



Welcome to your CDP Water Security Questionnaire 2020

W0. Introduction

W0.1

(W0.1) Give a general description of 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 58 countries with 35,000 associates globally. Ingram Micro represents more than 1,700 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 more than 250 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 and a commitment to meet the needs of our diverse stakeholders worldwide. To begin, we developed a water risk assessment and materiality matrix in 2016 for our global operations and found that water was not deemed a material aspect by our stakeholders. Water use at Ingram Micro is primarily from employee consumption in kitchens and restrooms and from standard maintenance. We don't withdraw groundwater and aside from minor applications, like parts washing, we don't use water in operational processes. When we repeated our stakeholder engagement process in 2019, water continued to be of lower priority to stakeholders, but no longer immaterial, likely because stakeholders better understand supply chain impacts on our business. We'll continue to periodically assess water scarcity in operational regions and monitor global consumption, but our most significant opportunity to reduce water use lies within our supply chain. As we develop a supplier responsibility program, we'll evaluate how to collect water data and engage with suppliers in regions and sectors with high water risk.



W0.2

(W0.2) State the start and end date of the year for which you are reporting data.

	Start date	End date
Reporting year	January 1, 2019	December 31, 2019

W0.3

(W0.3) 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
- Ecuador
- Egypt
- Finland
- France



Germany
Hungary
India
Indonesia
Italy
Lebanon
Malaysia
Mexico
Morocco
Netherlands
New Zealand
North Macedonia
Norway
Peru
Philippines
Poland
Portugal
Puerto Rico
Romania
Russian Federation
Saudi Arabia
Serbia
Singapore
Slovakia
Slovenia
Spain
Sri Lanka
Sweden
Switzerland
Thailand

Turkey
United Arab Emirates
United Kingdom of Great Britain and Northern Ireland
United States of America
Uruguay

W0.4

(W0.4) Select the currency used for all financial information disclosed throughout your response.

USD

W0.5

(W0.5) Select the option that best describes the reporting boundary for companies, entities, or groups for which water impacts on your business are being reported.

Companies, entities or groups over which operational control is exercised

W0.6

(W0.6) Within this boundary, are there any geographies, facilities, water aspects, or other exclusions from your disclosure?

No

W1. Current state

W1.1

(W1.1) Rate the importance (current and future) of water quality and water quantity to the success of your business.

	Direct use importance rating	Indirect use importance rating	Please explain
Sufficient amounts of good quality freshwater available for use	Important	Important	Good quality freshwater is preferable for consumption by our 35K associates and for all workers around the world. However, lower-quality purified water is a viable alternative. While manufacturing processes currently benefit from ultra-purified freshwater, advances in purification technology and desalination are likely to make lower-quality water sources suitable for these applications. This response is specific to direct business impact and not considering the indirect vital importance of freshwater to ecosystems, viable communities, food production, prevention of subsidence, etc.
Sufficient amounts of recycled, brackish and/or produced water available for use	Important	Vital	In the absence of quality freshwater, we would rely on recycled water for maintenance activities and minor cleaning applications. Recycled water is adequate for usage in restrooms and can potentially be purified for drinking water. For our supply chain, access to recycled water in the absence of freshwater is vital. From cooling data centers to manufacturing electronics, the industry relies heavily on water. Produced or recycled water would need to be suitable for ultra-purification for some applications (e.g., semiconductors, chips).

W1.2

(W1.2) Across all your operations, what proportion of the following water aspects are regularly measured and monitored?

	% of sites/facilities/operations	Please explain
Water withdrawals – total volumes	Not relevant	Ingram Micro does not withdraw groundwater.
Water withdrawals – volumes by source	Not relevant	Ingram Micro does not withdraw groundwater.
Water withdrawals quality	Not monitored	Our water is provided by municipalities and water districts. These entities perform quality assessments and must comply with drinking water standards.



Water discharges – total volumes	Not relevant	We don't engage in discharges of wastewater into the environment.
Water discharges – volumes by destination	Not relevant	We don't engage in discharges of wastewater into the environment.
Water discharges – volumes by treatment method	Not relevant	We don't engage in discharges of wastewater into the environment.
Water discharge quality – by standard effluent parameters	Not relevant	We don't engage in discharges of wastewater into the environment.
Water discharge quality – temperature	Not relevant	We obtain our water from managed water systems and discharge to municipal or district wastewater treatment plants.
Water consumption – total volume	76-99	80% of our global facilities report total water use within our buildings during each reporting year. We extrapolate for the remaining 20%. Lack of data is primarily an issue in multi-tenant buildings, where building owners don't submeter tenant spaces.
Water recycled/reused	100%	All our facilities report recycled water use , though we believe there is a significant margin of error due to misunderstanding water invoices or lack of awareness about how local water districts manage water.
The provision of fully-functioning, safely managed WASH services to all workers	100%	All Ingram Micro locations have access to WASH services, either via adequate infrastructure or through the purchase of filtered drinking water.

W1.2b

(W1.2b) What are the total volumes of water withdrawn, discharged, and consumed across all your operations, and how do these volumes compare to the previous reporting year?

	Volume (megaliters/year)	Comparison with previous reporting year	Please explain
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Total withdrawals	0	About the same	We don't engage in water withdrawals, as we primarily use district or municipal water.
Total discharges			We do not measure discharges of wastewater, the primary source of which is sewage generated by workers.
Total consumption	431	Lower	Includes a 20% extrapolation for sites unable to obtain water data. The need for extrapolation increases the margin of error.

W1.2d

(W1.2d) Indicate whether water is withdrawn from areas with water stress and provide the proportion.

	Withdrawals are from areas with water stress	% withdrawn from areas with water stress	Comparison with previous reporting year	Identification tool	Please explain
Row 1	Yes	26-50	This is our first year of measurement	WRI Aqueduct	While we don't directly withdraw water, we did analyze our global locations for water stress and found that 35% of our facilities are located in extremely high and high water stress areas.

W1.4

(W1.4) Do you engage with your value chain on water-related issues?

No, we do not engage on water with our value chain

W1.4d

(W1.4d) Why do you not engage with any stages of your value chain on water-related issues and what are your plans?

Primary reason	Please explain
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Row 1	We are planning to do so within the next two years	Water is a far more important resource to our suppliers than it is to us. OEMs for whom we distribute products have advanced water management programs in place, but we do have opportunities to address water use in our non-inventory supply chain. We plan to address water as part of a broader supplier responsibility program.
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W2. Business impacts

W2.1

(W2.1) Has your organization experienced any detrimental water-related impacts?

No

W2.2

(W2.2) In the reporting year, was your organization subject to any fines, enforcement orders, and/or other penalties for water-related regulatory violations?

No

W3. Procedures

W3.3

(W3.3) Does your organization undertake a water-related risk assessment?

Yes, water-related risks are assessed

W3.3a

(W3.3a) Select the options that best describe your procedures for identifying and assessing water-related risks.



Direct operations

Coverage

Full

Risk assessment procedure

Water risks are assessed as a standalone issue

Frequency of assessment

Not defined

How far into the future are risks considered?

1 to 3 years

Type of tools and methods used

Databases

Tools and methods used

Other, please specify

WRI Aqueduct Water Risk Atlas

Comment

We performed a risk assessment in 2016 and published our findings in our 2016 CSR report. We may repeat this assessment at a later date, but because our CSR department is staffed by only three associates, we have to prioritize aspects most important to our stakeholders, including energy and emissions, waste, recycling and materials.

Supply chain

Coverage

None

Comment

Other stages of the value chain

Coverage

None

Comment

W3.3b

(W3.3b) Which of the following contextual issues are considered in your organization’s water-related risk assessments?

	Relevance & inclusion	Please explain
Water availability at a basin/catchment level	Relevant, always included	This is included in the WRI tool. We did not outline our own criteria for the assessment.
Water quality at a basin/catchment level	Relevant, always included	This is included in the WRI tool. We did not outline our own criteria for the assessment.
Stakeholder conflicts concerning water resources at a basin/catchment level	Not considered	This issue would be addressed by OEMs with their direct suppliers. As a reseller/distributor, we have no visibility to OEM suppliers.
Implications of water on your key commodities/raw materials	Not considered	Ingram Micro does not manufacture/procure raw materials.
Water-related regulatory frameworks	Relevant, always included	This is included in the WRI tool. We did not outline our own criteria for the assessment.
Status of ecosystems and habitats	Not considered	While this was included in the WRI Aqueduct dataset in 2016, it didn't appear in our 2019 assessment.
Access to fully-functioning, safely managed WASH services for all employees	Relevant, not included	All our facilities provide WASH services to employees, but this assessment was not included in our risk map.

Other contextual issues, please specify	Not considered	
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W3.3c

(W3.3c) Which of the following stakeholders are considered in your organization’s water-related risk assessments?

	Relevance & inclusion	Please explain
Customers	Not relevant, included	Our customers don't consider water to be a significant risk for us and there is no direct link between our water use and the products and services we provide to our customers.
Employees	Relevant, always included	Our assessment aimed to evaluate if there are immediate risks to water availability for our associates and the communities in which we operate, wherefore stakeholders were limited to these two groups.
Investors	Not relevant, explanation provided	As a privately-held company, this is not relevant to us.
Local communities	Relevant, always included	Our assessment aimed to evaluate if there are immediate risks to water availability for our associates and the communities in which we operate, wherefore stakeholders were limited to these two groups.
NGOs	Not relevant, included	According to our stakeholder dialogue, our water use is not considered to be material by NGOs.
Other water users at a basin/catchment level	Not considered	
Regulators	Relevant, always included	Water-related compliance is part of our overall environmental compliance program. Basic regulations apply to our operations in some countries (e.g. stormwater).
River basin management authorities	Not considered	
Statutory special interest groups at a local level	Not considered	



Suppliers	Relevant, not included	Water is a critical resource for our inventory suppliers, most of whom are manufacturers. We have no visibility to their suppliers, which makes it difficult for us to assess resource challenges. However, we intend to incorporate water issues into our supplier responsibility program.
Water utilities at a local level	Not considered	
Other stakeholder, please specify	Not considered	

W3.3d

(W3.3d) Describe your organization’s process for identifying, assessing, and responding to water-related risks within your direct operations and other stages of your value chain.

We do not presently have a process to respond to water-related risks. Direct water-related risks are low and we're developing a program to evaluate supplier water risk among other environmental impacts.

W4. Risks and opportunities

W4.1

(W4.1) Have you identified any inherent water-related risks with the potential to have a substantive financial or strategic impact on your business?

Yes, only in our value chain beyond our direct operations

W4.1a

(W4.1a) How does your organization define substantive financial or strategic impact on your business?



Substantive impacts would disrupt our ability to deliver products or services to our customers, interfere with meeting the needs of our staff or substantially increase operating expenses and reduce profitability.

W4.1b

(W4.1b) What is the total number of facilities exposed to water risks with the potential to have a substantive financial or strategic impact on your business, and what proportion of your company-wide facilities does this represent?

	Total number of facilities exposed to water risk	% company-wide facilities this represents	Comment
Row 1	0	Less than 1%	We operate globally and are unable to determine if or which specific sites would be affected by supply chain disruption. We can predict that global water management in a business-as-usual scenario may affect our ability to provide the same products and services we're providing today.

W4.1c

(W4.1c) By river basin, what is the number and proportion of facilities exposed to water risks that could have a substantive financial or strategic impact on your business, and what is the potential business impact associated with those facilities?

W4.2a

(W4.2a) Provide details of risks identified within your value chain (beyond direct operations) with the potential to have a substantive financial or strategic impact on your business, and your response to those risks.



W4.2b

(W4.2b) Why does your organization not consider itself exposed to water risks in its direct operations with the potential to have a substantive financial or strategic impact?

	Primary reason	Please explain
Row 1	Risks exist, but no substantive impact anticipated	We have low water risk in direct operations, because water use is limited to associate consumption and regular maintenance tasks (e.g., cleaning). We also lease most of our occupied real estate, wherefore water service and cost is generally part of a broader service agreement.

W4.3

(W4.3) Have you identified any water-related opportunities with the potential to have a substantive financial or strategic impact on your business?

No

W4.3b

(W4.3b) Why does your organization not consider itself to have water-related opportunities?

	Primary reason	Please explain
Row 1	Opportunities exist, but none with potential to have a substantive financial or strategic impact on business	Our opportunities are quite limited and have already been realized in many of our buildings. For instance, we occupy several LEED-certified properties and have installed water-saving features in restrooms and break areas. Since most of our properties are leased, water use is included among other services. Our global water budget relative to the size of our permanent workforce and working days per year is currently at 95% of the minimum UN recommendation of daily per-person water use. However, we also employ up to 30K contingent workers per year. If full-time equivalents for contingent workers were included, per capita use would be even lower.



W6. Governance

W6.1

(W6.1) Does your organization have a water policy?

No

W6.2

(W6.2) Is there board level oversight of water-related issues within your organization?

No

W6.2c

(W6.2c) Why is there no board-level oversight of water-related issues and what are your plans to change this in the future?

	Primary reason	Board level oversight of water-related issues will be introduced in the next two years	Please explain
Row 1	Water is not considered to be a direct risk for our operations.	No	Unless water is identified as a direct business risk in future assessments, we do not foresee board-level oversight.

W6.3

(W6.3) Provide the highest management-level position(s) or committee(s) with responsibility for water-related issues (do not include the names of individuals).

Name of the position(s) and/or committee(s)

Environment/Sustainability manager



Responsibility

Both assessing and managing water-related risks and opportunities

Frequency of reporting to the board on water-related issues

Not reported to board

Please explain

Facility staff is encouraged to conserve water per our environmental stewardship policy. The CSR manager collects water data and reports water consumption in the annual CSR report. The CSR manager also performs periodic risk assessments and includes water as a topic in the stakeholder engagement process to determine its materiality rating.

W6.4

(W6.4) Do you provide incentives to C-suite employees or board members for the management of water-related issues?

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

W6.5

(W6.5) Do you engage in activities that could either directly or indirectly influence public policy on water through any of the following?

No

W6.6

(W6.6) Did your organization include information about its response to water-related risks in its most recent mainstream financial report?

No, and we have no plans to do so



W7. Business strategy

W7.1

(W7.1) Are water-related issues integrated into any aspects of your long-term strategic business plan, and if so how?

	Are water-related issues integrated?	Long-term time horizon (years)	Please explain
Long-term business objectives	No, water-related issues were reviewed but not considered as strategically relevant/significant	5-10	We have not identified water issues that are relevant within the next 5 years. We are aware that water issues have the potential to disrupt our supply chain in the longer term.
Strategy for achieving long-term objectives	No, water-related issues were reviewed but not considered as strategically relevant/significant	5-10	We have not identified any water issues that may be relevant to achieving our long-term objectives (5 years).
Financial planning	No, water-related issues were reviewed but not considered as strategically relevant/significant	5-10	Outside of utility budgets, we have not identified water issues that need to be integrated into financial planning.

W7.2

(W7.2) What is the trend in your organization’s water-related capital expenditure (CAPEX) and operating expenditure (OPEX) for the reporting year, and the anticipated trend for the next reporting year?

Row 1

Water-related CAPEX (+/- % change)

0

Anticipated forward trend for CAPEX (+/- % change)



0

Water-related OPEX (+/- % change)

Anticipated forward trend for OPEX (+/- % change)

Please explain

We have no planned water-related capital expenditures. Operating expenses related to water are from water use only and our spend data is not reliable, because we often pay water expenses as part of broader service agreements.

W7.3

(W7.3) Does your organization use climate-related scenario analysis to inform its business strategy?

	Use of climate-related scenario analysis	Comment
Row 1	No plans for the next two years	

W7.4

(W7.4) Does your company use an internal price on water?

Row 1

Does your company use an internal price on water?

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

Please explain



The cost of deploying and tracking an internal price on water would outweigh potential water savings, given current water pricing. We have limited opportunity to achieve water efficiency through an internal water price, as we already have water efficiency features in many facilities (often installed by building owners) and our use is primarily from restroom and kitchen use, as well as standard maintenance activities.

W8. Targets

W8.1

(W8.1) Describe your approach to setting and monitoring water-related targets and/or goals.

	Levels for targets and/or goals
Row 1	Our company sets no targets or goals

W8.1c

(W8.1c) Why do you not have water target(s) or goal(s) and what are your plans to develop these in the future?

	Primary reason	Please explain
Row 1	Judged to be unimportant, explanation provided	Water is not a risk factor for our operations. In addition, a significant number of our sites do not have access to actual water data and rely on proration from building owners or per capita estimation. Setting targets against data with such a high margin of error would not be particularly meaningful. We monitor our water use and compare it to the UN recommendation for per capita water use to evaluate if consumption is reasonable relative to the size of our workforce.

W9. Verification

W9.1

(W9.1) Do you verify any other water information reported in your CDP disclosure (not already covered by W5.1a)?

No, we do not currently verify any other water information reported in our CDP disclosure



W10. Sign off

W-FI

(W-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.

As a distributor and service provider, we don't rely on water for our internal business processes. There is significant risk of supply chain disruption from water-related risks of our trade partners. However, we have no influence over the supply chains of our vendor partners. We do have an opportunity to address water risk in our non-inventory supply chain and plan to include water risk in future supplier assessments.

W10.1

(W10.1) Provide details for the person that has signed off (approved) your CDP water response.

	Job title	Corresponding job category
Row 1	Sr. Manager, Corporate Social Responsibility	Environment/Sustainability manager

W10.2

(W10.2) Please indicate whether your organization agrees for CDP to transfer your publicly disclosed data on your impact and risk response strategies to the CEO Water Mandate's Water Action Hub [applies only to W2.1a (response to impacts), W4.2 and W4.2a (response to risks)].

No



SW. Supply chain module

SW0.1

(SW0.1) What is your organization’s annual revenue for the reporting period?

	Annual revenue
Row 1	47,196,948,000

SW0.2

(SW0.2) Do you have an ISIN for your organization that you are willing to share with CDP?

Yes

SW0.2a

(SW0.2a) Please share your ISIN in the table below.

	ISIN country code	ISIN numeric identifier (including single check digit)
Row 1	US	4571531049

SW1.1

(SW1.1) Could any of your facilities reported in W5.1 have an impact on a requesting CDP supply chain member?

We do not have this data and have no intentions to collect it

SW1.2

(SW1.2) Are you able to provide geolocation data for your facilities?

Are you able to provide geolocation data for your facilities?	Comment
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Row 1	Yes, for all facilities	
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SW1.2a

(SW1.2a) Please provide all available geolocation data for your facilities.

Identifier	Latitude	Longitude	Comment
Please see comment.			We have nearly 350 global locations and are unable to manually enter the coordinates for each. We can provide an Excel file and also have a recent water risk map based on these coordinates available to share.

SW2.1

(SW2.1) Please propose any mutually beneficial water-related projects you could collaborate on with specific CDP supply chain members.

Requesting member

HP Inc

Category of project

Communications

Type of project

Joint case studies or marketing campaign

Motivation

Wetland restoration

Estimated timeframe for achieving project

Other, please specify

<month



Details of project

Ingram Micro participates in the annual International Coastal Cleanup and many of our locations focus on wetland restoration. We think a joint communications campaign with HP could result in higher volunteer turnout. We'd be happy to engage other partners as well to amplify the ICC message. Due to COVID-19, the campaign would launch in 2021 at the earliest.

Projected outcome

Increased volunteer turnout and awareness around water risks in technology.

SW2.2

(SW2.2) Have any water projects been implemented due to CDP supply chain member engagement?

No

SW3.1

(SW3.1) Provide any available water intensity values for your organization's products or services.

Product name

We can provide a water intensity figure in liters per m2 for our worldwide operations.

Water intensity value

200

Numerator: Water aspect

Water consumed

Denominator

m2

Comment



Please note that water consumption consists of the following: 1. Actual reported data from invoices and meters. 2. Per capita or other facility-level proration where water data is unavailable. 3. Global per capita extrapolation for the portion of sites where neither actual data nor reliable estimates are available.

Product name

We can provide a water intensity figure in megaliters per capita for our worldwide operations.

Water intensity value

0.012

Numerator: Water aspect

Water consumed

Denominator

Capita

Comment

Please note that the actual per capita consumption is lower, but our denominator is limited to permanent employees (full- and part-time). Tracking of hours for global contingent workers hasn't been centralized, so we're unable to convert to full-time equivalents. Ingram Micro employs up to 30K contingent workers globally per year.

Product name

We can provide a water intensity figure in liters per unit revenue (USD) for our worldwide operations.

Water intensity value

0.01

Numerator: Water aspect

Water consumed



Denominator

USD

Comment

Submit your response

In which language are you submitting your response?

English

Please confirm how your response should be handled by CDP

	I am submitting to	Public or Non-Public Submission
I am submitting my response	Customers	Non-public

Please confirm below

I have read and accept the applicable Terms