



Effective July 22, 2020

To our Valued Clients,

Insight has been constantly monitoring the potential impact of the coronavirus outbreak on our business operations, including, among other things, the impact on client services. Our top priority is ensuring the health and safety of our teammates. Based on guidance from the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO) and public health authorities, we've implemented increased health and safety measures across our facilities and have taken necessary steps to restrict travel to impacted regions as well as any non-essential travel domestically.

Insight also wants to communicate some of the preparations and plans we've enacted to sustain operations in the highly fluid and unpredictable environment of these unprecedented times. From the onset of this crisis, we established a crisis leadership team responsible for closely monitoring the COVID-19 situation as it has evolved, 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 CDC, WHO, and local public health authorities.

Specific to our distribution and integration operations (including configuration labs and repair), we've implemented a number of safeguards in accordance with CDC and WHO recommendations. We're continuing to follow all applicable public health and governmental guidelines. Based on those guidelines and due to limits on cleaning and sanitizing supplies, we are not sanitizing individual hardware orders before shipping, but we have implemented increased cleaning in the facility. Specifically, our dedicated cleaning staff is regularly disinfecting all surfaces



throughout the day, and we've increased supplies of tissues, hand sanitizer and disposable wipes at our facilities. We've also limited external visitors to our facilities and have mandated that any sick teammate stay home. In addition, we have added a medical screening for all teammates and any visitors entering our distribution facilities that includes a temperature check and a series of medical questions aimed at determining whether they are experiencing COVID-19 symptoms or have been exposed to COVID-19 before gaining entrance to the facility.

We plan on our facilities remaining open to the fullest extent possible to support our clients. During shelter-in-place restrictions, our lab and distribution facilities remained open as essential businesses. In the event of a confirmed case at one of our distribution and lab facilities, we'll follow all applicable CDC, WHO and public health authority guidelines, which will vary by circumstance, and may include shutting down all or part of the impacted facility for extensive cleaning, reopening only when the threat is mitigated and the facility is deemed safe. Where necessary, we also have plans to shift capacity to an unaffected location. For our facilities in Hanover Park, Illinois and Columbus, Ohio, we've segregated our personnel into separate buildings at each site, each with lab and distribution capabilities. If there were a confirmed case of COVID-19 in one of the buildings, we'd shut down only the affected portion of the building for cleaning, while continuing to work in the non-impacted portions of our facilities. With respect to operations in the U.S., we also have plans to shift capacity to an unaffected location, where necessary.

We're working diligently to enable the continuity of our services to best support our clients, while making the health and safety of Insight's teammates our top priority. Please ensure you're working with and in regular communication with your Insight contact to address any issues as they arise. We're here to support you to the best of our abilities and ensure you get the best possible service.