

## Welcome to your CDP Climate Change Questionnaire 2020

### C0. Introduction

#### C0.1

##### **(C0.1) Give a general description and introduction to your organization.**

Founded in 1979, Ingram Micro is a B2B provider of technology solutions, cloud services, and IT product lifecycle services to 200,000 customers in 160 countries. In 2019, our infrastructure spanned approximately 360 offices, distribution facilities and service centers in 56 countries with 35,000 associates globally. Ingram Micro represents approximately 2,000 original equipment manufacturers. In December 2016, Ingram Micro, a former Fortune 64 company, became a portfolio company of HNA Group.

Within our Technology Solutions (TS) business, we offer logistics and distribution services, leading IT products, technical and sales support, marketing services, credit management and specialty services. Our TS unit comprised the majority of our 2019 revenue. Our Commerce & Lifecycle Solutions (CLS) business brings together forward logistics, reverse logistics, and IT asset disposition to address the lifecycle of any IT asset. From initial delivery to return, refurbishment, remarketing and on to end-of-service or recycling, we optimize IT asset management for clients across industries and around the globe. Our Cloud Services business offers hundreds of Cloud Marketplace solutions, a Cloud Referral program and the CloudBlue platform.

We introduced our global CSR strategy in late 2015 with a dedicated sustainability role, investment in global information management systems (IMS), and a commitment to meet the needs of our diverse stakeholders worldwide. In addition to improving the accuracy and completeness of our global data set, we've increased renewable energy purchases and completed numerous building efficiency projects, particularly LED lighting retrofits, since 2016. To date, we've focused on evaluating scope 1 and 2 emissions, as modeling scope 3 emissions will be a significant undertaking, given the scale of our operations. However, we are tracking business air travel emissions, electricity transportation and distribution losses and energy consumed in third party data centers. Most of our scope 1 and 2 emissions result from building operations. Ingram Micro doesn't own or operate a fleet or data centers. Most of our facilities are leased and on average, we turn over approximately 14% of our portfolio per year. In 2016, we launched an incremental four-year scope 1 and 2 absolute emissions reduction target of 10% by 2020. We added an intensity target in 2018 to reduce emissions intensity by 12% by 2020. While we're meeting our intensity target, we're not on track to achieve our absolute target. As the 2020 goal is about to expire, we're evaluating



an emissions reduction strategy that better aligns with those of our business partners, considers scientific context and reflects the urgency of effectively responding to climate change within the next decade.

## C0.2

**(C0.2) State the start and end date of the year for which you are reporting data.**

	Start date	End date	Indicate if you are providing emissions data for past reporting years
Reporting year	January 1, 2019	December 31, 2019	No

## C0.3

**(C0.3) Select the countries/areas for which you will be supplying data.**

- Argentina
- Australia
- Austria
- Bangladesh
- Belgium
- Brazil
- Bulgaria
- Canada
- Chile
- China
- China, Hong Kong Special Administrative Region
- Colombia
- Costa Rica
- Croatia
- Czechia
- Denmark
- Egypt



Finland  
France  
Germany  
Hungary  
India  
Indonesia  
Israel  
Italy  
Lebanon  
Luxembourg  
Malaysia  
Mexico  
Morocco  
Netherlands  
New Zealand  
North Macedonia  
Norway  
Oman  
Pakistan  
Peru  
Philippines  
Poland  
Portugal  
Puerto Rico  
Romania  
Russian Federation  
Saudi Arabia  
Singapore  
Slovakia  
Slovenia

Spain  
Sweden  
Switzerland  
Thailand  
Turkey  
United Arab Emirates  
United Kingdom of Great Britain and Northern Ireland  
United States of America  
Uruguay  
Viet Nam

## C0.4

**(C0.4) Select the currency used for all financial information disclosed throughout your response.**

USD

## C0.5

**(C0.5) Select the option that describes the reporting boundary for which climate-related impacts on your business are being reported. Note that this option should align with your chosen approach for consolidating your GHG inventory.**

Operational control

## C1. Governance

### C1.1

**(C1.1) Is there board-level oversight of climate-related issues within your organization?**

No



## C1.1c

**(C1.1c) Why is there no board-level oversight of climate-related issues and what are your plans to change this in the future?**

	Primary reason	Board-level oversight of climate-related issues will be introduced within the next two years	Please explain
Row 1	Climate change is not currently a board-level priority. Ingram Micro 's executive CSR committee, comprised of a senior vice president, four executive vice presidents and our CFO, receives periodic briefings (at least annually) that include corporate sustainability risks and developments. The committee can decide to escalate issues to the board, if deemed necessary.	No, we do not currently plan to do so	Board oversight hasn't been implemented to-date. The topic will be revisited at the year-end 2020 executive CSR committee meeting.

## C1.2

**(C1.2) Provide the highest management-level position(s) or committee(s) with responsibility for climate-related issues.**

Name of the position(s) and/or committee(s)	Responsibility	Frequency of reporting to the board on climate-related issues
Environment/ Sustainability manager	Both assessing and managing climate-related risks and opportunities	Not reported to the board

## C1.2a

**(C1.2a) Describe where in the organizational structure this/these position(s) and/or committees lie, what their associated responsibilities are, and how climate-related issues are monitored (do not include the names of individuals).**

The senior manager of corporate social responsibility reports to the senior vice president of global operations and engineering, who in turn reports to the CEO. The senior CSR manager provides periodic program updates to a six-member executive committee that includes the SVP of operations and engineering. The role is responsible for all aspects of CSR strategy and management. For climate-related issues specifically, these responsibilities



include: global risk assessments, administering the information management system, data collection strategy and procedures, employee training and support, data analysis and validation, preparing emissions inventories, setting global and facility targets, monitoring and reporting, stakeholder engagement, supplier assessments, and responding to customer inquiries regarding climate action, including completion of SAQs. The senior CSR manager also supports staff at the facility-level as needed, encourages dialogue around climate-related and other CSR issues and periodically presents regulatory, customer and investor trends and significant developments to various internal audiences. Monitoring involves regular reviews of scientific literature, global environmental, socio-economic and geopolitical trends, compliance intelligence, and developments in energy markets, including new technologies. Performance on climate action is reviewed annually based on data collected from approximately 350 facilities worldwide. Asset-level risk evaluations are performed periodically to better understand localized risks.

### C1.3

**(C1.3) Do you provide incentives for the management of climate-related issues, including the attainment of targets?**

	Provide incentives for the management of climate-related issues	Comment
Row 1	No, and we do not plan to introduce them in the next two years	

## C2. Risks and opportunities

### C2.1

**(C2.1) Does your organization have a process for identifying, assessing, and responding to climate-related risks and opportunities?**

Yes

### C2.1a

**(C2.1a) How does your organization define short-, medium- and long-term time horizons?**

	From (years)	To (years)	Comment
Short-term	0	2	Foreseeable future



Medium-term	3	5	Some degree of speculation
Long-term	5	10	Significant degree of speculation

## C2.1b

### (C2.1b) How does your organization define substantive financial or strategic impact on your business?

We've not formally defined this or set a threshold for what we consider financially substantive in the context of climate change. Therefore, we'll list risks in this section that have the potential to be substantive, pending definition.

## C2.2

### (C2.2) Describe your process(es) for identifying, assessing and responding to climate-related risks and opportunities.

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#### Value chain stage(s) covered

Direct operations

#### Risk management process

A specific climate-related risk management process

#### Frequency of assessment

Annually

#### Time horizon(s) covered

Short-term

Medium-term

Long-term

#### Description of process



Our process for assessing global climate-related risks involves regular reviews of scientific literature, global environmental, socio-economic and geopolitical trends (e.g. annual risk report of the World Economic Forum, IPCC reports), compliance intelligence, and developments in energy markets. We participate in sustainable business conferences and draw information from NGO resources (e.g., UN network) to better understand risks and mitigation strategies across various activities. Every three years, we perform a stakeholder engagement process to determine material risk perceived by associates, business partners, customers and communities. We review our materiality matrix annually. In addition, we periodically assess country-level risks from climate change to determine potential community and facility impacts related to climate change. The CSR team performs the risk assessment and communicates results to the executive CSR committee.

## C2.2a

### (C2.2a) Which risk types are considered in your organization's climate-related risk assessments?

	Relevance & inclusion	Please explain
Current regulation	Relevant, always included	Compliance is a basic stakeholder expectation and non-compliance carries financial and reputation risks. We employ a third-party compliance intelligence service to ensure we're aware of current regulation.
Emerging regulation	Relevant, always included	We closely follow global policy developments, so we're aware of regulatory changes that may affect our business. We regularly consult with subject matter experts for updates on global, regional and country-level developments.
Technology	Relevant, always included	As a technology solutions provider and distributor of technology products, we constantly monitor opportunities arising from innovative technologies. We also monitor risks to the technology hardware supply chain.
Legal	Relevant, always included	Our business is at relatively low risk of climate change-related litigation. Our scope 1 and 2 emissions are primarily generated by leased commercial properties. However, in the past year, we've seen an increase in contractual language related to climate action from customers.
Market	Relevant, always included	The chronic effects of climate change may shift markets further toward low-carbon products and away from linear consumption models. Since we rely on OEM products in our sales and distribution channels, lack of adaptation in the manufacturing sector could impact our business. We already participate in take-back schemes and provide repair,





		refurbishment and recycling of electronics to meet demand in these areas. We've also expanded our cloud and as-a-service offerings in response to market demand.
Reputation	Relevant, always included	As a B2B company, we value our reputation with our business partners. Our customers strongly influence the direction of our CSR strategy, often providing very specific expectations or feedback on emissions reduction targets and progress. As a supplier to the largest tech OEMs and telcos around the world, our actions on climate factor into the achievement of their scope 3 emissions targets.
Acute physical	Relevant, always included	Acute risks of climate change have already affected us. Severe weather events disrupted some of our operations in 2017 and resulted in financial impact. One of our buildings also sustained minor flood damage in 2019. As fires, floods, and other severe weather events are predicted to increase in frequency and severity, we have to be prepared for direct impacts to our operating locations at all times.
Chronic physical	Relevant, always included	We're already experiencing chronic climate change effects in the form of heat waves and droughts. While we're not currently measuring productivity losses from chronic physical impacts, we can reasonably assume at least minor losses. In addition, communities in which we operate are impacted and may experience negative economic consequences over time, as evidenced by migration patterns from areas that can no longer sustain their population due to resource depletion. Social stability facilitates business operations, including access to workers and demand for our products and services.

## C2.3

**(C2.3) Have you identified any inherent climate-related risks with the potential to have a substantive financial or strategic impact on your business?**

Yes

## C2.3a

**(C2.3a) Provide details of risks identified with the potential to have a substantive financial or strategic impact on your business.**

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**Identifier**

Risk 1

**Where in the value chain does the risk driver occur?**

Direct operations

**Risk type & Primary climate-related risk driver**

Emerging regulation

Enhanced emissions-reporting obligations

**Primary potential financial impact**

Increased indirect (operating) costs

**Company-specific description**

Emissions reporting requires internal technical staff or consultants. In addition, developing report inputs for a company of our size relies on the collection, validation and analysis of thousands of data points. Data management and reporting are time-consuming activities and increasing demands on staff raise operating costs. In addition to investing into an information management system, we must advance the skill sets of site-level employees who are responsible for data provision. This translates into hundreds of hours in training and system administration.

If reporting requirements move beyond scope 1 and 2 emissions, we'll have to model our scope 3 emissions. If a reporting rule, such as CSR-RUG in Germany expands, potential fines would exceed EUR 10M. Other costs we're not currently incurring include third party assurance and fees for validating a science-based target. If these become regulated or a standard customer contractual requirement, we would see an increase in operating costs to meet this obligation in order to secure our business relationships and maintain compliance. In discussions around the European Green Deal, the European Commission is already proposing improved non-financial disclosures from companies.

**Time horizon**

Medium-term

**Likelihood**

Very likely

**Magnitude of impact**

Medium-low

**Are you able to provide a potential financial impact figure?**

Yes, a single figure estimate

**Potential financial impact figure (currency)**

300,000

**Potential financial impact figure – minimum (currency)**

**Potential financial impact figure – maximum (currency)**

**Explanation of financial impact figure**

The figure includes potential fines for failure to report, where such fines have been established. In the UK, fines for non-reporting are determined on a case-by-case basis. In the Netherlands and Spain, fines are not specified. In France, a judge can impose non-reporting fines.

**Cost of response to risk**

250,000

**Description of response and explanation of cost calculation**

We have deployed an information management system to collect basic site-level energy data globally, calculate local, regional and global scope 1 and 2 greenhouse gas emissions and report our inventory in an annual CSR report and through our CDP supply chain response. We'd have to account for system enhancements to prepare for additional reporting obligations. Additionally, we'd need to invest resources into modeling scope 3 emissions and assurance of our inventory, which is currently voluntary.

**Comment**

Management costs include software fees, staff salaries (prorated according to annual time spent on emissions management tasks), consulting fees and staff training time. While the management costs approach the financial impact from fines alone, they also account for risks of unknown financial impact, such as loss of business, inability to secure business, loss of competitive advantage and reputational impacts.

**Identifier**

Risk 2

**Where in the value chain does the risk driver occur?**

Downstream

**Risk type & Primary climate-related risk driver**

Chronic physical

Rising mean temperatures

**Primary potential financial impact**

Decreased revenues due to reduced production capacity

**Company-specific description**

As a distributor, we rely heavily on third-party transportation services to deliver our products around the world. As average temperatures rise, disruption in transport is likely. Temperatures above 104 degrees Fahrenheit are problematic for airplanes at take-off. Transport infrastructure, including roads, railroads and ports are at increased risk of damage from heat and more frequent freeze-thaw cycles and rerouting in some heavily impacted regions may delay deliveries. Rising temperatures are further associated with loss of worker productivity, increased public health risks, and severe community impacts, such as reduced access to freshwater. The effects of heat on telecommunications infrastructure could indirectly impact revenue from customers in the sector.

**Time horizon**

Long-term

**Likelihood**

Virtually certain

**Magnitude of impact**

Medium

**Are you able to provide a potential financial impact figure?**

No, we do not have this figure



**Potential financial impact figure (currency)**

**Potential financial impact figure – minimum (currency)**

**Potential financial impact figure – maximum (currency)**

**Explanation of financial impact figure**

Supply chain disruption has the potential to cause millions of dollars in losses. Because we have operations in nearly 60 countries, we may encounter various levels of risk depending on the region.

**Cost of response to risk**

150,000

**Description of response and explanation of cost calculation**

Addressing risks in our supply chain requires implementing a supplier responsibility program that involves due diligence and engagement. Without internal resources to manage this process across our global operations, we'd rely on a 3rd party platform for SAQs and data collection, while directly managing engagement with a smaller group of key suppliers.

**Comment**

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**Identifier**

Risk 3

**Where in the value chain does the risk driver occur?**

Downstream

**Risk type & Primary climate-related risk driver**



Legal

Other, please specify

Customer contractual requirements

**Primary potential financial impact**

Decreased revenues due to reduced demand for products and services

**Company-specific description**

More customers are establishing supply chain responsibility programs with mandatory actions for suppliers. In some cases, these requirements are incorporated into contracts.

**Time horizon**

Unknown

**Likelihood**

Unlikely

**Magnitude of impact**

Medium-low

**Are you able to provide a potential financial impact figure?**

No, we do not have this figure

**Potential financial impact figure (currency)**

**Potential financial impact figure – minimum (currency)**

**Potential financial impact figure – maximum (currency)**

**Explanation of financial impact figure**

The inability to meet contractual requirements poses a risk for gaining and retaining business.

**Cost of response to risk**

400,000

**Description of response and explanation of cost calculation**

The CSR department is tasked with customer CSR engagement, responding to requests and translating them into appropriate policies, commitments and targets, and maintaining the data and environmental compliance systems that support these efforts.

**Comment**

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**Identifier**

Risk 4

**Where in the value chain does the risk driver occur?**

Upstream

**Risk type & Primary climate-related risk driver**

Reputation

Increased stakeholder concern or negative stakeholder feedback

**Primary potential financial impact**

Increased credit risk

**Company-specific description**

ESG criteria are increasingly incorporated by financial institutions and investors to determine value, risk and resilience. Low ESG scores have the potential to limit access to funding, for instance by negatively impacting credit ratings or reducing value. Failure to meet ESG performance thresholds may also limit opportunities for an IPO, were we to consider it.

**Time horizon**



Long-term

**Likelihood**

Likely

**Magnitude of impact**

Medium

**Are you able to provide a potential financial impact figure?**

No, we do not have this figure

**Potential financial impact figure (currency)**

**Potential financial impact figure – minimum (currency)**

**Potential financial impact figure – maximum (currency)**

**Explanation of financial impact figure**

Because we have not benchmarked our ESG performance (Ingram Micro is a privately held company), we're unable to assign a financial impact figure.

**Cost of response to risk**

0

**Description of response and explanation of cost calculation**

We take environmental impact reduction measures and have implemented social impact initiatives. Most key sites are ISO 14001 certified and we've established a third party-verified anti-bribery management system. We've developed policies to address business ethics, environmental stewardship, data privacy, human rights, and labor practices.

**Comment**



The costs of managing Risk #3 also account for the management of this risk. Therefore, we're not assigning additional management costs.

## C2.4

**(C2.4) Have you identified any climate-related opportunities with the potential to have a substantive financial or strategic impact on your business?**

Yes

### C2.4a

**(C2.4a) Provide details of opportunities identified with the potential to have a substantive financial or strategic impact on your business.**

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**Identifier**

Opp1

**Where in the value chain does the opportunity occur?**

Downstream

**Opportunity type**

Resource efficiency

**Primary climate-related opportunity driver**

Use of more efficient production and distribution processes

**Primary potential financial impact**

Reduced indirect (operating) costs

**Company-specific description**



Transport efficiency and electrification has the potential to reduce third-party transport expenses. Total cost of ownership and cost-per-mile of hybrid fleets is lower than TCO and cost-per-mile of gasoline-powered fleets. Electric fleet technology is evolving as well.

**Time horizon**

Long-term

**Likelihood**

Likely

**Magnitude of impact**

Medium

**Are you able to provide a potential financial impact figure?**

No, we do not have this figure

**Potential financial impact figure (currency)**

**Potential financial impact figure – minimum (currency)**

**Potential financial impact figure – maximum (currency)**

**Explanation of financial impact figure**

We've not engaged with our transport partners on this topic and have not performed financial impact assessments. However, supplier engagement as part of a supplier responsibility program would be part of the cost to realize the opportunity. We've included that cost in Risk #2.

**Cost to realize opportunity**

**Strategy to realize opportunity and explanation of cost calculation**

Performance of risk and opportunity assessment as part of our engagement with key transport partners globally. Calculation of potential financial impact to determine where we can have an impact relative to long-term gains.

## **Comment**

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### **Identifier**

Opp2

### **Where in the value chain does the opportunity occur?**

Direct operations

### **Opportunity type**

Products and services

### **Primary climate-related opportunity driver**

Development and/or expansion of low emission goods and services

### **Primary potential financial impact**

Increased revenues resulting from increased demand for products and services

### **Company-specific description**

We are already investing in repair and remarketing of used electronics, as well as myriad as-a-service offerings and cloud solutions that reduce the need for hardware. We have an opportunity to expand these business units and provide related value-added services to support customer sustainability/circular economy strategies. With a recently launched IoT business unit, we have opportunities to provide innovative technologies that drive sustainability in cities, institutions and businesses,

### **Time horizon**

Long-term

### **Likelihood**



Likely

**Magnitude of impact**

Medium

**Are you able to provide a potential financial impact figure?**

No, we do not have this figure

**Potential financial impact figure (currency)**

**Potential financial impact figure – minimum (currency)**

**Potential financial impact figure – maximum (currency)**

**Explanation of financial impact figure**

We've not yet evaluated the net financial impact of investing into value-added sustainability services or IoT offerings specific to driving sustainability.

**Cost to realize opportunity**

**Strategy to realize opportunity and explanation of cost calculation**

We continue to invest into electronics repair and recycling, including a recent commitment to attain global e-Stewards certification. We're also significantly expanding our cloud marketplace each year and we've recently established an IoT division.

**Comment**

**Identifier**

Opp3

**Where in the value chain does the opportunity occur?**

Direct operations

**Opportunity type**

Resilience

**Primary climate-related opportunity driver**

Participation in renewable energy programs and adoption of energy-efficiency measures

**Primary potential financial impact**

Increased access to capital

**Company-specific description**

Aggressive climate action is a key contributor to achieving favorable ESG ratings that impact access to capital and increase company value and credit ratings in the long-term.

**Time horizon**

Long-term

**Likelihood**

Virtually certain

**Magnitude of impact**

Medium-low

**Are you able to provide a potential financial impact figure?**

No, we do not have this figure

**Potential financial impact figure (currency)**

**Potential financial impact figure – minimum (currency)**

**Potential financial impact figure – maximum (currency)**

**Explanation of financial impact figure**

While we're developing a roadmap for a renewable energy and emissions reduction strategy, we've not attempted to monetize resilience. However, this action would contribute to mitigating or eliminating risks #2-#4.

**Cost to realize opportunity**

70,000

**Strategy to realize opportunity and explanation of cost calculation**

We're currently developing a road map for emissions reduction and renewable energy to address our scope 1 and 2 emissions. This includes evaluating opportunities and instruments in our global operating regions and evaluating the potential costs and gains of implementing the strategy. The listed cost is an estimate for the development of an initial roadmap.

**Comment**

## **C3. Business Strategy**

### **C3.1**

**(C3.1) Have climate-related risks and opportunities influenced your organization's strategy and/or financial planning?**

No

### **C3.1g**

**(C3.1g) Why have climate-related risks and opportunities not influenced your strategy and/or financial planning?**

The CSR manager periodically communicates climate change-related risks to key company leaders. To date, executive leadership has not found these risks to be substantial enough to be elevated to the board for oversight. Therefore, climate-related risks have not been considered for integration into company strategy or financial planning, outside of providing resources for basic CSR activities, such as energy data tracking and emissions reporting. Opportunities related to climate action occur primarily in our supply chain and can be defined in detail only after we implement a formal supplier responsibility program.

## C4. Targets and performance

### C4.1

**(C4.1) Did you have an emissions target that was active in the reporting year?**

Both absolute and intensity targets

#### C4.1a

**(C4.1a) Provide details of your absolute emissions target(s) and progress made against those targets.**

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**Target reference number**

Abs 1

**Year target was set**

2016

**Target coverage**

Company-wide

**Scope(s) (or Scope 3 category)**

Scope 1+2 (location-based)

**Base year**

2016

**Covered emissions in base year (metric tons CO2e)**

78,732.84

**Covered emissions in base year as % of total base year emissions in selected Scope(s) (or Scope 3 category)**

100

**Target year**

2020

**Targeted reduction from base year (%)**

10

**Covered emissions in target year (metric tons CO2e) [auto-calculated]**

70,859.556

**Covered emissions in reporting year (metric tons CO2e)**

77,199.27

**% of target achieved [auto-calculated]**

19.4781491434

**Target status in reporting year**

Underway

**Is this a science-based target?**

No, but we anticipate setting one in the next 2 years

**Please explain (including target coverage)**

This target covers worldwide facilities where we have operational control. 89 percent of sites by floor space reported actual energy data. We used regional extrapolation to calculate the remaining 11 percent.



## C4.1b

**(C4.1b) Provide details of your emissions intensity target(s) and progress made against those target(s).**

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**Target reference number**

Int 1

**Year target was set**

2017

**Target coverage**

Company-wide

**Scope(s) (or Scope 3 category)**

Scope 1+2 (location-based)

**Intensity metric**

Metric tons CO<sub>2</sub>e per square foot

**Base year**

2016

**Intensity figure in base year (metric tons CO<sub>2</sub>e per unit of activity)**

0.0037

**% of total base year emissions in selected Scope(s) (or Scope 3 category) covered by this intensity figure**

100

**Target year**

2020

**Targeted reduction from base year (%)**

12

**Intensity figure in target year (metric tons CO<sub>2</sub>e per unit of activity) [auto-calculated]**

0.003256

**% change anticipated in absolute Scope 1+2 emissions**

-2.5

**% change anticipated in absolute Scope 3 emissions**

0

**Intensity figure in reporting year (metric tons CO<sub>2</sub>e per unit of activity)**

0.032

**% of target achieved [auto-calculated]**

-6,373.8738738739

**Target status in reporting year**

Achieved

**Is this a science-based target?**

No, but we anticipate setting one in the next 2 years

**Please explain (including target coverage)**

This target covers worldwide facilities where we have operational control. 89 percent of sites by floor space reported actual energy data. We used regional extrapolation to calculate the remaining 11 percent.

## C4.2

**(C4.2) Did you have any other climate-related targets that were active in the reporting year?**

Target(s) to increase low-carbon energy consumption or production

## C4.2a

**(C4.2a) Provide details of your target(s) to increase low-carbon energy consumption or production.**

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**Target reference number**

Low 1

**Year target was set**

2017

**Target coverage**

Company-wide

**Target type: absolute or intensity**

Absolute

**Target type: energy carrier**

Electricity

**Target type: activity**

Consumption

**Target type: energy source**

Renewable energy source(s) only

**Metric (target numerator if reporting an intensity target)**

Percentage

**Target denominator (intensity targets only)**

**Base year**

2017

**Figure or percentage in base year**

1.22

**Target year**

2020

**Figure or percentage in target year**

5

**Figure or percentage in reporting year**

10.42

**% of target achieved [auto-calculated]**

243.3862433862

**Target status in reporting year**

Achieved

**Is this target part of an emissions target?**

Yes. This target impacts our absolute emissions reduction target.

**Is this target part of an overarching initiative?**

No, it's not part of an overarching initiative

**Please explain (including target coverage)**

This target covers worldwide facilities where we have operational control. 89 percent of sites by floor space reported actual energy data. We used regional extrapolation to calculate the remaining 11 percent.



### C4.3

**(C4.3) Did you have emissions reduction initiatives that were active within the reporting year? Note that this can include those in the planning and/or implementation phases.**

Yes

### C4.3a

**(C4.3a) Identify the total number of initiatives at each stage of development, and for those in the implementation stages, the estimated CO2e savings.**

	Number of initiatives	Total estimated annual CO2e savings in metric tonnes CO2e (only for rows marked *)
Under investigation	0	
To be implemented*	3	
Implementation commenced*	0	
Implemented*	0	
Not to be implemented	0	

### C4.3b

**(C4.3b) Provide details on the initiatives implemented in the reporting year in the table below.**

**Initiative category & Initiative type**

Energy efficiency in buildings

Lighting

**Estimated annual CO2e savings (metric tonnes CO2e)**



**Scope(s)**

Scope 2 (location-based)

**Voluntary/Mandatory**

Voluntary

**Annual monetary savings (unit currency – as specified in C0.4)**

**Investment required (unit currency – as specified in C0.4)**

**Payback period**

1-3 years

**Estimated lifetime of the initiative**

3-5 years

**Comment**

We have three planned lighting upgrades for our U.S. facilities in 2020, but the data is not yet available. We will report it in 2021. The reporting team was not able to obtain 2019 project data from global operations, though there've likely been numerous projects that were either completed or are in progress. We're continuing to work on a centralized reporting system for global initiatives.

**C4.3c**

**(C4.3c) What methods do you use to drive investment in emissions reduction activities?**

Method	Comment
Financial optimization calculations	Efficiency projects are a means of reducing operational spend.

## C4.5

**(C4.5) Do you classify any of your existing goods and/or services as low-carbon products or do they enable a third party to avoid GHG emissions?**

Yes

## C4.5a

**(C4.5a) Provide details of your products and/or services that you classify as low-carbon products or that enable a third party to avoid GHG emissions.**

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**Level of aggregation**

Group of products

**Description of product/Group of products**

Repaired and refurbished electronic products.

**Are these low-carbon product(s) or do they enable avoided emissions?**

Avoided emissions

**Taxonomy, project or methodology used to classify product(s) as low-carbon or to calculate avoided emissions**

Other, please specify

EPA EEBC

**% revenue from low carbon product(s) in the reporting year**

0.66

**Comment**

We calculated avoided greenhouse gas emissions from our lifecycle services business using the Electronics Environmental Benefits Calculator. Total avoided greenhouse gas emissions related to our IT Asset Disposition business equaled just over 1 million metric tons. If we extrapolate

this to other business units engaged in these activities, the total is 2-3 million metric tons. The % revenue figure is a rough estimate based on 2018 data.

## C5. Emissions methodology

### C5.1

**(C5.1) Provide your base year and base year emissions (Scopes 1 and 2).**

#### Scope 1

---

**Base year start**

January 1, 2016

**Base year end**

December 31, 2016

**Base year emissions (metric tons CO<sub>2</sub>e)**

19,516

**Comment**

We adjusted our base year scope 1 figure by 2,207 metric tons in 2019 upon identifying a reporting error.

#### Scope 2 (location-based)

---

**Base year start**

January 1, 2016

**Base year end**

December 31, 2016





**Base year emissions (metric tons CO2e)**

59,217.26

**Comment**

We adjusted our base year scope 2 figure by 280 metric tons in 2019 upon identifying minor reporting errors.

**Scope 2 (market-based)**

---

**Base year start**

January 1, 2019

**Base year end**

December 31, 2019

**Base year emissions (metric tons CO2e)**

0

**Comment**

A portion of our electricity purchases is market-based, but we don't have the resources to gather emission factors from suppliers. We're therefore reporting market- and location-based energy as location-based for the time-being.

## **C5.2**

**(C5.2) Select the name of the standard, protocol, or methodology you have used to collect activity data and calculate emissions.**

The Climate Registry: General Reporting Protocol

The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)

US EPA Center for Corporate Climate Leadership: Direct Fugitive Emissions from Refrigeration, Air Conditioning, Fire Suppression, and Industrial Gases

## C6. Emissions data

### C6.1

**(C6.1) What were your organization's gross global Scope 1 emissions in metric tons CO<sub>2</sub>e?**

**Reporting year**

---

**Gross global Scope 1 emissions (metric tons CO<sub>2</sub>e)**

18,847

**Comment**

Includes emissions from natural gas, stationary and mobile diesel fuel, gasoline, propane and refrigerant emissions, as reported by around 89% of our global sites (by floor space). While we extrapolate natural gas, extrapolating other fuels is not a reliable estimation method due to site-level differences in operations.

### C6.2

**(C6.2) Describe your organization's approach to reporting Scope 2 emissions.**

**Row 1**

---

**Scope 2, location-based**

We are reporting a Scope 2, location-based figure

**Scope 2, market-based**

We have operations where we are able to access electricity supplier emission factors or residual emissions factors, but are unable to report a Scope 2, market-based figure

**Comment**

While we might be able to obtain supplier-specific emissions factors for a portion of our portfolio, our CSR department doesn't have the capacity to manage the process. We therefore decided to report a single location-based figure.

## C6.3

**(C6.3) What were your organization's gross global Scope 2 emissions in metric tons CO<sub>2</sub>e?**

**Reporting year**

---

**Scope 2, location-based**

58,353

**Comment**

Includes emissions from purchased electricity, steam and heating.

## C6.4

**(C6.4) Are there any sources (e.g. facilities, specific GHGs, activities, geographies, etc.) of Scope 1 and Scope 2 emissions that are within your selected reporting boundary which are not included in your disclosure?**

No

## C6.5

**(C6.5) Account for your organization's gross global Scope 3 emissions, disclosing and explaining any exclusions.**

**Purchased goods and services**

---

**Evaluation status**

Relevant, not yet calculated

**Please explain**

Certain to be relevant but evaluating emissions from purchased goods and services is a significant undertaking for us. We work with around 2,000 vendors to resell thousands of unique products, in addition to non-inventory purchases of goods and services. We'll consider options for modeling our scope 3 emissions in the future.

## Capital goods

---

### Evaluation status

Not relevant, explanation provided

### Please explain

Since Ingram Micro is primarily a distributor, reseller and service provider, emissions from capital goods are insignificant.

## Fuel-and-energy-related activities (not included in Scope 1 or 2)

---

### Evaluation status

Relevant, calculated

### Metric tonnes CO<sub>2</sub>e

5,908

### Emissions calculation methodology

We calculated emissions for our largest leased data center space using a regional emissions factor . This excludes vendor data center usage on which we rely to sell cloud services. We furthermore calculated losses from electricity transportation and distribution with the GHGP average data method (world), using the World Bank 2014 value of 8.251% (most recent available).

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

95

### Please explain

We obtained actual data for the energy use of our largest directly leased data center space and extrapolated to smaller data centers for which we had no data. We used 89% of our actual global electricity use and 11% of estimated electricity use to calculate T&D losses.

## Upstream transportation and distribution

---

**Evaluation status**

Relevant, not yet calculated

**Please explain**

Certain to be relevant but obtaining this information may not be possible with current resources, due the scope and complexity of our upstream transportation and distribution activities.

**Waste generated in operations**

---

**Evaluation status**

Relevant, not yet calculated

**Please explain**

We've not calculated emissions from waste due to data quality issues. In 2019, 84% of sites reported non-hazardous waste generation and the data improved overall. We therefore expect to calculate emissions from waste for reporting year 2020.

**Business travel**

---

**Evaluation status**

Relevant, calculated

**Metric tonnes CO2e**

19,056

**Emissions calculation methodology**

We use a 3rd party travel services provider to manage flight tracking, but they've not integrated all countries to date. We filled those gaps by obtaining air travel data from individual travel agencies at the country-level. Where available, air travel was categorized by distance and cabin and multiplied by the appropriate GHGP or DEFRA factor (including radiative forcing). To countries that provided data on request (supplemental to travel services provider data), where categorization by distance and cabin was not available, an average DEFRA (Air Passenger Distance - Domestic - Average Class (Radiative Forcing)) factor was applied.

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

100

**Please explain**

Travel agents provided all data. For most countries, we received emissions data. Where we received the data in km, we applied an emissions factor.

**Employee commuting**

---

**Evaluation status**

Relevant, not yet calculated

**Please explain**

Evaluating commuting emissions for 35,000 employees globally would be resource-intensive and has therefore not been undertaken. We'll consider modeling emissions from commuting in the future.

**Upstream leased assets**

---

**Evaluation status**

Not relevant, explanation provided

**Please explain**

Nearly all upstream leased assets are accounted for in scope 1 and 2 emissions. An insignificant percentage of emissions is attributable to temporary storage and 3rd party warehouse space, which is highly variable and difficult to assess.

**Downstream transportation and distribution**

---

**Evaluation status**

Relevant, not yet calculated

**Please explain**

Aggregating emissions from downstream transportation globally will be extremely challenging based on the scope, complexity and number of global distribution partners engaged in this aspect of our value chain.

### Processing of sold products

---

**Evaluation status**

Not relevant, explanation provided

**Please explain**

Our products generally do not require further processing by downstream manufacturers.

### Use of sold products

---

**Evaluation status**

Relevant, not yet calculated

**Please explain**

We resell millions of products per year and we may consider modeling emissions in this category in the future.

### End of life treatment of sold products

---

**Evaluation status**

Relevant, not yet calculated

**Please explain**

We'll consider modeling end of life treatment-related emissions in the future, as we have no data to draw from.

### Downstream leased assets

---

**Evaluation status**

Not relevant, explanation provided

**Please explain**

We do not lease owned assets and we sublease less than 0.3% of total floor space, which is insignificant in terms of emissions.

### Franchises

---



**Evaluation status**

Not relevant, explanation provided

**Please explain**

We don't operate any franchises.

**Investments**

---

**Evaluation status**

Not relevant, explanation provided

**Please explain**

We don't operate any significant investments.

**Other (upstream)**

---

**Evaluation status**

**Please explain**

**Other (downstream)**

---

**Evaluation status**

**Please explain**

**C6.7**

**(C6.7) Are carbon dioxide emissions from biogenic carbon relevant to your organization?**



No

## C6.10

**(C6.10) Describe your gross global combined Scope 1 and 2 emissions for the reporting year in metric tons CO<sub>2</sub>e per unit currency total revenue and provide any additional intensity metrics that are appropriate to your business operations.**

---

**Intensity figure**

0.0000016

**Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO<sub>2</sub>e)**

77,199.27

**Metric denominator**

unit total revenue

**Metric denominator: Unit total**

47,196,948,000

**Scope 2 figure used**

Location-based

**% change from previous year**

5.09

**Direction of change**

Increased

**Reason for change**

Our revenue decreased as we focused on lower-revenue but higher-margin business. While our absolute emissions decreased slightly, it was not proportionate to the decrease in revenue.

---

**Intensity figure**

0.0033

**Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO2e)**

77,199.27

**Metric denominator**

square foot

**Metric denominator: Unit total**

23,393,286

**Scope 2 figure used**

Location-based

**% change from previous year**

3.31

**Direction of change**

Decreased

**Reason for change**

Our floor space increased slightly YOY, while our absolute emissions decreased slightly.

---

**Intensity figure**

2.2

**Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO2e)**

77,199.27



**Metric denominator**

full time equivalent (FTE) employee

**Metric denominator: Unit total**

35,063

**Scope 2 figure used**

Location-based

**% change from previous year**

1.87

**Direction of change**

Decreased

**Reason for change**

Our headcount for permanent employees increased slightly, while our absolute emissions decreased slightly.

## C7. Emissions breakdowns

### C7.1

**(C7.1) Does your organization break down its Scope 1 emissions by greenhouse gas type?**

Yes

#### C7.1a

**(C7.1a) Break down your total gross global Scope 1 emissions by greenhouse gas type and provide the source of each used greenhouse warming potential (GWP).**

Greenhouse gas	Scope 1 emissions (metric tons of CO2e)	GWP Reference
----------------	---	---------------



CO2	17,516.35	IPCC Fourth Assessment Report (AR4 - 100 year)
CH4	7.88	IPCC Fourth Assessment Report (AR4 - 100 year)
N2O	772.44	IPCC Fourth Assessment Report (AR4 - 100 year)
HFCs	550	Other, please specify ASHRAE Standard 34

## C7.2

**(C7.2) Break down your total gross global Scope 1 emissions by country/region.**

Country/Region	Scope 1 emissions (metric tons CO2e)
Europe, Middle East and Africa (EMEA)	7,991
Asia Pacific (or JAPA)	145
North America	10,549
Latin America (LATAM)	162

## C7.3

**(C7.3) Indicate which gross global Scope 1 emissions breakdowns you are able to provide.**

By facility

By activity

## C7.3b

**(C7.3b) Break down your total gross global Scope 1 emissions by business facility.**

📎 Scope 1 and 2 by Facility.xls



Facility	Scope 1 emissions (metric tons CO2e)	Latitude	Longitude
Due to the number of facilities, we are unable to enter them individually and are instead attaching an Excel file with facility-level emissions. We are attaching scope 2 facility-level emissions here, too, because there is no attachment option for C7.6b.	18,847		

### C7.3c

**(C7.3c) Break down your total gross global Scope 1 emissions by business activity.**

Activity	Scope 1 emissions (metric tons CO2e)
Administrative	3,332.5
Repair and processing (Some repair activities occur in warehouses and can't be tracked separately. These are excluded from this figure and included in warehousing.)	2,085.29
Warehousing	12,878.89
HVAC	550

### C7.5

**(C7.5) Break down your total gross global Scope 2 emissions by country/region.**

Country/Region	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)	Purchased and consumed electricity, heat, steam or cooling (MWh)	Purchased and consumed low-carbon electricity, heat, steam or cooling accounted for in Scope 2 market-based approach (MWh)
Europe, Middle East and Africa (EMEA)	18,769.78	0	3,459.57	0
Asia Pacific (or JAPA)	9,739.5	0	0	0



North America	28,427.87	0	0	0
Latin America (LATAM)	1,415.45	0	0	0

## C7.6

**(C7.6) Indicate which gross global Scope 2 emissions breakdowns you are able to provide.**

By facility

By activity

### C7.6b

**(C7.6b) Break down your total gross global Scope 2 emissions by business facility.**

Facility	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)
Due to the number of facilities, we are unable to enter them individually and are instead attaching an Excel file with facility-level emissions. See attachment in C7.3b.	58,353	0

### C7.6c

**(C7.6c) Break down your total gross global Scope 2 emissions by business activity.**

Activity	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)
Administrative	9,913.31	0
Repair and reverse logistics (Some repair/RL activities occur in fulfillment warehouses and can't be tracked separately. These are excluded from this figure and included in warehousing.)	4,639.38	0
Warehousing	43,835.64	0

## C7.9

**(C7.9) How do your gross global emissions (Scope 1 and 2 combined) for the reporting year compare to those of the previous reporting year?**

Decreased

### C7.9a

**(C7.9a) Identify the reasons for any change in your gross global emissions (Scope 1 and 2 combined), and for each of them specify how your emissions compare to the previous year.**

	Change in emissions (metric tons CO2e)	Direction of change	Emissions value (percentage)	Please explain calculation
Change in renewable energy consumption	4,489	Increased	0.11	Step 1: We calculated the value for metric tons CO2e per MWh of scope 1+2 energy use in 2019. Step 2: We then deducted 2018 renewables in MWh from the 2019 value and multiplied the result by the factor obtained in step 1.
Other emissions reduction activities	0	No change	0	
Divestment	0	No change	0	There probably are minor net changes due to divestment, but we are not currently tracking them.
Acquisitions	0	No change	0	There probably are minor net changes due to acquisitions, but we are not currently tracking them.
Mergers	0	No change	0	
Change in output	5,001	Decreased	6.34	Based on change in revenue, we would have expected a decrease of 5,062 mt.
Change in methodology	150	Increased	0.19	We've updated our emission factor set in 2019.

Change in boundary	0	No change	0	
Change in physical operating conditions	0	No change	0	
Unidentified	3,388	Increased	4.3	Based on a slight increase in renewable energy, a slight decrease in output, and an emission factor update, we would expect emissions to decrease by 6.34% in 2019 compared to 2018, but actual CO2e decreased by only 2.05%. Factors like acquisitions or errors in site-level data reporting likely contributed.
Other	0	No change	0	

### C7.9b

**(C7.9b) Are your emissions performance calculations in C7.9 and C7.9a based on a location-based Scope 2 emissions figure or a market-based Scope 2 emissions figure?**

Location-based

## C8. Energy

### C8.1

**(C8.1) What percentage of your total operational spend in the reporting year was on energy?**

More than 0% but less than or equal to 5%

### C8.2

**(C8.2) Select which energy-related activities your organization has undertaken.**



	Indicate whether your organization undertook this energy-related activity in the reporting year
Consumption of fuel (excluding feedstocks)	Yes
Consumption of purchased or acquired electricity	Yes
Consumption of purchased or acquired heat	Yes
Consumption of purchased or acquired steam	Yes
Consumption of purchased or acquired cooling	No
Generation of electricity, heat, steam, or cooling	No

## C8.2a

**(C8.2a) Report your organization’s energy consumption totals (excluding feedstocks) in MWh.**

	Heating value	MWh from renewable sources	MWh from non-renewable sources	Total (renewable and non-renewable) MWh
Consumption of fuel (excluding feedstock)	Unable to confirm heating value	0	91,958	91,958
Consumption of purchased or acquired electricity		14,451	138,646	153,097
Consumption of purchased or acquired heat		0	3,414	3,414
Consumption of purchased or acquired steam		0	45	45
Total energy consumption		14,451	234,064	248,515

## C8.2b

**(C8.2b) Select the applications of your organization’s consumption of fuel.**

	Indicate whether your organization undertakes this fuel application
Consumption of fuel for the generation of electricity	Yes
Consumption of fuel for the generation of heat	Yes
Consumption of fuel for the generation of steam	No
Consumption of fuel for the generation of cooling	No
Consumption of fuel for co-generation or tri-generation	No

## C8.2c

**(C8.2c) State how much fuel in MWh your organization has consumed (excluding feedstocks) by fuel type.**

**Fuels (excluding feedstocks)**

Diesel

**Heating value**

Unable to confirm heating value

**Total fuel MWh consumed by the organization**

9,961.53

**MWh fuel consumed for self-generation of electricity**

1,083.34

**MWh fuel consumed for self-generation of heat**

0

**Emission factor**

10.16



**Unit**

kg CO2 per gallon

**Emissions factor source**

[https://www.eia.gov/environment/emissions/co2\\_vol\\_mass.php](https://www.eia.gov/environment/emissions/co2_vol_mass.php)

**Comment**

Mobile diesel fuel is used in company-owned or leased vehicles. Stationary diesel fuel is used in emergency generators to produce electricity in the absence of other sources.

---

**Fuels (excluding feedstocks)**

Natural Gas

**Heating value**

Unable to confirm heating value

**Total fuel MWh consumed by the organization**

81,838.84

**MWh fuel consumed for self-generation of electricity**

0

**MWh fuel consumed for self-generation of heat**

81,838.84

**Emission factor**

53.07

**Unit**

kg CO2 per million Btu

**Emissions factor source**

[https://www.eia.gov/environment/emissions/co2\\_vol\\_mass.php](https://www.eia.gov/environment/emissions/co2_vol_mass.php)

**Comment**

Used to heat buildings.

---

**Fuels (excluding feedstocks)**

Motor Gasoline

**Heating value**

Unable to confirm heating value

**Total fuel MWh consumed by the organization**

3.46

**MWh fuel consumed for self-generation of electricity**

0

**MWh fuel consumed for self-generation of heat**

0

**Emission factor**

8.89

**Unit**

kg CO2 per gallon

**Emissions factor source**

[https://www.eia.gov/environment/emissions/co2\\_vol\\_mass.php](https://www.eia.gov/environment/emissions/co2_vol_mass.php)

**Comment**

Company-owned or leased vehicles. This fuel is likely to be under-reported.

---

**Fuels (excluding feedstocks)**

Propane Liquid

**Heating value**

Unable to confirm heating value

**Total fuel MWh consumed by the organization**

154.19

**MWh fuel consumed for self-generation of electricity**

0

**MWh fuel consumed for self-generation of heat**

0

**Emission factor**

5.76

**Unit**

kg CO2 per gallon

**Emissions factor source**

[https://www.eia.gov/environment/emissions/co2\\_vol\\_mass.php](https://www.eia.gov/environment/emissions/co2_vol_mass.php)

**Comment**

Propane is used in industrial trucks.

## C9. Additional metrics

### C9.1

**(C9.1) Provide any additional climate-related metrics relevant to your business.**

---

**Description**

Waste

**Metric value**

7,871

**Metric numerator**

metric tons of waste (landfilled or incinerated)

**Metric denominator (intensity metric only)**

None-we measure waste in absolute terms

**% change from previous year**

5.75

**Direction of change**

Decreased

**Please explain**

While we've significantly improved our data set for waste generation in 2019, we have yet to calculate GHG emissions from waste disposed in landfills. We plan to include this indicator as we begin modeling our scope 3 emissions more comprehensively.



## C10. Verification

### C10.1

**(C10.1) Indicate the verification/assurance status that applies to your reported emissions.**

	Verification/assurance status
Scope 1	No third-party verification or assurance
Scope 2 (location-based or market-based)	No third-party verification or assurance
Scope 3	No third-party verification or assurance

### C10.2

**(C10.2) Do you verify any climate-related information reported in your CDP disclosure other than the emissions figures reported in C6.1, C6.3, and C6.5?**

No, we do not verify any other climate-related information reported in our CDP disclosure

## C11. Carbon pricing

### C11.1

**(C11.1) Are any of your operations or activities regulated by a carbon pricing system (i.e. ETS, Cap & Trade or Carbon Tax)?**

No, and we do not anticipate being regulated in the next three years

### C11.2

**(C11.2) Has your organization originated or purchased any project-based carbon credits within the reporting period?**

No

## C11.3

### **(C11.3) Does your organization use an internal price on carbon?**

No, and we do not currently anticipate doing so in the next two years

## C12. Engagement

### C12.1

#### **(C12.1) Do you engage with your value chain on climate-related issues?**

Yes, our suppliers

Yes, our customers

Yes, other partners in the value chain

### C12.1a

#### **(C12.1a) Provide details of your climate-related supplier engagement strategy.**

---

##### **Type of engagement**

Information collection (understanding supplier behavior)

##### **Details of engagement**

Other, please specify

Collect general information on approach to climate action, such as policies, as part of a pilot program

##### **% of suppliers by number**

3



**% total procurement spend (direct and indirect)**

**% of supplier-related Scope 3 emissions as reported in C6.5**

**Rationale for the coverage of your engagement**

We launched a pilot project in 2019 to assess 100 key suppliers for environmental, human rights, labor, ethics and responsible purchasing risks. Given the timeframe and resources available for the project, this was a manageable number of suppliers. As part of this engagement with EcoVadis, we've also requested that the platform be enhanced to share emissions data with customers evaluating their suppliers.

**Impact of engagement, including measures of success**

The pilot project was challenging, as many suppliers requested to participate declined to do so. We identified opportunities to improve supplier contact management. We found that most of the inventory suppliers we assessed had programs in place to address climate-related risks, while most non-inventory suppliers we assessed did not. The pilot project provided us with focus areas as we move forward with assessing supplier risk and collecting emissions data.

**Comment**

## **C12.1b**

**(C12.1b) Give details of your climate-related engagement strategy with your customers.**

---

**Type of engagement**

Education/information sharing

**Details of engagement**

Share information about your products and relevant certification schemes (i.e. Energy STAR)

**% of customers by number**

0

**% of customer - related Scope 3 emissions as reported in C6.5**

0

**Please explain the rationale for selecting this group of customers and scope of engagement**

We engage with a small number of customers on climate-related issues. These engagements were initiated by our customers in all cases and include provision of periodic custom reports to allocate customer emissions and other environmental indicators; participating in workshops and training; and discussions related to climate strategy, goals, etc.

**Impact of engagement, including measures of success**

None

## C12.1d

**(C12.1d) Give details of your climate-related engagement strategy with other partners in the value chain.**

In 2019, we directly engaged with members of our communities, including non-profit organizations, academics and agency representatives, as well as employees, to update our CSR materiality assessment. Energy and emissions once again emerged as the top environmental priority for stakeholders.

## C12.3

**(C12.3) Do you engage in activities that could either directly or indirectly influence public policy on climate-related issues through any of the following?**

Trade associations

## C12.3b

**(C12.3b) Are you on the board of any trade associations or do you provide funding beyond membership?**

No

## C12.3f

**(C12.3f) What processes do you have in place to ensure that all of your direct and indirect activities that influence policy are consistent with your overall climate change strategy?**

We've only engaged in two policy-related actions during past 3 years, one unrelated to climate action and one with indirect climate change impacts (advocacy for the Responsible Electronics Recycling Act). We review the positions of associations and non-profit organizations we support to ensure they're aligned with our policy on environmental stewardship.

## C12.4

**(C12.4) Have you published information about your organization's response to climate change and GHG emissions performance for this reporting year in places other than in your CDP response? If so, please attach the publication(s).**

---

### **Publication**

In voluntary sustainability report

### **Status**

Underway – previous year attached

### **Attach the document**

### **Page/Section reference**

The report can be accessed here: <https://database.globalreporting.org/reports/75623/>

Direct link to emissions management approach: <https://digital.globalreporting.org/public/report/disclosure/31838/>

### **Content elements**

Governance

Strategy



Risks & opportunities  
Emissions figures  
Emission targets

**Comment**

## C15. Signoff

### C-FI

**(C-FI) Use this field to provide any additional information or context that you feel is relevant to your organization's response. Please note that this field is optional and is not scored.**

### C15.1

**(C15.1) Provide details for the person that has signed off (approved) your CDP climate change response.**

	<b>Job title</b>	<b>Corresponding job category</b>
Row 1	Senior Manager, Corporate Social Responsibility	Environment/Sustainability manager