

# 2024

Ingram Micro  
Sustainable Impact Report

**INGRAM** MICRO<sup>®</sup> Distributing Trust

**INGM**  
LISTED  
**NYSE**



**INGRAM** MICRO

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## Sustainable Impact Reporting Suite

[Ingram Micro 2024 Global Reporting Initiative Index](#)

[Ingram Micro 2024 Sustainability Accounting Standards Board Index](#)

[Ingram Micro 2024 Taskforce on Climate-Related Financial Disclosures Index](#)

[Ingram Micro 2024 United Nations Sustainable Development Goals Index](#)

# Message from Paul Bay



2024 was an exciting and pivotal year for Ingram Micro. We celebrated our 45th anniversary, launched a successful IPO on the New York Stock Exchange (NYSE), broadened the capabilities and geographic scope of our Xvantage™ digital experience platform, and expanded the Ingram Micro Trust X Alliance—our global network of business and technology advisors—all as we navigated an uncertain macroeconomic environment.

While delivering strong financial results and investing in our ongoing digital transformation, we also celebrated several key milestones along our sustainable impact journey. I am proud to share our achievements with you, our valued stakeholders, in the following pages.

## **We made significant progress on our 10 to Zero initiative, and we are tracking well ahead of our own ambitious timeline to achieve three targets by 2030**

Our 10 to Zero initiative aims to achieve zero greenhouse gas (GHG) emissions, zero waste, and zero days away injuries in our operations by 2030. Our 2024 GHG emissions data reflected a remarkable 28% year-over-year reduction. We are also progressing well against our zero-waste goal, diverting 93% of our waste away from landfills or incineration in 2024. And during the year, we reported only 47 days away injuries and reduced the number of recordable work-related injuries by 43% compared to the previous year.

## **We set climate targets validated by the Science Based Target initiative (SBTi)**

Our near-term science-based emissions reduction targets were validated by the SBTi, a corporate climate action organization that enables companies to set targets in line with the latest climate science. This demonstrates alignment of our emissions reduction goals with global best practices, as well as our commitment to reducing GHG emissions as part of our 10 to Zero initiative and our broader environmental stewardship efforts.

## **We initiated preparations to meet upcoming regulatory requirements**

Upcoming European sustainability reporting regulations require a double materiality assessment, which evaluates material issues from two perspectives: (1) how Ingram Micro's operations impact the environment and society, and (2) how environmental and social factors may, in turn, affect our business. While Ingram Micro embraced the principle of double materiality years ago, the structured approach mandated by the new

European regulations introduces important distinctions from our previous approach. In 2024, we conducted a stakeholder-informed assessment aligned with these forthcoming standards. The results of the assessment provided valuable insights to our Sustainable Impact team that reinforced existing priorities and helped shape our readiness for future reporting obligations.

## **We are publicly reporting on sustainable impact topics for the ninth consecutive year**

This Sustainable Impact report, our ninth such annual report, aligns with several globally recognized frameworks and standards, including the Global Reporting Initiative (GRI), Sustainability Accounting Standards Board® (SASB), Task Force on Climate-related Financial Disclosure (TCFD), United Nations Global Compact (UNGC), and United Nations Sustainable Development Goals (UN SDGs). Consistent with best practices for publicly traded multinational companies, Ingram Micro intends to continue reporting under this

collective set of global standards. We also submit annual responses to CDP on climate-related progress and to EcoVadis, a well-known third-party provider of evidence-based sustainability assessments. In early 2024 and again in early 2025, EcoVadis awarded Ingram Micro with a Platinum medal rating—reserved for the top one percent of the more than 125,000 companies on its platform—in recognition of the Company’s broad-based sustainability efforts.

As the business behind the world’s brands, Ingram Micro exists at the heart of the IT ecosystem, collaborating with partners to anticipate what’s next and delivering tailored and efficient solutions as a trusted advisor. Our Trust X Alliance, a network of 600 channel partners and 60 growth-focused vendors, brings together business leaders, technology innovators, and entrepreneurs to solve complex IT challenges and support companies and other end customers around the world. This

spirit of collaboration and innovation drives our commitment to building and supporting a circular economy and a sustainable technology economy for the future.

Thank you to our Ingram Micro teammates, whose passion and dedication bring to life the Tenets of Our Success while advancing our sustainable impact efforts, as reflected in this report. I look forward to all we will accomplish together in the years to come.

We value our stakeholders’ feedback and encourage you to contact us with any questions or comments.



**Paul Bay**  
Chief Executive Officer



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# Introduction





## About Ingram Micro

*There's no limit to what we can do together*

Ingram Micro is a leading technology company for the global information technology ecosystem. With the ability to reach 90% of the global population, we play a vital role in the worldwide IT sales channel, bringing products and services from technology manufacturers and cloud providers to a highly diversified base of business-to-business technology experts. Through Ingram Micro Xvantage™, our AI-powered digital platform, we offer what we believe to be the industry's first comprehensive business-to-consumer-like experience, integrating hardware and cloud subscriptions, personalized recommendations, instant pricing, order tracking, and billing automation.

We also provide a broad range of technology services, including financing, specialized marketing, and lifecycle management, as well as technical pre- and post-sales professional support provided by engineers who collectively hold thousands of current technical certifications.

Through our global footprint and portfolio of products, professional services, and solutions, we remove complexity and maximize the value of the technology products, providing the world more ways to realize the promise of technology.

In October 2024, we completed an initial public offering (IPO), officially becoming a publicly listed company on the New York Stock Exchange (NYSE). Founded in 1979, and previously publicly listed from 1996 to 2016, we have grown into a company with \$47.9 billion in 2024 net sales, meeting challenges head-on. We continue to demonstrate our staying power, shaped by innovation, resilience, and our ability to seize opportunities to grow.

## Ingram Micro At-a-Glance: 2024 by the Numbers



**\$48B**  
Net Sales



**10.4M sq. ft.**  
Warehouse Floor Space



**24,250+**  
Associates<sup>1</sup>




**161K+**  
Customers



**57**  
Countries of Operation

Our facilities are located throughout our geographic regions: North America, EMEA (Europe, Middle East, and Africa), Asia-Pacific, and Latin America



**36M+**  
Active Ingram Micro  
Cloud Marketplace Seats



**950M+**  
Units Shipped



**1,500+**  
Vendors



**131**  
Logistics and Service Centers

**~200**  
Countries Served by  
Our Sales Team

<sup>1</sup> Equivalent to the number of permanent employees, which has been defined as “regular” in our HR systems.

## Our Value Chain



Ingram Micro is a key connector within the technology ecosystem, playing a critical role in an increasingly complex marketplace, connecting hardware and software vendors, service providers, resellers, integrators, marketplaces, and end customers, who are looking for the following:

- Efficiency in their technical infrastructure, including design, procurement, and optimization

- High-quality services, including technical pre- and post-sales professional support, training, and financing

Ingram Micro is solving these needs, linking the value chain together, and providing a more strategic and platform-driven set of services and solutions.

### Benefits to Vendors

- Global Reach
- Superior Sales and Technical Support
- Advanced Marketing Services

### Benefits to Customers and End Users

- Broadest Solutions Offering
- Wide Range of Professional Services
- Credit and Alternative Financing
- Multi-Vendor Technical Expertise

## Our Products and Solutions

In each of our geographic segments, we offer customers the product categories listed below under their respective line of business. For more detailed product information, please see our [Annual Report, Form 10-K](#).

### Client and Endpoint Solutions

- Higher-volume products for corporate and individual end users (desktop personal computers, notebooks, tablets, components, and more)
- Mobile computing and productivity products (phones, smartphones, accessories, wearables, and more)

### Cloud-Based Solutions

- More than 200 cloud-based services or subscription offerings (business applications, security, communications, cloud enablement solutions, and infrastructure as-a-service)
- CloudBlue™ business platform-as-a-service (catalog management, subscription management, billing, and other capabilities)

### Advanced Solutions

- Enterprise-grade hardware and software products aimed at corporate and enterprise uses, generally characterized by specific projects with lower volumes but higher margins than Client and Endpoint Solutions (servers, storage, networking, cybersecurity, power, and more)
- Training, professional services, and financing solutions
- Data capture-point of sale (“DC/POS”), physical security, audiovisual and digital signage, Unified Communications and Collaboration, Internet-of-Things (smart office/home automation), and artificial intelligence products

### Other Services

- IT Asset Disposition (ITAD), electronic device reverse logistics and repair, refurbishment, recycling, reuse, and resale



## Enhancing Customer Experience through Xvantage™

Ingram Micro Xvantage™ is a digital experience platform that simplifies and accelerates how businesses procure and manage technology. Xvantage™ is revolutionizing the industry with a vision to bring the streamlined business-to-consumer (B2C) experience to the business-to-business (B2B) technology industry. Using more than 20 proprietary intelligent AI-driven engines, Xvantage™ acts as a one-stop solution shop for hardware and cloud services, allowing for hyper-personalization, real-time custom pricing, and instant quotes and ordering.

Xvantage™ uses insights to drive demand, moving from a pull to a push model that recommends the right offerings at the right time to the right customer. By reducing complexity and increasing efficiency, Xvantage™ allows our customers, vendors, and associates to focus on building relationships and empowering customers with technology.

To learn more about the versatile Xvantage™ experience, please visit [IngramMicro.com](https://IngramMicro.com).

### Xvantage™ Reviews

**“Xvantage allows Ingram Micro and KME to spend more time assisting our end users by making mundane tasks faster and easier. And that puts more available time into our day to do our jobs. It also demonstrates the ongoing commitment from Ingram Micro to improving process and efficiency.”**

**Mark Essayian**

President – KME Systems Inc.

**“Xvantage allows us to capture those opportunities we haven’t traditionally captured. So, for an MSP, we’ll see more revenue faster. Using Xvantage, collectively we can move faster, deliver a better experience with less cost. It’s a game changer.”**

**Bruce Lach**

President – Success Computer Consulting

## 2024 Ingram Micro Lifecycle Achievements

In recent years, the demand for services to manage and extend the life of technology products has increased sharply. In response, Ingram Micro Lifecycle offers state-of-the-art solutions to address the return, refurbishment, repair, and remarketing of technology products. These services enable operators, retailers, insurers, enterprises, and original equipment manufacturers to maximize the life of technology products through a suite of environmentally responsible solutions.

For more information on product circularity, see the **Environmental** section of this report.

### Ingram Micro Lifecycle: 2024 by the Numbers

**13.3M**

Returns Processed

**11.3M**

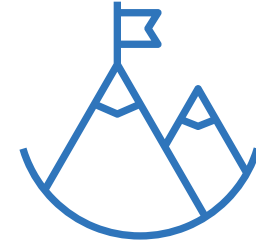
Repairs and Refurbishments

**5.6M KG**

of E-waste Safely Recycled

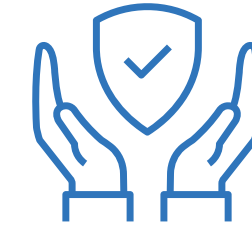
## Tenets of Our Success

Our dedication to a shared set of principles, the Tenets of Our Success, unites and guides us toward better decisions and behaviors, enabling us to focus on the success of our business partners, associates, and investors. The Tenets of Our Success are central to our industry leadership, strong relationships, and status as a trusted partner, committed to providing solutions for the businesses we serve. When Ingram Micro succeeds, so do our business partners, associates, and communities across the globe.



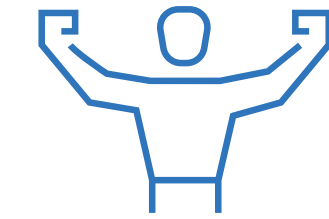
### Results

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



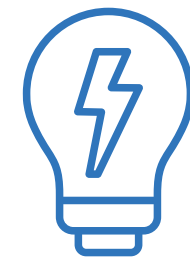
### Integrity

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



### Courage

Embracing change and making difficult decisions delivers better results to our customers, suppliers and fellow associates. We encourage innovation and a culture of always doing what's best for our partner ecosystem.



### Imagination

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



### Talent

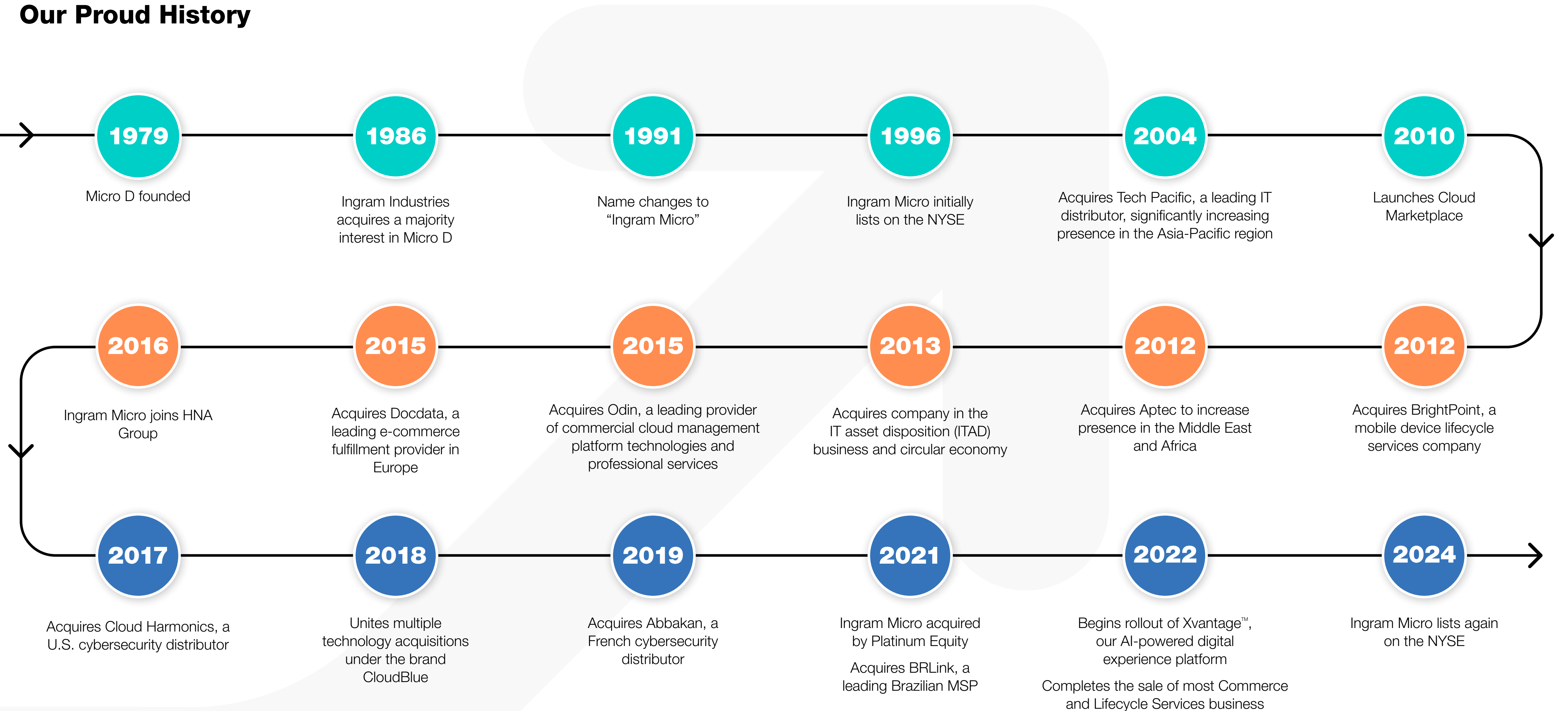
Our people and their diverse talents define us. We are committed to learning, collaboration, transparency and innovation. Attracting, inspiring, retaining and celebrating our best individuals is the foundation of our success.



### Responsibility

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

## Our Proud History



## Sustainable Impact—Our Approach

With our expansive global reach and commitment to Responsibility, we are deeply aware of our accountability to stakeholders around the world and take our impact on people and the planet seriously. Our leaders are committed to quantifying our impacts to assess materiality and implement the best strategies for mitigating and eliminating any negative impacts, while discovering opportunities to create positive ones. Associates from across the globe, and within various business functions localize our initiatives to support corporate and local goals.

The global sustainability reporting landscape continues to evolve, including changes in regulatory requirements, updates to voluntary global frameworks, and shifting political sentiments. At Ingram Micro, we monitor this landscape and continually align our strategy to identify and address risks and realize opportunities. In 2024, we reassessed our material topics according to European regulations in preparation for eventual reporting.

### Voluntary Global Frameworks and Standards

Ingram Micro aligns with a series of frameworks and standards in line with global best practices, including:

- Reporting in accordance with the Global Reporting Initiative (GRI) Standards
- Aligning with the Sustainability Accounting Standards Board® (SASB) accounting and activity metrics for the Multiline and Specialty Retailers & Distributor industry (SASB: CG-MR, Version 2023-12)
- Responding to the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD)
- Communicating on progress as a signatory to the United Nations Global Compact (UNGC)<sup>1</sup>
- Contributing to the United Nations Sustainable Development Goals (UN SDGs)

Our 2024 GRI, SASB®, TCFD, and UN SDG Indices can be found on our website. We also respond to CDP and EcoVadis on an annual basis. In early 2024 and again in early 2025, the Company’s broad-based sustainability efforts were recognized by EcoVadis, a well-known third-party provider of evidence-based business sustainability assessments, which awarded Ingram Micro a Platinum medal rating, reserved for the top one percent of the more than 125,000 companies on its platform.



<sup>1</sup> Ingram Micro has been an active participant in the United Nations Global Compact (UNGC) since August 2019

## Sustainable Impact—Oversight

Role	Responsibility
<b>Board of Directors</b>	<p>Oversees overall Company efforts, including sustainable impact initiatives</p> <p>Assumes committee-level responsibility for various sustainable impact areas:</p> <ul style="list-style-type: none"> <li>▪ Audit Committee: environmental impact, cybersecurity, and ethical compliance</li> <li>▪ Nominating and Governance Committee: governance</li> <li>▪ Compensation Committee: human capital management</li> </ul>
<b>Executive Leadership Team Sustainable Impact Steering Committee</b>	<p>Meets at least quarterly to discuss strategy and execution, including sustainable impact</p> <p>Reviews and approves material topics</p> <p>Provides expertise and guidance to Ingram Micro’s Sustainable Impact team on the direction of activities, strategies, budgets, and goals</p> <p>Approves annual report development and disclosures as needed</p> <p>Reinforces accountability at the leadership level with executive bonus eligibility tied to ethical compliance training completion</p> <p>Includes executive leaders across all business functions including Finance, Legal, Human Resources, and Operations and Engineering</p>
<b>Ingram Micro’s Sustainable Impact Team</b>	<p>Leads reporting on sustainable impact disclosures</p> <p>Responds to data requests and reporting frameworks</p> <p>Recommends policies, programs, and practices to achieve continuous improvement on material topics</p>
<b>Program Owners</b>	<p>Provides periodic briefings to executive leadership</p>
<b>Site-specific Groups</b>	<p>Implements and executes initiatives, projects, programs, and strategies at the local level</p> <p>Provides essential feedback to support continuous improvement</p> <p>Shares best practices across the organization</p>



**Studying the global strategy, we tried to find out how we could implement impact initiatives with us in Switzerland. Aligned with the global objectives, we have set some local goals and drive structured plans to achieve them. It was surprising to see how much need there was with our partners to really understand our sustainable impact strategy—but exactly this connection is what’s of the most value to us.**

**We’ve already come far with all our initiatives, reports, awareness, and engagement campaigns as well as our setting our own local goals—but of course, there’s still so much more to do.”**

**Pascale Steiger**  
HR Professional & ESG Specialist, Switzerland

## 10 to Zero Goals

Inspired by the United Nations’ Decade of Action, Ingram Micro announced our 10 to Zero initiative in 2022, focusing on three primary goals—zero GHG emissions, zero waste, and zero injuries—in our operations by 2030.

To achieve our 10 to Zero goals, we have developed a high-level set of principles that guides our cross-functional teams around the world:



- Track Performance through Auditable Data
- Optimization—Improve Efficiencies and Eliminate Waste
- Cultivate and Sustain Behavior Change
- Invest in Solutions to Achieve Savings
- Pursue Goal Attainment through Strategic Investments

Since initially developing the 10 to Zero initiative, we have enhanced and refined our goals and approach. Our initial safety metric evolved from “recordable safety incidents” to a metric that focuses on the most serious cases, “days away incident rate.” This shift enables the Company to concentrate resources toward the greatest impact.

Focus Area <sup>1</sup>	10 to Zero Goal	2024 Actions	Results	Status
<b>GHG Emissions</b>	<b>Eliminate absolute Scope 1 and 2 GHG emissions by 2030</b>	<ul style="list-style-type: none"> <li>▪ Kicked off a major decarbonization effort across our warehouse footprint</li> <li>▪ Achieved near-term target validation from the Science Based Targets initiative (SBTi), including an absolute GHG emissions reduction goal</li> </ul>	<p><b>Year-Over-Year:</b> Reduced <b>28%</b> compared to 2023</p> <p><b>From 2022 Baseline:</b> Reduced <b>38%</b> from baseline</p>	<b>IN PROGRESS</b>
<b>Waste</b>	<b>Zero non-hazardous waste from landfill and incineration by 2030</b>	<ul style="list-style-type: none"> <li>▪ Strengthened Waste Stream Management program to improve data collection and improve diversion across warehouse sites</li> <li>▪ Engaged monthly with 125 sites through targeted waste diversion training and site-specific action plans</li> <li>▪ Measured pallet and corrugate box reuse</li> </ul>	<p><b>2024:</b> Diverted <b>93%</b> of non-hazardous waste<sup>2</sup></p>	<b>ACHIEVED</b>
<b>Safety</b>	<b>Zero days away incident rate by 2030</b>	<ul style="list-style-type: none"> <li>▪ Updated global safety strategy, which outlined our vision to create a world-class safety culture that values people, leverages data, and prioritizes prevention</li> <li>▪ Upgraded tools and introduced software toward scalable, audit-ready solutions</li> <li>▪ Tracked our first full year prioritizing our most serious cases with the metric “days away incident rate,” making 2024 our baseline</li> </ul>	<p><b>2024:</b> Established a new baseline of <b>0.23 days away incident rate</b></p>	<b>IN PROGRESS</b>

<sup>1</sup> More details about our methodology can be found in the Scope section of [About This Report](#).

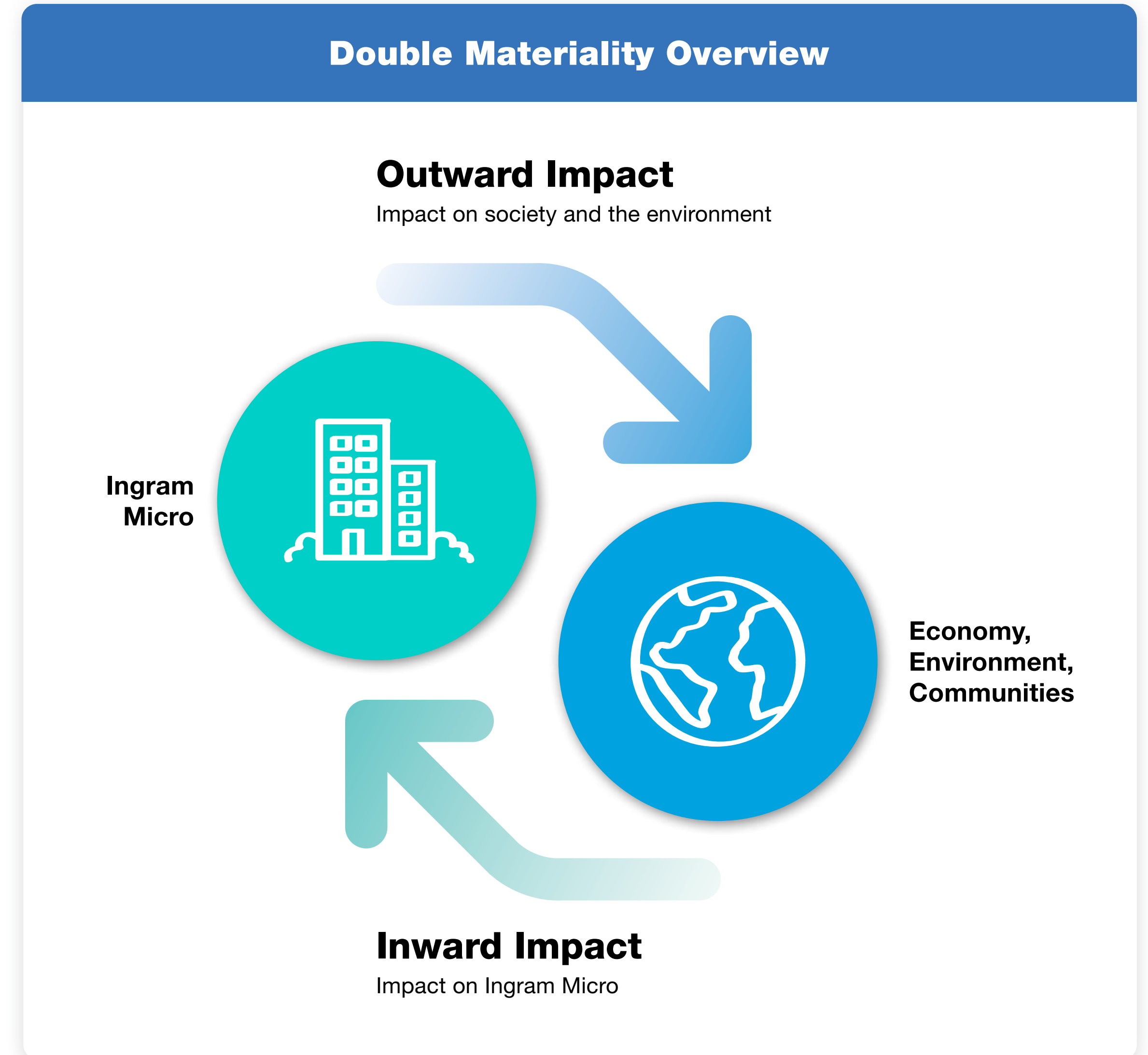
<sup>2</sup> The Zero Waste International Alliance defines zero waste as diverting 90% or more of all discarded resources from landfills and incinerators, acknowledging that achieving absolute zero is not practical in a mature industrial economy.

## 2024 Double Materiality Assessment

In 2024, Ingram Micro collaborated with a third-party consultant to assess its Double Materiality Assessment (DMA) according to the European Sustainability Reporting Standards (ESRS) in preparation for full compliance with the requirements of the European Union’s Corporate Sustainability Reporting Directive (CSRD).

The 2024 results are closely aligned with prior materiality analyses and clarify our material topics required for reporting under future European regulations. We completed the materiality assessment at the end of 2024 and will take the time to review results and adapt our strategy. However, we have started the adoption of our updated results in this report and the [2024 GRI Index](#).

Environmental	Social	Governance
<ul style="list-style-type: none"> <li>Climate Change</li> <li>Pollution</li> <li>Resource Use and Circular Economy</li> </ul>	<ul style="list-style-type: none"> <li>Own Workforce</li> <li>Workers in the Value Chain</li> <li>Consumers and End Users</li> </ul>	<ul style="list-style-type: none"> <li>Business Conduct</li> </ul>



## Stakeholder Engagement

We believe that dialogue with internal and external stakeholder groups is essential to determine the prioritization, impact, and management of sustainability issues. Insights gained from internal stakeholder participation help to shape our actions. Our in-depth DMA is one example of stakeholder engagement. Our Ingram Micro Sustainable Impact team acts as a hub for associates and supports with responses to inquiries and sustainability information requests made by external stakeholders.

Our Sustainable Impact team compiles data and information in response to stakeholder requests, as well as for external presentations and similar engagement activities. In 2024, for example, we received requests from our value chain including 33 CDP (climate information) and 15 EcoVadis requests. The Sustainable Impact team also receives hundreds of requests for information from customers and other business partners each year. Frequent internal and external stakeholder engagement allows us to discuss relevant topics for each stakeholder group over the course of regular business.

Stakeholder Group	Engagement Examples	Example Topics
<p><b>Associates</b></p>	<ul style="list-style-type: none"> <li>Internal communications, such as all-associate emails, meetings, intranet, digital signage, and our associate social networking platform</li> <li>Trainings</li> <li>Associate engagement surveys</li> <li>Performance and development reviews</li> <li>Materiality assessments</li> <li>Onboarding</li> </ul>	<ul style="list-style-type: none"> <li>Health and safety</li> <li>Inclusion and belonging</li> <li>Cybersecurity and data privacy</li> <li>Talent development</li> <li>Job satisfaction</li> <li>Environmental sustainability</li> <li>Community impact</li> <li>Benefits</li> </ul>
<p><b>Customers</b></p>	<ul style="list-style-type: none"> <li>Sustainability-related responses to customer requests for information, including EcoVadis and CDP</li> <li>Corporate website</li> <li>Sustainability reporting (e.g., UNGC CoP, SASB®, TCFD)</li> <li>Conferences</li> <li>Materiality assessments</li> </ul>	<ul style="list-style-type: none"> <li>GHG emissions data</li> <li>Packaging</li> <li>E-waste and circular economy</li> <li>Compliance</li> <li>Business ethics</li> <li>Labor practices</li> </ul>
<p><b>Investors</b></p>	<ul style="list-style-type: none"> <li>Earnings calls</li> <li>Financial and regulatory filings</li> <li>Corporate website</li> <li>Press releases</li> <li>Sustainability reporting</li> </ul>	<ul style="list-style-type: none"> <li>Financial performance</li> <li>Risk management</li> <li>Compliance</li> <li>Business ethics</li> <li>Governance</li> <li>Cybersecurity and data privacy</li> <li>Human capital management</li> </ul>



**Stakeholder Group**

**Vendors**

**Suppliers**

**Community Organizations**

**Engagement Examples**

- Sustainability-related vendor requests for information, including EcoVadis and CDP
- Partner membership groups
- Meetings and presentations
- Sustainability reporting
- Corporate website
- Materiality assessments

- Supplier Code of Conduct
- Negotiations
- Business reviews and other meetings
- Corporate website
- Sustainability reporting
- Materiality assessments

- Philanthropy and volunteering
- Community events
- Sustainability reporting
- Nonprofit board memberships

**Example Topics**

- Environmental sustainability
- GHG emissions data
- Packaging
- E-waste and circular economy
- Inclusion and belonging
- Community impact
- Business ethics
- Labor practices

- Labor practices
- Health and safety
- Environmental sustainability

- Community impact
- Inclusion and belonging
- Business ethics

## Selected 2024 Highlights

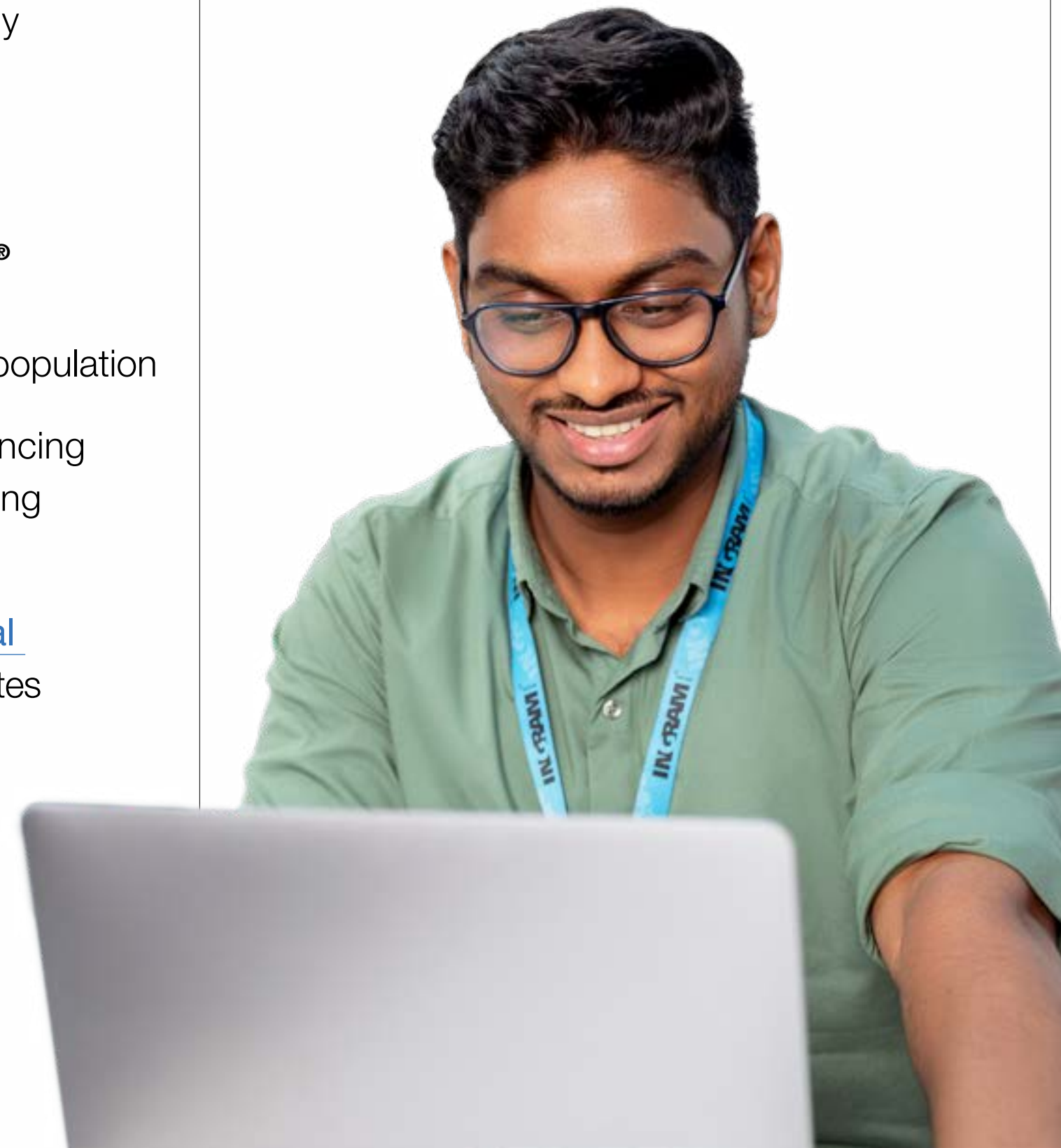
- **Publicly listed on the New York Stock Exchange (NYSE)** in October 2024
- **Established a 13-person Board of Directors**, four of whom are independent, along with related governance guidelines, committees, and policies
- **Gained approval from the Science Based Targets initiative (SBTi)** for near-term science-based emissions reduction targets



- **Reduced total energy consumption by more than 10%**
- **Increased consumption of renewable energy by 42%**
  - **Renewable energy now makes up 51% of total electricity consumption**, excluding renewable electricity already present in grid electricity consumption

- **Diverted 93% of non-hazardous waste from landfills and incineration**
  - Refurbished or repaired more than **11.3 million** electronic devices
  - Earned the **2024 Global Recognition Award™** for our exceptional talent development and mentorship program in information technology, specifically highlighting Ingram Micro's Talent Development Journey as a new benchmark in the tech industry
- **Achieved Great Place To Work® Certification™ in 8 countries**, representing 39% of our associate population
- **Launched Hire Great 3.0**, enhancing our hiring framework by incorporating unconscious bias training
- **Redesigned and updated [Global Careers Website](#)**, providing candidates insight into our organization, culture, and values

- Reached an associate **ethical compliance training completion rate of 99%**, (increasing enrollments by 8% from 2023 and surpassing our 98% target); **more than 20,000 associates** completed our online Associate Legal and Ethics Compliance certificate



- Recognized by EcoVadis for our broad-based sustainability with a **Platinum medal rating, reserved for the top one percent of the more than 125,000 companies** on its platform



EcoVadis is a well-known third-party provider of evidence-based business sustainability assessments. In 2024 and again in early 2025, EcoVadis gave Ingram Micro a Platinum medal rating in recognition of our sustainability efforts. We believe this recognition signifies a substantial validation of our commitment and leadership in sustainable and responsible business operations.

## Selected 2024 Sustainability Awards, Recognitions, and Certifications

In 2024, we earned more than 200 awards from around the world from our vendor partners, industry peers, and the community. These accolades reflect not just our outstanding offerings and services, but also our unwavering commitment to excellence.

Examples include:

### Global

- Global Recognition Awards: Outstanding Talent Development Program

### Asia Pacific

- Cisco: Environmental Sustainability Specialization

### Australia

- CRN: ESG Highly Recommended
- Family Friendly Workplaces: Family Inclusive Workplace Accreditation (2024-2026)

### Brazil

- Info Channel Magazine: Sustainability - ESG Practices and Policies - Category Winner

### Bulgaria

- Career Show Awards: First Place in the Talent Management Strategy Category
- Career Show Awards: Second Place in the Diversity and Inclusion Category
- Career Show Awards: Third Place in the Leadership Development Category

### Canada

- Cisco: Social Impact Partner of the Year
- Canada's HR Awards: Excellence Awardee - Canadian HR Team of the Year (500 Employees or More)
- Canada's Safest Employers Awards: Excellence Awardee - Canada's Safest Logistics and Supply Chain Employer
- Canada's HR Awards: Excellence Awardee - The Achievers Award for Best Reward & Recognition Strategy

### China

- Supply Chain Resilience & Sustainability (SCRS): Supply Chain Buyer Technology Excellence
- China Shanghai Pudong Foreign - Invested Enterprises Association awards in ESG Innovation Competition: ESG Excellent Case-ITAD business and Sample Cooperation Competition: ESG Excellent Organization
- China 2024 ESG Model Enterprise Award received at the 2024 Public Welfare Festival
- 51Job: Top Human Resources Management Award
- HRflag: DEI Employer Award
- HRoot: Best Employer in Greater China
- HRflag: Best HR Program
- HRoot: Best Practice of Human Resource Management in Greater China

### France

- EcoVadis: Platinum medal rating, reserved for the top one percent of companies reporting

### Hungary

- Három királyfi, három királyné: Family-Friendly Company 2024

### Malaysia

- Malaysia Productivity Corporation (MPC): Sustainability Shared Prosperity Organization Assessment (SSPOA) - Platinum Recognition

### Mexico

- Great Culture to Innovate: Best Culture to Innovate for Women

### Philippines

- Philippines Best Employer Brand Awards: Philippines Best Employer Brand
- Employer Branding Awards, World HRD Congress and the World Federation of HR Professionals: Philippines Best Employer Brand Award

### Singapore

- Supply Chain Buyer Technology Excellence Award: Transported Asset Protection Association Asia Pacific (TAPA APAC)

### Spain

- CEOE CEPYME Cantabria Awards: Recognition of Promoting Vocational Training in the Region
- CEOE CEPYME Cantabria Awards: Best Company in the Promotion of Employment Quality

## Cisco Social Impact Partner of the Year

Ingram Micro was proud to receive the Cisco Social Impact Partner of the Year Award at the 2024 Cisco Partner Summit.

This award highlights a partner who excels in business and also invests in making a positive difference in the world—demonstrating purpose-driven leadership through tangible action and a clear dedication to making a change.

## 2024 Global Recognition Award™ for Outstanding Talent Development Program

Ingram Micro received a 2024 Global Recognition Award™ in celebration of our Talent Development Journey program's success in developing future leaders by fostering a pipeline of skilled leaders prepared to address tomorrow's industry challenges and promote organizational growth. This program sets new standards in executive leadership training within the tech industry by combining mentorship, comprehensive training, and global implementation to cultivate leadership skills, accelerate career growth, and strengthen organizational capabilities. The program highlights the importance of inclusion and belonging in technology leadership, with a focus on nurturing talent. Ninety-five percent of our senior leaders participated in this program, demonstrating our true commitment to talent development.

## Ingram Micro Gained Workplace Recognition Certifications In Eight Countries

In 2024, Ingram Micro received Great Place To Work® Certification™ in eight countries, representing 39% of our global workforce. This certification demonstrates the success of our responsible and transparent approach to associate engagement and cultivating a thriving workplace culture. By actively listening and responding to our associates' feedback through our engagement surveys, we are equipped with data-driven insights to provide our associates the resources they need to thrive and achieve business results. Looking forward, we will continue efforts to create a welcoming and successful workplace culture.

### Certifications

The [Certifications](#) page of our website maintains a detailed list of our certifications, such as the International Organization for Standardization (ISO), R2, and e-Stewards.



# Social





Ingram Micro is a leading solutions provider helping power the world's leading technology brands with the work of our people. By investing in our associates' development and engaging with our communities, we strengthen our social impact and enhance the way we do business.

Our team is our greatest asset, and we are committed to living the Tenets of Our Success: Results, Courage, Integrity, Responsibility, Imagination, and Talent. Our dedication to this shared set of principles guides us in driving business performance, supporting our communities, upholding human rights, and nurturing a culture of continuous learning, innovation, and collaboration. Collectively, the Tenets of Our Success empower our associates to reach their full potential while making meaningful contributions as responsible global citizens.

Through transparent communication and a strong focus on personal and professional development, we create an environment where creativity thrives and excellence is not only encouraged but expected from all associates.

### We demonstrate a people-centered approach by:

- Developing, retaining, and connecting with a talent pool with broad experiences
- Building a collaborative, inclusive culture to empower associates, communities, and partners
- Delivering data-driven safety results, achieved through operational excellence practices

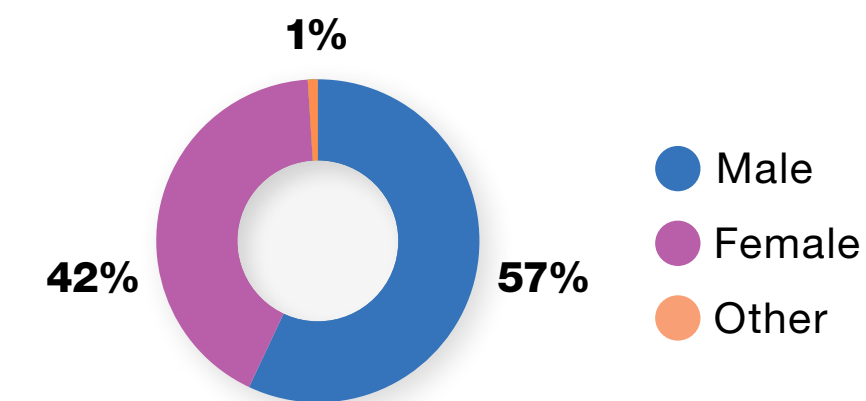


## Standout Social Achievements of 2024

- **Earned the 2024 Global Recognition Award™** for our exceptional talent development and mentorship program in information technology, specifically highlighting our Talent Development Journey as establishing a new benchmark in the tech industry
- **Achieved Great Place To Work® Certification™** in eight countries, representing 39% of our associate population
- **Launched Hire Great 3.0**, enhancing our hiring framework by incorporating unconscious bias training
- **Improved accessibility of Hire Great** training by providing supplemental e-learning content and recorded sessions
- **Redesigned and updated our Global Careers Website**, providing candidates insight into our organization, culture, and values
- **Achieved 80% participation** in Our Company, Our Voice Pulse Survey, with 90% of associates agreeing that “The quality of work done in my department/ team is excellent.”
- **Offered various health and wellness programs**, including financial wellness sessions, nutrition workshops, exercise programs, and other opportunities promoting the well-being of our associates
- **Achieved a total recordable incident rate (TRIR) of 0.43, a 56% reduction from 2023, down more than 68% in the last five years**, and significantly below the 2023 industry average of 4.8



### Gender

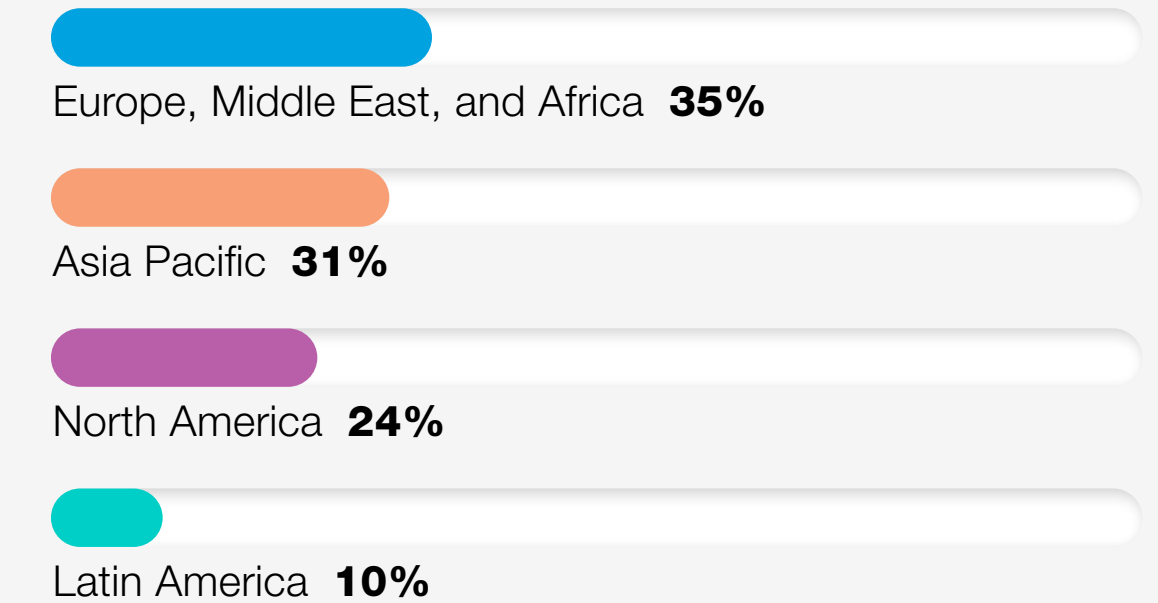


**24,253**  
Ingram Micro associates

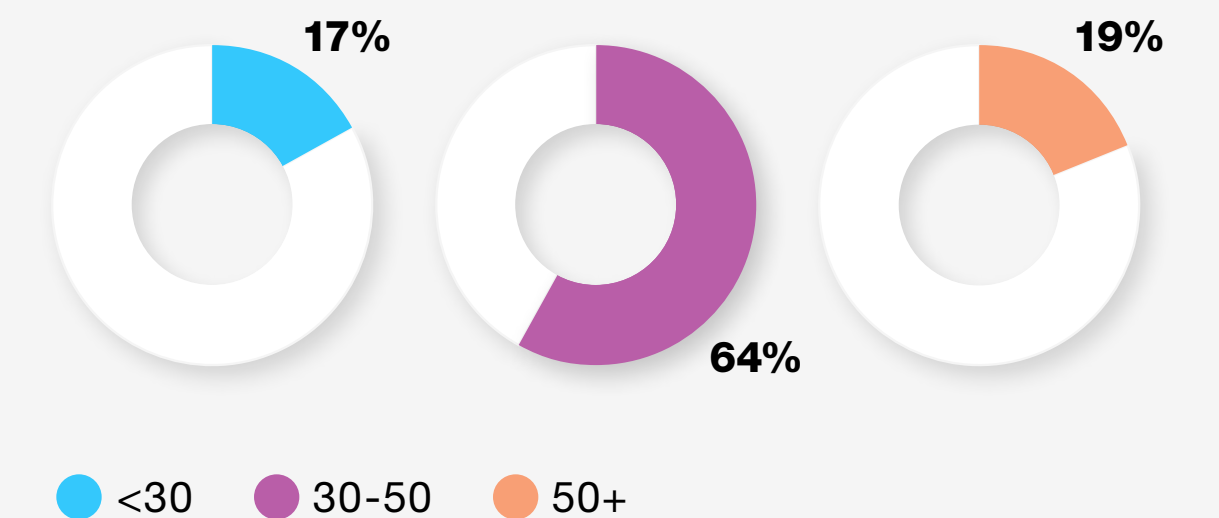
**2,910**  
New associates

## Associate Snapshot

### Associate Breakdown by Region



### Age Distribution of Our Associates



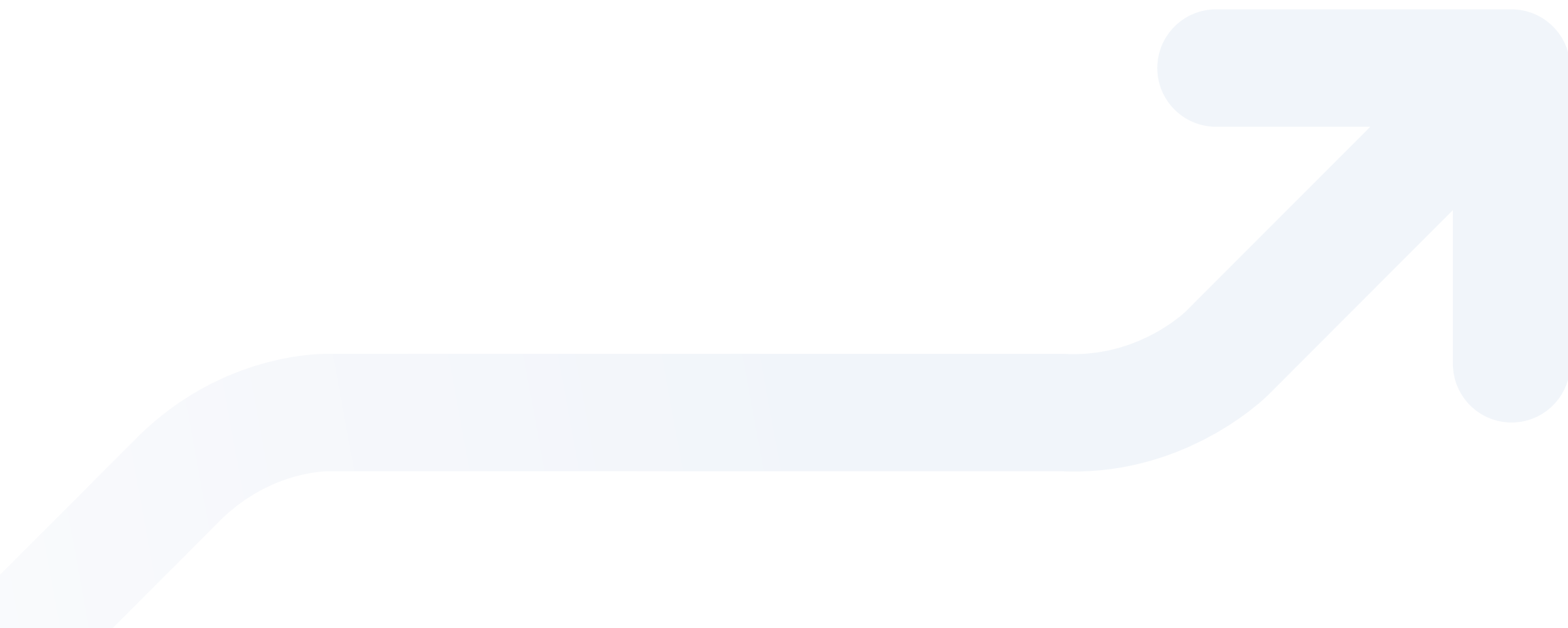
## Human Capital Management—Oversight

Role	Responsibility
<b>Board of Directors</b>	Annually reviews headcount, pay equity, human capital management, engagement survey results, and succession planning
<b>Compensation Committee</b>	Reviews and reports to the full Board of Directors on a periodic basis and provides update on the Company’s strategies and policies related to human capital management, including talent development and retention, workplace environment and culture, and pay equity
<b>Chief Executive Officer</b>	Member of the Board of Directors  Engages with the Executive Vice President, Human Resources
<b>Executive Vice President, Human Resources</b>	Meets regularly with the Board of Directors and the Compensation Committee, and leads human capital efforts including talent attraction, development, retention, rewards, associate engagement, and our belonging and pay equity efforts
<b>Executive Leadership Team</b>	Engages with the Executive Vice President, Human Resources

## Attracting and Hiring Innovative Minds

As a global company with a large workforce, we are diligent in our talent attraction and hiring processes to bring the right candidates to our interview processes and the right individuals

into our culture. To foster long-term success and maintain a competitive edge, we prioritize hiring high-performing individuals who are highly qualified and aligned with our values.



## Attracting Next Generation Talent to Ingram Micro

Building a strong pipeline of future talent is a key component to a strong hiring strategy. Ingram Micro operates internship and apprenticeship programs across the globe, offering emerging professionals valuable industry experience while enabling our organization to benefit from our interns' fresh perspectives, innovative ideas, and growing skill sets. These programs support career exploration and hands-on learning for participants while helping us identify and cultivate the next generation of talent to contribute to our long-term success. Examples of our next generation talent engagement include:

- **Apprenticeship Programs**

**(Brazil, Germany):** Local markets offer apprenticeship programs in which participants can gain part-time employment and develop professional skills through on-the-job training at Ingram Micro. Qualified and certified associates volunteer to provide training and serve as instructors and mentors.

- **Brazil:** In 2024, our program in Brazil welcomed 115 local apprentices. Upon program completion, Ingram Micro hired 66 participants as full-time associates.

- **Germany:** Our program in Germany engaged 80 young professionals.

- **Big Brothers Big Sisters of Orange County & The Inland Empire**

**(United States):** In 2024, we continued our workplace mentorship program with Big Brothers Big Sisters of Orange County & The Inland Empire. The Big Brothers Big Sisters Workforce Mentorship program is geared towards local community college students interested in transferring to four-year institutions. During the six-month program, 10 associates across multiple departments mentored individual students from diverse backgrounds to help prepare them for interviewing, networking, and entering the workforce.

- **Graduate Engineering Trainee Program**

**(India):** Ingram Micro India's year-long Graduate Engineering Trainee (GET) program rotates graduates throughout the organization to explore their interests while developing crucial skills. The program aims to seamlessly prepare new graduates for full-time roles. Over the years, several graduates have made noteworthy contributions, such as increasing operational efficiency, improving system performance, and driving achievements in other key areas.

- **Internship Program (United States):** In the United States, we continued our 10-week internship program in 2024. Facilitated by our intern managers, the program ran from June to August, providing 56 interns with a positive learning experience. In 2024, four participating interns became Ingram Micro associates.

- **Fresh Grad Rotation Program**

**(United States):** Since 2019, our Irvine headquarters has offered a two-year technical rotation program, which provides recent college graduates with comprehensive exposure to Ingram Micro's Global Platform Technology organization. Participants contribute to production projects as they rotate every six months across various technical functions, including Platform Engineering, Software Development, SAP Application Development, and Data Science, blending experiences with technical and leadership development. At the end of the program, Ingram Micro discusses next steps and long-term career aspirations with participants. Six early career professionals took part in the 2024 rotation.



## Attracting Global Talent—Global Careers Website Updates

We aim to attract individuals who align with our values and are passionate about our mission. Our recently redesigned **Global Careers Website** helps us attract top-notch talent by providing candidates a window into our culture and values. The website shares stories of our associates and their impact on our vendors, customers, and partners, and demonstrates the high value we place on the contributions and ingenuity of each associate.



## Bringing Ingram Micro to Life in Early Career Attraction

Ingram Micro targets top-tier early career talent. In 2024, we debuted our newly updated **United States Early Career Programs** website, providing an immersive and engaging experience for early career professionals looking to explore Ingram Micro’s internship and Fresh Grad Rotation programs. The content includes an extensive FAQ on programs and features, an intern-designed video montage featuring our 2024 summer interns, and provides a glimpse into our Company culture and day-to-day life.

## Talent Acquisition

Our Hire Great hiring framework is a global system to promote a streamlined, consistent, and inclusive hiring and onboarding process. The framework aims to improve the hiring experience for both our recruiting teams and potential candidates.

In 2024, our commitment to inclusive hiring came to life in the launch of Hire Great 3.0, an enhanced version of our existing hiring framework. The proven methodology behind Hire Great combines behavioral science and advanced technology to identify and attract top talent in today’s competitive labor market. In the Hire Great 3.0 model, trained associates serve as facilitators for teams that interact with our hiring processes, including talent attraction, human resources, hiring managers, and interviewers. Hire Great 3.0 e-learning supports the training and expands our global reach for this valuable education.

By the end of the year, we reached 31% of hiring managers and interviewers with plans to continue the program in 2025. Dedicated training will resume in 2025 until the program is fully implemented to all of our target audience.

In addition, our teams also evaluated creating pathways for temporary associates to transition into full-time roles by offering development opportunities and career support. Combined, these 2024 additions enhanced our dedicated efforts to build a highly skilled workforce, while ensuring that every candidate experiences a thoughtful, fair, and transparent hiring process.



## Neurodivergent Learning for Hiring Teams

Our Employee Resource Groups (ERGs) play a vital role in supporting our inclusive business practices. In 2024, our DisAbility and Inclusion ERG and a third-party neurodiversity consultant led several foundational initiatives to reevaluate our hiring practices and enhance support systems to ensure our workplace supports neuroinclusion.

In 2024, we launched a neuroinclusive hiring and onboarding initiative, which included a five-week pilot training program. Participants engaged in practical training designed to build awareness and competencies to support colleagues who are neurodivergent. These sessions, guided by Principles of Neuro-Inclusion<sup>1</sup>, equipped associates with tools to foster inclusive interactions and embed accessibility into everyday workplace practices.

<sup>1</sup> Jessica Dark's Insights from an autistic researcher | BPS

## Talent Development

Talent development at Ingram Micro means our associates' success is foundational to our organization's success. We invest in our associates' career growth, offering all associates career development tools, leadership and other development programs, and access to our learning management systems (LMS). Managers lead career conversations during the annual performance management cycle to set goals, have periodic check-ins to discuss progress, and discuss annual performance and career goals specific to each associate's individual growth.

Our talent development activities are working. In 2024, **we filled approximately 77% of our open executive positions with internal candidates**, and 19% of associates benefited from developmental or promotional job changes.

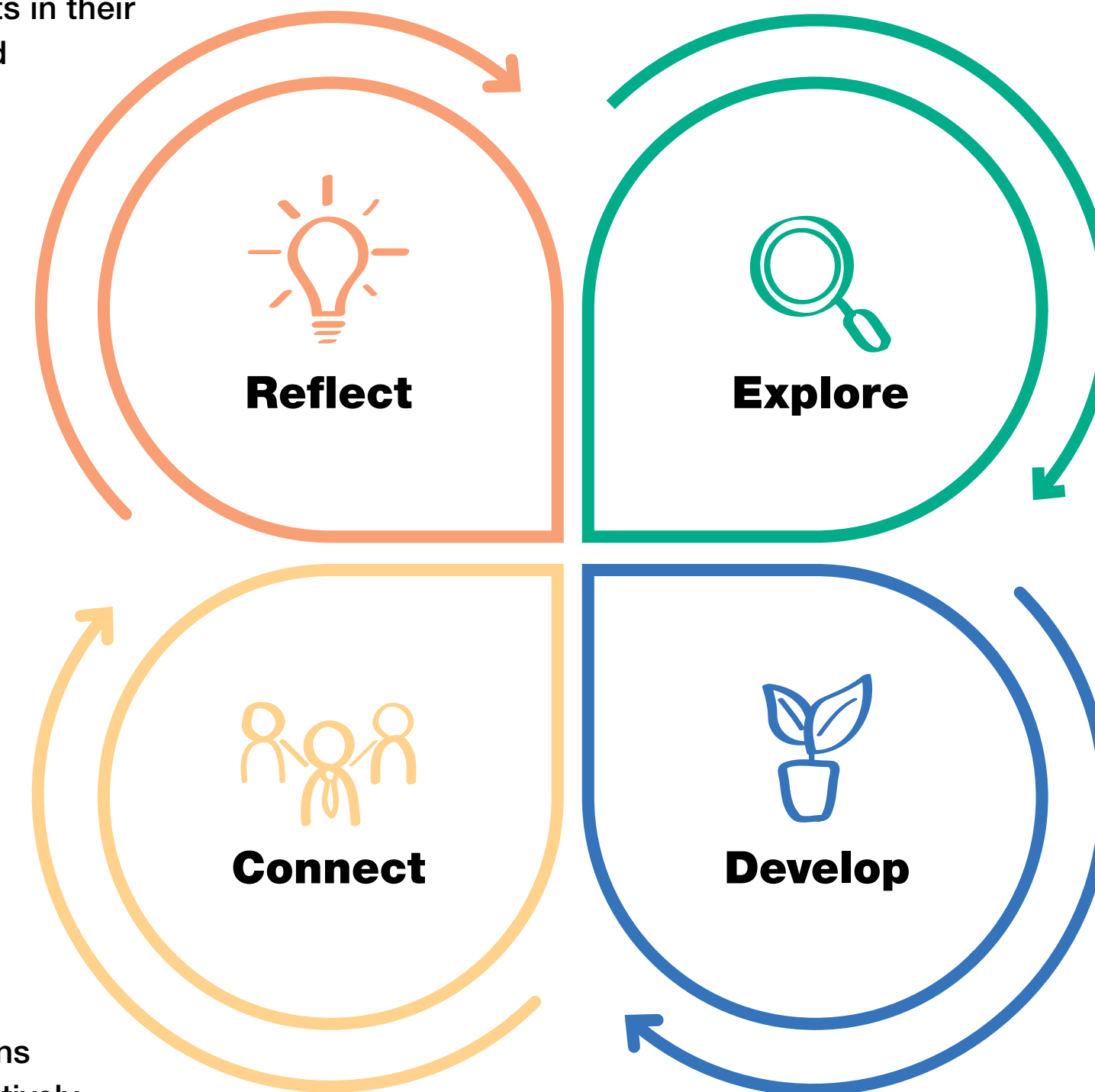
## Our Approach to Talent Development

### Reflect:

As part of the annual performance review and development process, associates complete self-assessments to recognize their own achievements, while serving as active participants in their own evaluations and career paths.

### Explore:

Our internal Discover Your Path career website offers role-specific toolkits and resources designed to guide meaningful conversations between associates and managers, while our Internal Mobility site serves as a place to explore currently available positions.



### Connect:

Associates document their accomplishments, skills, goals, and plans for future roles by actively managing their career profiles through our human capital management system. ERGs also offer additional internal and external networking opportunities.

### Develop:

A variety of training and developmental programs, complemented by professional coaching sessions available through our Employee Assistance Program, empower associates to build and achieve new goals and skills.

## Propelling Careers Forward

Our global talent assessment process identifies the capabilities needed to meet our business objectives while creating engaging and rewarding opportunities for our associates. Formal performance reviews serve as a cornerstone of our commitment to professional development, enabling us to recognize and celebrate individual contributions. Our annual performance and development cycle aims to align associates' individual aspirations with organizational priorities. Throughout the year, associates engage in informal check-ins and receive ongoing feedback from their peers and managers.

At Ingram Micro, we empower associates to take ownership of their professional growth. Our global job alignment framework provides associates with details on our latticed career development approach, allowing for lateral or vertical career moves within Ingram Micro. This approach focuses on building capabilities and gaining experience, which in turn allows associates to manage their career journey in a structure that works for their individual needs.



**In 2024, Ingram Micro earned the 2024 Global Recognition Award** for our exceptional talent development and mentorship programs in the information technology space. Our Global Talent Development Journey program established new benchmarks and best practices for executive leadership training in the tech industry.

99%

of eligible associates received a performance review, demonstrating our dedication to fostering a culture of growth, accountability, and recognition.

## Global Talent Development Journey

We invite associates to participate in our Global Talent Development Journey, a global framework designed to guide professional growth with a comprehensive development experience aligned with Ingram Micro's organizational goals and values. In 2024,

program participants experienced significant professional growth with outcomes that expanded responsibilities or led to promotions. We believe that the Global Talent Development Journey supports the identification and growth of top talent, into and through leadership positions.



**As a participant in the Global Talent Development Journey, I have had the opportunity to work on projects that drive operational excellence, ethical leadership, and inclusivity—all key pillars of Ingram Micro's values. By fostering a high-performing and diverse team, I contribute to a culture of collaboration and innovation that aligns with the Tenets of Our Success and strengthens our business. This program has been invaluable in developing my leadership skills and increasing my impact within the organization."**

**Michael Kienegger**

Head of Value Business & Professional Services, Switzerland



## Associate Training

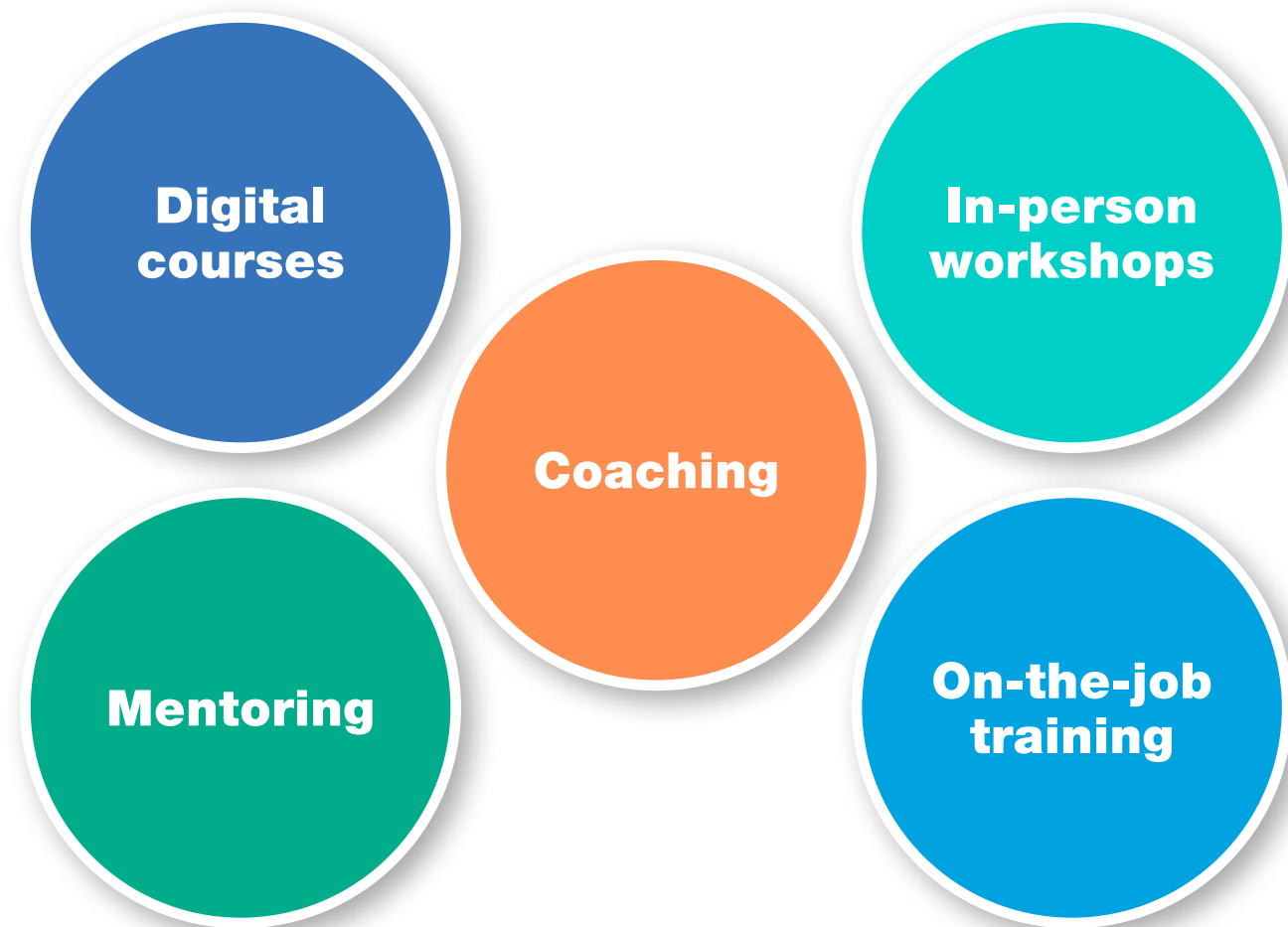
In today's rapidly evolving landscape, continuing education is essential to meet evolving business needs. We offer a wide range of learning and development opportunities that enable associates to grow their capabilities in formats that suit their schedule and style.

We leverage leading LMS providers to give associates access to numerous digital learning opportunities, including customized courses available in multiple languages. In

2024, associates completed nearly 490,000 hours of training (**averaging 20.2 hours of training per associate**) across our platforms, reflecting a strong commitment to continuous development and skill-building.

We also tailor region-specific learning programs to meet local needs, and we couple these programs with other training programs. The [GRI: 405](#) provides more information about our inclusivity training.

Ingram Micro offers both technical and interpersonal skill development through:



## Leadership Development

At Ingram Micro, we foster leaders whose personal values align with Company goals. Meaningful work leads to engaged, resilient associates who drive business success.

### LEADIngramMicro

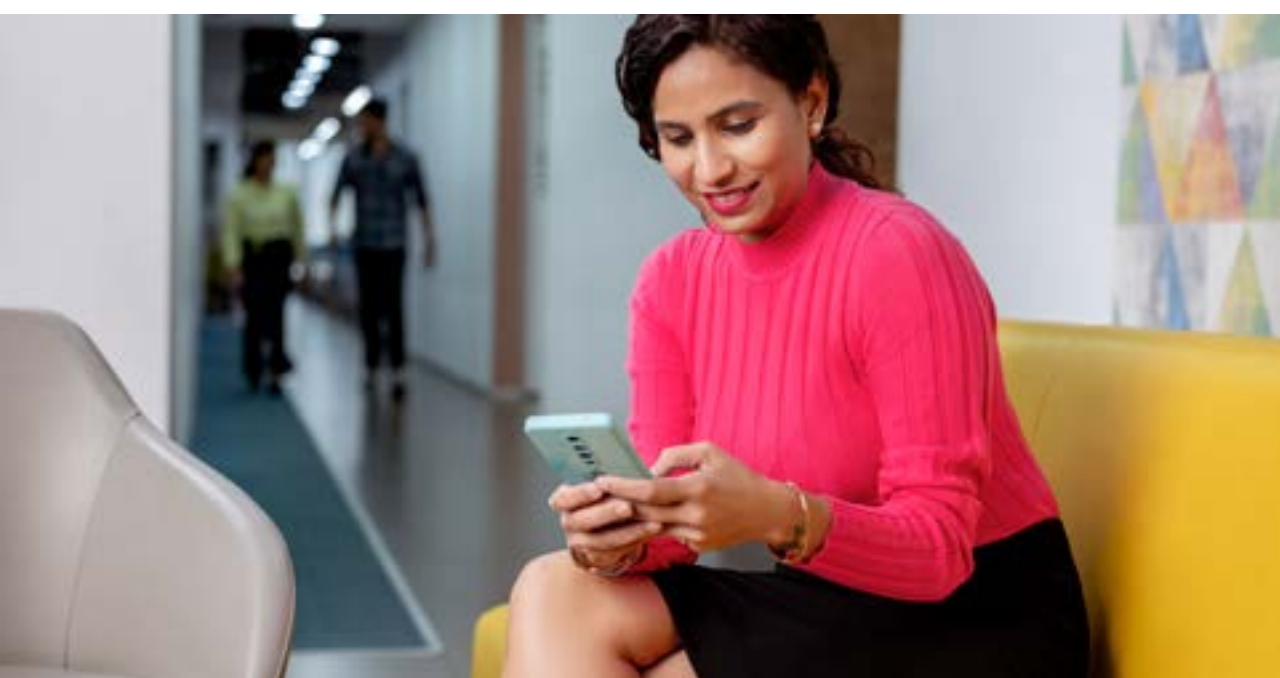
LEADIngramMicro is our global executive leadership program designed to prepare

high-performing senior leaders for future roles. The program provides participants with a comprehensive curriculum focused on strategic, operational, and personal leadership. In 2024, we added elements of strategic agility, digital innovation, and fostering a culture of continuous improvement, ensuring our leaders are well prepared to drive our future success.



## Engaging Our Associates

Listening to our associates is essential to fostering a strong, values-driven culture. We regularly gather feedback to understand what’s working well, where we can improve, and how effectively our associates connect with our strategic priorities and embody the **Tenets of Our Success**.



We use leadership communications, engagement platforms, video calls, virtual sessions, and formal surveys to ensure we hear diverse perspectives from across the organization. Our employee survey, the semi-annual Our Company, Our Voice Pulse Survey, guides our ongoing listening strategy. Survey results provide valuable insights by evaluating

progress on global focus areas, such as Innovation, Quality, Career Advancement, Inclusion, and Performance Feedback. We incorporate associates’ feedback from the surveys into our strategic plans, reinforcing our commitment to continuous improvement and shared success.

### October 2024 Our Company, Our Voice Pulse Survey Results

**80%** participation rate

**90%** agree “The quality of work done in my department/team is excellent.”

**89%** believe “I can be myself at this organization without worrying about how I will be accepted.”

**86%** support “The organization is socially responsible in the community.”

**87%** agree “I believe this organization is an environmentally responsible company.”

## Total Rewards

### Compensation

At Ingram Micro, we are committed to delivering total rewards that are market-competitive, performance-based, and designed to drive innovation, operational excellence, and long-term value for our stakeholders. We structure our compensation programs to recognize both short- and long-term achievements while supporting the attraction, retention, and development of top talent.

Our total direct compensation is typically targeted within a competitive range of the market median with variations based on tenure, skills, proficiency, and individual performance. To help ensure fairness, we regularly review our compensation practices and conduct annual rewards equity reviews to maintain consistency, transparency, and accountability across the organization.

The Global Compensation team plays a central role in facilitating the annual total rewards cycle. This includes supporting leaders in providing individual performance assessments, recommending merit

adjustments, and making bonus and long-term incentive decisions for eligible associates. The Global Compensation team reviews all recommendations to ensure appropriate differentiation based on performance and market factors.

Throughout the year, the Global Compensation team also collaborates with local HR teams to map newly created or revised roles to the Ingram Micro Job Framework. This process ensures role clarity and supports associates in their career planning and growth.

Ingram Micro is committed to equitable and inclusive pay practices worldwide. We meet or exceed applicable minimum wage requirements in every location and uphold a philosophy of pay equity—associates in the same location with similar responsibilities, experience, and performance, are compensated equally, regardless of gender, race, ethnicity, nationality, or other protected classes. We conduct regular analyses to identify and correct statistically significant pay disparities and provide training to managers on recognizing and preventing bias in hiring, performance evaluations, and compensation decisions.

## Benefits

The physical health, financial well-being, life balance, and mental health of our associates are foundational to personal fulfillment and organizational success.

We are committed to supporting our associates through a variety of resources and programs designed to promote wellness in all aspects of life.



Our benefits offerings are a core component of our total rewards strategy. We believe that market-driven, comprehensive benefits are essential to attracting and retaining a thriving workforce. While benefits vary by country

to reflect local laws and practices, Ingram Micro’s corporate office provides guidance and oversight to support consistency and ensure high standards of care across all regions.

Throughout the year, we encourage healthy behaviors through regular communications, educational sessions, wellness challenges, and voluntary progress tracking. Our global Employee Assistance Program (EAP) ensures that all associates and their immediate family members have access to resources that support their physical, mental, and financial well-being. These include free therapy sessions for personal, professional, or financial concerns, as well as self-guided mental wellness exercises. Associates experiencing financial hardship due to unforeseen circumstances can also apply for support through our global emergency assistance fund, Helping Hands Charities.

For more information, see our [Compensation and Benefits website](#).

## Ingram Micro Encourages Health & Well-Being

As part of our commitment to supporting the health and wellness of our associates, Ingram Micro Philippines partnered with health-focused meal delivery services during Nutrition Month to offer nutritionist-curated, dietary-specific, ready-to-eat meals to associates. This initiative highlights our holistic approach to associate well-being, recognizing the vital connection between nutrition, mental wellness, and overall physical health.



Ingram Micro Switzerland participated in a Mission IM-Possible challenge on a health app supported by the Company. The gamified program encouraged healthy habits in everyday life. For each participant, Ingram Micro contributed to support a local beehive. The winners received a honey pot from the sponsored hive.





## Ingram Micro Australia Recognized as a Certified Family Inclusive Workplace

In 2024, Ingram Micro Australia received recognition as a Family Inclusive Workplace Certified Employer by Family Friendly Workplaces. This certification, designed in collaboration with UNICEF Australia and Parents at Work, evaluates employers' dedication to fostering work-life balance. Family Friendly Workplaces aims to celebrate organizations like Ingram Micro Australia that create inclusive environments where associates with families can succeed at work and at home. Ingram Micro Australia reached this significant milestone through acknowledgement of diverse family structures, inclusion of parents and caregivers, and various flexible support options.

In their recognition, Family Friendly Workplaces highlighted the following key elements of our program:

- Flexible work
- Family care
- Parental leave
- Family well-being
- Leadership culture
- Quantitative and qualitative progress measurement

With inclusivity at the forefront of their approach, Ingram Micro Australia acknowledges that family can extend beyond traditional parental roles to encompass caregiving responsibilities for aging parents or family members with special needs. By recognizing diverse family structures and the responsibilities of associates, Ingram Micro Australia successfully supports work-life integration for associates.



When I discovered I was expecting my first child, the support I received from my manager, the HR team, and the

**entire organization was second to none. I was thrilled to be able to access paid parental leave and was provided with a comprehensive parental leave playbook filled with invaluable information on managing this significant life change. The entire process of planning my return was made seamless, with my needs and preferences carefully considered as I determined the timing of my comeback. The unwavering support and flexibility shown to me during this pivotal moment in my personal life is something I am very grateful for. I feel very fortunate to be part of the Ingram Micro team.”**

**Elle Smith**

Renewals Specialist,  
Ingram Micro Cloud, Australia



## Employee Resource Groups (ERGs): A Community for Every Individual

Our ERGs play a vital role in supporting a diverse and inclusive workforce. These groups provide associates with personal and professional networking opportunities, promote wellness, foster belonging, and help bridge connections within and beyond our organization. More than 800 Ingram Micro associates are members of one or more ERGs.

Many of our ERGs lead monthly Safe Spaces sessions designed to encourage open, respectful dialogue around topics related to inclusion and belonging. These virtual sessions facilitate opportunities for meaningful discussions in a psychologically safe and supportive environment.

Globally, 36 ERGs actively operate across the organization. These groups reflect the rich tapestry of our workforce and effectively support our inclusive culture.

### Our ERGs

<p><b>ASEAN/HK</b></p> <p>ESG &amp; DEI Champion Lead Governance Champion Strategy Champion Engagement Champion</p>	<p><b>Brazil</b></p> <p>Women’s Group at the Warehouse (DEI Pillars)</p> <ul style="list-style-type: none"> <li>▪ LGBTQIA+</li> <li>▪ Women</li> <li>▪ Race</li> <li>▪ Neurodiversity</li> </ul> <p>Technical Group Social Responsibility Committee Environmental Committee</p>	<p><b>Canada</b></p> <p>ESG Steering Committee Corporate Social Responsibility Pillar Environment &amp; Sustainability Pillar DEI Pillar</p>
<p><b>India</b></p> <p>SHERO - She the HERO Women’s ERG AUesome - ERG for Parents with Autistic Children Mom’s Magic - ERG for working mothers Youngistan - ERG for new hires/campus</p>	<p><b>Philippines</b></p> 	<p><b>United Kingdom</b></p> <p>Race, Identity, Culture, Ethnicity LGBTQIA+ WoW - Women in the Workplace Abilities</p>
<p><b>United States</b></p> 		

## Ingram Micro—Community Engagement

At Ingram Micro, our dedicated associates respectfully challenge one another to better our business, and bring this same level of passion to their communities. Our associates volunteer time, donate resources, and support efforts that uplift local communities.

Most engagements occur in collaboration with local charitable organizations, projects, or initiatives. This approach allows sites to establish programs appropriate for each local community.



Associates in CATO, Canada restoring native habitats for plants and wildlife.

This list of activities below offers a small sample of our associates’ many community engagement efforts:

### North America

#### Canada

Volunteering at Credit Valley Conservation

More than **15 associates** from our CATO, Canada office helped restore a healthy habitat for native plants and wildlife by **removing 236 square meters** of invasive buckthorn from prime forest habitat. Their efforts created space for native species to thrive and improved the overall health of the ecosystem.

#### United States

Orange County MORE THAN PINK Virtual Walk

Over 200 Irvine, United States, associates, family, friends, and pets participated in the 2024 Orange County Susan G. Komen® MORE THAN PINK virtual walk. Together, the group **walked more than nine million steps** and collected donations for cancer research.

#### United States

Building Bikes for Children with The United Way

Our associates in Greer, United States, joined a United Way program to build bikes for children. Working alongside a nonprofit bicycle shop that provides accessible sales, service, youth employment, and community education for all current and future bike riders in Greenville, our team **helped assemble 12 bikes in just one day.**

#### United States

Girls Inc. Mentorship

Collaborating with the Girls Inc. College Bound program, we **supported five college-bound young women** interested in developing technology, networking, and presentation skills. Our associates, including successful female leaders, provided mentorship. We also contributed to Smart Ups Shark Tank Event, a youth-oriented summer camp helping girls learn business skills in leadership, finance, branding, advertising, technology, and networking.



Associates in Bulgaria donating blood.



Associates in Spain participating in reforestation efforts.

## Europe, Middle East, and Africa

### Austria

Charitable Campaigns and Community Engagement

Our offices throughout Austria participated in various charitable efforts, including a holiday fundraising campaign to provide **gifts for children** from disadvantaged families, a bake sale to support the **MOMO Children's Palliative Care Center**, and a charity golf tournament to collect donations for Miteinander, an organization providing **support to persons with disabilities**.

### Benelux<sup>1</sup>

Youth Job Skills Training

More than 20 associate volunteers from Benelux **shared their digital skills and job application guidance** with local youth. The volunteers worked in conjunction with an organization fighting poverty and promoting equal opportunity for young people.

### Bulgaria, Morocco, Pakistan, and United Arab Emirates (UAE)

2024 Blood Donation Campaign

In collaboration with the Bulgarian National Center for Transfusion Hematology, approximately **80 associates donated blood** to help people in urgent need. Several of our offices in UAE, Morocco, and Pakistan **hosted blood drives**, offering associates the opportunity to give the gift of life.

### France

Hosted Summer Olympic and Paralympic Athletes for the 2024 Paris Games

Developing team spirit beyond our team, Ingram Micro France sponsored French **field hockey player Mathilde Petriaux** and French **paralympic volleyball player Romain Wolneiwick**.

### France

Hosted a Disability Awareness Day

Ingram Micro France supported associations that fight against poverty and for inclusion, particularly in sports. Associates in France hosted a community day with local individuals with disabilities **to raise awareness about disability and foster connection**. Attendees enjoyed activities including a blowpipe competition and bocce games.

### Spain

Reforestation

Ingram Micro Spain focused on environmental efforts. Thirty Santander **associates celebrated the Day of the Tree** by participating in a series of reforestation efforts.

<sup>1</sup> Includes Belgium, the Netherlands, and Luxembourg

## Asia Pacific

### Australia

Foodbank Australia

Our Australian colleagues **volunteered more than 300 hours** at Foodbank Australia, helping to pick and pack food for people experiencing hunger and food insecurity.

### India

Community Organization Support for World Environment Day

Associates from Ingram Micro India held a series of events to raise awareness of and address local environmental issues:

- Our Mumbai team ran a project with the Divine India Youth Association that featured an Ingram Micro speaker who emphasized the importance of Tulsi plants and resulted in the **distribution of more than 200 saplings**.
- Our Chennai, Mumbai, and Pune offices participated in the Blue to Green initiative with Project Jeans, **collecting more than 70 pairs of jeans** to be reworked into sleeping bags, providing warmth for those in need while reducing textile waste.

### New Zealand

Cure Kids

A set of associates from New Zealand tackled the Cure Kids 24 Challenge, teaming up to **ride a stationary bike for 24 hours straight** to raise money and awareness for children facing health challenges.

### Philippines

Community Projects

Our teams across the Philippines contributed to eight projects with **85 volunteers, donating 3,725 hours**. Projects supported hunger relief and solar organizations and included events such as charity runs, a blood drive, a concert for a cause, reforestation efforts, and meal packing against hunger. In addition, an online donation campaign benefited the Philippine Red Cross.

### Singapore

Volunteering with the Elderly

More than 10 Ingram Micro volunteers **spent the day with seniors** from Ren Ci, taking them to enjoy a beautiful day outdoors on Hay Dairies Goat Farm.



Associates in Australia volunteering at Foodbank Australia to help fight food insecurity.



Associates contributing to projects to support hunger relief and solar organizations.



An associate in Mexico planting a tree to help fight climate change.

## Latin America

### Brazil

Donation of Basic Food Baskets

Throughout 2024, nearly **1,100 associates donated a portion of their meal voucher** benefit to families in socially vulnerable situations. Ingram Micro Brazil doubled the donations, providing more than 2,000 basics for food baskets.

### Colombia

Supporting Community Needs

Our teams in Colombia **addressed the needs of their community in a variety of ways**, including donating food to La Abuela community dining room, participating in the Carrera de la Mujer 10K race supporting women’s empowerment, and providing sponsorships to organizations that support the well-being of children in vulnerable situations, including Funamil Foundation, Tierra Viva Humanitarian Corporation, and Ecosueños Foundation.

### Mexico

Ecological Restoration of the Heliport Polygon

More than 130 Ingram Micro Mexico associates participated in a reforestation day, **restoring 7.23 hectares of land** in the helipad polygon, and planting 200 huizache, palo loco, and maguey trees. It is estimated that the planted trees will absorb 10 tons of CO<sub>2</sub> annually.

### Peru

Holiday Giving

The Volunteer Committee in Peru **delivered gifts and non-perishable food to the community** of Lima. Associate volunteers also gathered hundreds of items in good condition to give them a second life. The volunteers traveled more than 200 kilometers to bring joy and hope across the region during the holidays.

## Prioritizing Health and Safety

At Ingram Micro, associate safety is a business priority. Through audit-quality, efficient, and globally scalable solutions to reach our ambitious goal of zero days away incident rate by 2030. Over the past two years, we have

made meaningful changes to align our team in pursuit of a people-first safety program. The I AM SAFE program encourages proactive hazard reporting, corrective action tracking, and sharing best practices to prevent incidents and injuries before they happen. Our robust safety culture fosters shared accountability and provides live, multi-level metrics to ensure everyone stays safe.

### Health and Safety Accomplishments in 2024

- **Achieved a total recordable incident rate (TRIR) of 0.43, a 56% reduction from 2023** and down more than 68% in the last five years, and significantly below the 2023 industry average of 4.8<sup>1</sup>
- **108 sites joined the Zero Hero Club**, achieving zero recordable incidents, up from 74 the prior year
- **83% of sites participated** in I AM SAFE DAY in our 8th year of the program
- **Piloted a new global safety learning platform** designed to train nearly all associates in their native language in an effort to reach our 10 to Zero safety goal

### Ongoing Safety Management

- **19 sites** certified to ISO 45001 Health and Safety Standards, covering **37% of associates**
- **100% of associates** (including regular full-time and part-time associates) covered by our health and safety system
- **100% of sites** conducted health and safety risk assessments

## Ingram Micro's I AM SAFE Mission Statement

With efforts to achieve Organizational and Operational Excellence, Ingram Micro recognizes that Health & Safety is our most important business consideration. We are committed to providing a best in class working environment for all Associates, Customers, and Vendors to ensure that our Ingram family returns home safely each day. Ingram Micro is committed to our 10 to Zero journey by 2030 and expects to reach this destination through partnership, planning, education, preparedness, and continuous improvement of our safety program.

### Safety Strategy

In pursuit of our safety mission and to achieve our safety goals, we built a holistic safety strategy centered on three pillars:

- **Standardization:** We are building a global Center of Excellence for health and safety practices, promoting consistent policies, risk

controls, and training protocols across all our operations, while meeting local regulatory needs. This will ensure that no matter where an associate works, they are protected by the same high standards of care.

- **Accountability:** Our strategy deployment and Visual Daily Management practices will continue to drive visibility and ownership of safety performance at every level of the organization. We are fostering a culture where safety goals are not just centrally set—they are locally owned.
- **Empowerment:** Through the “I AM SAFE” culture, we aim to engage every associate as a safety leader. We invest in education, awareness campaigns, recognition programs, and associate-led safety initiatives to ensure that safety is embedded into every role, process, and conversation.

<sup>1</sup> [U.S. Bureau of Labor Statistics, Transportation and Warehousing Sector](#)

## 10 to Zero Goal: Safety

In 2022, we set our 10 to Zero safety goal with the aspiration to create an increasingly safe work environment for our associates. Our five-year implementation plan outlines our path toward achievement. In 2023, our safety goal evolved to focus on where we can make the most significant impact. We shifted our goal from recordable safety incidents, to a globally universal metric for tracking: days away incident rate, which tracks the occurrence of days away injuries that require one or more days away from work after the injury in relation to the total number of hours worked. We believe this goal will allow us to prioritize and deploy resources targeting the most serious cases.

To reach our goal, we heavily focus on monitoring leading indicators and prevention-based metrics, in addition to tracking

lagging indicators and results-based metrics.<sup>1</sup> In 2024, we added a Leading Indicator Index to provide transparency and metric-driven accountability and ensure we are completing required safety observations, departmental audits, monthly site safety inspections, and hazard/near-miss reporting. These tools empower our teams to review leading indicators, discuss potential risks, and act on them in real-time. Sites began identifying areas of concern and addressing safety opportunities daily, rather than reacting after incidents have occurred. This approach allows us to make behavior-based changes before a potential incident and enhance our incident prevention culture.

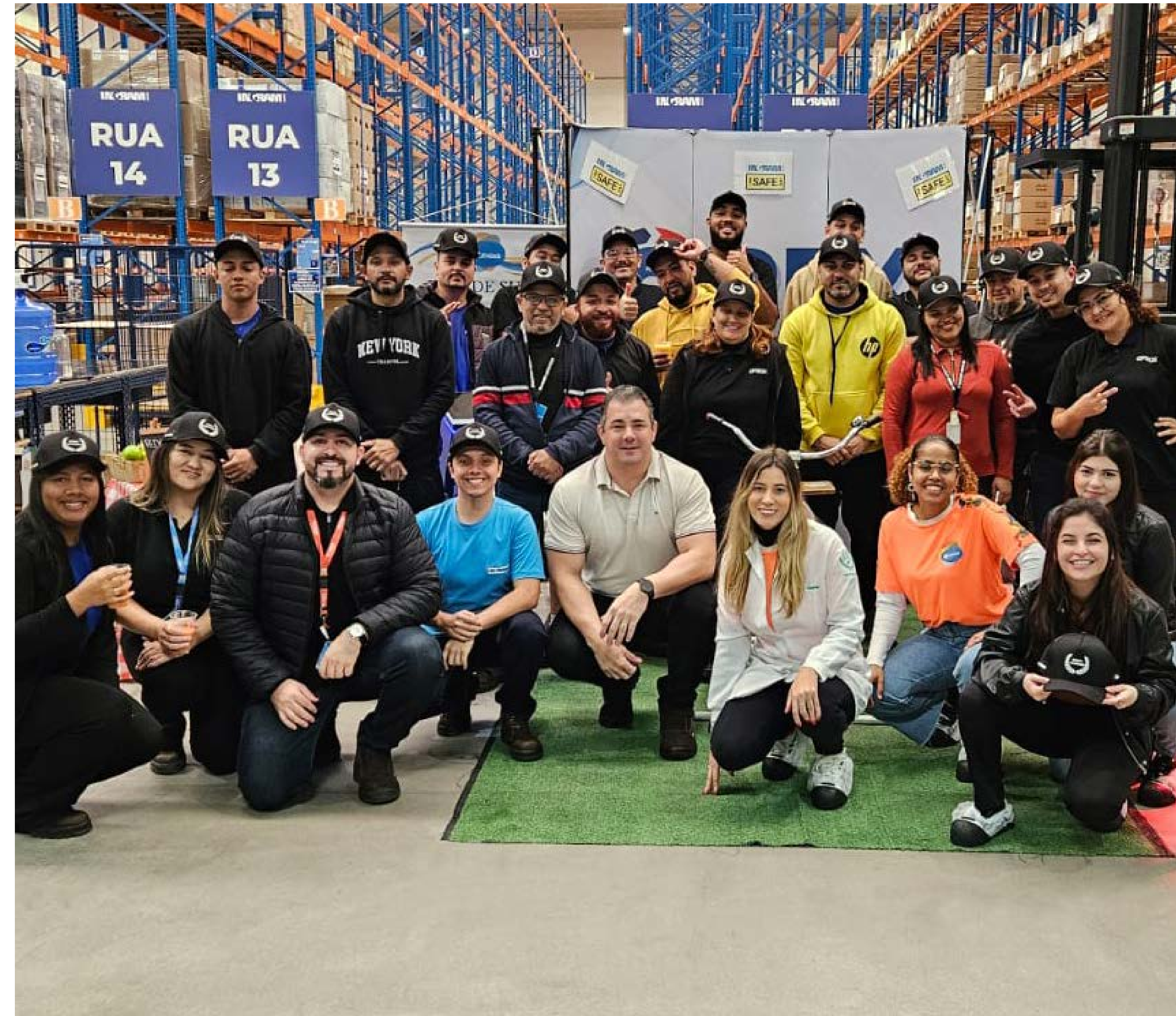


<b>Safety Goal</b>	<b>Zero days away incident rate by 2030<sup>1</sup></b>
<b>2024<sup>2</sup> Progress</b>	<b>0.23 days away incident rate</b>

**About This Report** provides more detail about our methodology.

<sup>1</sup> Leading Indicators refer to proactive and preventive measures that can shed light about the effectiveness of safety and health activities and reveal potential problems in a safety and health program, per OSHA. Lagging Indicators measure the occurrence and frequency of events that occurred in the past, such as the number or rate of injuries, illnesses, and fatalities, per OSHA.

<sup>2</sup> Baseline year



## Health and Safety Oversight

Our integrated safety management system incorporates metric-based accountability to ensure continuous improvement, with associates at all levels playing a critical role in health and safety management.

As part of our Health and Safety program, we conduct safety-related audits to maintain our certifications for:

- ISO 14001 Environmental Management System
- ISO 9001 Quality Management Standards
- ISO 45001 Health and Safety Standards

## Health and Safety Management

Role	Responsibility
<b>Audit Committee</b>	Reviews the Company’s strategy, programs, risk exposure, and public disclosure related to employee health and safety
<b>Safety Steering Committee</b>	Reviews monthly executive safety reports during Monthly Business Reviews, providing a status on safety KPIs and performance against 10 to Zero safety goal
<b>Enterprise Safety Executive</b>	Oversees Ingram Micro’s global safety program and 10 to Zero strategy  Leads global safety team
<b>Global Safety Team</b>	Engages with the Executive Vice President, Human Resources
<b>Senior Managers</b>	Manage and maintain health and safety policies, processes, reporting, training, and regulatory compliance
<b>Site Managers</b>	Oversee health and safety matters at facilities  Complete daily review of the Visual Daily Management KPIs and outputs



For the past five years, I have served as an Associate Safety Professional, playing a key role in fostering a safer workplace. By proactively identifying risks and implementing best practices, we help protect our associates while supporting Ingram Micro’s broader sustainability and operational excellence initiatives.”

**Natasha-Lynn Webb**

Associate Safety Professional, Canada



## Our Safety Culture

We are building a world-class safety culture that puts our people first and drives operational excellence at every level. From executive leadership to the warehouse floor, safety is a shared value, reinforced through data, action, and accountability. Guided by our safety mission and strategy, and supported by the deployment of modern health and safety tools (including our safety management and safety education platforms), our associates are empowered with the resources to proactively prevent harm.

We demonstrate our commitment to our safety culture by engaging associates through programs such as I AM SAFE and continuous communication on our Safety Hub. By engaging all associates in ongoing safety training and awareness efforts, we are building a culture in which associates understand and feel accountable in their role to promote safety, prevent injuries, and address hazards. Our aim is to go beyond changing processes and instead change our mindset to a shared commitment to a safe culture.

## I AM SAFE Day

Beyond analytics, we want all our associates to prioritize safety for themselves, their teams, and Ingram Micro.

Each year, we celebrate I AM SAFE DAY—now in its eighth year—as an opportunity for our associates to reflect on the meaning of safety and explore ways to continuously improve our procedures and performance. In 2024, our offices across the globe creatively engaged associates in safety activities such as the following:

- **Las Vegas, United States** — Created an escape room in which associates identified proper personal protective equipment (PPE) use, environmental waste disposal, organized workspaces, pallet usage, and ergonomics in order to “escape” from the room. Each activity focused on associate learning and building a culture of safety habits.
- **Lomme, Sweden** — Associates participated in a go-kart activity simulating the dangers of driving under the influence, explored the challenges of invisible disabilities via escape games, and practiced emergency preparedness through a virtual reality fire extinguishing simulator.
- **Cairo, Egypt** — Associates participated in hands-on fire safety demonstrations, learning about different types of fires and how to use the proper fire extinguisher. The training is invaluable to ensuring personal and workplace safety, building confidence and preparedness in case of emergency.
- **Hong Kong** — Fire officers visited the warehouse to educate associates on identifying hazards, understanding fire prevention, and following correct procedures in case of fire. Officers completed demonstrations with various fire tools, including extinguishers, fire blankets, and hose reels. Fire safety training, with practical engagement, increases the overall emergency preparedness of the warehouse.
- **UAE** — Associates grew their safety awareness through engaging sessions, discussions, and quizzes on key topics such as near-miss reporting, firefighting,

ergonomics, safe driving, warehouse safety, trip and slip hazard prevention, and CPR training.



**We enhanced the I AM SAFE associate contest and launched WE ARE SAFE, a team-driven contest promoting health and safety. With leadership and associate support, these programs helped reduce recordable injuries by over 80% compared to the previous year. If every organization cared as deeply as we do, there would undoubtedly be a brighter future for generations to come.”**

**Nick Sampath**  
Senior Manager,  
Health and Safety,  
Canada



## Celebrating Successes

Celebration of achievements is an important component of driving organizational excellence. Sites that achieve 100 days without accidents celebrate with a group activity or a catered meal.



## Safety Hub

Ingram Micro launched our new Safety Hub, a centralized online platform designed to streamline access to safety performance information, training, and essential resources. This platform supports our commitment to achieving our 10 to Zero goal of zero days away incident rate by 2030 by ensuring safety program information is centralized and accessible to all associates. The Safety Hub provides a channel to share safety best practices and celebrate the efforts and accomplishments from our sites across the world.

## Our Safety Management Platform

We use a custom cloud-based health and safety management system that tracks key metrics, including leading indicators and lagging indicator incidents. This system provides a simple dashboard to report incidents and hazards, conduct safety audits and observations, monitor our safety program KPIs, and track completion of safety-related tasks.

We leverage data trends on leading indicators (such as safety observations and department inspections) to build models that can predict incidents, allowing for targeted prevention. As we grow, the addition of more indicators and available data will further refine our insights. The platform is readily accessible in multiple languages and in desktop, mobile, and streaming formats for those viewing, reporting, or aggregating safety data. The tool provides a holistic view of safety data trends, which we leverage for data-driven problem solving and best practice sharing.

## Safety Education Platform Pilot

In 2024, we piloted a global safety learning and training platform at several Ingram Micro facilities. We designed this system to help train associates on essential health and safety topics such as hazard identification, proper PPE use, safe lifting practices, ergonomics, and general warehouse safety. This platform allows us to rapidly roll out accessible training to all associates that is readily available on various devices and translated to their local language.

## Visual Daily Management

Our Visual Daily Management (VDM) system anchors our safety approach. Our teams normalize accessible, transparent data, and we take pride in the collaboration and resulting success. Our VDM tools provide associates with ongoing data-driven insights into health and safety practices. Leadership and teams across applicable operations review results from VDM boards daily, weekly, and monthly to highlight positive impacts and learn where improvement may be needed.

The VDM system openly communicates expectations, performance, standards, and warnings in a central hub at site locations. The visual presentation can be quickly absorbed and requires no interpretation or human intervention to understand.



## Preventing Workplace Injuries

In 2024, we began Root Cause Countermeasures (RCCM), a Lean management safety reporting tool for identifying the primary cause of workplace injuries, developing action plans, and implementing solutions. Ingram Micro sites completed RCCM evaluations and presented readouts to leadership, including regional safety leads and, at times, local regional vice presidents or directors.



## Safety and Operational Excellence

Operational Excellence is key to Ingram Micro’s success and to meeting our business objectives. Ingram Micro’s focus on Operational Excellence and continuous improvement practices is a point of pride for our associates, as it emphasizes practices designed for efficiency while prioritizing safety.

A drumbeat of proper procedure and a clear focus on data and results transfers to our safety efforts. Safety leaders across the organization adopt the operational continuous improvement model to refine processes and procedures.

When incidents occur, we collect injury data and investigate the root causes to inform injury prevention plans. In 2024, we emphasized the importance of accommodating work restrictions and implementing best practices around PPE use. Regional safety teams are actively rolling out various remain at work procedures to help associates continue working wherever possible, or to refer associates to clinics to help them recover from an injury or illness, and safely transition back to work.

## Safety Data

	2024
Days Away Injuries <sup>1</sup>	47
Days Away Incident Rate <sup>1</sup>	0.23
Total Days Away <sup>2</sup>	792
Days Away Rate <sup>3</sup>	< 0.01 <sup>1</sup>



<sup>1</sup> Days Away Injuries and Days Away Incident Rate are part of our 10 to Zero safety goal calculation. Methodology is noted in **About This Report**.

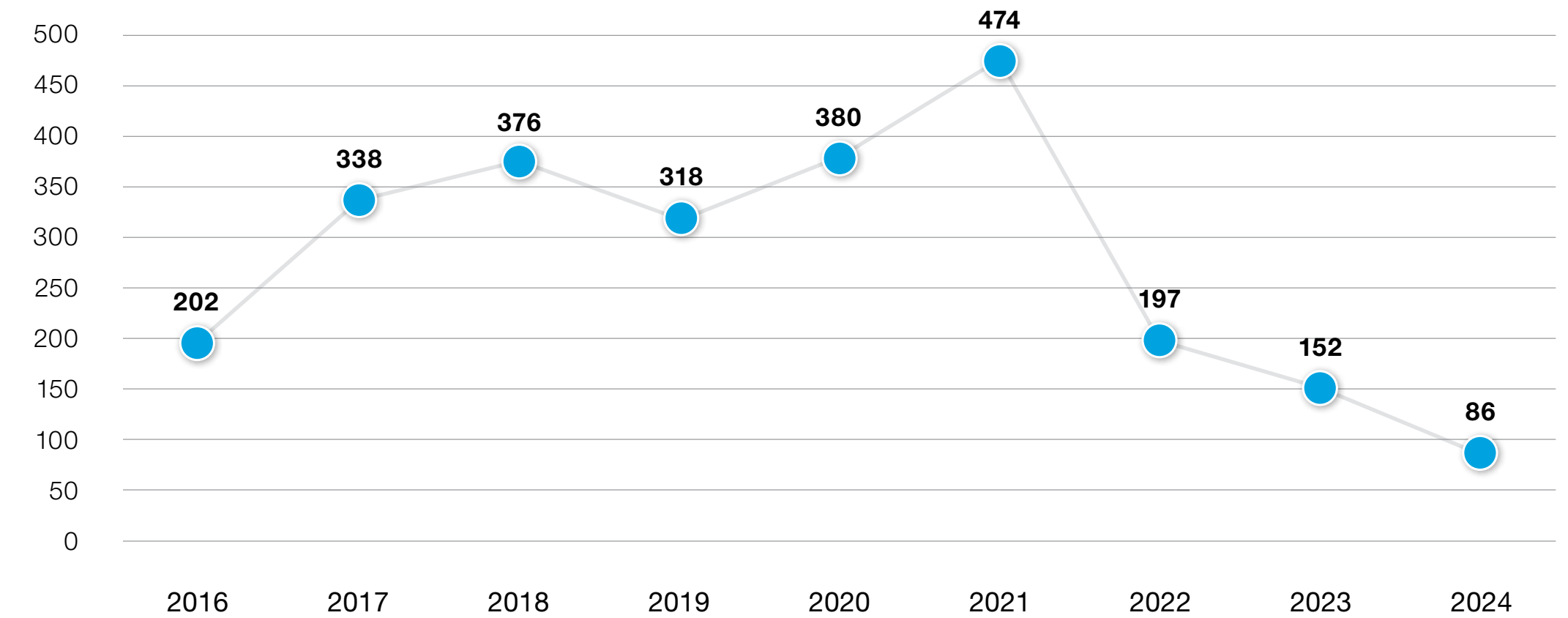
<sup>2</sup> Total Days Away is defined as the number of calendar days an employee is unable to work due to a work-related injury or illness, beyond the date of injury or onset of illness.

<sup>3</sup> Days Away Rate is defined as: (Total Days Away Injuries x 200,000 hours)/total hours worked in a year.

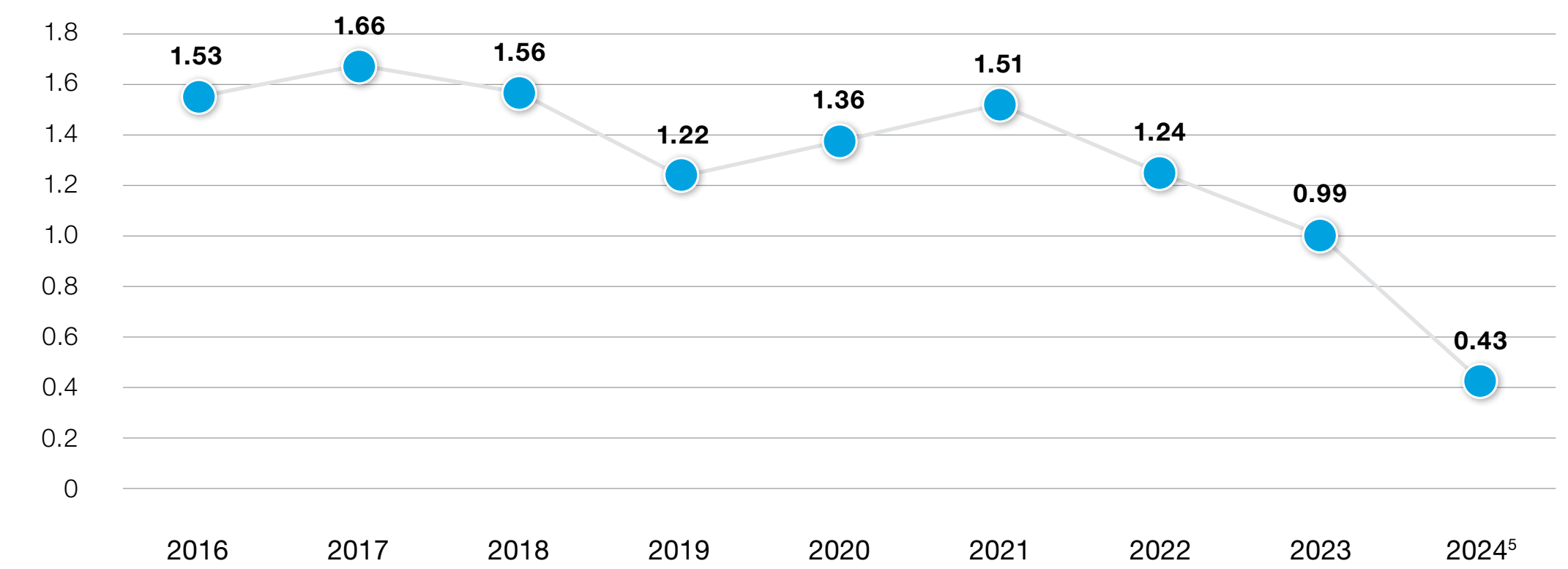
<sup>4</sup> TRIR is defined by OSHA as: (OSHA recordable incidents x 200,000 hours)/total number of hours worked in a year.

<sup>5</sup> Total hours worked can be found within the **Safety data** of the Sustainable Impact Performance Index.

### Recordable Safety Incidents/Work-Related Injuries



### Total Recordable Incident Rate (TRIR)<sup>4</sup>



# Environmental



## Standout Environmental Achievements of 2024

- **GHG emissions reduction and engagement targets validated by the SBTi**
- **Reduced total energy consumption by more than 10%**
  - **20%** reduction in natural gas
  - **11%** reduction in mobile fuel
  - **6%** reduction in electric power
- **Increased consumption of renewable energy by 42%**
  - Renewable energy makes up **51%** of total electricity consumption<sup>1</sup>
- **Diverted 93% of non-hazardous waste** from landfill and incineration

Responsibility is one of the Tenets of Our Success, and we exemplify this Tenet in our approach to environmental stewardship with our IngramMicroPlanetary program. We approach environmental sustainability by understanding our environmental responsibilities and opportunities and focusing on the most material areas to our business.

In our direct operations, we take a data-driven approach, leveraging facility-level insights to prioritize where we can have the highest impact. We use results to build action plans that drive change.

In 2024, we continued to prioritize our 10 to Zero initiative, which includes GHG emissions and waste goals. We **significantly reduced our total energy consumption** and **increased our renewable energy consumption.** Additionally, **we achieved our 10 to Zero waste goal in 2024, six years ahead of schedule.**

We have set near-term emissions reduction and engagement targets validated by the SBTi. Supplier and customer engagement target setting enhances our focus on understanding and advancing environmental

engagement across our supply chain as we engage with key vendors, suppliers, and customers on environmental topics. These added targets fully support the goals in our 10 to Zero initiative.



<sup>1</sup> Excludes renewable electricity already present in grid electricity consumption

# Managing Our Environmental Impact

## 10 to Zero Goals

- **Zero Greenhouse Gas (GHG) Emissions:** Eliminate Scope 1 and 2 GHG emissions by 2030
  - **2024 Status:** Reduced year-over-year absolute Scope 1 and 2 GHG emissions by **28%**
  - **From 2022 Baseline:** Reduced absolute Scope 1 and 2 GHG emissions by **38%**
- **Zero Waste:** Divert **90%** of non-hazardous waste from landfill and incineration by 2030
  - **2024 Status: ACHIEVED<sup>1</sup>** - Diverted **93%** of non-hazardous waste from landfill and incineration



## Environmental Oversight

Role	Responsibility
<b>Board of Directors</b>	Oversees environmental responsibility approach and strategy
<b>Audit Committee of the Board of Directors</b>	Reviews strategy, programs, risk management, and public disclosure related to environmental responsibility and sustainability
<b>Executive Leadership Team Sustainable Impact Steering Committee</b>	Oversees IngramMicroPlanetary team, environmental strategy, and programming
<b>IngramMicroPlanetary Team</b>	<p>Guides overall environmental strategy, engages associates on environmental issues, drives progress on our decarbonization goals, measures our waste diversion, and drives circular economy initiatives</p> <p>Coordinates cross-functional involvement from Operations, Real Estate, Procurement, Engineering, and Finance to advance our environmental goals aligned with business objectives</p>

<sup>1</sup> The Zero Waste International Alliance defines zero waste as diverting 90% or more of all discarded resources from landfills and incinerators, acknowledging that achieving absolute zero is not practical in a mature industrial economy.

## Environmental Stewardship Policy

Our [Environmental Stewardship Policy](#) sets a series of environmental commitments for all Ingram Micro operations across our global footprint. Informed by internationally recognized frameworks and scientific bodies of work, such as the United Nations Sustainable Development Goals (UN SDGs) and the United Nations Intergovernmental Panel on Climate Change (IPCC), these commitments align with Ingram Micro's other governance policies and the **Tenets of Our Success**. In 2025, our Environmental Stewardship Policy will be refreshed.

## Environmental Management Systems

Our [Environmental Stewardship Policy](#) sets the tone for how we approach environmental management. In practice, we **maintain ISO 14001 Environmental Management System (EMS) certification at 55 sites**, representing 78% of our building-related energy usage and 81% of our non-hazardous waste generated. This globally recognized certification requires that we carefully monitor and measure our environmental performance and implement processes to control and mitigate significant impacts.

## Environmental Goal Advancement

To support our 10 to Zero initiative to achieve zero GHG emissions and zero waste by 2030, we identified the need to translate our high-level ambition into plans tailored to the diverse facilities across our global network. In 2024, we launched projects for decarbonization and waste. We began bringing together warehouse leaders and their designated project leaders for monthly meetings that have become a forum for performance reviews, best practice sharing, and continuous improvement. Each site now maintains ownership of its sustainability data and is responsible for developing and executing site-level action plans to reduce energy usage, consider replacements for fossil fuels, and increase waste diversion. As part of the ongoing action-planning, key strategies involve improving efficiencies, eliminating waste, and cultivating behavior change. We continuously identify solutions with the highest rate of return to achieve savings, and we make strategic investments to further pursue our goals. In 2024, our efforts to conserve energy helped us **reduce our annual spend on energy utilities across our global operations by more than 12%**.

## Tracking GHG Emissions and Energy Performance

We complete an annual inventory of our Scope 1, 2, and 3 GHG emissions in line with the GHG Protocol Corporate Standard. We also disclose climate-related performance annually in our CDP and EcoVadis submissions, and the TCFD Index accompanying this report.



### 10 to Zero Goal: GHG Emissions



GHG Emissions Goal <sup>1</sup>	Eliminate Scope 1 and 2 GHG Emissions by 2030
2024 Progress	Reduced year-over-year absolute Scope 1 and 2 GHG emissions by <b>28%</b>
From 2022 Baseline	From baseline: Reduced absolute Scope 1 and 2 GHG emissions by <b>38%</b>

<sup>1</sup> More details about our methodology can be found in [About this Report](#).

## Our SBTi Targets

**In December 2024, the Science Based Targets Initiative (SBTi) validated our near-term targets.** SBTi is an organization that enables institutions to set GHG emissions reduction targets in line with climate science. SBTi targets are designed to meet the objectives of the Paris Agreement, aiming to limit global warming to 1.5°C above pre-industrial levels. The levels of the Paris Agreement represent a threshold identified to avoid the risk of more severe climate change impacts.

For our GHG emissions target, Ingram Micro referenced SBTi modeling and our 10 years of learning since we began tracking GHG emissions to project how we will meet the proposed goals. Now that the goals are set, we commit to report progress annually for each SBTi target through its target year.

To prepare for setting supplier and customer engagement targets for SBTi relating to our Scope 3 GHG emissions, we conducted a preliminary analysis of our partners to

determine if they had science-based targets themselves. We reviewed our more than 1,500 vendor partners and found that approximately **82% of our purchased goods and services spend came from vendor partners with either SBTi-validated targets or other stated science-based targets.** Ingram Micro supports more than 160,000 customers around the world and our initial assessment covered slightly more than half of our sales. We estimated that **we made approximately 11% of our global sales to customers with science-based targets.** We will be working to determine an approach to fully establish a baseline for these targets and engaging with value chain partners that haven't yet established climate targets.



## Near-Term Targets

The SBTi has approved Ingram Micro's near-term science-based emissions reduction target.

Category	Target	2024 Status	Goal Year
Absolute Reduction	Ingram Micro commits to reduce absolute Scope 1 and 2 GHG emissions <b>90%</b> by 2030 from a 2022 base year.	<b>38%</b>	<b>2030</b>
Supplier Engagement	Ingram Micro commits that <b>90%</b> of its suppliers by spend covering purchased goods and services will have science-based targets by 2028.	<b>82%<sup>1</sup></b>	<b>2028</b>
Customer Engagement	Ingram Micro commits that <b>90%</b> of its suppliers by spend covering purchased goods and services will have science-based targets by 2028.	<b>11%<sup>2</sup></b>	<b>2028</b>



<sup>1</sup> Ingram Micro conducted a preliminary assessment in 2024 of suppliers for merchandise. The figure here represents vendors with near-term climate targets validated by SBTi as well as other climate targets identified as in line with climate science.

<sup>2</sup> Ingram Micro conducted a preliminary assessment in 2024 of customers. Due to the high number of customers, only 51.9% of customers by sales were assessed.



## Scope 1 and 2 GHG Emissions

Electricity is the primary energy source used in our warehouses and offices for lighting, climate control, and equipment. We use natural gas and district heating to heat buildings in colder climates. Company-owned or leased vehicles and generators also require energy. Increasingly, Company-leased vehicles use electric power rather than gasoline or diesel.

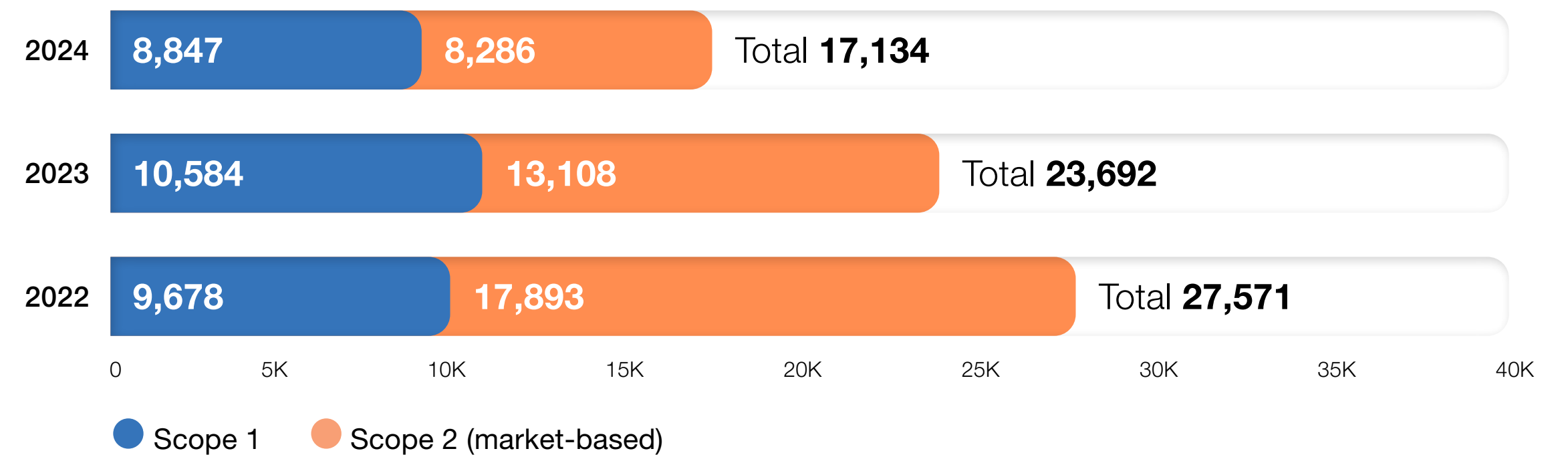
In 2024, our total global Scope 1 and 2 market-based GHG emissions totaled 17,134 MT CO<sub>2</sub>e, a 28% absolute reduction from 2023.

This change in GHG emissions can be attributed to several strategies, including real estate optimization, behavior change (such as turning off equipment when not in use), investments in energy efficiency, solar installations, and an increase in the purchase of renewable electricity.

We are taking a multi-pronged approach to tackling emissions in our direct operations; see additional details in [\*\*Driving GHG Emissions and Energy Reduction.\*\*](#)

For additional information see [\*\*Sustainable Impact Performance Index.\*\*](#)

### Scope 1 and 2 (market-based) GHG Emissions (MT CO<sub>2</sub>e)

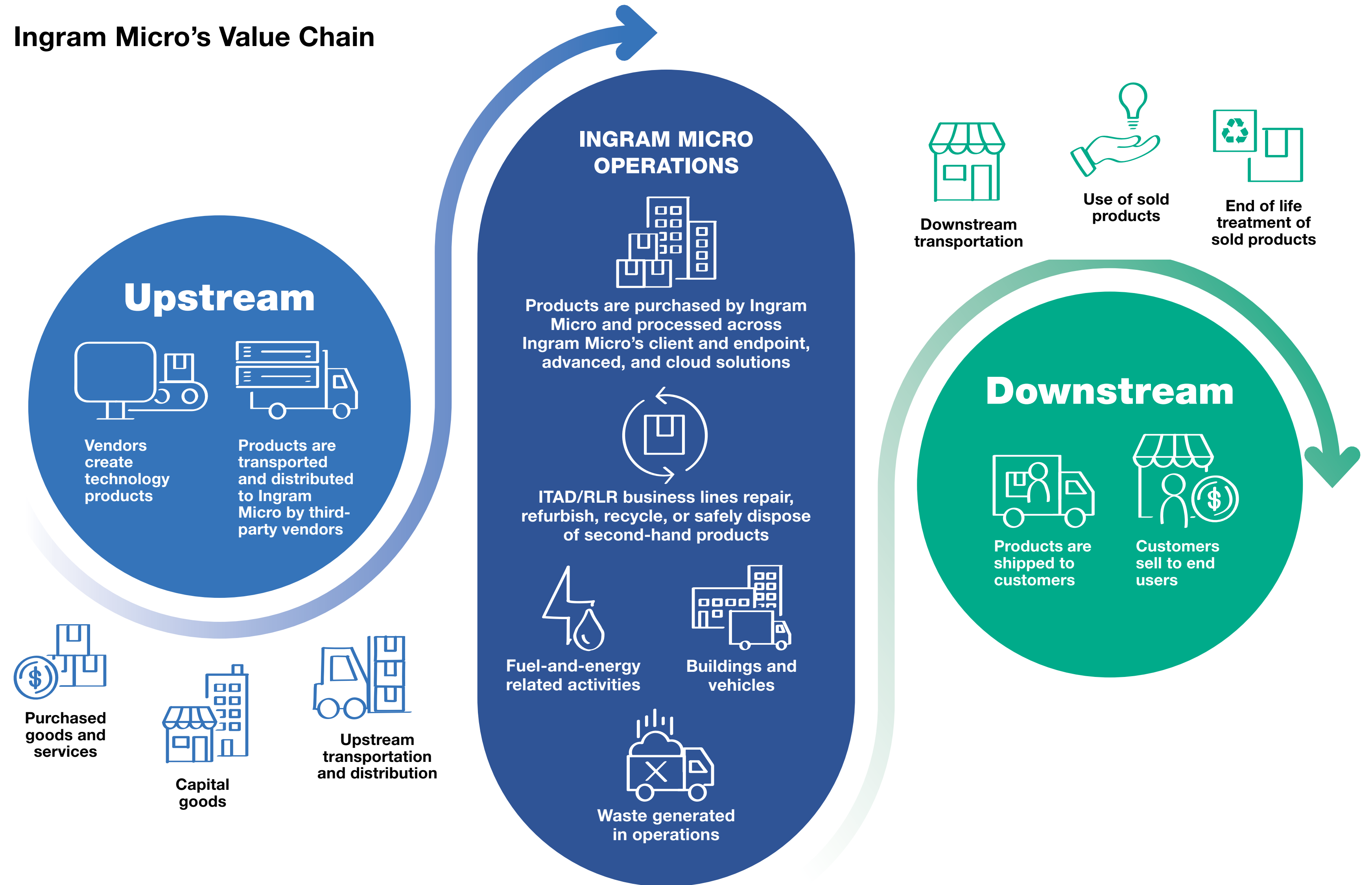


## Scope 3 GHG Emissions

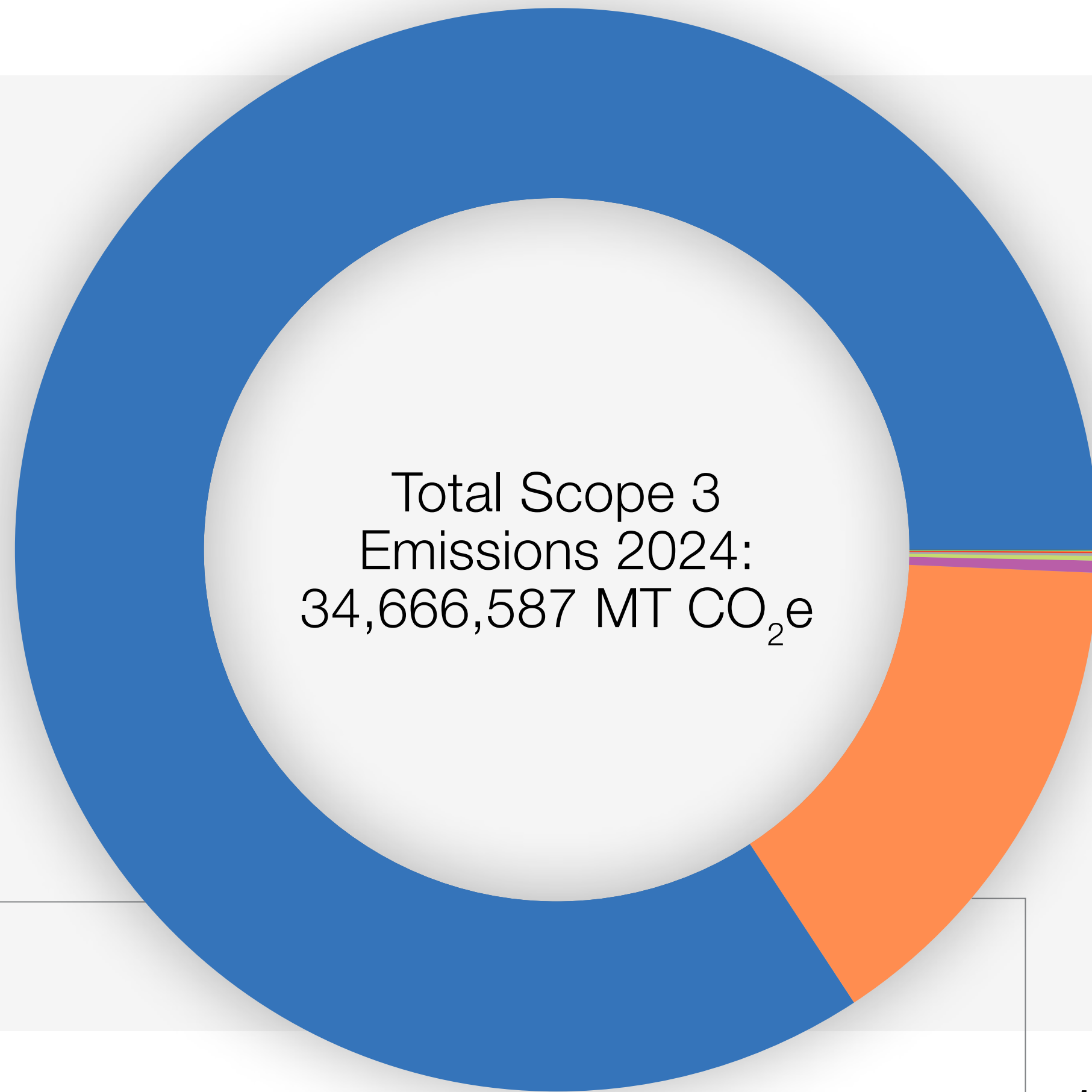
Scope 3 GHG emissions cover our value chain, including activities happening upstream before reaching our operations and downstream after leaving our operations. More than 99% of Ingram Micro's total GHG emissions originate from activities outside of our operations, primarily from upstream manufacturing of equipment from vendor partners and downstream from energy used by end users to power equipment we sell. Scope 3 GHG emissions management is challenging as these GHG emissions are generated outside our direct operations.

Although Ingram Micro has limited control over the emission sources in our value chain, we actively engage with other organizations across the value chain to reduce GHG emissions where possible. Our current strategy to reduce Scope 3 GHG emissions focuses on business areas where we have more direct influence, such as packaging reduction, transportation optimization in our upstream and downstream operations, and collaboration opportunities with our major vendors and customers.

## Ingram Micro's Value Chain

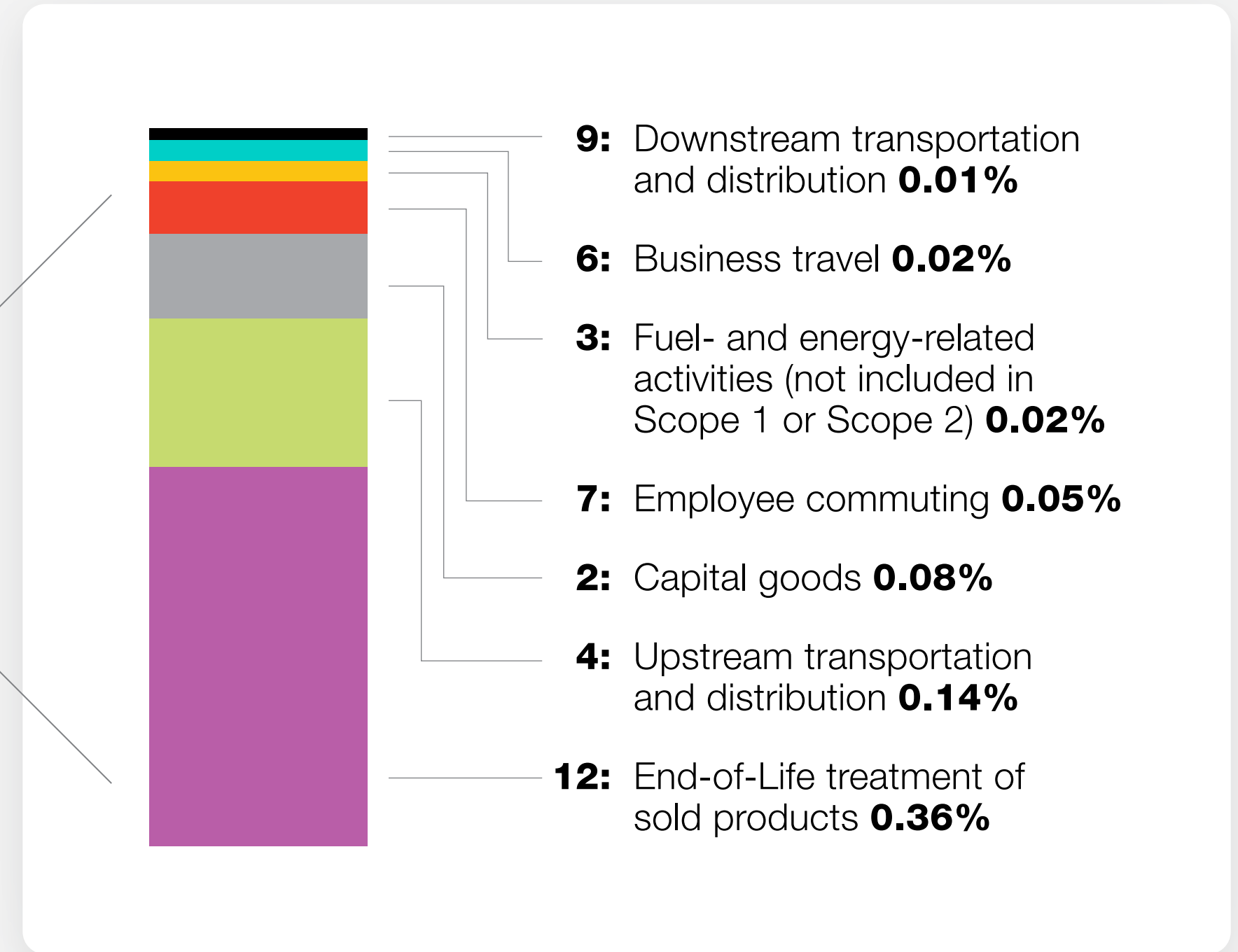


### Scope 3 GHG Emissions by Category



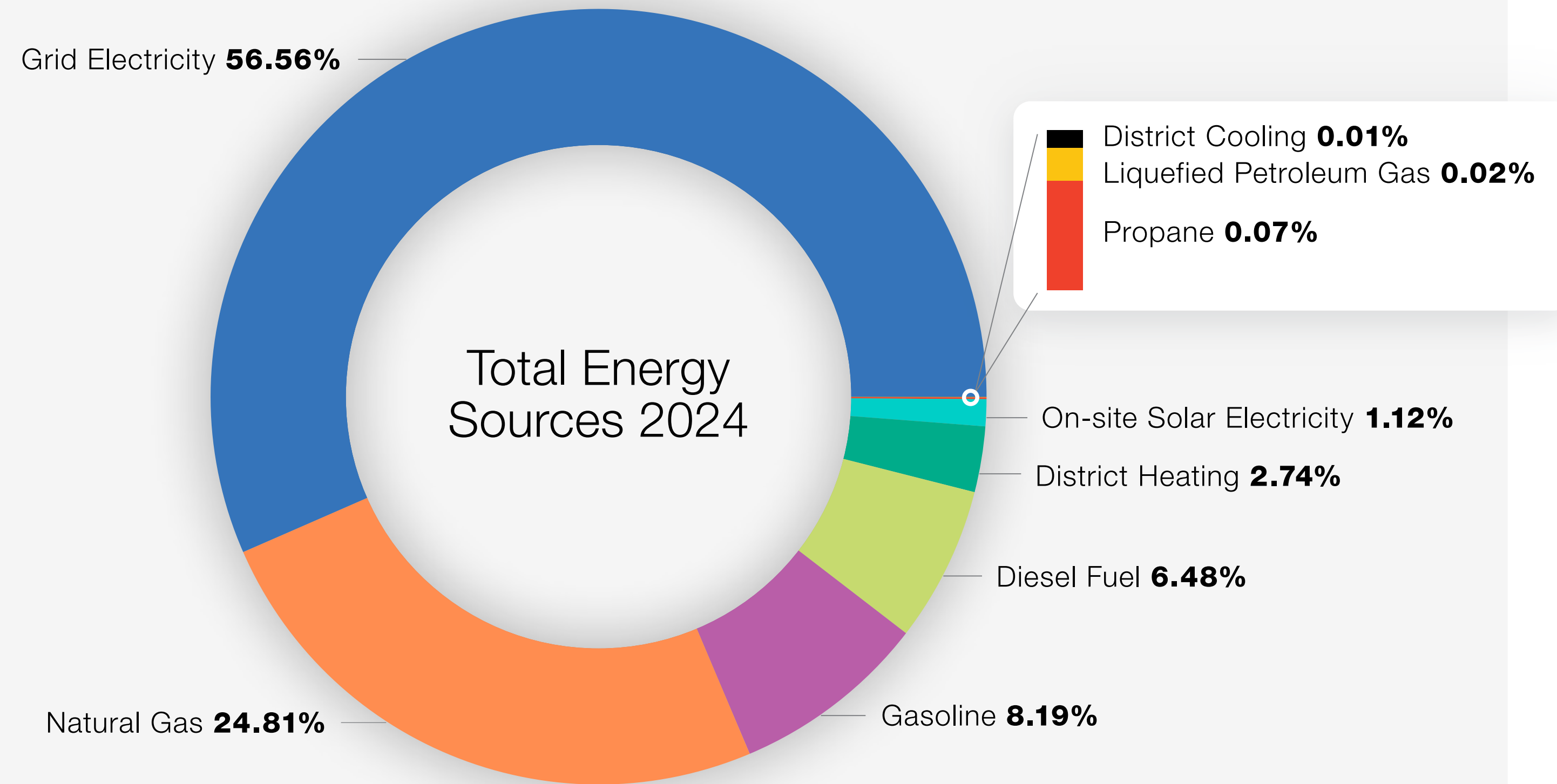
**11:** Use of sold products **84.25%**

**1:** Purchased goods and services **15.07%**



Additional details on all our Scope 3 GHG emissions categories are included in [GRI 305-3](#).

### Energy Usage by Source



Additional Energy Data	2023 <sup>1</sup>	2024
Total energy use (MWh)	120,547	107,988
Total Energy that is Purchased Grid Electricity (%)	54%	57%
Energy Intensity (MWh per million revenue USD)	2.51	2.25
Total Electricity from Renewable Sources (%)	34%	51%
Renewable Electric Power (MWh — contracted, purchased, on-site solar)	22,482	31,899

<sup>1</sup> This chart includes restated data. For more information, please see [GRI 2-4](#).

## Driving GHG Emissions and Energy Reductions

### Our Buildings

Our efforts to achieve our 10 to Zero GHG emissions goal are centered on optimization to improve efficiencies as well as cultivating and sustaining behavior change. In 2024, we made significant progress in our energy conservation efforts, resulting in a 6% reduction in electric power and a 20% reduction in natural gas.

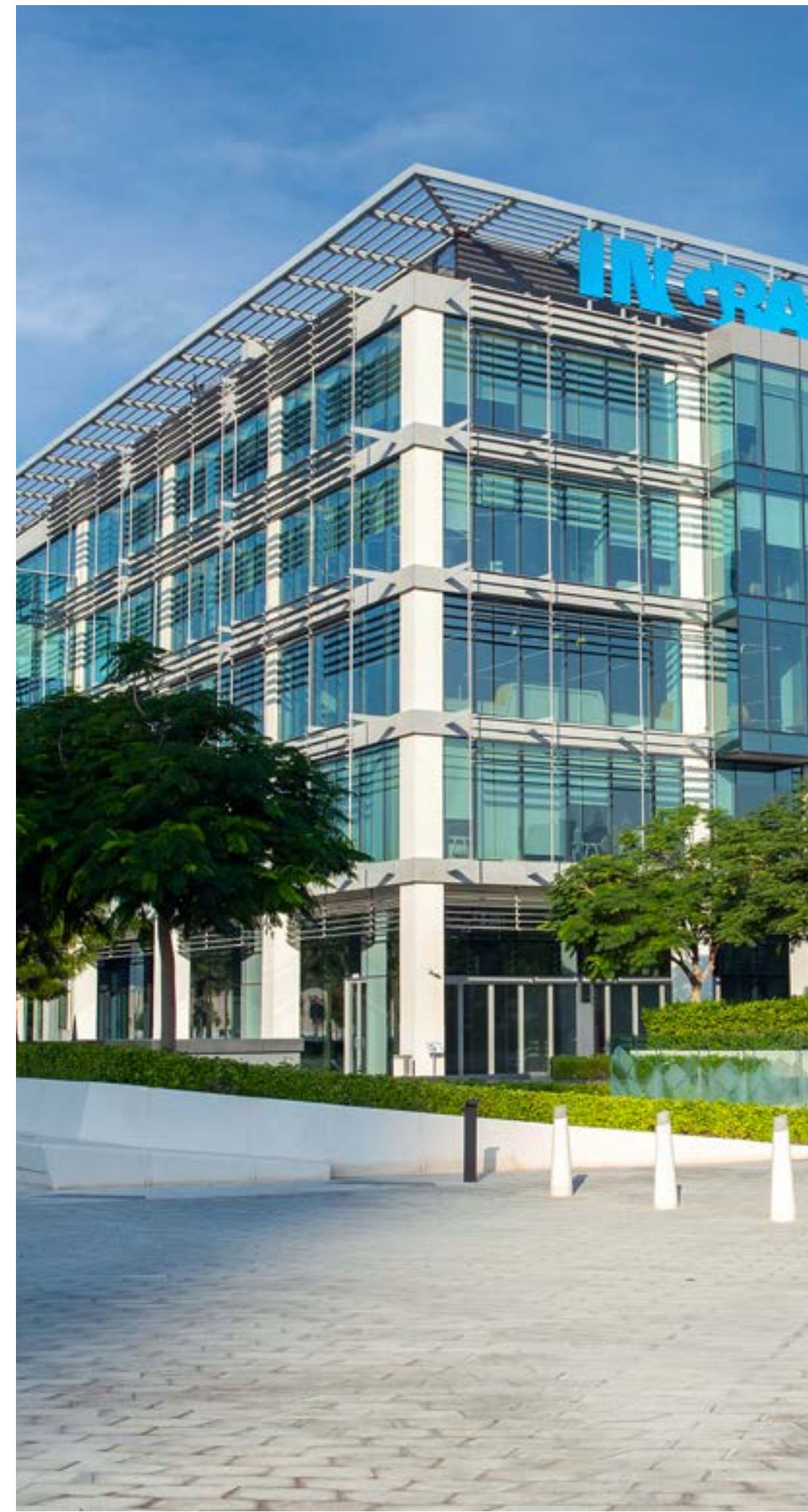
We lease more than 95% of the square footage we occupy. We collaborate with our landlords to explore opportunities to reduce our environmental footprint. Initiatives that have helped reduce our energy usage include:

- Upgrading lighting to LED fixtures
- Installing lighting motion sensors
- Repairing air leaks
- Adjusting thermostat temperature settings
- Enhancing door seals

- Installing energy-efficient equipment
- Adding photo-eye sensor on conveyors to enable automatic shutoff

Our decarbonization efforts are integrated into our real estate strategy as we align our facility footprint with evolving business needs and evaluate the sustainability features of new buildings. We optimized the space in our Canadian warehouses; the Williamsville, United States, office; and our Dornach, Germany, office. In a few cases, we moved to locations with environmental features and closed a few facilities.

**We achieved a total electric power reduction of 6% and a 20% reduction in natural gas consumption in 2024, compared to 2023.**



I am proud to share that in 2024, solar installations were completed on three of our warehouses—including Straubing, Germany; Montauban, France; and our site in Singapore. We have been working on site-level decarbonization action plans tailored to the unique opportunities across our global network of facilities.”

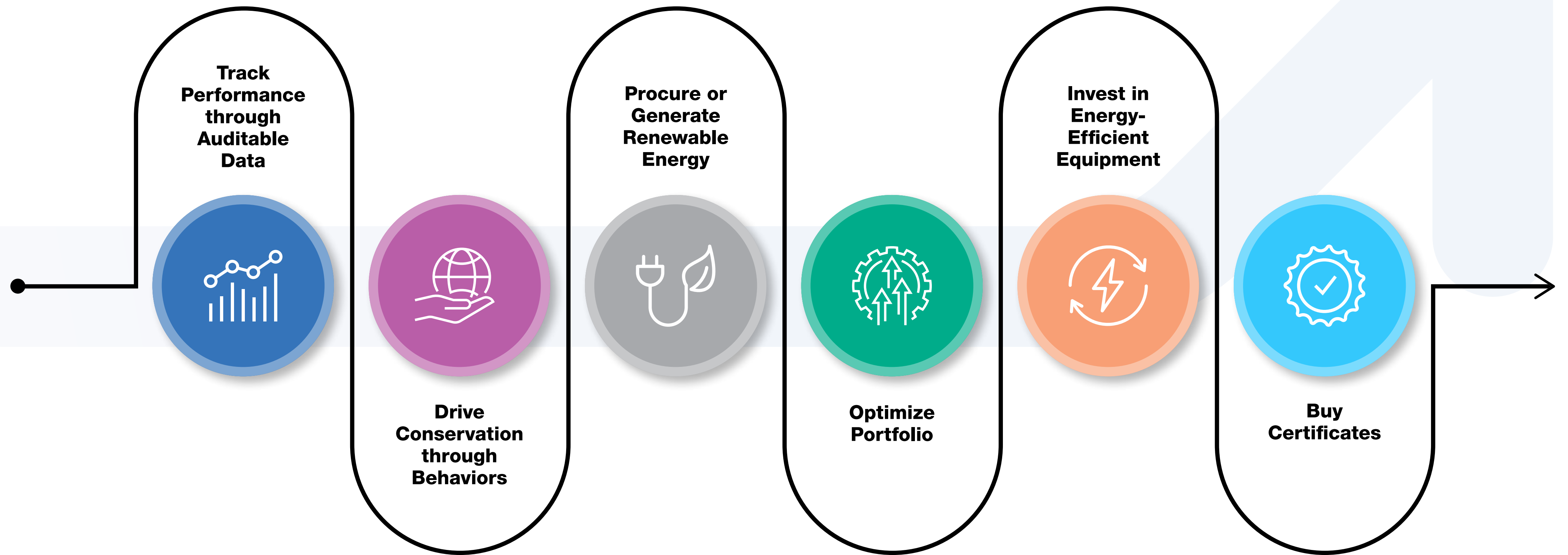
#### Bill Ross

Executive Vice President, Global Operations and Engineering



## Decarbonization Principles

To support our 10 to Zero GHG emissions goal of zero GHG emissions in our operations by 2030, our IngramMicroPlanetary team set high-level principles to guide our decarbonization strategy:



## Warehouse Decarbonization

In 2024, Ingram Micro made significant progress towards achieving our 10 to Zero GHG emissions goal, in part by executing location-specific **decarbonization strategies in 96 warehouse sites across 30 countries.**

We conducted assessments across facilities to better understand each facility based on its GHG emissions data and active sustainability initiatives. In all sites, leaders conducted site evaluations to create a checklist of potential improvements. We shared the identified GHG emissions reduction opportunities with site leaders, along with outlined steps and tailored tools and resources to implement these efforts.

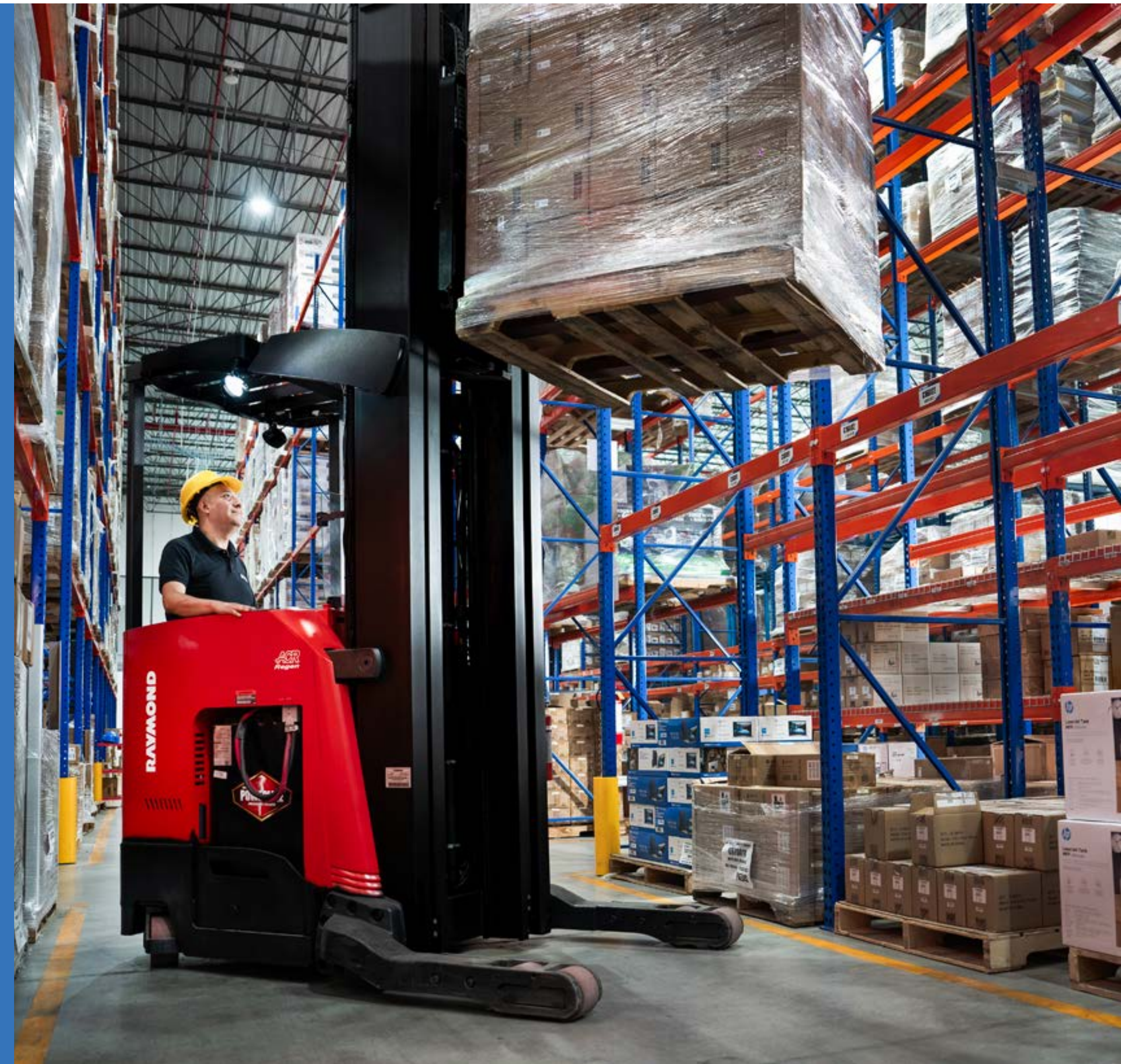
Our larger warehouses leveraged external experts to provide guidance on decarbonization actions. On-site audits conducted by these experts provided customized recommendations, roadmaps, and playbooks to accelerate our decarbonization efforts.

Our Decarbonization Action Tracker, managed by our Operations team, tracks each site's decarbonization actions, resulting in **more than 700 different decarbonization actions** under our review as of the close of 2024. This monitoring effort tracks actions of all sizes, understanding that minor changes

in behavior (such as turning off equipment when not in use) improve energy efficiency and contribute to our collective decarbonization.

The Rosersberg distribution center in Sweden exemplified the initial success of our warehouse decarbonization efforts. The site **achieved 15% kWh volume reduction in year-over-year electric power usage** through reducing the number of lighting fixtures, switching to LED lights, installing motion-activated lighting, installing heat-blocking curtains in all rooms, and adjusting late shift working hours to reduce electricity usage.

Another leading success story occurred at our largest facility, Mira Loma in the United States. After achieving a **29% reduction in electricity in 2023 compared to 2022, the team's additional efforts in 2024 resulted in a 13% year-over-year reduction.** Initiatives in 2024 included installing equipment timers, adjusting cooling schedules over summer, and replacing 2,280 existing T8 lamps with new energy efficient LED light bulbs. In total, **the facility used 2,600 MWh less electric power in 2024 compared to 2022.**



## New UK Facility with Green Features

Ingram Micro consolidated two off-site storage facilities into a single, newly refurbished Lifecycle warehouse in Hoddesdon, England. The shift to a single location significantly reduced transportation between the buildings, reducing GHG emissions. The new facility is entirely electric and does not rely on natural gas. As a result, we **eliminated our reliance on natural gas for heating and avoided 64 MT CO<sub>2</sub>e** from our Scope 1 inventory. Our new Energy Performance Certificate (EPC) A+ rated facility includes sustainable features such as solar panels, EV charger spots, and access to public transportation lines.

## Solar Installation in Our Germany Warehouse

In June 2024, we completed the installation of a new photovoltaic (PV) system on the roof of our distribution center in Straubing, Germany. Featuring 3,500 individual modules and 10 inverters, the system generates 1.55 megawatts peak (MWp). Since coming online, the system generated more than 700 MWh of electric power in 2024, which helped us **reduce our reliance on electricity from the grid by 31%** in the second half of the year. This resulted in **more than \$38,000 in electric power utility cost savings** in the second half of 2024, compared to the same period in 2023.



## Renewable Energy

Increasing our use of renewable energy is essential for achieving our climate targets. In 2024, we **consumed 31,899 MWh of electricity from renewable sources, constituting 51% of our total electricity**, excluding renewable electricity already present in our grid electricity consumption.

We generated these results by pursuing multiple avenues for renewable energy: on-site installation, direct procurement in markets where available, and procurement of unbundled renewable energy certificates (RECs), including International Renewable Energy Certificates (I-RECs), Guarantees of Origin (GO), and New Zealand Energy Certificate System (NZECS) certificates.



**With the installation of the PV system, we have taken an important step towards sustainable energy production. We expect that over the course of a year, we will use 65% of the power generated for our own operations, which significantly reduces our energy costs while also improving our environmental footprint. In addition, we expect to feed 35% of the energy generated into the public grid which not only benefits us, but also other companies and households, and contributes to the spread of renewable energy.”**

**Daniel Feldmeier**

Supervisor Technical Equipment and Facility Maintenance, Germany



## Decarbonizing Our Equipment and Vehicles

To achieve our climate targets, Ingram Micro focuses on reducing our reliance on fossil fuels for equipment and vehicles. In 2024, 15% of Ingram Micro’s energy use came from vehicles and equipment. Most of the approximately 1,000 vehicles within our global



operational footprint still rely on fossil fuel energy to some degree. The vast majority of these vehicles are leased passenger vehicles used by Ingram Micro associates. In addition, Ingram Micro uses diesel, liquefied petroleum gas (LPG), and propane for equipment, such as back-up generators. Mobile vehicles account for approximately 95% of our fuel use, while power equipment, including backup generators, accounts for the remaining 5%.

We continue to invest in electrification conversions to switch from fossil fuels to electric options where feasible. Recent updates towards electrification and reducing transportation-related GHG emissions in our operations include:

- **Replaced a diesel-powered yard truck with an electric yard truck** at our Mira Loma, California warehouse, reducing direct GHG emissions to zero

- **Launched a new EV policy in the Benelux Region** in 2023 that decreased fuel usage in the region by 33% in 2024 compared to 2023. Over the next few years, the region plans a transition to 100% electric Company vehicles

## Optimizing Distribution and Transportation

We use third-party carriers globally to ensure safe and efficient product delivery. Reducing our transportation miles, making packaging lighter, and optimizing shipping routes and containers all help to reduce our carbon footprint. We regularly collaborate with upstream, operational, and downstream partners to identify ways we can optimize our transportation footprint.

To optimize our distribution model, we carefully coordinate to have the right product at the right place at the right time. This involves limiting extra inventory and ensuring the inventory we do have matches regional demand. With less inventory, we successfully reduce our warehouse space requirements along with the associated energy and GHG emissions. By optimizing supply and demand by region, we can reach our customers more quickly, thereby reducing transportation mileage. Building on the success of our warehouse optimization and inventory optimization projects in the United States, our teams shared best practices and lessons learned with our operations team in India. In 2024, we kicked off a similar optimization project that, when completed, is expected to reduce transportation impacts in the region.

## Efficient Shipping in the United States

We consolidated shipping to optimize truck use, reduce shipping frequency, and reduce the total number of shipments. In 2024<sup>1</sup>, our efforts to optimize our Less than Truckload (LTL)/White Glove shipments had several positive results compared to the year prior:

**7%**

increase in average weight, demonstrating reduction of extra space in boxes

**47%**

decrease in total shipment count, resulting in fewer trucks and truck emissions

**55%**

decrease in total freight spend

<sup>1</sup>During the same time, the total ship weight only decreased by 41% due to decreased sales.

## EPA SmartWay Program

In 2024, we entered our sixth year as a SmartWay Shipper Partner with the U.S. Environmental Protection Agency (EPA) SmartWay program. This program allows us to assess the environmental impact of our transportation, measure our fuel efficiency, and benchmark our performance in the United States, which represents a majority of our transportation footprint. Using SmartWay Carrier Partners allows us to track our performance and determine ways to reduce our carbon footprint despite volume increases in the products we ship.

In 2024, Ingram Micro logged **96% of ton-miles** with SmartWay Carrier Partners in the United States, a **2% increase** from 2023.



# Tracking and Reducing Waste

## Zero Waste Strategy

As part of our 10 to Zero initiative, we made the commitment to achieve zero waste in our operations by 2030. Our efforts focus on site-level education, action planning, data collection, and annual assessment of our waste streams, identifying opportunities to reduce, reuse, or recycle non-hazardous materials.



## 10 to Zero Goal: Waste



<b>Waste Goal<sup>1</sup></b>	Divert <b>90%</b> of non-hazardous waste from landfill and incineration by 2030 <sup>1</sup>
<b>2024 Progress</b>	ACHIEVED - Diverted <b>93%</b> of non-hazardous waste from landfill and incineration

<sup>1</sup> More details about our methodology can be found in the Scope section of [About this Report](#).

We calculate waste through a third-party centralized platform that provides data entry and customizable dashboards to track our progress.

The vast majority of our waste is non-hazardous and is, therefore, the primary focus of our Zero Waste Strategy.

### Zero Waste Strategic Principles

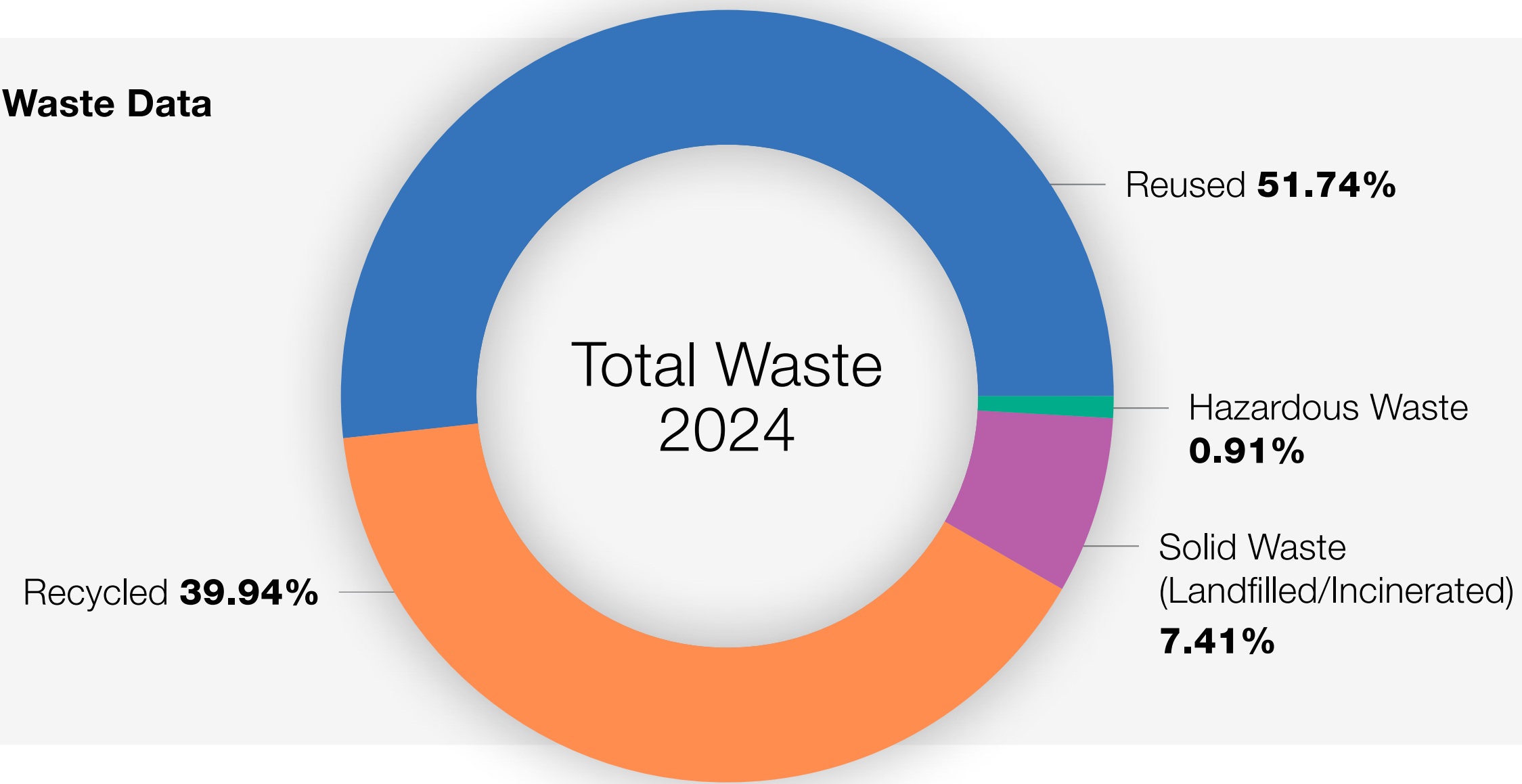
- Improve waste tracking and reporting
- Reduce and divert waste in office and warehouse facilities
- Reduce packaging waste
- Reuse pallets and packaging materials
- Increase use of recycled or renewable packaging materials
- Repair, refurbish, and recycle e-waste

## Our Waste Profile

As a global distributor, most of the waste we generate comes from our primary warehouse operations including:

- Corrugated boxes
- Plastic film
- Paper
- Pallets
- Scrap metal

**Waste Data**



For additional details and waste data, see [GRI 306](#).

**Non-hazardous Waste Diversion**

Metric	Reuse (MT)	Recycled (MT)	Non-Diverted (MT)
2024	15,761	12,172	2,256
2023	N/A <sup>1</sup>	9,938	2,333

<sup>1</sup> In 2024, Ingram Micro developed an approach to measure reuse of pallets, packaging, and equipment across our operations, which had not been captured previously. Leveraging this data, the overall calculations shifted year-over-year. For a view of our current methodology, please see the Scope section in [About this Report](#).

As part of our ISO 14001 Environmental Management System certification, we conduct regular audits to ensure we effectively collect, dispose, and manage our waste streams in line with regulatory requirements.

**Hazardous Waste**

Within our operations and logistics centers, hazardous waste makes up less than 1% of our total waste. Our hazardous waste includes materials such as used oil, spent solvents, batteries, ink and toner cartridges, light bulbs, and residue in non-empty aerosol and paint cans. We are committed to properly disposing of hazardous materials in accordance with local laws and regulations.



## Waste Stream Management

In 2024, we built upon our Waste Stream Management program to improve waste data collection and increase waste diversion across our global warehouse sites. The program, driven by strong executive leadership and organizational support, prioritizes waste management across all operations, ensuring site managers understand the importance of reaching our 10 to Zero waste goal. Through monthly engagement with 125 sites, targeted waste diversion training, and site-specific action plans, we achieved a 93% waste diversion rate, surpassing our 2030 target six years early.

### Waste Reduction

Our waste minimization strategies include right-sizing cartons, reusing supplies from incoming shipments, and diverting recyclable materials. We also reuse our wooden pallets and repair broken pallets to extend their lifespan. At many sites, we send non-salvageable pallet scraps to recyclers who repurpose them as mulch.

### Improved Data Collection and Reporting

In 2024, we developed an approach for measuring pallet and corrugate reuse rates to expand our understanding of material flows and circularity. We also refined our approach to estimating waste in cases where weight is not measured, such as when we pay a fixed fee per pickup. This additional data served as a critical component for determining our diversion figures.

### Site-Level Education and Training

Through monthly meetings and trainings, we educated sites on waste stream management, including the concepts of diversion, the subcategories of each waste stream, and waste stream management standards and best practices. We also educated all warehouses on data ownership, data input into the data management system, and proper waste management, creating site-level responsibility to ensure more accurate and consistent waste data reporting.

### Site-Level Action Plans

To achieve our waste diversion goals at each site, we designed individualized action plans with specific actions and goals tailored to each site. We also analyzed global waste data to quantify cost savings and opportunities to improve diversion.

## Waste Compliance Training in the United States

In the United States, we provided mandatory annual waste compliance training to improve associate awareness, handling, and management of all Ingram Micro waste, recycling, and associated material streams for all facilities. All United States associates (and non-associates working in our facilities) learned proper waste handling techniques and gained insight into our 10 to Zero waste goal. Our training included:

- Properly sorting, processing, and disposing of all waste types
- Establishing stronger oversight of waste management
- Simplifying the waste data collection process
- Committing to our 10 to Zero waste goal



## Eco Warriors Program (Canada)

At the end of 2024, our Mississauga and Richmond warehouses in Canada launched the Eco Warriors program to encourage front-line leadership and associates to properly sort waste. The program uses friendly competition and prizes for the teams conducting the most bin audits. Associate engagement, along with waste diversion rates, have increased significantly at these sites. In 2025, we plan to roll out similar programs at sites around the globe.

## Digitizing E-Invoicing to Reduce Paper (China)

In 2024, Ingram Micro China digitized paper invoices and processes that typically required paper copies. This project resulted in significant costs reduction, including printing, stamping, courier costs, related associate time, and paper use. Eliminating paper invoices reduces operational costs and can potentially contribute to our 10 to Zero waste goal.

Project results estimate:

**Potential Cost Savings:** \$200,000+ with full e-invoice adoption

**Paper Savings:** Approximately 130,000 printed invoices, saving 60 trees per year

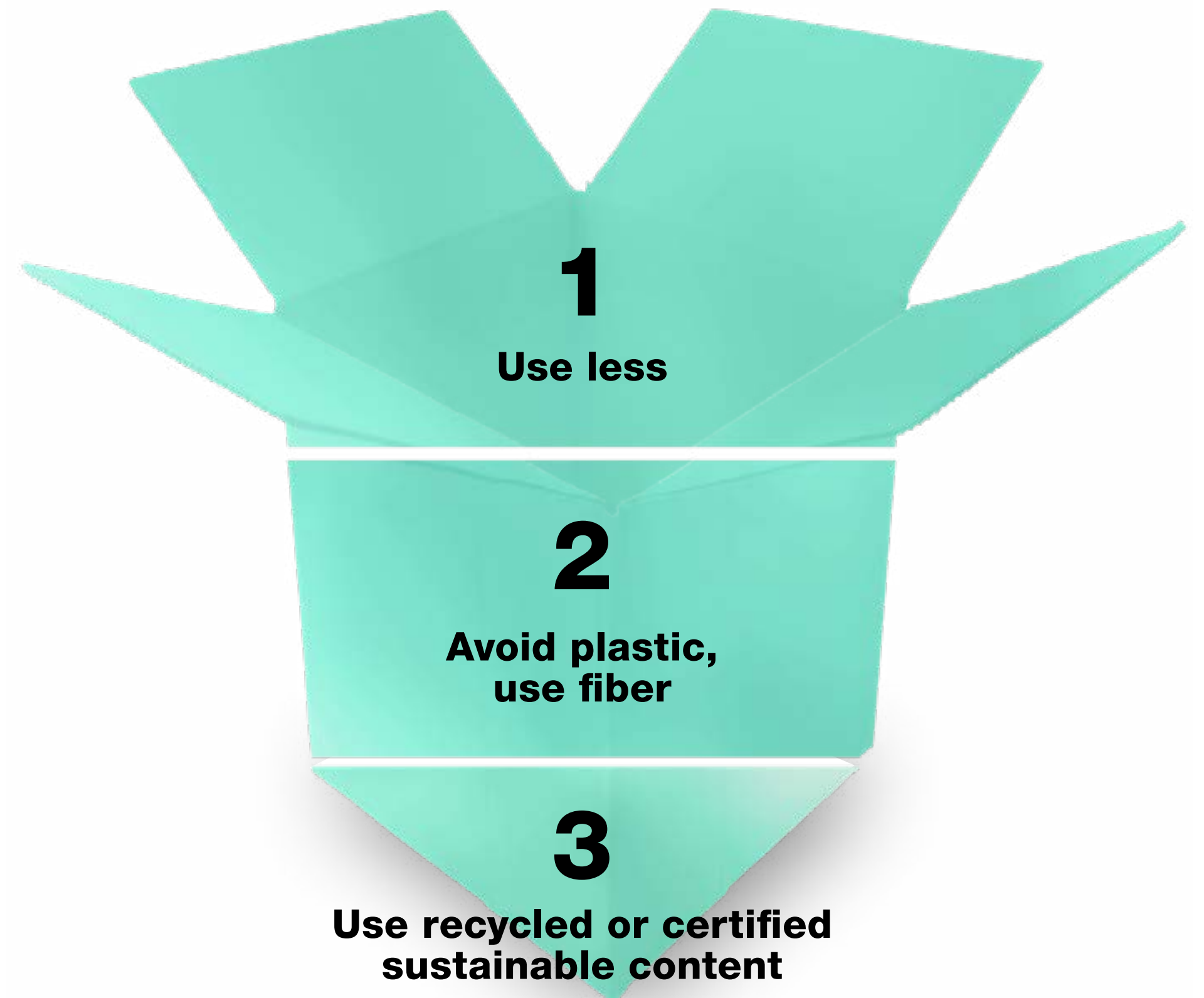
**System Improvements:** Integrated invoice search platform enhances accessibility for Finance and Sales teams

## Packaging Optimization and Reduction

Packaging is crucial for delivering our products efficiently and without damage to our customers and resellers. Typically, items come from the manufacturers (our vendors) in primary packaging. Ingram Micro either ships products directly in the original packaging, or more often, uses secondary packaging to protect products or to combine multiple items in an order. We acknowledge that packaging has an environmental impact, and we work diligently to minimize our packaging footprint.



### Our Packaging Principles



## Initiatives Aligned to Our Packaging Principles

- Our warehouse in Straubing, Germany, introduced smaller, fully recyclable packaging that reduces material consumption, packaging waste, and use of plastic void-fill packaging materials.
- Ingram Micro updated the product packaging for our private label brand to reduce environmental impact. We reduced plastic components wherever possible and moved from white boxes with multicolor print to brown boxes with black-only prints. The unbleached brown boxes require less energy and chemicals to produce and are more likely to be made from recycled materials. Our simplified print designs minimize ink consumption.
- North America, our largest shipping region, stopped using plastic pillows in August 2024 as part of our commitment to avoid plastic. As an alternative, we are using kraft paper void fill.

**By adopting rightsizing solutions in our facilities, we limit the amount of packaging we need to fulfill orders and deliver products safely.** Throughout our global operations, we use both hardware and software to optimize our packaging medium and size. This helps us reduce the quantity of packages we ship while providing adequate product protection.

Our packaging algorithm reviews the cubic dimensions and the liquid cube of every order. Based on the shipping requirements of both the order and the product, it will determine whether the order can be shipped in a corrugated box or a fiber-based padded mailer. Our custom-designed mailers meet

the standards for curbside recycling, along with paper and corrugate. When we ship in a box, the box is custom sized for each order, reducing the need for filler material while protecting our customers' shipments. The **rightsizing of our packages also helps reduce the amount of transportation required to reach the end user.** When considering alternate packaging materials, we look at the ability to protect the product during transit and the sustainability impacts of the materials (e.g., recycled content, recyclability, third-party certified as sustainable). We complete extensive research and testing at our warehouse facilities to meet both quality and environmental responsibility standards.

## Packaging Data

	2023	2024
<b>Packaging Materials Total (MT)</b>	<b>6,935</b>	<b>5,476</b>
Renewable Packaging (corrugate/fiber) (MT)	6,894	5,476
Non-Renewable Packaging (plastic) (MT)	41	<1
Recyclable (%)	99%	100%
Recycled Content (%)	67%	61%

## Cubing Software Expansion Reduces Packaging

In many of our advanced logistics centers (ALCs), we maintain equipment to build custom-sized boxes and continuously work to optimize our material resources for packaging. In 2023, we piloted our proprietary cube utilization technology at our Fort Worth, United States, warehouse. The system uses machine learning that recommends the smallest dimensions for product packaging without sacrificing structural integrity. In 2024, we expanded the use of this technology to three additional warehouses across North America.

Notable achievements included:

- **25% average fill rate improvement**
- **6% average reduction in shipping cartons per month**
- **16% average reduction in corrugate volume use**
- **10% average reduction in void fill use**

In addition to reducing packaging materials, this program reduced shipping costs and associated environmental impacts. With smaller boxes leaving our facilities, **we shipped more products per truck, reducing transportation GHG emissions and saving thousands of dollars per month on transportation** at the sites using the cubing software.

In 2025, we expect to continue the rollout of our new cubing software to additional facilities.

## Tackling E-Waste with Circularity



With our Ingram Micro Lifecycle business, we offer state-of-the-art

solutions to address the return, refurbishment, repair, and remarketing of technology products, all to help our customers enable a circular economy. Ingram Micro offers services to operators, retailers, insurers, enterprises, and original equipment manufacturers to realize the maximum life of technology products and build a circular economy for technology products.

According to the Global E-Waste Monitor 2024, by 2030, the amount of global e-waste generated is expected to increase by 32% compared to 2022. At the same time, only about 22% of e-waste generated in 2022 was properly collected and recycled, according to research from the United Nations Institute for Training and Research. We recognize the importance of minimizing e-waste and following best practices for the proper disposal and recycling of obsolete devices.

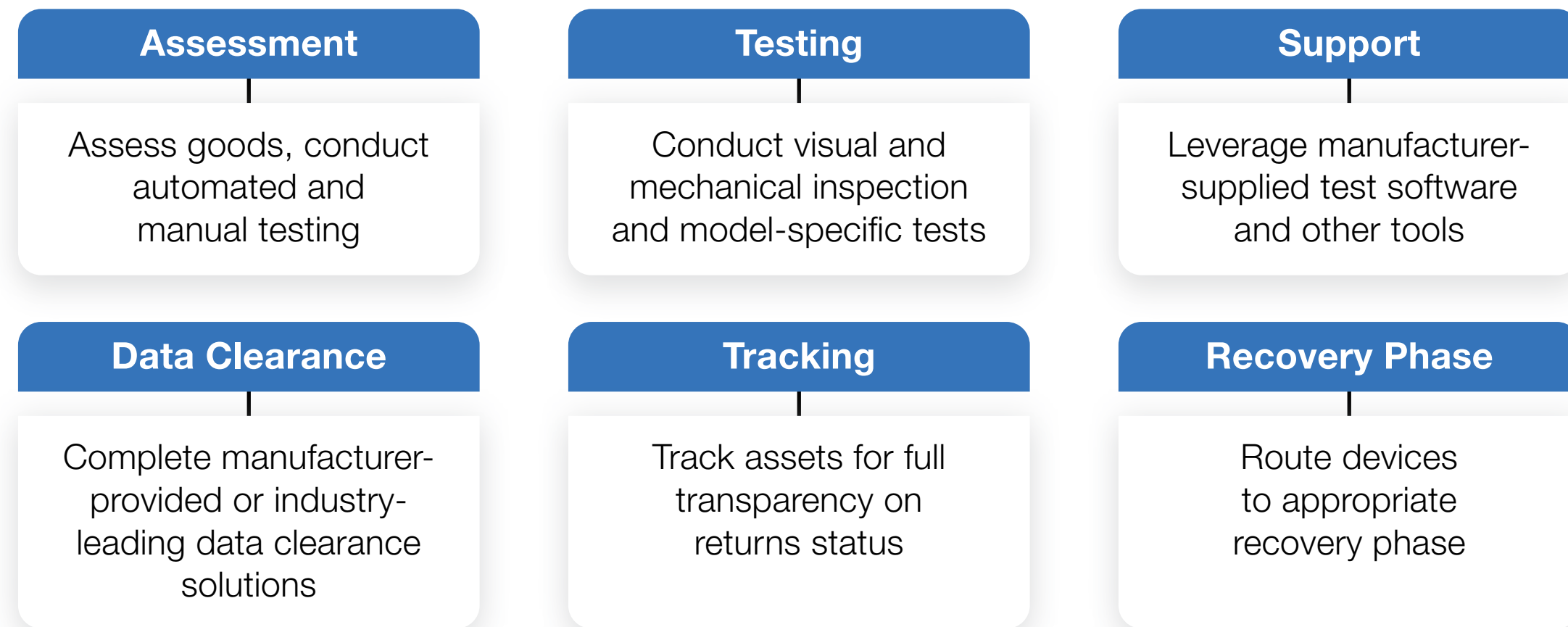
Our goal is to be an industry leader in the transition to a circular economy.

**In 2024, we operated 32 service centers, where we repaired or refurbished approximately 11.3 million electronic devices**, including notebooks, monitors, mobile phones, and other assets. In 2024, **we teamed up with over 50 companies within the electronics industry to provide our Reverse Logistics and Repair (RLR) services** and promote the circular economy.

We maintain a wide range of industry-critical certifications and accreditations, including e-Stewards, R2, and ElektroG. Ingram Micro Lifecycle sites are **certified to R2 standards in five countries**. These certifications are built upon high standards for responsible electronics recycling and reuse. Our IT Asset Disposition (ITAD) business focuses on the reuse and recycling of electronics, and, as of the end of the year, a total of five of our ITAD processing facilities held e-Stewards certifications, one in Brazil and four in North America. For more information about our certifications, visit our [Certifications](#) webpage.

### Our e-waste circularity falls into one of the three Rs:

**Return:** We manage the return of electronics via dedicated returns handling centers.



**Recovery:** We repair and refurbish products to restore function, cosmetic quality, and value.

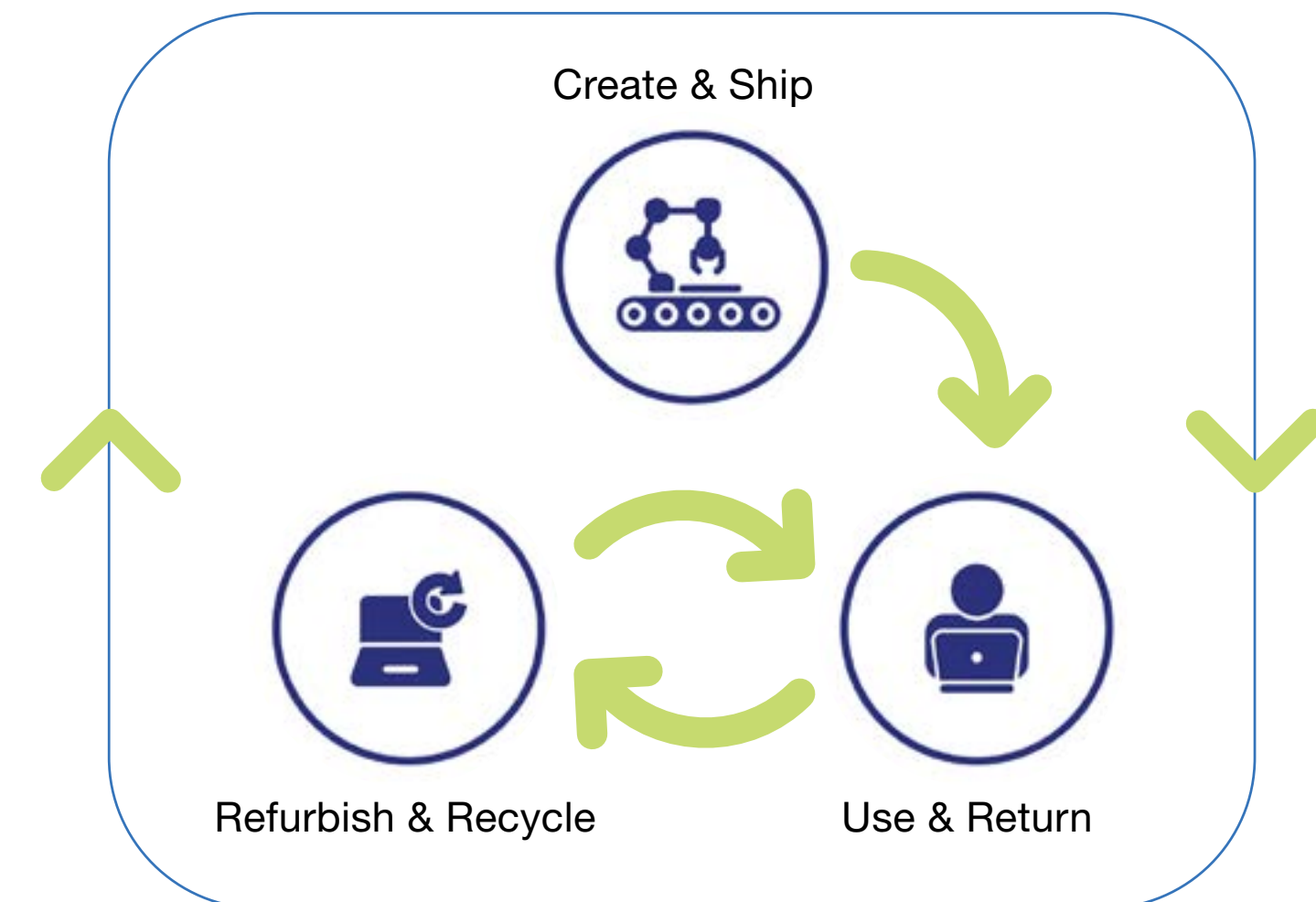


**Recommerce:** We build and maintain a global network of multichannel sales platforms for product owners who wish to sell their newly restored products. With our technical insight and industry knowledge, we monitor live market pricing to obtain the best value recovery for our customers. The creation of refurbished electronics satisfies an increasing market demand from cost- and eco-conscious customers seeking alternatives to buying new goods. Alternatively, a customer may opt to donate refurbished products to less economically developed communities to improve technology accessibility.

All our return, recovery, and recommerce activities help our customers achieve their own sustainability goals. Our services reduce e-waste, extend the usable life of products, and alleviate demand for mining raw materials. Ingram Micro Lifecycle tailors each project to customer requirements and supports the shift towards a circular economy.

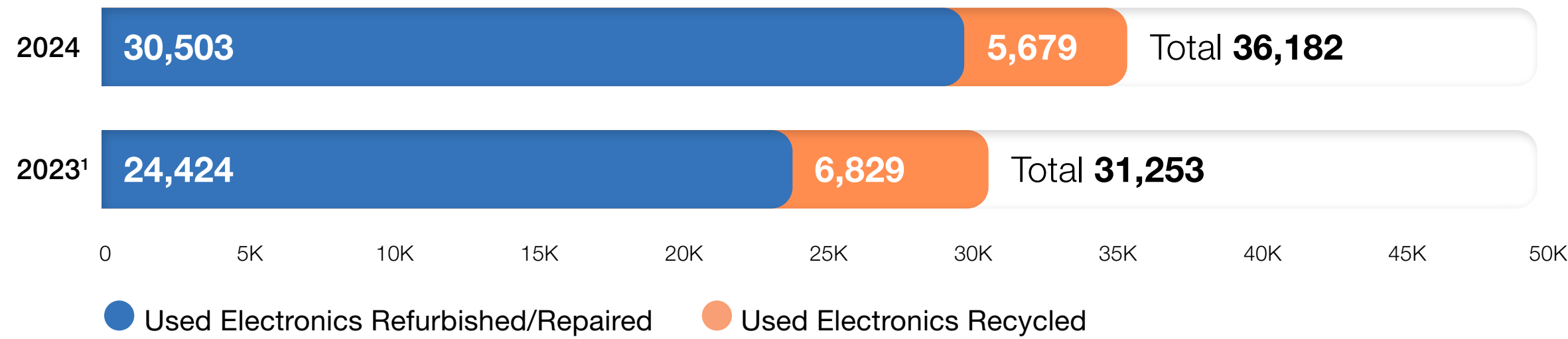
We send unrecoverable and obsolete devices to responsible recyclers. In 2024, we sent more than 5,600 metric tons of obsolete or inoperable devices to our partners for responsible downstream recycling, facilitating the recovery of precious metals and other elements.

**In its simplest form, this is how recommerce looks:**



**E-Waste by the Numbers: 11.3 million devices refurbished or repaired, nearly two million more than 2023**

**Recovery Method (MT)**



<sup>1</sup> This chart includes restated data. For more information, please see [GRI 2-4](#).

**Undress Circularity Project**

In 2024, Ingram Micro joined the Undress Circularity project, based in Germany, along with more than 10 leading industry partners, collaborating to develop a framework to assess the tech industry’s environmental impact. The project evaluates the lifecycle of consumer electronic devices, specifically smartphones, cameras, laptops, and game consoles. The project will produce a key industry report that will include:

- A new, data-driven methodology to evaluate the environmental impact of circular business models
- A step-by-step guide for companies that want to make impact measurable
- Business-to-business (B2B) and business-to-consumer (B2C) data
- Real-world insights into industry dynamics and circular business models

Companies continue to optimize product use through circular business models. Ingram Micro supports the Undress Circularity

project by providing data and insights from our own circular business model, including information on devices from rental, second-hand, and repair channels. This data will provide organizations with resources to assess and optimize their business models to become more sustainable, supporting the transition towards a circular economy.

This project underscores Ingram Micro’s commitment to environmental sustainability and our dedication to innovation through collaboration to achieve a sustainable future. In 2024, the project released the From Consumer Insight to Circular Impact Market Report of Circular Business Models in the Electronics Market in Germany report. This study found significantly higher adoption rates for rental and second-hand offerings in B2B markets compared to B2C, although consumer interest in B2C suggests considerable potential for future growth.

The Undress Circularity project released the Measuring Circular Impact - An Assessment of the Consumer Electronics Industry report in April 2025.

## Water

Over the last few years, Ingram Micro has studied our relationship with water and reported progress. In our most recent DMA, water did not rise to the level of materiality, given the Company’s very low water usage. While the topic of water is not a focus at this time, we believe tracking our water consumption and specific impacts in water-stressed areas is in line with our values and meets our expectations of good corporate citizenship.

For more information, please see [GRI 303](#).

## Associate Engagement

### IngramMicroPlanetary Environmental Engagement

Our IngramMicroPlanetary team amplifies environmental engagement through a global network of associates. Our internal corporate digital platform hosts an IngramMicroPlanetary channel, where a network of more than 1,000 associates share the latest environmental sustainability news, global and local events, and best practices.

A smaller group of dedicated global associates are part of the Earthling Network. This global network allows associates to enjoy a direct connection with the IngramMicroPlanetary team. This exchange extends associates’ understanding of **10 to Zero goals** and helps identify local contributions that can have a positive environmental impact. During the year, associates meet monthly to learn about relevant topics, such as energy efficiency and plastics reduction, with guest speakers offering expertise and insights. We empower associates with tools to create and implement action plans in their work and personal lives.

## Regional Highlights: Environmental Stewards Around the World

Ingram Micro locations across the globe implemented targeted local initiatives to engage their associates, instill a culture of environmental awareness, celebrate environmental holidays such as Earth Day and International E-Waste Day, and volunteer in local efforts to beautify communities.

### Canada

**Over 60 volunteers** cleaned up **over 400 pounds of garbage** in the area near our Advance Logistics Centers and collected donations for Tomorrow’s Forest, a nonprofit reforestation organization.

### United Arab Emirates

Throughout our Dubai offices, we spread awareness about proper e-waste disposal and e-waste disposal locations.

### Brazil

The Plastic v. the Planet campaign brought our Brazilian team to the beach for a cleanup. Associates also received an eco-friendly bag to replace plastic bags.



## World Environment Day, Ingram Micro India

In celebration of World Environment Day 2024, Ingram Micro India embraced environmental stewardship through a series of spirited events and initiatives aimed at fostering a sustainable and environmentally conscious future:

- Our warehouses in India **transitioned from plastic water bottles to copper and aluminum bottles.**
- In Mumbai, our team of 25 **associates volunteered for a beach day cleanup to protect marine ecosystems** from waste pollution and enable the community to enjoy the clean beach.
- Associates at the Bhiwandi warehouse **organized a three-part warehouse backyard cleanup.** First, volunteers removed plastic bottles, discarded packaging and other forms of waste from the area. Second, the team planted trees around the warehouse. The Operations team conducted an awareness session on the importance of minimizing our individual impact, emphasizing reduced plastic use and recycling benefits.
- The Mumbai office spearheaded the Seed to Sapling initiative, with **associates collecting 300 mango seeds** from their homes to be nurtured into saplings and planted as a reforestation effort.



# Governance



## Standout Governance Achievements of 2024

- **Publicly listed on the New York Stock Exchange (NYSE)** in October 2024, meeting applicable NYSE governance standards



- **Established 13-person Board of Directors**, four of whom are independent, including related governance guidelines, committees, and policies
- **Reached an associate ethical compliance training completion rate of 99%** (increasing enrollments by 8% from 2023 and surpassing our 98% completion rate target) and **more than 20,000 associates completed our online Associate Legal and Ethics Compliance certificate**

The Tenets of Our Success encourage associates to take Responsibility for individual actions, exemplify Integrity, and act with Courage. Our strong corporate governance translates the Tenets into clear processes and policies. Our [Code of Conduct](#) guides our actions to meet these high ethical standards. We believe fair business practices are essential to building trust with our partners, associates, and communities and to maintaining our reputation as a reliable, responsible business.

We maintain our governance program through three key areas:

Oversight from our Board of Directors

Proactive Risk Management

Ethical Compliance



Our IPO in October 2024 was a pivotal moment in our Company’s history—one that not only expanded our access to capital markets but also reaffirmed our commitment to transparency, accountability, and responsible leadership. While we maintained rigorous governance standards

as a private company, becoming a public company brings strengthened governance, oversight, and risk management expectations, which we embrace as a way to further support the many ways we drive value and a more sustainable future for all our stakeholders.”

**Augusto Aragone**

Executive Vice President,  
Secretary & General Counsel



## Our Board of Directors

- **13** directors
- **4** independent directors<sup>1</sup>
- Director age range: **47-74**
- **8** male, **5** female directors

Our [Corporate Governance Guidelines](#), governance policies, and additional information on our Board of Directors can be found in our most recent [Proxy Statement](#) and on the [Governance](#) section of our website.

<sup>1</sup> Independent according to NYSE listing standards. Note that as a “controlled company” within the meaning of the governance standards of the NYSE, we qualify for, and rely on, exemptions from certain corporate governance requirements, including the requirement that a majority of our Board of Directors consist of independent directors.

### Our Board of Directors conducts business through three committees:

Audit	Compensation	Nominating and Corporate Governance
<p>The primary purpose of the Audit Committee is to prepare the committee report required by the rules of the U.S. Securities and Exchange Commission (SEC) and to assist the Board of Directors with its oversight of the Company’s risk management policies and procedures; the audits and integrity of the Company’s financial statements; the effectiveness of the Company’s internal controls over financial reporting; the Company’s compliance with legal and regulatory requirements; the qualifications, performance, and independence of the Company’s independent auditor, PricewaterhouseCoopers LLP (PwC); and the performance of the Company’s internal audit function.</p> <p>For more information, see the <a href="#">Audit Committee Charter</a>.</p>	<p>The primary purposes of the Compensation Committee are to review and approve corporate goals and objectives relevant to the compensation of the CEO and the other senior executives of the Company; to evaluate the performance of the CEO and the other senior executives in light of such goals and objectives; to determine and approve the compensation of the CEO and the other senior executives; to make recommendations to the full Board of Directors with respect to incentive-based and equity-based compensation plans that are subject to approval by the Board of Directors; to prepare the disclosure required by the rules of the SEC; to review and report to the Board of Directors on the Company’s key strategic and human resource management issues; and to oversee the Company’s overall compensation structure, policies, and programs.</p> <p>For more information, see the <a href="#">Compensation Committee Charter</a>.</p>	<p>The primary purposes of the Nominating and Corporate Governance Committee are to review and make recommendations to the full Board of Directors regarding the structure and composition of the Board of Directors and its committees, including identifying qualified director nominees consistent with criteria approved by the Board of Directors; developing and recommending to the full Board of Directors corporate governance guidelines applicable to the Company; and overseeing the evaluation of the Board of Directors, its committees, and the Company’s Management team.</p> <p>For more information, see the <a href="#">Nominating and Corporate Governance Committee Charter</a>.</p>

## Our Proactive Approach to Risk Management

At Ingram Micro, proactive risk management is essential to safeguarding our global operations and ensuring long-term resilience. Our Enterprise Risk Management (ERM) framework and Business Continuity Management (BCM) program are central to identifying, evaluating, and mitigating risks that could impact our business performance, stakeholders, or reputation.

### Enterprise Risk Management

Our ERM framework builds and manages a broad view of key risks and opportunities with our business objectives in mind. Its two primary objectives are continually monitoring business risks and opportunities and creating action plans against each.

Our ERM process is dynamic, and our risk monitoring encompasses all business functions. We evaluate risks and opportunities for financial and strategic impact and then rank

the effectiveness of our management controls. A cross-functional Risk Council oversees our ERM function, periodically providing status updates to our Executive Risk Committee and the Audit Committee of our Board of Directors.

### Business Continuity Management

Ingram Micro’s BCM program establishes processes to maintain operations in the face of disruptions. Anchored in the risk management principles of prevention, detection, and recovery, our BCM outlines the strategies, personnel, procedures, and resources necessary to:

1. Ensure the safety of associates and on-site partners
2. Protect and recover Company assets
3. Maintain critical business operations
4. Preserve the Company’s reputation

The Chief Security Officer oversees the program, sets global BCM policy, and ensures consistent training and business continuity best practices across regions. Local

Business Continuity Coordinators, guided by standardized protocols, support risk mitigation at the country level.

Our BCM process includes a business impact analysis to evaluate potential risk causes and associated operational impacts and a risk assessment to identify vulnerabilities and determine risk mitigation effectiveness. To ensure readiness, we regularly test plans developed through the BCM process in both simulated and real-world scenarios.



### Emergency Action Plans

Following customer and operational requirements, we develop Emergency Action Plans (EAPs) for all Ingram Micro global locations. In emergencies, the health and safety of associates is our top priority, followed by asset protection and the rapid restoration of business operations.

We adhere to internationally recognized standards, including those promoted by the Disaster Recovery Institute International (DRII), the Business Continuity Institute (BCI), and the National Fire Protection Association (NFPA) 1600 Standard on Continuity, Emergency, and Crisis Management. Our program includes:

- Associate EAPs
- Functional Business Continuity Plans
- Facility Recovery Plans
- IT Disaster Recovery Plans

Together, our ERM and BCM programs ensure that Ingram Micro remains resilient, responsive, and prepared to navigate risks while delivering value to stakeholders worldwide.

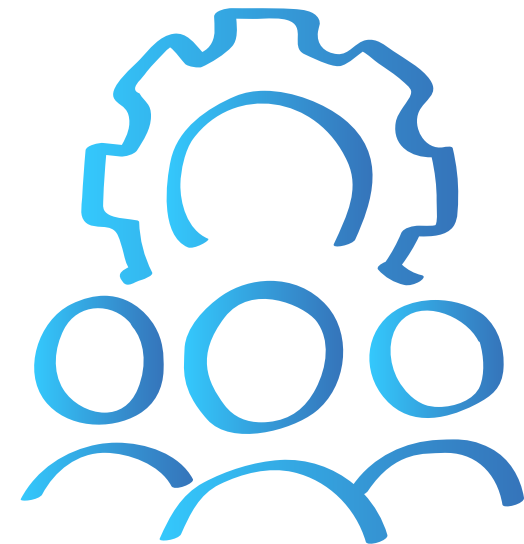
## Driving Ethical Compliance with Integrity

At Ingram Micro, Integrity is one of the Tenets of Our Success and the foundation of our Ethical Compliance program. We are committed to upholding the highest legal and ethical standards across all levels of our organization and throughout our global operations. This commitment extends to our directors, officers, associates, and third parties acting on our behalf. We believe our Ethical Compliance program is a competitive advantage and value differentiator, positioning Ingram Micro as a trusted partner in the eyes of key stakeholders, including our customers, vendors, associates, lenders, and investors.

### Program Oversight and Strategy

The Audit Committee of the Board of Directors oversees our Ethical Compliance program. The Chief Compliance Officer, reporting to the General Counsel, leads the program, supported by Legal, Internal Audit, HR, Information Security, and Trade Compliance.

Our program is guided by our [Code of Conduct](#), which covers key areas such as anti-corruption and anti-bribery, fair competition, compliance with trade regulations, anti-money laundering, harassment prevention, and whistleblower protections. The program applies to all business entities across all operating regions and markets.



Our Ethical Compliance program includes:

- Identifying key compliance risks
- Defining and implementing controls
- Delivering ethics and compliance training to all associates
- Monitoring control effectiveness and responding to operational issues

## Policies

We believe Responsibility begins with our own actions. Our policies guide ethical decision-making and provide a strong framework on which we base our decisions, drive innovation, and responsibly manage our global operations. Our policies cover a range of topics relating to Company operations and may be promulgated and maintained at the global, country, or entity level as appropriate. Policies are owned by specific departments and are reviewed periodically. In addition to our [Code of Conduct](#), we maintain an [Anti-Bribery Policy](#), a [Global Human Rights](#)

[Policy](#), and other policies to manage risk and provide guidance for our associates. For a list of our corporate policies that are relevant to the topics covered in this report, please see the [Appendix](#).



### Global Technology Distribution Council

As a Global Technology Distribution Council member, Ingram Micro joins other technology companies to discuss and shape industry-wide approaches to sustainability topics, such as fighting corruption and promoting ethical business conduct.



## Global Human Rights

We uphold our associates' rights and are committed to treating our associates with dignity and respect. Our [Global Human Rights Policy](#) defines our behavioral expectations.

Ingram Micro integrates the principles of the United Nations Declaration of Human Rights in our Global Human Rights Policy. We prohibit discrimination based upon race, color, ethnicity, religion, creed, sex (including pregnancy, childbirth, or related medical conditions), national origin, immigration status, ancestry, age, marital status, protected veteran status, military service, disability, medical condition, genetic information, sexual orientation, gender identity, gender expression, or any basis prohibited by applicable law.

We are committed to complying with all laws and regulations related to anti-slavery and human trafficking. As part of our [Global Human Rights Policy](#), we expressly prohibit forced, bonded (including debt bondage), or indentured labor, involuntary or exploitative prison labor, slavery, or trafficking of persons by any party. Additionally, we will not use child labor, and we expect compliance with laws

and regulations related to child workers on a jurisdiction-by-jurisdiction basis.

Any violation or suspected violation should be reported to our Third-Party Hotline, our Human Resources or Legal departments, or our Chief Compliance Officer. Our [Non-Retaliation Policy](#) protects all reporters. For more information, please see [Third-Party Hotline](#).



## Anti-Bribery and Anti-Corruption

Ingram Micro does not tolerate corruption in any form. Our anti-bribery management system, including our [Anti-Bribery Policy](#), requires associates to comply with all anti-bribery regulations, including the U.S. Foreign Corrupt Practices Act, the U.K. Bribery Act, and other relevant regulations. Compliance

with this policy and practices, which include anti-corruption, is made clear to appropriate stakeholders, including vendors and resellers.

## Reseller Due Diligence

Ingram Micro sells to over 161,000 resellers. While most of our resellers buy inventory for later resale, which is generally a lower risk for bribery, others participate in large projects where purchases are at a higher risk for bribery.

We conduct risk-based due diligence on third parties, including resellers, with enhanced vetting for those involved in high-risk projects, such as public sector sales. All third parties submit information for initial due diligence screening before doing business with Ingram Micro. We refresh the risk-based due diligence every two years.

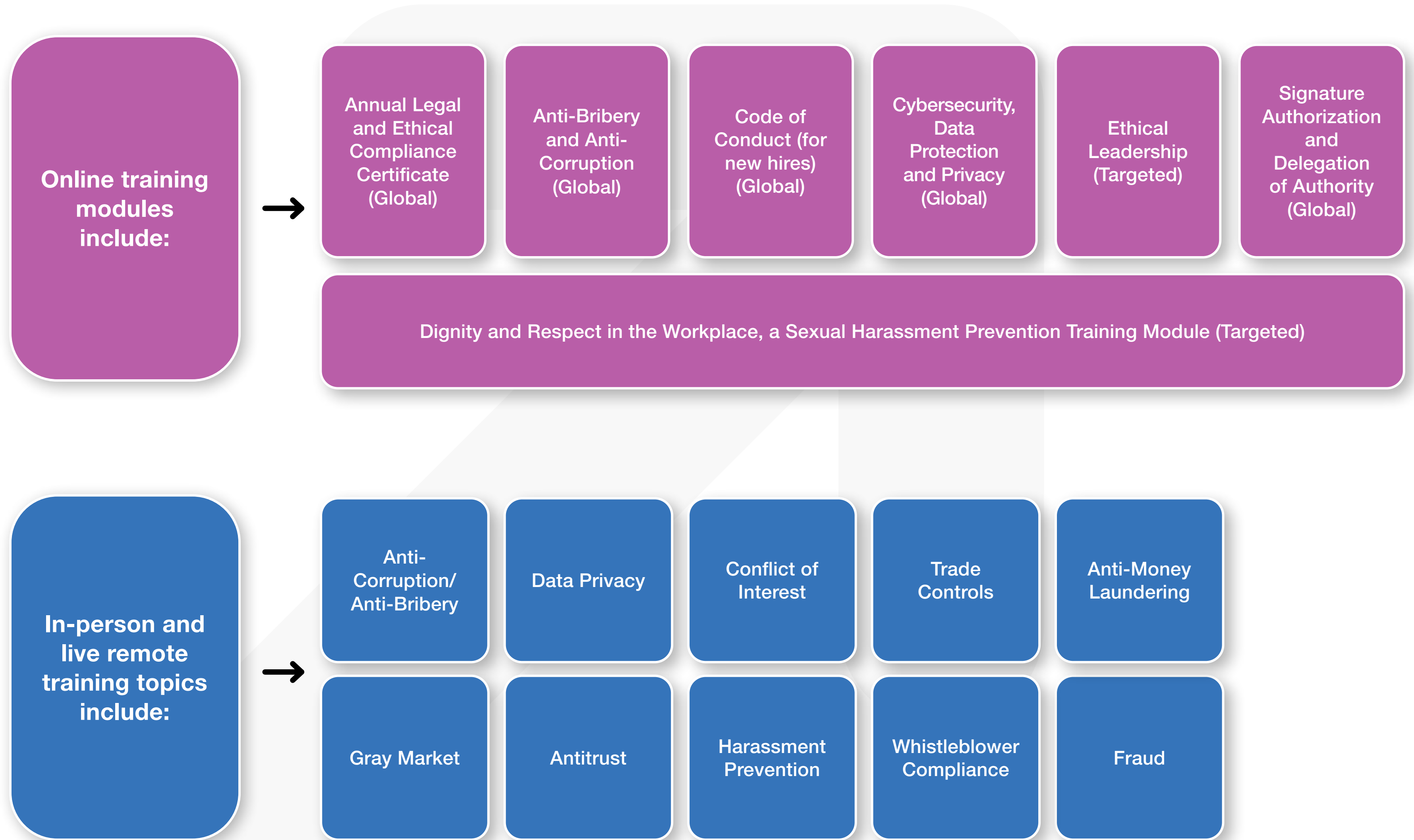


## Ethics and Compliance Training and Tools

We are committed to strengthening compliance awareness across our global workforce. To do so, our Compliance team oversees training to reinforce our culture of ethics and integrity. Our associates receive regular communication from Ingram Micro business leaders regarding upcoming compliance courses.

We deliver regular, multilingual online training and targeted in-person sessions to support associates based on role or geography.

In 2024, **99% of all associates completed our online Anti-Bribery and Anti-Corruption training, with 100% completion among executives** and we delivered live (in person and remote), targeted training to more than 15,000 associates, an 8% increase over 2023. Additionally, more than 20,000 associates (representing more than 80% of our workforce) completed our Annual Legal and Ethics Compliance certification.



In addition to online training, our Compliance team delivers in-person training sessions to associates across the organization on a risk-based basis. These risks may include, for example, the associate's role or geographic location. Sessions translate knowledge of the general principles covered in online courses into strategies for upholding Company policies and procedures, including our Anti-Bribery, Consultants and Agents, Export Compliance, Money Laundering, Gifts and Entertainment, and Channel Payments policies.

## Monitoring and Improvement

To evaluate the effectiveness of our program, we conduct annual risk assessments, audits, and associate surveys. **More than 20,000 associates (representing more than 80% of our workforce) completed our online Associate Legal and Ethics Compliance certificate**, raising awareness on key topics and providing insights on anti-bribery, conflicts of interest, and policy compliance. Our Compliance team reviews results and, if needed, investigates and reports to the Board of Directors. Audits occur in collaboration with the Internal Audit team, which reviews and tests compliance controls at the subsidiary level.

In 2024, we completed our annual risk assessment covering all regions. This assessment provides valuable insights

and serves as a key input into our proactive risk-informed planning across the organization.



**In 2024, we launched anti-corruption training for all associates, achieving a 99% completion rate.**



The topics reviewed in each of our training sessions not only reflect our commitment to meeting the highest ethical standards but also our commitment of creating a work environment where all associates feel heard and treated fairly. It's important that our team not only meets regulatory standards but also actively contributes to the Company's social and environmental goals, fostering a culture of transparency, ethical conduct, and responsibility. Our Company is constantly evolving, allowing us to meet the requirements of the sustainability programs implemented by our business partners."



**Marina Masserdotti**  
Compliance Manager, Americas, United States

## Third-Party Hotline

We encourage associates to speak up about any ethical concerns they witness or experience. The Tenets of Our Success support our associates in making ethical decisions on behalf of the Company to produce the best results. Associates receive training on Ingram Micro’s “Sunshine Rule,” which promotes speaking up and shedding light on potential legal or ethical violations through reporting.



In addition to internal reporting channels, Ingram Micro associates and third parties can report concerns and ask questions through a [Third-Party Hotline](#). The Third-Party Hotline is available 24 hours a day, 7 days a week, 365 days a year, via website, email, or toll-free phone, with translation available in 24 languages. Where permitted by law, reports can be made anonymously.

To ensure a safe reporting environment, we maintain a strict [Non-retaliation Policy](#). Associates are assured they will not face negative consequences for reporting concerns in good faith. All reports are logged in a global

case management system, which includes data analytics to help monitor the health of our Ethical Compliance program. Compliance, Internal Audit, or other relevant teams carry out investigations and share summaries with the Board of Directors. Teams review significant cases quarterly.

We take every potential ethics or legal violation seriously and respond with root cause analysis and appropriate corrective action. HR issues represent the largest category of reports with general inquiries also producing a significant volume. We’ve seen a growing number of associates choosing to identify themselves when reporting an issue, reflecting greater transparency and trust in our process. Insights from annual reviews of investigation metrics help us continuously improve our programs.

## Supply Chain

Ingram Micro is one of the world’s largest and most geographically diverse distributors of technology hardware, software, and services, with a leading global presence in the cloud, based on revenue. We offer a comprehensive portfolio of IT products and solutions designed to generate demand, drive efficiencies, and

deliver value for our customers and suppliers across the globe. As a trusted solutions provider within the global IT ecosystem, we **play a critical role in the technology value chain** as we enable our partners to deliver impactful business outcomes to the companies and consumers they serve.

We also recognize our responsibility as a global distributor to promote responsible procurement practices. Our position in the supply chain gives us both influence and accountability for the environmental, social, and economic impacts of our operations.

Through our materiality assessment process, risk analyses, and ongoing stakeholder feedback, we engage with key stakeholders to identify critical sustainability issues across our supply chain. These insights help us identify and improve our supply chain engagement efforts to enhance sustainability, mitigate risks, and uphold human rights and safety standards. Through transparency, collaboration, and continuous improvement, we aim to build a resilient, sustainable supply chain that reflects who we are as a company and reinforces our role as a reliable and values-driven partner in the global market.



## Supplier Code of Conduct

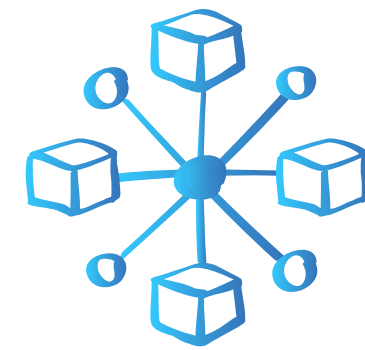
We share our policies through our website and contractual agreements. In the United States, we require vendors and suppliers to adhere to legal obligations and codes of conduct. Vendors and suppliers that lack a conduct code must follow Ingram Micro’s Supplier Code of Conduct.

Our [Supplier Code of Conduct](#) incorporates the Responsible Business Alliance Code of Conduct’s principles and covers labor, health and safety, environment, and business ethics. In alignment with the United Nations Guiding Principles on Business and Human Rights, the provisions of the Code derive from and respect internationally recognized standards, including the International Labour Organization Declaration on Fundamental Principles and Rights at Work and the United Nations Universal Declaration of Human Rights.

The Supplier Code of Conduct outlines the elements of an acceptable system to manage adherence to this policy, including periodic self-evaluations and a corrective action process. Our standard Master Service Agreement and related Vendor Agreements in the United States incorporate and reflect our Supplier Code of Conduct.

## Supply Chain Management

We provide a broad line of technology, services, and solutions from more than 1,500 vendor partners, enabling us to offer comprehensive solutions to our reseller customers. Our vendors are among the world’s most trusted technology leaders, including premier computer hardware suppliers, mobility hardware suppliers, networking equipment suppliers, and software publishers.



We evaluate our vendors’ sustainability programs on an ongoing basis. Through our evaluations, we determined that Ingram Micro derives the majority of our revenue from vendors who are large global companies with mature sustainability programs. We monitor vendors’ commitments to global sustainability standards and reporting frameworks, such as the Responsible Business Alliance, Science Based Targets initiative, and CDP (formerly the Carbon Disclosure Project).

Accelerating climate action across the technology supply chain is essential to mitigating the most severe impacts of climate change. In 2024, Ingram Micro conducted

a preliminary assessment of our suppliers and customers to determine how many had science-based climate targets. We found that approximately 82% of our spend came from vendor partners with science-based targets and approximately 11% of our sales were to customers with science-based targets. As part of our commitment to SBTi, we will be working in the coming years on further engagement with value chain partners that haven’t yet established climate targets.

In 2024, we updated our vendor management system to deliver comprehensive sourcing and management in one unified solution. The new solution increases efficiencies through integration capabilities, automated system functionalities, and accurate and insightful reports on labor assignments, costs, budgeting, and process management.

We also launched an accompanying comprehensive training module to assist procurement professionals in our updated processes. The training module covers the necessary knowledge and tools to support procurement activities and ensure compliance with Company policies and procedures.



**The collective work by our Compliance team in our various workstreams is key to maintaining the ethical standards of Ingram Micro. When performing due diligence on the risk areas within our supply chain, we are constantly assessing whether we have the right processes that are right sized and targeted at the risks. We conduct all work activities responsibly and aim to uphold our ethical and integrity standards at Ingram Micro. We have the courage to speak up and do the right thing, even when no one is looking.”**



**Stephanie Pang**  
Compliance Director, APAC

## EcoVadis Supplier Risk Assessments

Using our EcoVadis supplier assessments, we conducted supplier risk evaluations on eight of our largest non-trade suppliers (based on spend), representing 14% of our 2023 non-trade spend.

Our average EcoVadis percentile rank of 57% is slightly above average relative to all surveyed companies, reinforcing our confidence in the integrity of our supply chain. The results of the overall review indicate that our non-trade supplier base remains relatively low-risk with no significant red flags identified.

## Germany's Supply Chain Due Diligence Act

In 2024, Ingram Micro's organization in Germany implemented a supply chain due diligence program for our operations throughout the country. We maintain a webpage with Germany-specific policies and procedures, such as a [Supplier Code of Conduct \(Germany\)](#) and a [Policy Statement on the Human Rights Strategy](#). We continue to conform to the European



Union's Corporate Sustainability Due Diligence Directive (CSDDD) requirements, and we work to address supply chain due diligence across the globe. We provide associates with training specific to the requirements under the Germany Supply Chain Due Diligence Act, and 99% of applicable associates completed the course. All partners in our Germany operations are subject to risk-based due diligence, including sustainability risks. In 2024, we monitored over 1,400 suppliers based on perceived sustainability risk using a third-party assessment platform. The platform

labeled more than 75% of these suppliers as little to no sustainability risk. Only 59 suppliers (or 4% in total) demonstrate significant sustainability risk; we invited these suppliers to undertake assessments of their operations.

## Industry Groups

Given the size and complexity of global IT supply chains, Ingram Micro works with business partners and other collaborators to enhance IT channel performance and address sustainability issues.

## Building a Smarter, Greener IT Community: Trust X Alliance

Ingram Micro's Trust X Alliance (the Alliance) is a global community of more than 450 organizations committed to building a stronger technology community together. The Alliance offers a space for members to collaborate, exchange ideas, explore new practices, and address today's biggest IT challenges.

The Alliance maintains dedicated subject matter committees that support members in implementing best practices within their businesses. These members are encouraged to bring what they learn back to their own networks of partners and suppliers, helping to amplify impact across the broader IT value chain.

The Alliance offers advanced programs that provide additional support on technical training, sales enablement, marketing strategies, and service delivery best practices. Through this platform, organizations worldwide can access high-quality training, connect with peers, and exchange insights, all in a collaborative, non-competitive environment. At its core, the Trust X Alliance is about building stronger businesses and a more sustainable industry.

## Lenovo 360 Circle

In 2024, Ingram Micro proudly continued active membership in the Lenovo 360 Circle. Lenovo’s global initiative drives meaningful progress in sustainability across the information and communications technology (ICT) sector. The program fosters corporate citizenship and accelerates the industry’s transition towards a more sustainable future.

As part of this collaboration, Ingram Micro contributes to four key Lenovo 360 Circle working groups:

- Sustainability Data Management
- Circular Economy
- Sustainability Leadership
- The Social Council

Our involvement supports Lenovo’s efforts to track sustainability performance across their value chain. By sharing updates and insights on our sustainability initiatives, we help promote transparency and continuous improvement across organizations.

Our collaboration in 2024 deepened as we joined Lenovo’s GHG Emissions Community Benchmarking Initiative, allowing for valuable peer learning and GHG emissions tracking across companies in the sector. To further reinforce our shared goals, Ingram Micro participated in the inaugural Lenovo 360 Circle Summit in Brussels, Belgium. This event brought together sustainability leaders to explore challenges, share solutions, and build momentum for industry-wide impact.

As a highlight of the year, we hosted the Lenovo 360 Circle program lead at our global headquarters in Irvine, United States. This visit strengthened ties, encouraged the exchange of ideas, and showcased how Ingram Micro embeds sustainability into every corner of our business.

## Dell Technologies’ ESG Partner Council

We continued our participation in Dell Technologies’ ESG Partner Council in 2024. The Council allows Dell Titanium Black partners and Global Distributors to share sustainability best practices with each another and strategize about how to create meaningful

impact. The Council provides Ingram Micro an opportunity to discuss, collaborate with, and learn from others on a variety of sustainability topics.

## Cisco Environmental Sustainability Specialization

In 2024, Ingram Micro Australia maintained our Cisco Environmental Sustainability Specialization, demonstrating our commitment to sustainable procurement practices and collaboration. This designation enables Ingram Micro to work with Cisco customers on their own sustainability programs by providing training, enablement, and cash incentives. This leads to more hardware products returned in Cisco’s takeback program, improving overall product circularity efforts. Ingram Micro and Cisco donated up to AUD 40,000 to Planet Ark, an Australian sustainability organization, on behalf of resellers who undertake environmental sustainability or ESG training.

## U.S. Environmental Protection Agency (EPA) SmartWay Program

The U.S. EPA SmartWay program provides companies with tools, data, and standards to measure and enhance environmental performance. For several years, Ingram Micro has collaborated with transportation carriers through SmartWay to help the freight transportation sector improve efficiency and reduce transportation-related GHG emissions.



## Global Trade Compliance and Secure Facilities

Ingram Micro ships over 950 million devices annually and works with over 1,500 vendor partners. We support the protection of human rights globally, directly within our operations, or indirectly by exerting influence throughout our supply chain.

### Trade Compliance Team

Role	Responsibility
<b>Executive Vice President, Operations and Engineering</b>	Works closely with General Counsel and Chief Compliance Officer  Oversees Executive Director, Global Trade Compliance, and Export Operations
<b>Executive Director, Global Trade Compliance and Export Operations</b>	Oversees Global Trade Compliance Team
<b>Global Trade Compliance Team</b>	Consists of experienced trade compliance professionals  Provides expert oversight, guidance, and enforcement of compliance business processes  Functions include interpreting global trade regulations, resolving compliance issues, and managing global trade compliance information  Ensures adherence to applicable export control laws and regulations  Oversees policies, procedures, guidelines, and systemic controls with Global Trade Management and Warehouse Management Systems

## Global Trade Management

As a global distributor, Ingram Micro must comply with several laws and regulations regarding the import and export of the products we sell.



Our global trade is subject to United States and foreign laws and regulations covering, among other topics:

- Tariffs, taxes, treaties, sanctions, trade restrictions, and trade agreements designed to regulate international commerce to achieve strategic and economic interests
- Protection of human rights, national security, and intellectual property

As a distributor of technology products, non-compliance with these laws and regulations could impact our global operations. We closely monitor laws and regulations and operationalize requirements as necessary. Given the rapidly evolving and complex legal and regulatory landscape of international commerce and its materiality to our business success, we will continue to devote attention and resources to ensure continuing compliance.

Our Trade Compliance team offers training to a select group of our associates.

Throughout 2024, we believe we were in material compliance with all applicable laws and regulations.

### Our Secure Facilities

Protecting our people and property through physical security practices is a priority for our Company and stakeholders. Our Chief Security Officer manages our rigorous global security program to ensure appropriate safeguards are in place for all associates and others who come to our facilities. Practices include comprehensive security rules to preserve revenue and mitigate risk. We conduct regular assessments and audits to identify risks or gaps focused on existing or emerging threats.



## Comprehensive Security Oversight

Role	Responsibility
<b>Chief Security Officer</b>	Oversees global physical security  Collaborates with executive leadership to develop, guide, and execute the organization’s comprehensive physical security strategy
<b>Corporate Security Team</b>	Manages site security team
<b>Site Security Team</b>	Manages third-party security personnel and technology solutions that monitor and guard facilities

Our Global Security Standards provide protocols, standards, and security tools for the protection of people, products, property, processes, information, and reputation.

Ingram Micro is a longstanding member of the global Transported Asset Protection Association (TAPA). Our security practices align with TAPA’s rigorous facility security framework (FSR). TAPA is the leading international association that unites supply chain industry leaders and organizations to

uphold the highest supply chain resilience and sustainability standards. In 2024, five additional sites earned TAPA certification, bringing our total to 34 TAPA-certified Ingram Micro sites. We accomplish compliance with this framework through internal audits and third-party certification. The Global Security team routinely monitors the threat landscape for changes to provide the appropriate safeguards and protections for our businesses.

## TAPA Award in Asia

Ingram Micro won the Supply Chain Buyer Technology Excellence Award at the TAPA Asia Pacific (APAC) Supply Chain Resilience and Sustainability Awards. This award recognizes our innovative use of technology to enhance security and efficiency in supply chain operations.

With four TAPA FSR Level A Certifications in Asia, Ingram Micro meets the highest global security standards, demonstrating our commitment to risk management and operational resilience. This achievement reflects our proactive efforts in implementing cutting-edge technology, advanced security protocols, and smart monitoring solutions.



**As Security, Safety, and General Services Lead, I oversee workplace security, health and safety, and office management to ensure a safe, efficient, and compliant environment.**

**Integrity is the foundation of my role. I strive to make fair and transparent decisions that foster trust within the team and the organization. By adhering to the highest ethical standards, I ensure that policies and**

**practices are in line with Company values and industry regulations. Workplace safety and risk management are essential pillars of strong governance, and I contribute by ensuring adherence to corporate policies and industry regulations. Through my role, I actively embed sustainability principles into daily operations, fostering a culture where safety, sustainability, and accountability are integral to our corporate values.**

**The work I lead in security management, TAPA FSR A compliance, and ISO 45001—Health and Safety Standards certification is essential for Ingram Micro as it strengthens our safety culture, operational excellence, and sustainability commitments. Ensuring a secure workplace aligns with the Tenets of Our Success—especially Integrity and Results—while enhancing compliance and associate well-being. This initiative reinforces our social responsibility efforts, improves productivity, and contributes to a more sustainable and resilient organization.”**

### **Luca Gilera**

Security, Safety, and General Services Lead



## Upholding Cybersecurity and Data Privacy Principles

As a global distributor of information technology products and services, Ingram Micro understands that cybersecurity and data privacy are foundational to protecting business operations in our increasingly digital and interconnected world. Our Privacy and Information Security team keeps a constant view of the evolving landscape for potential risk in this rapidly evolving space. We believe our cybersecurity and information management systems help Ingram Micro prevent, react, and respond to threats and limit the disruption to our business.

In 2024, Ingram Micro continued to advance our cybersecurity and data privacy programs to meet the enhanced security needs of our business.

- **Expanded to 67 global locations in our Company-wide ISO 27001** Information Security, Cybersecurity, and Privacy Protection certification
- **Achieved Cybersecurity Maturity Model Level 1 Certification**
- **Transitioned from PCI Data Security Standard (DSS) v3.2.1 to v4.0** to address the new industry requirements

Ingram Micro’s Information Security program design reflects the National Institute of Standards and Technology (NIST) Cybersecurity Framework. In addition to our regular internal audits of our controls for processing data, independent external auditors evaluate our Company-wide ISO/IEC 27001 certification, which was expanded in scope in 2024 to cover 67 global locations.

### Ingram Micro Trust Center

The Ingram Micro Trust Center acts as a centralized hub for stakeholders to learn more about how Ingram Micro handles cybersecurity and data privacy. We make our policies on the processing of personal data, including our externally facing Privacy Statement, available in 27 languages readily accessible. Content within the [Trust Center](#) includes:



Ingram Micro Global Data Protection and Privacy Program Overview



Cyber Security Program Overview



Compliance Regulations Standards and Certifications



Sub-Processors (Ingram Micro Affiliates, third parties, and infrastructure providers we use)



Associate and Customer FAQs

## Governance and Oversight

Our governance structure overseeing our cybersecurity risk management:

The full Board of Directors receives comprehensive cybersecurity briefings at least annually, supplemented by sessions focused on emerging threats and program strategy.

The Audit Committee receives regular updates (typically quarterly) covering performance against operational metrics and results of recent audits and assessments, among other topics.

Our Chief Information Security Officer (CISO), under the direction of our Executive Vice President and President - Global Platform Group, leads our Cybersecurity Program, working with key stakeholders and resource groups, including industry groups, peer institutions, our internal Information Security Management Committee, and law enforcement, as needed, to understand, identify, and address cybersecurity risks.

Our Internal Audit Team is responsible for testing key IT controls, while leaders from our legal, finance, communications, and risk management teams participate in incident response training, including annual tabletop exercises, to help ensure swift and effective responses to cybersecurity incidents.

Our Information Security Management Committee (ISMC) consists of our CEO, CFO, General Counsel, CISO, and Executive Vice President and President—Global Platform Group.

Members of the ISMC Leadership team maintain professional certifications, including Certified Information Systems Security Professional (CISSP); Certified Information Security Manager (CISM); Certified Ethical Hacker (CEH); and SysAdmin, Audit, Network, and Security (SANS). We maintain partnerships with leading universities to support continuing education and stay current with emerging threats and technologies.

### Ben Le Huray Shares Importance of Strong Data Governance and Cybersecurity

Ben Le Huray, Solutions Architect Team Leader at Ingram Micro Australia, outlines the importance of board-level oversight of data governance and cybersecurity, highlighting ethical hacking as a key safeguard against cyber threats in an article for The Australian Institute of Company Directors.

**“It is a common belief that an existing IT security is sufficient, underestimating the ingenuity of modern cybercriminals,” says Le Huray. “Security is a continuous improvement cycle.”**

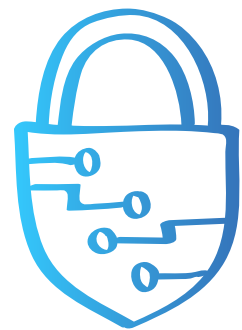
Ethical hacking is a critical component of a robust cybersecurity strategy, helping

businesses proactively identify and address vulnerabilities before malicious actors can exploit them. While some fear that engaging ethical hackers may expose sensitive data, professional penetration testers operate under strict legal contracts to ensure confidentiality.

Le Huray emphasizes that cybersecurity requires continuous assessments, as threats constantly evolve. Relying solely on existing IT security measures can underestimate the ingenuity of cybercriminals, making regular testing and ongoing improvements essential for business resilience, reputation protection, and maintaining shareholder trust.

## Data Protection Program

Our business operations involve the processing, storage, integrity, safeguarding, and transmission of business-critical information. In order to identify, prevent, respond to, and mitigate cybersecurity risks, we maintain a formal Data Protection program as part of our overall risk management process.



For more information about Ingram Micro’s cybersecurity practices, please refer to [our most recent SEC filings](#).

Our Data Protection Program includes physical, technical, and administrative safeguards, as well as:

**Required security awareness** training upon hiring and on a regular basis, with modules covering applicable Company policies and emerging threats. Our training program includes practical exercises such as simulated phishing campaigns. We supplement training with various awareness campaigns, including emails, newsletters, and a Cybersecurity Awareness Month in October.

**Testing protocol** for our internal IT controls featuring a combination of automated and manual testing procedures, including continuous automated vulnerability scanning and periodic penetration tests, disaster recovery, and other back-up plans.

**Annual external audits** by independent auditors as part of our ISO/IEC 27001 certification process. Critical vulnerabilities identified through these processes are remediated according to defined timelines based on severity and other relevant factors.

**NIST and ISO/IEC 27001** aligned policies and technical controls.

**Security requirements** for third-party service providers, including the requirement to maintain reasonable security controls designed to protect the confidentiality, integrity, and availability of our information systems and the sensitive data we process or that is processed on our behalf. We address potential risks posed by the use of such third-party service providers via established vendor risk assessments, due diligence, and contract review by our Cybersecurity team.

**A dedicated Cybersecurity team** under the joint direction of our Executive Vice President and President—Global Platforms Group and our Chief Information Security Officer (CISO). Our Cybersecurity team operates a 24/7 Security Operations Center that employs threat detection and response technologies, including AI and ML capabilities.

**Working relationships** with third-party cybersecurity and data privacy professionals as part of the design and implementation of our program, including accountants, independent assessors, external legal counsel, and other consultants.

## Incident Reporting

By design, our incident reporting and escalation process seeks to detect and analyze cyber incidents in real-time, assesses impact, and escalates incidents to our CISO and the ISMC as appropriate and consistent with our Incident Response Plan. Our Security Incident Response team documents identified cybersecurity threats and escalates incidents exceeding a certain threshold to our CISO. Critical incidents involving confirmed data breaches, ransomware, or system-wide outages trigger immediate ISMC involvement, and the Board of Directors must be informed promptly of significant or material cybersecurity incidents.

Any stakeholder can submit an alert, question, or concern to our [Third-Party Hotline](#).



## Artificial Intelligence

Ingram Micro's internal Responsible AI Use Policy addresses Company expectations around ethical, legal, and transparent AI development and deployment. This principle-driven policy applies to all Ingram Micro associates and partners and includes ethical considerations, legal compliance, data privacy, transparency, accountability, bias mitigation, and system reliability.

Associates receive training on proper AI usage. Associates can report concerns through our Third-party Hotline. Collectively, executive leadership, an AI Steering Committee, and specialized teams oversee compliance, security, and risk management.

## Cybersecurity Awareness Month and Speaker Series

October is Cybersecurity Awareness Month at Ingram Micro. The month-long event offers the opportunity to spread knowledge and resources about the importance of data privacy, information security, and risks related to IT across the organization. The enduring theme, Secure Our World, recognizes the importance of taking daily action to reduce risks when online and connected to devices. In 2024, we delivered nine on-demand

sessions as part of our Cybersecurity Speaker Series. Topics covered included Enhancing Security: Multifactor Authentication, Social Media: Protecting Your Digital Footprint, and Technical Session: Security Design Review/Threat Modeling. While Cybersecurity Month is a time to focus on Company awareness and education, we are committed to embedding cybersecurity awareness into our culture every day of the year.

## Ronald Sarian, Global Chief Privacy Officer, Speaks at RSA Conference 2024

Ronald Sarian, Global Chief Privacy Officer, [spoke at the 2024 RSA Conference](#) on information privacy and IT security practices in San Francisco alongside cybersecurity influencer Caitlin Sarian, aka Cybersecurity Girl. The father-daughter duo discussed the complex data privacy landscape, shifts in attitudes, and key strategies for future-proofing privacy practices. Ronald is also a professor of Information Privacy Law at the USC Gould School of Law.

# About This Report



## About This Report

### Scope

This 2024 Sustainable Impact Report is our ninth annual release. Unless otherwise noted, this report covers Ingram Micro's operations, entities, activities, and initiatives for calendar year 2024 (January 1 to December 31). Any references made outside of this scope will be denoted.

Ingram Micro Holding Corporation prepared this report. Ingram Micro Holding Corporation conducts operations through its subsidiaries, including its indirect wholly owned subsidiary Ingram Micro Inc. Unless otherwise indicated, any reference in this report to "Ingram Micro," "our Company," "the Company," "us," "we," and "our" refers to Ingram Micro Holding Corporation and its subsidiaries.

### The 2024 Sustainable Impact Report

This report is supplemented by our 2024 GRI Index, 2024 TCFD Index, 2024 SASB® Index, and the 2024 UN SDGs. Collectively, these disclosures make up our 2024 Sustainable Impact Report.

### External Assurance

We did not seek external assurance for the disclosures in our 2024 Sustainable Impact Report. However, selected data drawn from our financial statements were prepared in accordance with the U.S. Generally Accepted Accounting Principles and have been independently audited.

### General References

Ingram Micro refers to its employees as associates.

The currency presented in this report is U.S. dollars unless otherwise noted.

Ingram Micro has rounded numbers in this report. Numbers below half were rounded down, and numbers half or above were rounded up. Due to rounding, some percentages may not add up to 100 percent.

### Restatements

Ingram Micro is making a set of restatements with this report. Non-material restatements are listed here. Restatement on data or material topics can be found in our GRI Index in section GRI 2-4: Restatements of information.

- Our I AM SAFE program noted in our 2023 report that it was in its eighth year. This report corrects to report 2024 as the program's eighth year. This adjustment corrects all prior reporting.
- In 2023, our Women in Technology partnership noted associates participating in 100,000 hours of related content through learning and development programs. Ingram Micro hours of engagement in 2023 were revised to an actual 2,320 hours of engagement.

### 10 to Zero Methodology

#### GHG Emissions: Eliminate absolute Scope 1 and Scope 2 GHG emissions by 2030

We calculate our GHG emissions according to the GHG Protocol Corporate Standard.

#### Waste: Zero non-hazardous waste from landfill and incineration by 2030

We reference the guidance from the TRUE (Total Resource Use and Efficiency) certification program, administered by Green Business Certification Inc. (GBCI), and The Zero Waste International Alliance to inform our approach for this goal. With this in mind,

we define zero waste as diversion of 90% or more of non-hazardous waste from landfill and incineration.<sup>1</sup> Diversion includes efforts to recycle and compost materials as well as reuse materials, either within our operations or for other reuse purposes outside of our operations.

#### Safety: Zero Days Away Injuries by 2030

Our safety goal metric is Days Away Incident Rate. Ingram Micro uses the United States Occupational Safety and Health Administration (OSHA) definition for recordable injuries, using the specific classification for days away from work.<sup>2</sup> Ingram Micro Days Away Rate is calculated using the following formula: (OSHA Recordable Injuries classified as days away from work x 200,000)/total hours worked. As this is the first full year of reporting this metric, fiscal year 2024 will be our baseline year.

<sup>1</sup> The Zero Waste International Alliance defines zero waste as diverting 90% or more of all discarded resources from landfills and incinerators, acknowledging that achieving absolute zero is not practical in a mature industrial economy.

<sup>2</sup> [1904.7 General recording criteria. | Occupational Safety and Health Administration](#)

## GHG Methodology

For an explanation of our GHG emissions calculation methodology in line with the GHG Protocol Corporate Standard, see our separate GRI Index in GRI 305: Emissions. Each year, we continue to refine our product categorizations and associated emission intensities, which also leads to refinements and improvements in the accuracy of our estimates.

## Stakeholder Feedback

Thank you for reviewing the Ingram Micro 2024 Sustainable Impact Report. We welcome feedback from our stakeholders on the contents of this report. Please direct any questions or comments to [sustainableimpact@ingrammicro.com](mailto:sustainableimpact@ingrammicro.com).



# Sustainable Impact Performance Index



## 2024 Sustainable Impact Performance Index

For reference, the tables below compile key metrics referenced throughout this report.

### External Rankings and Alignment

	2020	2021	2022	2023	2024
<b>External Rankings and Evaluation Summary</b>					
<b>EcoVadis</b>	65 (94th percentile)	66 (91st percentile)	67 (84th percentile)	80 (99th percentile, Platinum)	81 (99th percentile, Platinum)
<b>CDP Climate Change score</b>	C (Industry avg. C)	B- (Industry avg. C)	B (Industry avg. C)	C (Industry avg. C)	B (Industry avg. C)
<b>CDP Water Security score</b>	C (Industry avg. B)	C (Industry avg. C)	C (Industry avg. C)	C (Industry avg. C)	C (Industry avg. C)
<b>CDP Forests (Timber) score</b>	—	—	—	C (Industry avg. C)	C (Industry avg. C)
<b>Science Based Targets initiative</b>	—	—	Signed commitment letter	Evaluated target options	Submitted near-term targets, received approval
<b>UN Global Compact Communication on Progress</b>	—	Submitted	Submitted	Submitted	Submitted

### About Ingram Micro

#### About Ingram Micro

<b>Net Sales (B USD)</b>	\$49.12	\$54.46	\$50.82	\$48.04	\$47.98
<b>Number of logistics and service centers</b>	Not reported	Not reported	134	125	131
<b>Total leased warehouse floor space (M ft<sup>2</sup>)</b>	Not reported	Not reported	11.1	10.6	10.4
<b>Total associates<sup>1</sup></b>	36,926	39,555	27,584	25,864	24,253

<sup>1</sup> Equivalent to the number of permanent employees, which has been defined as “regular” in our HR systems.

<b>Social</b>					
	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
<b>Workforce by Regions (Headcount)</b>					
<b>North America</b>	10,497	10,766	7,162	6,317	5,755
<b>EMEA</b>	15,209	17,101	9,274	9,015	8,487
<b>APAC</b>	7,697	7,984	8,236	7,955	7,597
<b>LATAM</b>	3,523	3,704	2,912	2,577	2,414
<b>Global Workforce – Gender Breakdown (%)<sup>2</sup></b>					
<b>Male</b>	55%	56%	57%	57%	57%
<b>Female</b>	44%	44%	42%	42%	42%
<b>Undeclared</b>	Not reported	Not reported	Not reported	<1%	<1%
<b>Gender – Executives (%)</b>					
<b>Male – executives</b>	75%	78%	74%	72%	70%
<b>Female – executives</b>	25%	22%	26%	28%	30%
<b>Global Workforce – Age Group Breakdown (%)</b>					
<b>&lt;30</b>	31%	21%	24%	24%	17%
<b>30–50</b>	54%	49%	60%	58%	64%
<b>&gt;50</b>	15%	31%	16%	18%	19%

<sup>2</sup> Due to rounding, some percentages may not add up to 100%.

<b>Social (continued)</b>					
	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
<b>Turnover Rate (%)</b>					
<b>Total turnover rate</b>	Not reported	Not reported	22%	19%	18%
<b>Performance Reviews Received (%)<sup>3</sup></b>					
<b>Total associates</b>	91%	93%	98%	98%	99%
<b>Employee Engagement Survey Participation (%)</b>					
<b>Our Company, Our Voice Survey<sup>4</sup></b>	Not applicable	83%	Not applicable	84%	Not applicable
<b>U.S. Total – Ethnicity/Race – Self-Identified</b>					
<b>White</b>	41%	43%	52%	50%	48%
<b>Hispanic/Latino/a/x</b>	20%	22%	20%	22%	22%
<b>Asian</b>	11%	12%	13%	14%	16%
<b>Black</b>	15%	18%	9%	8%	9%
<b>Did not disclose</b>	12%	4%	4%	4%	3%
<b>Two or more races</b>	1%	1%	2%	1%	2%
<b>Native American</b>	<1%	<1%	1%	1%	1%
<b>Pacific Islander</b>	<1%	<1%	<1%	0%	<1%

<sup>3</sup> Based on eligible associates during the reporting period.

<sup>4</sup> This data refers to our census “Our Company, Our Voice” survey, which is conducted every two years. In between, pulse surveys are conducted on a semi-annual basis.

<b>Social (continued)</b>					
	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
<b>Safety</b>					
<b>Days away injuries<sup>5</sup> ●</b>	Not reported	Not reported	Not reported	Not reported	47
<b>Days away incident rate<sup>5</sup> ●</b>	Not reported	Not reported	Not reported	Not reported	0.23
<b>Days lost to work-related injuries, fatalities and ill health</b>	Not reported	Not reported	Not reported	1,156	792
<b>Recordable safety incidents/Work-related injuries</b>	380	474	197	152	86
<b>Total Recordable Incident Rate (TRIR)</b>	1.36	1.51	1.24	0.99	0.43
<b>High-consequence work-related injuries</b>	Not reported	Not reported	2	0	0
<b>High-consequence work-related injuries rate</b>	Not reported	Not reported	0%	0%	0%
<b>Reduction of the number of recordable work-related injuries (compared to 2022)</b>	Not reported	Not reported	Not reported	29%	43%
<b>Sites that had zero recordable work-related injuries for the year</b>	Not reported	Not reported	Not reported	74	108
<b>Fatalities</b>	0	1	0	0	0
<b>Fatality rate</b>	Not reported	Not reported	0%	0%	0%
<b>Total working hours</b>	Not reported	Not reported	40,547,086	31,471,304	40,002,722
<b>Health and Safety Coverage</b>					
<b>Percentage of associates (including regular full-time and part-time associates) covered by health and safety system</b>	Not reported	Not reported	100%	100%	100%

<sup>5</sup> Days Away Injuries and Days Away Incident Rate are part of our 10 to Zero safety goal calculation. Methodology is noted in [About This Report](#).

● Denotes a 10 to Zero Goal.

## Environmental

### Policy

<a href="#">Environmental Stewardship Policy</a>	2015 Version		<a href="#">2022 Version</a>		
	2020	2021	2022	2023	2024
<b>Scope 1 and 2 Emissions (MT CO<sub>2</sub>e)<sup>6</sup></b>					
<b>Scope 1 emissions<sup>7</sup></b>	16,852	19,507	9,678	10,584	8,847
<b>Scope 2 emissions, market-based<sup>8</sup></b>	53,039	44,129	17,893	13,108	8,286
<b>Scope 2 emissions, location-based</b>	Not reported	Not reported	20,931	19,668	19,118
<b>Scope 1 and 2 emissions (market-based) ●</b>	69,891	63,636	27,571	23,692	17,134
<b>GHG emissions intensity for Scope 1 and Scope 2 (per million revenue USD)</b>	Not reported	1.17	0.54	0.49	0.36

<sup>6</sup> Environmental data for 2022 and later years exclude data from sites that were divested prior to 2022. 2023 data were restated, please see [GRI 2-4](#) for more information.

● Denotes a 10 to Zero Goal.

<sup>7</sup> For reporting purposes, Scope 1 emissions are not adjusted to include carbon offsets.

<sup>8</sup> Scope 2 market-based emissions are used for goal-setting, performance tracking, and emissions intensity calculations.

<b>Environmental (continued)</b>					
	<b>2020</b>	<b>2021</b>	<b>2022<sup>9</sup></b>	<b>2023<sup>9</sup></b>	<b>2024</b>
<b>Scope 3 Emissions (MT CO<sub>2</sub>e)</b>					
<b>Total</b>	<b>Not reported</b>	<b>96,195,723</b>	<b>31,102,539</b>	<b>29,008,289</b>	<b>34,666,587</b>
<b>1. Purchased goods and services</b>	Not reported	50,249,203	5,159,383	5,154,066	5,223,522 <sup>10</sup>
<b>2. Capital goods</b>	Not reported	39,011	37,716	47,988	28,071
<b>3. Fuel and energy-related activities not included in Scope 1 or Scope 2</b>	Not reported	8,179	8,301	7,774	6,590
<b>4. Upstream transportation and distribution</b>	Not reported	445,874	298,953	262,381	47,397 <sup>11</sup>
<b>5. Waste generated in operations</b>	Not reported	13,165	5,054	3,607	1,445 <sup>12</sup>
<b>6. Business travel</b>	Not reported	1,631	5,804	11,151	7,517
<b>7. Employee commuting</b>	Not reported	17,640	21,743	15,342	18,146
<b>8. Upstream leased assets</b>	Not reported	Included in Scope 1 and 2	702	1,417	1,477
<b>9. Downstream transportation and distribution</b>	Not reported	38,793	33,469	8,765	1,922
<b>10. Processing of sold products</b>	Not reported	Not relevant, excluded	Not relevant, excluded	Not relevant, excluded	Not relevant, excluded
<b>11. Use of sold products</b>	Not reported	45,310,185	25,508,219	23,460,342	29,206,867 <sup>10, 13</sup>
<b>12. End of life treatment of sold products</b>	Not reported	72,040	23,194	35,456	123,578 <sup>10, 14</sup>
<b>13. Downstream leased assets</b>	Not reported	Not relevant, excluded	Not relevant, excluded	Not relevant, excluded	56 <sup>15</sup>
<b>14. Franchises</b>	Not reported	Not relevant, excluded	Not relevant, excluded	Not relevant, excluded	Not relevant, excluded
<b>15. Investments</b>	Not reported	Not relevant, excluded	Not relevant, excluded	Not relevant, excluded	Not relevant, excluded

## Environmental (continued)

<sup>9</sup> Information about this restatement of data can be found in [GRI: 2-4](#).

<sup>10</sup> Ingram Micro's internal product hierarchy for goods sold was updated and uses a new classification system for the data used in 2024. This classification system impacts our approach to calculating Scope 3 emissions for Categories 1, 11 and 12 and therefore created some differences with past data calculations for 2022 and 2023 as new mapping has been completed.

<sup>11</sup> Category 4: The variance here is largely driven by further refinement in the identification of the mode of transportation. In previous years, conservative estimates were made relating to the mode of transportation for various carrier shipment types. By determining that a smaller percentage of shipments were made by air compared to the estimate in the prior year, emissions decreased significantly in the 2024 inventory.

<sup>12</sup> Category 5: In 2024, Ingram Micro elected to use DEFRA emissions factors for waste generated in EMEA, APAC and LATAM operations and EPA emissions factors for waste generated in NA operations.

<sup>13</sup> Category 11: Ingram Micro makes estimates for the energy used of technology hardware sold goods over the course of their lifetime. In the past, a global emissions factor for electricity was used (IEA grid emission factors (2023)). In 2024, Ingram Micro mapped data of sold products to the country the item was sold to in order to perform country-level analysis of estimated electric power the product would use during its lifespan, with the assumption it was used in that country (IEA 2024 Global Region Factors).

<sup>14</sup> Category 12: In 2024, Ingram Micro conducted further mapping to use additional waste categories for waste streams of electronic equipment sold. In the past, electronic hardware was assumed to all be "mixed electronics" (EPA EF Hub 2025 Waste Emission Factors). In 2024, waste categories for four additional waste categories were referenced. Additionally, in the past all packaging was assumed to be recycled. This has now been refined further to consider regional estimates for the percentage of fiber-based packaging that is recycled, landfilled and incinerated.

<sup>15</sup> Category 13: In 2024, Ingram Micro started subleasing a portion of a building and this portion has a separate meter for electric power and natural gas that is paid for by the tenant. Otherwise, in instances where Ingram Micro sublets portions of the building and does not have separate meters, energy-related emissions are included in Scope 1 and 2, respectively.

<b>Environmental (continued)</b>					
	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023<sup>16</sup></b>	<b>2024</b>
<b>Energy (MWh)</b>					
<b>Total energy use</b>	<b>233,500</b>	<b>243,774</b>	<b>119,415</b>	<b>120,547</b>	<b>107,988</b>
<b>Diesel fuel</b>	Not reported	Not reported	6,739	8,659	6,999
<b>Gasoline</b>	Not reported	Not reported	6,005	9,557	8,844
<b>Natural gas</b>	Not reported	Not reported	35,864	33,490	26,788
<b>Propane</b>	Not reported	Not reported	102	85	73
<b>Liquified petroleum gas</b>	Not reported	Not reported	28	28	19
<b>District heating</b>	Not reported	Not reported	2,736	2,784	2,959
<b>District cooling</b>	Not reported	Not reported	Not reported	11	12
<b>On site solar electricity</b>	Not reported	Not reported	355	624	1,211
<b>Grid electricity</b>	Not reported	Not reported	67,586	65,310	61,083
<b>Energy intensity (MWh per million revenue USD)</b>	Not reported	4.48	2.35	2.51	2.25
<b>Total energy that is purchased grid electricity (%)</b>	Not reported	48%	57%	54%	57%
<b>Renewable Energy</b>					
<b>Total electricity from renewable sources (%)</b>	12%	17%	18%	34%	51%
<b>Renewable electric power (MWh) – contracted, purchased, on-site solar</b>	Not reported	Not reported	12,559	22,482	31,899

<sup>16</sup> Information about this restatement of data can be found in [GRI: 2-4](#).

<b>Environmental (continued)</b>					
	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
<b>Non-Hazardous Waste (MT)</b>					
<b>Solid waste: landfill or incineration (with energy recovery)</b>	<b>8,310</b>	<b>9,208</b>	<b>3,244</b>	<b>2,333</b>	<b>2,256</b>
<b>Solid waste: landfill</b>	Not reported	Not reported	Not reported	2,005	1,713
<b>Solid waste: incineration (with energy recovery)</b>	Not reported	Not reported	Not reported	328	543
<b>Total diverted waste: recycled or reuse</b>	<b>38,580</b>	<b>43,693</b>	<b>16,236</b>	<b>9,938</b>	<b>27,933</b>
<b>Mixed recycling</b>	Not reported	Not reported	12,681	2,916	539
<b>Corrugate and paper</b>	Not reported	Not reported	3,194	5,276	7,491
<b>Plastic film</b>	Not reported	Not reported	63	225	518
<b>Scrap metal</b>	Not reported	Not reported	24	73	606
<b>Wood</b>	Not reported	Not reported	221	1,280	2,928
<b>Organic waste</b>	Not reported	Not reported	Not reported	11	92
<b>Other diversion</b>	Not reported	Not reported	140	156	Not reported
<b>Reuse</b>	Not reported	Not reported	Not reported	Not reported	15,761
<b>Total non-hazardous waste</b>	<b>Not reported</b>	<b>52,901</b>	<b>19,480</b>	<b>12,271</b>	<b>30,189<sup>17</sup></b>
<b>Diversion (%)<sup>18</sup> ●</b>	82%	83%	83%	81%	93%

<sup>17</sup> 2024 includes reused totals.

<sup>18</sup> In 2024, we updated our data collection and reporting to include measurements of reuse activities, such as pallet and corrugate box reuse. See [About This Report](#) for more information.

<b>Environmental (continued)</b>					
	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
<b>Hazardous/Regulated Waste (MT)<sup>19</sup></b>					
<b>General operations</b>	Not reported	Not reported	324	262	276
<b>Lifecycle Business Waste Generation (MT)<sup>20</sup></b>					
<b>Total electronics refurbished/repaired/recycled</b>	<b>13,007</b>	<b>16,584</b>	<b>22,386</b>	<b>31,253</b>	<b>36,182</b>
<b>Used electronics refurbished/repaired</b>	4,016	5,171	8,570	24,424 <sup>21</sup>	30,503
<b>Used electronics recycled</b>	8,991	11,413	13,816	6,829	5,679
<b>Packaging Data (MT)</b>					
<b>Packaging materials total<sup>22</sup></b>	<b>Not reported</b>	<b>37,043</b>	<b>13,137</b>	<b>6,935</b>	<b>5,476</b>
<b>Renewable packaging (corrugate/fiber)</b>	Not reported	37,043	12,756	6,894	5,476
<b>Non-Renewable packaging (plastic)</b>	Not reported	Not reported	381	41	<1

<sup>19</sup> This includes regulated and hazardous waste materials such as bulbs and lamps, biohazardous waste, ink and toner, and e-waste from our general operations. E-waste handled as part of Ingram Micro Lifecycle services is captured separately.

<sup>20</sup> These figures include the weight of units that are owned by Ingram Micro, as well as units processed through its reverse logistics and repairs service centers on behalf of customers.

<sup>21</sup> 2023 data are being restated to include the volume and weight of repaired/refurbished servers in France. Repaired/refurbished servers are now reported for 2023 and 2024.

<sup>22</sup> Packaging materials include cartons and mailers and does not include void fill, tape or plastic pallet wrap.

Governance & Ethics					
	2020	2021	2022	2023	2024
<b>Board of Directors Charters &amp; Guidelines</b>					
<a href="#">Audit Committee Charter</a>			Not applicable		<a href="#">2024 Version</a>
<a href="#">Compensation Committee Charter</a>			Not applicable		<a href="#">2024 Version</a>
<a href="#">Nominating and Corporate Governance Committee Charter</a>			Not applicable		<a href="#">2024 Version</a>
<a href="#">Corporate Governance Guidelines</a>			Not applicable		<a href="#">2024 Version</a>
<b>Board of Directors</b>					
<a href="#">Independent Board Members (NYSE standards)</a>			Not applicable		4
<a href="#">Average age</a>			Not applicable		60
<a href="#">Average tenure</a>			Not applicable		<1
<a href="#">Male</a>			Not applicable		8
<a href="#">Female</a>			Not applicable		5
<a href="#">Racial/ethnically diverse members</a>			Not applicable		3
<a href="#">ESG expertise</a>			Not applicable		0

## Governance & Ethics (continued)

	2020	2021	2022	2023	2024
<b>Ethics Policies</b>					
<b>Code of Conduct</b>	2020 Version		2022 Version		<a href="#">2024 Version</a>
<b>Anti-Bribery Policy</b>	2019 Version				<a href="#">2024 Version</a>
<b>Global Human Rights Policy</b>	2020 Version		<a href="#">2022 Version</a>		
<b>Non-Retaliation Policy</b>	2018 Version				<a href="#">2024 Version</a>
<b>Training</b>					
<b>Enrollments in in-person/remote training events</b>	Not reported	Not reported	11,104	14,481	15,733
<b>Associates online training completion – achieved rate</b>	Not reported	95%	97%	98%	98%
<b>Executives online training completion – achieved rate</b>	Not reported	Not reported	100%	100%	100%
<b>Associates anti-corruption training completion – achieved rate</b>	Not applicable	Not applicable	Not applicable	Not applicable	99%
<b>Associates legal and ethical compliance certificate survey completion</b>	21,000+	23,000+	21,522	21,492	20,000

## Governance & Ethics (continued)

	2020	2021	2022	2023	2024
<b>Risk Assessments</b>					
Percentage of operational sites assessed on specific environmental risks	Not reported	Not reported	Not reported	100%	100%
Percentage of sites where health and safety risk assessment are conducted	Not reported	Not reported	Not reported	Not reported	100%
<b>Certifications<sup>23</sup></b>					
Number of sites governed by a Safety Management System (SMS) certified to ISO45001	Not reported	15	13	13	19
Sites governed by an ISO 14001 Environmental Management System (EMS) certification	48	49	39	39	55
Energy usage represented by ISO 14001 certification	Not reported	Not reported	Not reported	53%	78%
Number TAPA certified sites	Not reported	Not reported	23	29	34
Number of sites certified to R2 standards	4	4	4	5	6

<sup>23</sup> Visit our [Certifications webpage](#) for more information.

## Materiality Statement

For purposes of this report, we address sustainability topics identified through our double materiality assessment. We generally apply the European Union’s Corporate Sustainability Reporting Directive’s guidance on materiality, which differs from the materiality standard used for filings with the U.S. Securities and Exchange Commission (SEC). The inclusion of information in this report should not be interpreted as an indication of its materiality or financial impact for SEC reporting purposes. For information deemed material to Ingram Micro—including factors that could affect our strategy or present other significant risks to our business—please refer to our Annual Report on Form 10-K, Quarterly Reports on Form 10-Q, and other filings with the SEC.

## Cautionary Note Regarding Forward-looking Statements

This report contains “forward-looking statements” within the meaning of Section 27A of the Securities Act of 1933, as amended, Section 21E of the Securities Exchange Act of 1934, as amended, and the Private Securities Litigation Reform Act of 1995. You can identify forward-looking statements because they contain words such as “believes,” “expects,” “may,” “will,” “should,” “seeks,” “intends,” “plans,” “estimates,” or “anticipates,” or similar expressions, which concern our strategy, plans, projections, or intentions. By their nature, forward-looking statements: speak only as of the date they are made; are not statements of historical fact or guarantees of future performance; and are subject to

risks, uncertainties, assumptions, or changes in circumstances that are difficult to predict or quantify. Our expectations, beliefs, and projections are expressed in good faith, and we believe there is a reasonable basis for them. However, there can be no assurance that management’s expectations, beliefs, and projections will result or be achieved, and actual results may vary materially from what is expressed in or indicated by the forward-looking statements. Certain important factors that involve risks and uncertainties and that could cause actual results to differ, possibly materially, from our expectations, beliefs and projections reflected in such forward-looking statements can be found in the “Risk Factors” and “Cautionary Note Regarding Forward-

Looking Statements” sections included in the Company’s Annual Report on Form 10-K and Quarterly Reports on Form 10-Q. We undertake no obligation to publicly update or review any forward-looking statement, whether as a result of new information, future developments or otherwise, except as may be required by any applicable securities laws. You should not place undue reliance on forward-looking statements, which speak only as of the date they are made.

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