approach	Performance is measured against the KPIs listed in 103-2.	
201-1	Direct economic value generated and distributed	6, 7	
201-2	Financial implications and other risks and opportunities due to climate change	44	

GRI disclosure	Description	Response/page	Reason(s) for omission
Material topics			
GRI 205: Anti-corruption			
GRI 103: Management approach			
103-1	Explanation of the material topic and its boundary	20–22	
103-2	The management approach and its components	20–22	
103-3	Evaluation of the management approach	23	
2015-1	Operations assessed for risks related to corruption	20	
205-2	Communication and training about anti-corruption policies and procedures	21	
GRI 206: Anti-competitive behavior			
GRI 103: Management approach			
103-1	Explanation of the material topic and its boundary	20	
103-2	The management approach and its components	20	
103-3	Evaluation of the management approach	22	
206-1	Legal actions for anti-competitive behavior, anti-trust and monopoly practices	None	
GRI 301: Materials			
GRI 103: Management approach			
103-1	Explanation of the material topic and its boundary	45	
103-2	The management approach and its components	45–46	
103-3	Evaluation of the management approach	45–46	
301-1	Materials used by weight or volume	45	
301-2	Recycled input materials used	45	
GRI 302: Energy			
GRI 103: Management approach			
103-1	Explanation of the material topic and its boundary	51	
103-2	The management approach and its components	51	
103-3	Evaluation of the management approach	51	
301-1	Energy consumption within the organization	51, 52	
302-4	Reduction of energy consumption	51–53	

GRI disclosure	Description	Response/page	Reason(s) for omission
Material topics			
GRI 303: Water			
GRI 103: Management approach			
103-1	Explanation of the material topic and its boundary	50	
103-2	The management approach and its components	50	
103-3	Evaluation of the management approach	50	
303-1	Water withdrawal by source	Not available	Tracking mechanism by source isn't yet in place in 2017.
GRI 305: Emissions			
GRI 103: Management approach			
103-1	Explanation of the material topic and its boundary	51	
103-2	The management approach and its components	51	
103-3	Evaluation of the management approach	54, 55	
305-1	Direct (Scope 1) GHG emissions	54	
305-2	Energy indirect (Scope 2) GHG emissions	54	
305-3	Other indirect (Scope 3) GHG emissions	54	
305-4	GHG emissions intensity	54	
305-5	Reduction of GHG emissions	51	
GRI 306: Effluents and waste			
GRI 103: Management approach			
103-1	Explanation of the material topic and its boundary	45, 46, 49	
103-2	The management approach and its components	45, 46	
103-3	Evaluation of the management approach	46–49	
306-2	Waste by type and disposal method	47–49	
306-3	Significant spills	None	
306-4	Transport of hazardous waste	Ingram Micro isn't a hazardous waste transporter.	
306-5	Water bodies affected by water discharges and/or runoff	None	

GRI disclosure	Description	Response/page	Reason(s) for omission
Material topics			
GRI 307: Environmental compliance			
GRI 103: Management approach			
103-1	Explanation of the material topic and its boundary	44, 45	
103-2	The management approach and its components	9, 13, 15, 44, 45	
103-3	Evaluation of the management approach	23	
307-1	Noncompliance with environmental laws and regulations	None	
GRI 308: Supplier environmental assessment			
GRI 103: Management approach			
103-1	Explanation of the material topic and its boundary	56, 57	
103-2	The management approach and its components	56, 57	
103-3	Evaluation of the management approach	56, 57	
308-1	New suppliers that were screened using environmental criteria	None	
308-2	Negative environmental impacts in the supply chain and actions taken	Impacts weren't evaluated and no action taken. See pages 45 and 56 to learn more about our implementation challenges.	
GRI 401: Employment			
GRI 103: Management approach			
103-1	Explanation of the material topic and its boundary	25	
103-2	The management approach and its components	25	
103-3	Evaluation of the management approach	25, 26, 32	
401-1	New employee hires and employee turnover	26	
GRI 403: Occupational health and safety			
GRI 103: Management approach			
103-1	Explanation of the material topic and its boundary	33	
103-2	The management approach and its components	33, 34, 36	
103-3	Evaluation of the management approach	34, 35	
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	34, 36	
403-3	Workers with high incidence or high risk of diseases related to their occupation	None	

GRI disclosure	Description	Response/page	Reason(s) for omission
Material topics			
GRI 405: Diversity and equal opportunity			
GRI 103: Management approach			
103-1	Explanation of the material topic and its boundary	27–30	
103-2	The management approach and its components	27–30	
103-3	Evaluation of the management approach	27–30	
405-1	Diversity of governance bodies and employees	29	
GRI 408: Child labor			
GRI 103: Management approach			
103-1	Explanation of the material topic and its boundary	Child labor is a subcategory of human rights and related policies apply to all Ingram Micro entities globally, as well as our business partners.	
103-2	The management approach and its components	We've adopted a global human rights policy and supplier code of ethics, both of which address child labor. Our implementation challenges are detailed on pages 45 and 56.	
103-3	Evaluation of the management approach	Not yet applicable	
408-1	Operations and suppliers at significant risk for incidents of child labor	No significant risks were identified in evaluation of 56 percent of internal operations in 2016. Suppliers weren't yet evaluated. See page 56.	
GRI 409: Forced or compulsory labor			
GRI 103: Management approach			
103-1	Explanation of the material topic and its boundary	Forced labor is a subcategory of human rights and related policies apply to all Ingram Micro entities globally, as well as our business partners.	
103-2	The management approach and its components	We've adopted a global human rights policy and supplier code of ethics, both of which address forced labor. Our implementation challenges are detailed on pages 45 and 56.	
103-3	Evaluation of the management approach	Not yet applicable	
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	No significant risks were identified in evaluation of 56 percent of internal operations in 2016. Suppliers weren't yet evaluated. See page 56.	
GRI 412: Human rights assessment			
GRI 103: Management approach			
103-1	Explanation of the material topic and its boundary	44, 45	
103-2	The management approach and its components	9, 15, 45	
103-3	Evaluation of the management approach	45	
412-1	Operations that have been subject to human rights reviews or impact assessments	56%, including six high-risk and 14 lower-risk countries. No significant risks were identified.	

GRI disclosure	Description	Response/page	Reason(s) for omission
Material topics			
GRI 414: Supplier social assessment			
GRI 103: Management approach			
103-1	Explanation of the material topic and its boundary	56, 57	
103-2	The management approach and its components	56, 57	
103-3	Evaluation of the management approach	56, 57	
414-1	New suppliers that were screened using social criteria	None	
414-2	Negative social impacts in the supply chain and actions taken	Impacts not evaluated and no action taken	
GRI 415: Public policy			
GRI 103: Management approach			
103-1	Explanation of the material topic and its boundary	We're addressing this indicator because collaboration is a material topic and our stakeholders include those who may influence or make policy decisions. All Ingram Micro entities are included in the boundary.	
103-2	The management approach and its components	At present, Ingram Micro doesn't engage in public policy.	
103-3	Evaluation of the management approach	Not applicable	
415-1	Political contributions	USD 0.00	
GRI 419: Socioeconomic compliance			
GRI 103: Management approach			
103-1	Explanation of the material topic and its boundary	44, 45	
103-2	The management approach and its components	44, 45	
103-3	Evaluation of the management approach	44, 45	
419-1	Noncompliance with laws and regulations in the social and economic area	None	

Ingram Micro, Inc.
3351 Michelson Dr.
Suite 100
Irvine, CA 92612

For questions or comments about this report,
please email sustainability@ingrammicro.com.

