

FAQ (If you are an Ingram Micro associate, please also consult our Compliance Intranet page for additional Frequently Asked Questions)

When should I use the Ingram Micro Hotline?

The Ingram Micro Hotline is a worldwide 24/7/365 program administered by an outside provider (EthicsPoint) and is designed for associates and third parties to raise questions and report any issue of legal and ethical compliance. The hotline is specifically designed to preserve each caller's complete anonymity if so desired.

Who may report a concern?

All of us at Ingram Micro are responsible for immediately reporting any issue of legal and ethical compliance that we encounter, in accordance with the procedures discussed in our Code of Conduct. Do not hide problems, hoping that they might not be discovered - all issues must be brought to the light of day, immediately. This obligation is known within Ingram Micro as the "Sunshine Rule" and it forms a key part of the Code. Ingram Micro will protect from retaliation any associate who follows the Sunshine Rule and reports a concern in good faith.

In addition, any third party (contractors, suppliers, customers, etc.) may report a concern related to potential misconduct involving Ingram Micro.

May I report my concern anonymously?

In all countries except those which prohibit anonymous reporting, you may report your concern anonymously by using this hotline operated by EthicsPoint. If you choose to make your report anonymously, you will be provided with a report key and asked to create a password. You will need to retain these to return to the report you previously submitted. When you check back, you can monitor the progress on your concern and add additional information, if necessary. This will also allow Ingram Micro to ask follow-up questions, while protecting your anonymity.

If you choose to report anonymously, please take care not to report information that may personally identify you, such as your reporting relationship to others in the company or your physical work location.

May I ask a question related to the Code of Conduct or our Company Policies?

In addition to talking to your supervisor, the Human Resources department or the Legal department, you can raise questions about the Code of Conduct and Company policies and seek guidance by using this tool.

How do I report a compliance issue/concern?

You can report it to your supervisor, HR or the Legal department. You can also contact the Ingram Micro hotline. For contact information and call-in numbers, please refer to our Code of Conduct which describes the process in detail.

Can I get in trouble for reporting an ethical or legal violation or concern??

Pursuant to our Sunshine Rule, it is your **obligation** to report. The Company will protect you against retaliatory or disciplinary action or other adverse employment consequences if, in good

faith, you report a suspected legal or ethical compliance violation or conflict of interest, whether or not such suspicion turns out to be valid. For more detail, please read our **Non-Retaliation Policy**.