



Ingram Micro Inc.
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Letter regarding Ingram Micro's response to the COVID-19 disease

March 9, 2020

Open letter to all stakeholders from Scott Sherman, executive vice president Human Resources, and Bill Ross, senior vice president Global Operations and Engineering

As a global company, and along with the rest of the world, we've been closely monitoring the dynamic situation of COVID-19. First, and foremost, the health and safety of our associates, vendors, partners and their customers, is our top priority. We want to assure you that since learning of the initial COVID-19 outbreak, our teams around the world have been taking measures to protect all our associates and minimize potential exposure to the virus, including following all applicable local guidelines. Our teams in higher impact areas, such as China, have been – and are taking – more aggressive actions, including putting in place many measures to safeguard our associates such as working from home until the situation settles.

The rest of our countries have also put in place measures to minimize travel and exercise greater caution, with the objective of helping keep all associates and their families safe. Please know that we are monitoring the situation closely and providing the support needed.

Actions taken include the following: We temporarily suspended operations at our Shanghai facility for several weeks in February, and we have initiated business travel restrictions for APAC and Italy that will continue to be enforced, updated and expanded as needed. Currently, business travel is not permitted into or out of Italy or any APAC country (with the exceptions of Australia, New Zealand and India). We are also advising associates not to travel if they feel uncomfortable. Associates returning home from travel-restricted countries for any reason, or those who may have otherwise been exposed to the virus, are required to self-quarantine for 14 days before reporting for work at any Ingram Micro or client facility. Additionally, we are asking office personnel take their laptops home every evening so that work may continue in case a facility must be closed due to exposure.

We have also implemented increased communication between corporate leadership and local office and facility leadership on potential risks and response plan implementation programs to increase awareness among our associates, including further instructions on good hygiene practices, staying home when sick or showing symptoms of respiratory illness, and notifying their supervisor and local HR contact if a family member is symptomatic. Importantly, we have extended these instructions and requirements to our temporary labor providers. And of course, we have increased the cleaning of high-touch common areas and equipment and installed additional hand sanitizing stations.



Ingram Micro is fortunate to have a strong partner network and real estate footprint. These foundational advantages provide us with flexibility should COVID-19's impact influence our business operations. 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. These Plans include response actions such as increased communication with all stakeholders and contingencies for the implementation of a deep clean sanitization of offices or facilities.

We will continue to monitor the situation closely, including daily corporate and local monitoring of recommendations, risks and findings from the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO).

Regards,

A handwritten signature in black ink that reads "Scott Sherman".

Scott Sherman

A handwritten signature in black ink that reads "Bill Ross".

Bill Ross