



Ingram Micro Inc.
3351 Michelson Drive, Suite 100
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Dear valued partner,

As a global company, and along with the rest of the world, we've been closely monitoring the dynamic situation of COVID-19. The health and safety of our associates and their families and our partners is our top priority.

We have a Business Continuity Management Program in place, which includes Business Continuity Plans (BCP) and Emergency Action Plans (EAP) that have been updated per ISO certification and are applicable to our individual offices and facilities. To that end, here is what Ingram Micro is doing to help ensure the health and safety of our global teams and our partners, while also working to minimize disruption to our operations.

- We have established a COVID-19 Working Group that meets daily to evaluate the current status of the situation globally to ensure the health and safety of our associates and support our business continuity efforts. Actions within affected countries include:
 - Implemented temporary work from home programs to address the needs of our associates affected by school closures or other local government recommendations resulting from COVID-19.
 - Increased the frequency of facility sanitization within our offices and warehouses, particularly in high-use areas, to reduce the risk of transmission.
 - Eliminated all business-related travel and put guidelines in place for personal travel.
 - Cancelled all partner and internal events through April.
 - Prohibited visitors to our facilities, and customer visits.
 - Staggered breaks/lunches to reduce the number of associates gathered in the same space.
 - Staggered/split shifts.
 - Minimize pre-work huddles and maintaining appropriate social distancing from each other.
 - Implement rules of not shaking hands or other forms of personal greeting.
 - Reduce touchpoints by propping open doors where practical.
 - Continue to provide detailed communications in line with the guidance of the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO) regarding respiratory disease transmission mitigation, including promoting social distancing and healthy hygiene habits such as regularly washing hands with soap and water.
 - Continue to ensure the availability of alcohol wipes, sanitizers, and other needed supplies for use in the workplace.



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- Inform workers of our healthcare policies including:
 - Staying home if feeling sick
 - Self-quarantining for 14 calendar days if they experience symptoms of respiratory illness, have recently returned from a trip to a high impact country or regions, or believe they may have otherwise been exposed to COVID-19
 - Informing their manager and HR partner of any travel
 - Informing associates they can stay home if they are uncomfortable coming in to work due to the COVID-19 pandemic and instructing them to speak with their manager and/or HR partner if this is the case
- In addition, procedures are in place if we should need to document and isolate associates exhibiting symptoms consistent with COVID-19, as recommended by leading health authorities, including immediate closure and the implementation of deep cleaning and sanitization of a facility.
- At the end of March, we adopted a policy whereby Ingram Micro will conduct body temperature screenings (where permitted by law) of all associates and visitors as a condition of access to Ingram Micro's warehouse facilities.
 - We have implemented these procedures at several warehouse facilities around the world and plan to implement globally upon receipt by each facility of the appropriate screening equipment and staging materials.

Ingram Micro is fortunate to have a strong partner network and real estate footprint. These foundational advantages provide us with flexibility as we monitor the impact of COVID-19's on our business and on the industry. As such, we will continue to manage our global supply chain and make every effort to understand and offset the potential impact of production and delivery delays.

Let us know how we can help you and your colleagues during this unprecedented time. We will continue to keep the lines of communication open, and we appreciate your patience as our teams adjust to new work processes. Don't hesitate to reach out to us with questions or concerns.

Regards,

Your Ingram Micro Leadership Team