

Customer Health & Safety Statement

This Customer Health & Safety Statement is published on shi.com and reflects SHI's current approach to supporting customers with product-related health and safety information. For the most up-to-date version, please refer to shi.com.

This statement is intended to provide general guidance on SHI's role as a value-added reseller and its approach to customer health and safety. It is provided for information purposes only and does not create any contractual obligation, warranties, or liabilities on the part of SHI.

Introduction

SHI is a global provider of IT products, services, and solutions, supporting organizations in selecting, deploying, and managing technology across their operations. Through its network of leading original equipment manufacturers ("OEMs") and technology partners, SHI provides customers with access to a broad portfolio of hardware, software, and integrated solutions, alongside associated resources and support.

The safe and responsible use of information technology is critical to protecting the health and safety of users, as well as ensuring compliance with applicable laws and regulations. IT products, particularly hardware and electronic equipment, may present risks if they are improperly handled, installed, used, or disposed of. Accordingly, it is essential that customers carefully review and adhere to all health and safety guidance provided by OEMs.

As part of its role, SHI may direct customers to relevant health and safety resources to support informed decision-making and responsible product use. However, SHI does not manufacture, design, or control the products it distributes and does not develop OEM product guidance. Customers are therefore expected to rely on OEM-provided materials as the authoritative source of product-specific health and safety information.

Scope

This statement applies to all products and solutions procured through SHI and the health and safety information associated with such products.

Objectives

- Direct customers to authoritative OEM-provided health and safety information
- Define the allocation of responsibility for product safety within the supply chain
- Provide transparency regarding SHI's role within the supply chain

Stakeholder Responsibilities

Customers are solely responsible for:

- Ensuring products are used, handled, stored, and disposed of in accordance with applicable laws, regulations, and OEM instructions
- Reviewing and complying with all health and safety information provided by OEMs
- Determining the suitability of products for their intended use

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OEMs retain sole and exclusive responsibility for:

- Product design, manufacturing, testing, certification, and compliance
- The accuracy, sufficiency, and completeness of all product-related health and safety information
- Including all relevant health and safety guidance with the distribution of each product

SHI's role is strictly limited to that of a value-added reseller. SHI does not design, test, warrant, or certify products that it distributes and does not assume any duty or responsibility for product safety, performance, or compliance.

Partner Code of Conduct

SHI engages OEMs and technology partners with the expectation that they comply with applicable laws and industry standards. SHI does not audit, control, or guarantee such compliance and makes no representations or warranties in this regard. SHI expressly disclaims all responsibility and liability for partner conduct, product quality, and product safety.

Customers should refer directly to OEM documentation and to the [SHI Partner Code of Conduct and Sustainability Policy](#) for further information on partner expectations.

OEM Resources

Customers should rely on OEM-provided materials as the primary source of health and safety information. This includes, but is not limited to, product manuals, safety data sheets, technical specifications, and compliance certifications.

SHI may provide links or references to OEM resources for convenience; however, SHI does not warrant the accuracy, completeness, or timeliness of third-party content.

Health & Safety Directories of Key Partners

- [Adobe](#)
- [Apple](#)
- [AWS](#)
- [Cisco](#)
- [Dell Technologies](#)
- [Hewlett Packard Enterprise](#)
- [HP](#)
- [Intel](#)
- [Lenovo](#)
- [Microsoft](#)
- [Palo Alto Networks](#)

Statement Review and Updates

SHI may amend this statement at any time. Customers are responsible for reviewing the most current version.

Thai Lee
CEO and President

Version	Effective Date	Changes Made	Author/Owner
1.0	06/01/2025	Initial Document	Business Assurance Team