



Response to Questions Surrounding the Coronavirus Disease (COVID-19)

Effective Date: March 18, 2020

To our valued clients, partners and vendors:

Insight is evaluating the potential impact of the Coronavirus Disease 2019 (COVID-19) on our business operations, including, among other things, the impact on client services. With the situation continuously evolving, our top priority is ensuring the health and safety of our teammates. We've implemented increased health and safety measures across our facilities and have restricted international travel as well as any non-essential travel domestically.

We've established a crisis leadership team responsible for monitoring this situation closely, with executive oversight and representation from each functional area of our organization including representatives from our global Finance, Legal, Human Resources, IT and Information Security, Marketing and Communications, Sales and Service Delivery, and Operations teams.

Throughout our planning and preparedness activities, our actions are aligned with and informed by guidance provided by the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO), including, without limitation, travel restrictions and self-isolation procedures.

We're also working with our partner community to understand any impact to their operations so we can be as forward looking in our response as possible. In connection with our OEM partners and distributors, we're focused on leveraging our broad supply chain to continue to meet our clients' needs.

With executive oversight, we'll continuously monitor, update and communicate any required changes to our response and related business continuity plans as provided for by the CDC, WHO and local, state and federal health and governmental authorities.

Your Insight representative is available to answer questions or provide additional support as required.

FAQ:

What incident response and business continuity measures is Insight taking to address client, partner, vendor and teammate concerns in impacted areas?

- Insight is designating essential operations and plans to reassign staff from non-critical functions if teammate absence is a threat.
- We expect our IT infrastructure will support an increase in remote work, and manage any added load to client-facing or service delivery requirements that

may occur. This may include the increased use of video, telephonic and digital collaboration and communication tools.

- We're doing ongoing monitoring and assessment of the risk level of key suppliers, vendors or other parties that we depend on.
- We're imposing travel restrictions as needed based on CDC and WHO designated country restrictions, including prohibitions on international and non-essential domestic travel.
- We're imposing work from home requirements in affected areas.
- We're allowing client site visits only on an as-needed basis, subject to CDC/WHO and governmental guidance.
- Any teammate who has traveled to a CDC or WHO designated risk country during the impacted period or is planning to travel to such a country is subject to a 14-day work from home restriction upon their return.
- Any teammate who exhibits coronavirus-like symptoms based on CDC and WHO guidance is required to stay at home, working remotely if able.
- We've developed an internal communications plan to immediately communicate our business continuity plans, updates and changes.
- We're using a centralized repository to share material information, guidance, decisions and plans with teammates.
- We're conducting ongoing situational reviews and modifying our response to fit the changing circumstances as we learn new information.

What measures will Insight take if a coronavirus case is confirmed at one of its facilities?

- If there's a confirmed case at one of our facilities, we'll follow all public health guidelines, which will depend on the circumstances, and may include shutting down all or part of the facility (depending on the facility size, function and the travel profile — within the office — of the infected teammate) to do extensive cleaning, reopening only when the threat is mitigated and the facility is deemed safe.

In the event a confirmed coronavirus case is found inside one of Insight's facilities, how quickly will Insight communicate this to clients and partners?

- Insight will assess all teammates at the impacted facility for their interaction with clients or partners over the previous two weeks and, where appropriate, notify the affected clients and partners of the incident.

How will Insight staff an impacted facility to ensure continued operation?

- Insight will always prioritize teammate and public safety requirements, and to the extent possible, teammates will work remotely to support obligations to clients, partners and other teammates.
- If teammates are unable to work remotely:
 - Insight will use commercially reasonable efforts to arrange for redundant resources to provide support operations using on-demand

resources that haven't been impacted by the coronavirus case.

- Insight generally requires documented standard operating procedures be in place to facilitate rapid training of teammates where required.

Will Insight provide additional supply chain resources to mitigate OEM delays?

- Insight will take all reasonable steps necessary to mitigate OEM delays, and will try to deploy additional supply chain resources to mitigate issues within its control.

How will Insight ensure its facilities are equipped with the necessary OEM equipment, material and supplies ordered by clients?

- Insight, with the support provided by its OEM partners, will use commercially reasonable efforts to support client requirements.
- In general, Insight has four integration and distribution centers in the United States, three in Canada, one in Germany and one in the United Kingdom. We primarily service clients out of our Illinois facility but could relocate teammates or equipment to other available facilities using other existing teammates.

Regarding the coronavirus situation, has Insight contacted its suppliers to understand the potential impact to production or delivery of orders coming from or going to China? If yes, which suppliers have been contacted?

- Insight is in regular communication with its key partners (including without limitation, Cisco, HPE, HPI, Dell, Apple, and Lenovo) and are regularly monitoring our broad supply chain to maximize availability for our clients.

In addition to the above, what alternatives have been discussed with your suppliers to minimize disruption to production or delivery?

- Insight has discussed:
 - When possible, placing orders received by clients in advance to allow for as much lead time as possible.
 - Review of current model and build specifications and, where shortages exist, finding alternative available model types and making recommendations to clients.
 - Prioritizing key client orders with OEM and distribution partners where possible.

Will Insight continue to be able to provide proof of delivery for goods received?

- As a result of the guidance and recommendations concerning the coronavirus disease (COVID-19) provided by the CDC, WHO and public health authorities, and related mandates imposed by applicable governmental authorities, and communications from our carrier partners, Insight isn't able to guarantee the provision of proof of delivery for goods in the form of a client signature. We'll provide confirmation of delivery by other means, such as by way of delivery driver entered information.