

Insight UK Environmental Statement

Edition 1 – Q3 2021



Introduction

Insight Direct (UK) Ltd acknowledges a social responsibility to protect the environment. We are taking serious steps towards reducing carbon emissions as a values-driven organisation that believes in doing the right thing across every aspect of our business.

Our ultimate objective is to protect our environment for future generations through our program of continual environmental improvement and monitoring. We examine and attempt to minimise the generation of waste at source (including client destined inventory) and take all reasonable steps to see that waste is recycled or disposed of in a safe and environmentally acceptable way.

Working in harmony with our teammates, partners and clients, Insight globally strives to promote the use of suppliers and contractors who are managing and improving their environmental performance. We encourage the involvement of teammates by consultation in the setting of environmental objectives, education, improving the working environment, and by seeking individual commitment and contributions to such initiatives. Insight globally monitors contractors and vendors for environmental certification and working under the continuous improvement of the environmental management system, we're looking to expand the program to include new contractors or vendors at onboarding.

Under our ISO 14001 Environmental Management system certification Insight UK abides by all existing local and national environmental laws and regulations. This is carried out under the ISO 26000 Corporate and Social Responsibilities accredited best practices. We also commit to minimising our environmental impact through our Carbon Data Reporting, and have implemented the "Insight Carbon Data Standard" based on the Defra GHG guidelines to ensure all carbon data is reported and calculated using the same process.

In addition, Insight globally participates in the United Nations Global Compact, the world's largest corporate sustainability initiative. As such we are committed to the Ten Principles of the United Nations Global Compact which includes three key principles in relation to the environment:

- Principle 7: businesses should support a precautionary approach to environmental challenges;
- Principle 8: undertake initiatives to promote greater environmental responsibility;
- Principle 9: encourage the development and diffusion of environmentally friendly technologies.

Future State

All steps being taken within Insight UK and referenced in this document, initially allow us to take steps to offset our carbon via projects helping to combat global climate change*, whilst continuing to calculate and reduce our emissions.

* Any offset project chosen will meet international standards, including the Verified Carbon Standard (VCS), Gold Standard Voluntary Emission Reductions (VER) and Certified Emission Reductions (CER). All of which meet the Quality Assurance Standard for Carbon Offsetting and BSI's PAS 2060 specification on carbon neutrality.

Key areas of ongoing focus:

Across Insight EMEA we have created an Environmental Committee which is made up of 21 teammates (with 17 of those being based in the UK). These teammates are committed to improving our environmental credentials and reducing emissions on a business and personal level. These teammates meet monthly to discuss progress on our ongoing initiatives, identify new areas of investigation for improvement and work to ensure that the progress being made is shared across our organisation with teammates, partners and clients alike.

The committee have been working hard for the past 12 months and have made significant progress through a variety of activities:

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Progress Rating	
★★★★★	<ul style="list-style-type: none"> Reduction in office energy usage through LED and motion-controlled lighting Removal of plastic cups across all UK offices Secure internal and client WEEE/Recycling under ISO 14001 best practices Reduction in business travel using video conferencing and hybrid working ISO 14001 Environmental Management System Certification ISO 26000 Corporate Social Responsibility Accreditation Insight Carbon Data Reporting Standard delivered Waste to Wonder partnership resulting in zero waste of office furniture and fixtures during Uxbridge office relocation
★★★★☆	<ul style="list-style-type: none"> 0% single use plastic at Insight's UK Distribution Centre
★★★★	<ul style="list-style-type: none"> Reduction in office energy usage due to hybrid working and office relocation Reduction in teammate commuting due to video conferencing and hybrid working Electric vehicle chargers at Manchester and Uxbridge offices Reduction in printing and paper usage by shift to digital publications and use of software solutions
★★★	<ul style="list-style-type: none"> Independent validation of Insight UK's Carbon Data Footprint calculations
★★	<ul style="list-style-type: none"> Renewable energy at Insight UK Head Office Supplier change review including all vendors, supplier and partners under ISO 14001 and ISO 26000 best practices

Where Insight UK is showing 5 star progress, this confirms that this activity is now embedded in our business practices and we continue to strive to show continuing improvement year over year and review these activities to ensure they are fit for continued purpose.

As an organisation Insight UK falls within the scope of the Mandatory Greenhouse Gas (GHG) Reporting which we have been monitoring and reporting via CDP for the last five years. We are now engaged with Carbon Footprint to get independent and authoritative validation of our GHGs and non-financial reporting – this will ensure that our methodologies used are appropriate and identify recommendations for improvements. Once our verification has been completed, we expect to be awarded the Carbon Footprint Standard, as having assessed our emissions to recognised international methodologies.

We currently report against Scope 1, Scope 2 and selected Scope 3 GHG emissions. We were starting to see annual reductions across all three scopes, however following the global acquisition of PCM Inc. by Insight Enterprises in 2019, Insight Direct increased our teammate count by 125 and added an additional five office locations; alongside an additional Data Centre – seeing an impact on our emissions.

Despite this Insight UK has reduced our operational Carbon Footprint by 30% year over year (2019 vs 2020) and continues to reduce our tCO2e/£1m. We acknowledge that the global pandemic will have had an impact over the past year but we are confident that we have implemented a large number of wide ranging initiatives which will continue to reduce our emissions. We are ambitious in our plans to maintain an open mindset to consistently challenge our emissions and identify areas for improvement across our business.

Insight Direct (UK) Ltd is proud of the initiatives we have underway and the specific achievements we have seen across the past 12 months:

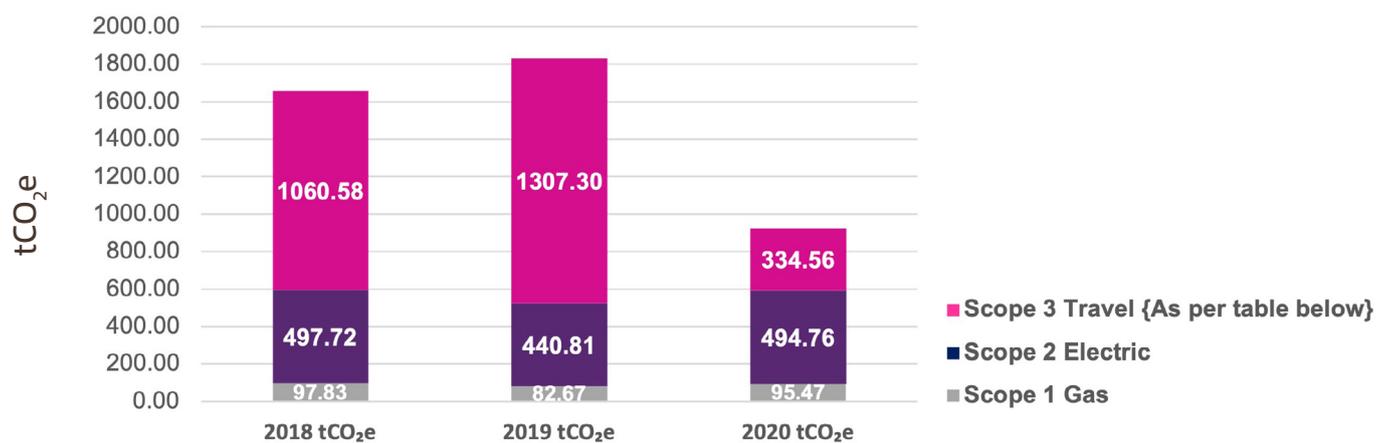
Awareness and Commitment

Insight UK's Environmental Statement will be readily available and promoted to our clients, teammates, partners and wider audiences:

Implementation:

- Environmental Statement available to view on Insight Direct (UK) Ltd's website and intranet
- Environmental Statement and progress updates included within our Digital New Starter handbook/onboarding agenda
- Regular communications via our internal All Hands and intranet news posts
- Teammate annual ISO refresher training
- Environmental Statement to be reviewed, monitored and amended where necessary via our Environmental Committee

Insight Scope 1, 2 & 3 GHG Emissions



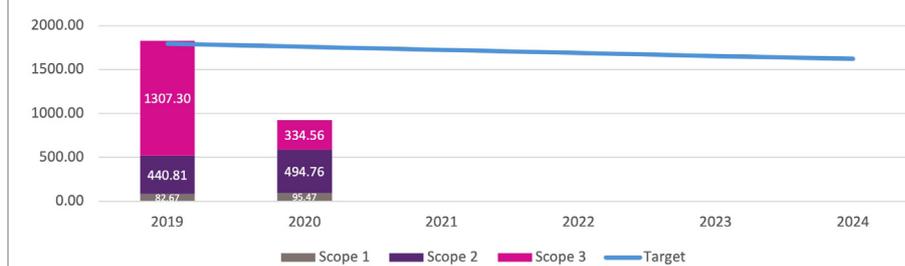
Insight Scope 1, 2 & 3 GHG Emissions by Financial Year tCO₂e

		2018	2019	YoY	2020	YoY
Scope 1	Gas	97.83	82.67	-15%	95.47	15%
Scope 2	Electric	497.72	440.81	-11%	494.76	12%
Scope 3	Flight	254.01	239.85	-6%	29.91	-86%
Scope 3	Rail Travel	0.15	0.22	46%	0.03	-88%
Scope 3	Taxi Travel	5.72	7.02	23%	3.20	-87%
Scope 3	Business Milage	25.47	30.55	20%	11.71	-62%
Scope 3	Company Fuel Cards	719.03	914.37	27%	247.17	-75%
Scope 3	Electrical transmission & distribution		34.58		42.55	23%
Total		1617.1-	1796.21	11%	882.24	-51%
tCO₂e/£1m		2.57	3.04	18%	1.40	-54%
Teammates (as of 31st Dec each year)		987	1034	5%	1004	-3%
Office Locations (including Distribution Centre & Data Centre)		4	9	125%	7	-22%

Carbon Reduction Target

In order to continue our progress to achieving Net Zero, we have adopted the following carbon reduction target 10% reduction from our base year of 2019. We project that carbon emissions will decrease over the next five years to 1616 tCO₂e by 2024.

Insight Direct UK CO₂ Reduction target 10% by 2024



Transport

Insight UK will endeavour to reduce the impact on the environment wherever possible with respect to transport:

Implementation:

- Reduced business air travel by 87% year over year and business mileage by 73% year over year (2019 vs 2020)
- The pandemic triggered unprecedented change in business practice and procedures, and we have learned how to remain proactive in the absence of travel and office working
 - We have amended our EMEA wide travel policy accordingly to reflect the utilisation of technology for meetings and events rather than encouraging business travel
 - Insight UK are introducing hybrid working which will reduce commuting for all teammates
 - A move to virtual platforms and the use of new technology such as HoloLens for our client and partner events/demonstrations



- Intranet pages are being designed to encourage teammates to consider unnecessary travel, use of energy efficient vehicles and driving styles e.g., carpooling, and to consider more environmentally friendly transport options such as buses, trams, cycling
- Electric car charging stations in place at our Uxbridge and Manchester offices. Investigations underway to introduce at other UK offices
- Insight UK have also evaluating the current use of fuel cards across the organisation. As part of this project a review is ongoing of our fuel card estate to ensure that this is targeted at appropriate users and focused on essential business travel. We are also considering the overall impact fuel cards have on the wider environment taking into account both business and personal usage

Energy & Water Consumption

Insight UK is supportive of the UK Government’s commitment to a reduction in carbon dioxide emissions both by attaining greater efficiency in total energy consumption and by continuing to examine the possibility of acquiring electricity from renewable sources.

Implementation:

- Make every effort to use water efficiently and avoid pollutants entering the drainage system
- Use energy efficient products wherever practical, and monitor usage to achieve minimum energy consumption
- Light motion sensors (office lighting refitted to reduce energy use through auto on-and-off, energy efficient bulbs and strategic lighting mapping including use of natural light and low light on non-working zones)
- Smart meters for mail utilities
- Energy saving as standard specification on end user devices and peripherals, such as display screen and monitors
- Device management applications that promote energy saving
- Reviewing of Energy Suppliers at office locations, to work with providers who meet our environmental ambitions, where possible

Waste Generation & Management

Insight UK will try to minimise the production of waste and pollution, including unnecessary packaging. Implementing measures to reduce the volume of waste generated and to increase the proportion of that waste which is recycled.

Implementation:

- Partnership with Waste to Wonder combining environmental sustainability and charitable giving for office relocations
 - *In 2020 100% of the furniture and fixtures in our former Uxbridge facility were redistributed to international charities resulting in zero waste*
- Insight UK has an obligation to operate a waste management system (segregation) of waste in line with our ISO 14001 standard – this is achieved through separate waste bins within our offices for general, aluminum, plastics and paper (confidential waste)
- Disposal/recycling of IT equipment:
 - *Insight uses Tier 1 for the ethical reuse or disposal of internal IT equipment. This partnership has spanned more than a decade and is particularly pertinent as they have a zero landfill policy and use the UK prison system to dismantle equipment for re-purposing where reuse is not achievable. The re-purposing includes “green wood”, a fibre-glass like material which is used to make things such as garden furniture. They have received awards for their social value endeavours. We also introduce our clients to Tier 1 as part of our lifecycle management programmes*
- Paper and printing reduction: Ongoing work across our business functions has resulted in significant reductions in the amount of paper and printing being used both internally and externally:

<ul style="list-style-type: none"> • <i>Marketing: 65% YoY reduction (2019 vs 2020)</i> 	<ul style="list-style-type: none"> • <i>HR: 48% YoY reduction (2019 vs 2020)</i> 	<ul style="list-style-type: none"> • <i>Finance: 81% digital output target in Q1 2021</i>
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- Under ISO 14001 guidelines we monitor the following:

<ul style="list-style-type: none"> • <i>Waste segregation</i> • <i>Waste disposal contractors</i> 	<ul style="list-style-type: none"> • <i>Non-hazardous industrial waste generated</i> • <i>Recyclable waste generated</i> 	<ul style="list-style-type: none"> • <i>Cardboard waste generated</i> • <i>Hazardous waste procedures</i>
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- We will look to use contractors who are also committed to the environment, under the control of contractors ISO 14001 clause
- Implement ISO 14001 lifecycle guideline when repairing, altering or moving premises
- Insight UK does not add any single use plastic as part of the boxing and palletising process as part of our client facing integration and logistics in 99% cases. We re-use all packaging provided by manufacturers
- Working with clients to ship non-packaged caged deliveries ensuring Insight UK has responsibility for responsible recycling of packaging

Natural Environment

• Tree-Nation

As part of our European wide organisation, Insight UK partners with Tree-Nation, a company based in Barcelona who are dedicated to reforesting areas that have been devastated by climate change, natural disasters and deforestation.

From July 2020 we replaced our traditional acrylic cubes as a physical trophy for our teammates, and now plant trees on behalf of our values winners, special anniversaries and new starters. Teammates can track our contributions at any time via the Insight Fuchsia Forest and to date we have planted 3374 trees in Europe

• Community Days

At Insight UK our values of hunger, heart and harmony stretch further than the office walls, it's important to us that we champion helping our communities to thrive. We do this by providing paid opportunities for volunteering, all teammates receive two paid community days per year to get involved in charity or community projects. These are often environmentally focused such as renovating play areas and community gardens or outdoor spaces. This helps teammates improve their practical conservation skills, helps us grow our local green spaces and can even improve biodiversity.

Giving back also helps promote positive wellbeing and team morale, promoting a sense of belonging and purpose whilst making a significant difference to our natural environment and local communities.



Glossary/Links

Terminology	Information	Link
BSI	Our purpose is to inspire trust for a more resilient world. Our solutions and services improve performance and support the United Nations Sustainable Development Goals. At BSI, our mission is to share knowledge, innovation and best practice to help people and organizations make excellence a habit. This is underpinned by our role as the national standards body and through our prestigious Royal Charter.	Standards, Training, Testing, Assessment and Certification BSI (bsigroup.com)
Carbon Footprint Ltd	Carbon Footprint Ltd is an independent organisation with supports other organisations on their sustainability and carbon management journey, by providing several business services	carbonfootprint.com - Home of Carbon Footprinting
Carbon Offsetting	Carbon offsetting funds solutions to reducing carbon emissions now. Frequently carbon offsetting reduces emissions much faster than you can as an individual/single company. Carbon offsetting projects help to combat global climate change as well as caring for local communities. In many instances providing much needed employment, health improvement, biodiversity, reforestation and broad social benefits to impoverished communities.	carbonfootprint.com - 3 Steps to Offset Your Carbon Footprint
CDP	CDP is a not-for-profit charity that runs the global disclosure system for investors, companies, cities, states and regions to manage their environmental impacts.	https://www.cdp.net/en
Defra GHG Guidelines	UK Government guidance for businesses on measuring and reporting their energy use and greenhouse gas emissions to meet Streamlined Energy and Carbon Reporting requirements.	Measuring and reporting environmental impacts: guidance for businesses - GOV.UK (www.gov.uk)
Global GHG Protocol Scope 1	Direct - These include emissions from activities owned or controlled by your organisation that release emissions into the atmosphere. They are direct emissions. Examples of Scope 1 emissions include emissions from combustion in owned or controlled boilers, furnaces, vehicles; emissions from chemical production in owned or controlled process equipment.	Environmental Reporting Guidelines (publishing.service.gov.uk)
Global GHG Protocol Scope 2	These include emissions released into the atmosphere associated with your consumption of purchased electricity, heat, steam and cooling. These are indirect emissions that are a consequence of your organisation’s activities, but which occur at sources you do not own or control.	Environmental Reporting Guidelines (publishing.service.gov.uk)
Global GHG Protocol Scope 3 (voluntary)	Emissions that are a consequence of your actions, which occur at sources which you do not own or control and which are not classed as Scope 2 emissions. Examples of Scope 3 emissions are business travel by means not owned or controlled by your organisation, waste disposal which is not owned or controlled, or purchased materials.	Environmental Reporting Guidelines (publishing.service.gov.uk)

Glossary/Links

Terminology	Information	Link
ISO	ISO is an independent, non-governmental international organisation with a membership of 165 national standards bodies. Through its members, it brings together experts to share knowledge and develop voluntary, consensus-based, market relevant International Standards that support innovation and provide solutions to global challenges.	ISO - About us
ISO 14001	ISO 14001 sets out the criteria for an environmental management system and can be certified to. It maps out a framework that a company or organisation can follow to set up an effective environmental management system.	ISO - ISO 14000 family — Environmental management
ISO 26000	ISO 26000:2010 provides guidance rather than requirements, so it cannot be certified to unlike some other well-known ISO standards. Instead, it helps clarify what social responsibility is, helps businesses and organizations translate principles into effective actions and shares best practices relating to social responsibility, globally.	ISO - ISO 26000 — Social responsibility
PAS 2060	BSI can provide verification to PAS 2060, the internationally applicable specification for the demonstration of carbon neutrality. Verification to this standard will substantiate claims you make that your business is carbon neutral.	Why does carbon neutrality matter? Benefits of PAS 2060 BSI (bsigroup.com)
QAS	The Quality Assurance Standard is a comprehensive independent audit system for companies wishing to become carbon neutral through carbon reduction.	Home - QAS (qasaudit.com)
Tier 1	Our approach to secure IT disposal is very simple. We guarantee the security of your data to the highest Government and ADISA standards and emphasise re-use and revenue return. From an organisation-wide desktop refresh, a data centre to Cloud migration or BAU disposal requirements, we ensure complete compliance with GDPR and WEEE legislation. However, the real Tier 1 differentiator is in the way we deliver social value through end-of-life IT.	About - Tier 1
Tree-Nation	Tree-Nation is a non-profit organisation that allows citizens and companies to plant trees all around the world and offset their CO2 emissions.	Tree-Nation - The worldwide platform to plant trees.
United Nations Global Compact	The world’s largest corporate sustainability initiative. A call to companies to align strategies and operations with universal principles on human rights, labour, environment and anti-corruption, and take actions that advance societal goals	Homepage UN Global Compact
Waste to Wonder	We remove and redistribute redundant office furniture to charitable causes, saving disposal costs and reducing environmental impact.	Ethical Office Clearance - Redistribute & Save Costs with Waste to Wonder

