



Effective March 19, 2020

To our Valued Clients,

We've spent the last several weeks learning about the unprecedented spread of Coronavirus Disease (COVID-19) and monitoring the varied impacts to our modern, highly mobile and virtual workplaces. Insight is constantly monitoring the potential impact of the coronavirus outbreak 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. 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 restricted 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. We've established a crisis leadership team responsible for closely monitoring the coronavirus situation, 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. As mentioned, 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're reviewing and implementing a number of safeguards in accordance with CDC and WHO recommendations. We're continuing to follow all applicable public health and governmental guidelines. 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're also limiting all external visitors to our facilities and have mandated that any sick teammate stay home.

We plan on our facilities remaining open to support our clients unless there is a government-mandated quarantine or an infection that requires a temporary shutdown. 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. 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.

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.