BUSINESS RESILIENCE

2025 REPORT



Company Overview

CDW At a Glance

CDW Corporation (Nasdaq: CDW) is the strategic end-to-end technology partner that cuts through complexity to turn customer ambition into outcomes. Working with organizations across the business, government, education and healthcare sectors in the United States, the United Kingdom and Canada, CDW enables organizations to navigate an increasingly complex technology market and turn their technology investments into lasting value.

A Fortune 500 company and member of the S&P 500 Index, our goal is to have our customers, regardless of their size, view us as a trusted advisor and extension of their technology workforce.

HEADQUARTERS
Vernon Hills, IL, USA

COWORKERS
~14,800

ANNUAL NET SALES
$22+ Billion (2025)

SERVICES & SOLUTIONS
100,000+ from 1,000+ vendor partners

CUSTOMERS
250,000+ in approximately 150 countries

Data as of December 31, 2025, unless otherwise noted.



RESILIENCE

BUSINESS RESILIENCE AT CDW

At CDW, we collaborate every day with our world-class technology partners to support our customers, coworkers, communities, and company. We are driven by our purpose to **make technology work so people can do great things.**

BUSINESS RESILIENCE WEBSITE

“We work every day to help our customers, coworkers, partners, and communities achieve meaningful business and mission outcomes. Guided by our purpose to make technology work so people can do great things, our commitment to business resilience helps expand what’s possible, accelerates responsible outcomes, and creates enduring value.”



Christine A. Leahy
Chair, President and Chief Executive Officer

Our Business Resilience Strategy

Business Resilience is CDW's approach to navigating change, managing risk, and identifying opportunities in an evolving business environment. Through operational excellence, responsible business practices, and innovation, we support business performance, strengthen stakeholder trust, and help our customers, coworkers, communities, and company adapt to changing needs and expectations.

Our strategy delivers value through four pillars:

ENABLING CUSTOMER RESILIENCE

Everything we do starts with our commitment to our customers who place their trust and confidence in us. We are driven by our desire to exceed our customers' expectations by cutting through complexity to turn their ambition into outcomes. CDW enables organizations to navigate an increasingly complex technology market while managing risk, creating value, and supporting long-term business goals. We offer a suite of full-stack, full-lifecycle capabilities including cyber-resilient solutions and energy-efficient products and help our customers responsibly integrate AI and emerging technologies into their operations to unlock new possibilities.

EMPOWERING COWORKER ENGAGEMENT

We encourage a welcoming and respectful culture, create meaningful connections across teams, and provide coworkers with the tools and opportunities to grow and succeed. This starts with The CDW Way, our Values and Commitments, which outline how we *Act as One* as coworkers, *Play to Win* to deliver for our customers and partners, and *Think Forward* as we prepare for the future. Along with focusing on coworker attraction, retention, learning, and development to expand skills, including AI fluency and leadership, we prioritize health, safety, and wellbeing so our exceptional talent can do their best work and build careers with lasting impact.

AMPLIFYING COMMUNITY IMPACT

We work alongside our customers, coworkers, and partners to build better futures with technology and strengthen our communities. We're leveraging technology to empower communities by supporting innovation in education, healthcare, and the public sector, and we're implementing collaborative projects with our customers and partners to achieve shared sustainability goals. We are partnering with small and local technology suppliers to enhance their capabilities and open new pathways for growth, and advancing digital opportunities that drive meaningful social impact.

SUSTAINING COMPANY VALUE

Strong corporate governance and oversight guide our decision-making. We recognize the value of the trust that our stakeholders place in us, and our ethics and compliance program is built to safeguard that trust. We prioritize accountability and high standards focused on operational excellence. This includes robust cyber and data security and privacy programs, a focus on ensuring a secure and responsible supply chain, and targets to reduce emissions, energy, and waste, building climate resilience throughout our business.

About this Report

EVOLVING OUR REPORT

This report marks an evolution in how CDW approaches and communicates its business resilience work, replacing our historical ESG reports. Building on progress made in prior years, the 2025 Business Resilience Report is structured around four pillars that reflect CDW's current and forward-looking strategic priorities: **Enabling Customer Resilience, Empowering Coworker Engagement, Amplifying Community Impact, and Sustaining Company Value.** This 2025 report is an extension of our new Business Resilience Website. The website contains our approach and strategy, while this downloadable report discloses our performance and highlights from the reporting year.

We adapted our approach to remain relevant to the **complex and fast-changing technology and business environment** we operate in and to **evolving stakeholder expectations.**

"Business Resilience is not a standalone initiative at CDW — it is a strategy integrated across our business that guides how we operate every day, focused on transparency, responsible innovation, and the cocreation of opportunity."



Rick Kulevich
Chief Legal Officer,
Business Resilience Executive Sponsor



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AI and Emerging Technologies

RESPONSIBLE AI

CDW guides customers through AI transformation by beginning with their business challenge, working with them to define the outcomes that matter, and bringing the right combination of expert services and technology to achieve them.

As organizations look to shift from AI ambitions to outcomes, CDW emphasizes four central beliefs:

- **Pursue the full value of AI, anchored in business strategy.** Efficiency is often the starting point, not the destination. The broader opportunity includes greater capacity, better experiences, stronger decisions, faster innovation, and new products and services.
- **Redesign work around the strengths of people and the capabilities of AI.** Examine work end to end, determine what AI can perform, and preserve human judgment, accountability, and relationships where they matter most.
- **Transform from the top. Innovate from the front line.** Individuals improve tasks. Leaders redesign workflows. The largest opportunities often require changes across functions, systems, and teams that only enterprise leadership can drive. At the same time, broad adoption gives people closest to the work room to experiment, solve problems, and identify opportunities a central team will not see.
- **Deliver value now while building what comes next.** Do not wait for every foundation to be perfect. Each deployment should also improve data, security and infrastructure, reuse what works, and carry lessons forward.

To help customers realize these outcomes, CDW has oriented its AI portfolio around six key imperatives:

- Prepare the technology environment for AI at scale.
- Turn enterprise data and context into trusted intelligence.
- Put AI to work across applications that run the business.
- Redesign workflows around people and agents.
- Secure and leverage AI to strengthen security.
- Measure AI's economic impact, not just what it costs.

CDW's customer engagements connect technical recommendations to measurable business impact, with security, governance, and operational readiness built in from the start.

HIGHLIGHTS

Expanded our AI and emerging technology solutions to address the most common hurdles to AI adoption: readiness, risk, and execution. To do so, we introduced:

- **AI-related security and risk services**, including assessments aligned to the NIST AI Risk Management Framework and ISO standards.
- **AI readiness assessment services** that help evaluate data quality, infrastructure readiness, and organizational maturity, paired with return on investment modeling to support investment decisions.
- **Production-focused solutions** that help customers move from proof of concept to deployment quicker and with less risk.
- **Cloud-first services**, designed to improve efficiency, customer experience, and operational performance.
- **New partnerships** that deliver enterprise AI infrastructure, agentic solutions that enable autonomous AI workflows, and multi-product solution bundles that simplify procurement.
- **Repeatable reference architectures** developed with our partners that provide clear, proven paths to production AI environments.

- Published an **AI Research Report**, based on research from more than 900 decision-makers, which revealed that while IT leaders are actively deploying AI across multiple use cases, **significant execution and implementation challenges persist**. Our research highlighted key opportunities to accelerate progress, including strengthening talent and skills, improving data quality, and unlocking greater return on investment.
- Hosted several dedicated **AI Solution Forum** events, where top minds in AI — including those from CDW, our customers, and our partners — came together to discuss strategies, opportunities, and innovations in enterprise AI adoption.
- Helped customers validate high-impact AI use cases through our **AI Factory Accelerator**, using their own data on production-grade infrastructure, reducing risk and shortening the path from proof of concept to deployment.
- Led hundreds of **successful customer engagements**, from first-time proofs of concept for smaller organizations up to large-scale AI data center buildouts for enterprise customers.

EMERGING TECHNOLOGY

Outside of AI, CDW **develops emerging technology** competency and adoption in a range of high-growth areas. Our teams actively work in fields where we see future customer impact.

HIGHLIGHTS

Continued to advance our work and progress in:

- **Quantum resistant security:** helped customers plan phased transitions to quantum-safe standards, reducing long-term risk without disrupting operations.
- **Edge and distributed architectures:** designed architectures that put compute closer to operations in environments, like stores, plants and hospitals, to improve response times and maintain continuity when centralized systems are strained.
- **Platform engineering and observability:** helped customers standardize how environments are built and managed through automation, self-service platforms, and real-time visibility, making systems more consistent, easier to recover, and less dependent on manual intervention.
- **Advanced connectivity:** designed around private 5G, modern Wi-Fi, and software-defined networks to support critical workloads with a focus on reliability and segmentation in high-demand environments.
- **Internet of Things (IoT) and Operational Technology (OT):** connected and secured physical systems, like manufacturing equipment and building controls, helping customers reduce downtime and maintain safe, consistent operations.



Technology Solutions

CYBER-RESILIENT SOLUTIONS

Cybersecurity remains a top customer priority as increased global connectivity is paired with greater complexity and sophistication of threats. CDW's Security practice **helps customers anticipate threats, protect critical assets, and respond with confidence, treating cyber resilience as an enabler of innovation.** We deliver cyber assessments and security strategies that identify and assess security vulnerabilities, increase customers' visibility into risks, and prepare organizations for an evolving threat landscape.

Among many partner awards, CDW is consistently recognized as a top security partner, reflecting the depth of our security architecture capabilities and ability to help customers modernize in an era of AI-driven threats and zero-trust adoption. As AI accelerates the speed and scale of cyber threats, CDW helps customers embed resilience into the design of their environments, not just their response plans.

ENERGY-EFFICIENT PRODUCTS

CDW partners with customers to identify and adopt energy-efficient technologies that **reduce consumption and costs, improve infrastructure resilience, and support their sustainability goals.** We tailor our recommendations to align with customer needs and operational realities through several different avenues:

- A wide-ranging product portfolio that includes a range of **environmental certifications,** such as ENERGY STAR, TCO Certified, and Electronic Product Environmental Assessment Tool (EPEAT) compliance.
- Our **Financial Operations (FinOps) Accelerator,** which includes Green Operations (GreenOps) capabilities, identifies opportunities to rightsize equipment use and modernize technology infrastructure, extending life and reducing energy use and cost.

HIGHLIGHTS

- Worked with customers to design and **modernize power and cooling environments** for high-density AI workloads, implementing intelligent infrastructure planning, liquid cooling, and readiness assessments to optimize efficiency and support AI initiatives.

- CDW was named the Official IT Equipment Services and Solutions Provider of the LA28 Olympic and Paralympic Games and Team USA to deliver the most technically advanced Olympic and Paralympic Games ever experienced.

  With an approach to control long-term costs, reduce permanent buildout, maintain operational flexibility, and deliver on digital opportunity, CDW is uniquely positioned as the trusted IT advisor and partner to the LA28 Games. By provisioning and supporting thousands of devices across venues, athlete housing, and operational environments, we will support LA28's commitment to sustainability through a customized Device as a Service (DaaS) full technology lifecycle solution including hardware, SaaS provisioning, accessories, and more. Because of this innovative approach, CDW will aim to avoid the buildout of new technology infrastructure and recover and securely decommission technology after the Games conclude. Equipment and packaging will be reused where possible or responsibly recycled, extending its useful life and supporting digital opportunities in local LA communities.



Lifecycle Management

PACKAGING AND TRANSPORT

We help customers achieve their own sustainability goals without sacrificing service or quality. Our packaging and transport strategy and solutions **protect equipment in transit, reduce waste, and improve efficiency,** maintaining the reliability our customers depend on. In 2025, we continued our strong record of on-time delivery and operational discipline, reaching a **96% on-time delivery rate.**

We track carrier climate commitments to support accountability across the delivery network. Our **Order Management System** routes shipments from the closest of more than 250 partner warehouses, reducing distance and emissions, helping our customers receive orders faster and manage their emissions footprints.

We ship products in **100% recyclable packaging**[1] and engage our vendor partners through our partner performance program around offerings such as multipack boxes or bulk or plastic-free options to increase the recyclability and biodegradability of their own product packaging.

[1] 100% recyclable packaging applies to items shipped from CDW distribution centers in CDW boxes. Packaging materials may vary for items shipped from partner distribution centers or using partner packaging materials.

IT ASSET DISPOSITION (ITAD)

CDW's ITAD program helps customers retire assets securely, recover value, and advance their environmental and compliance goals. The program follows a three-tier disposition model: **Redeployment, Remarketing, and Recycling,** prioritizing reuse to maximize environmental benefit and minimize e-waste.

Customers typically offset **10–30% of ITAD costs through remarketing value,** with additional savings from avoided disposal, storage, and handling costs, ultimately lowering the net cost of their technology refresh.

HIGHLIGHTS

- Delivered measurable value for our customers, **transforming ITAD into a scalable, enterprise-ready lifecycle offering,** improving our execution efficiency and strengthening our transparency.
- **Introduced multispot box programs,** allowing customers to mail assets to us for recovery, better supporting customers' distributed workforces.
- Globally, processed **371,997 customer devices,** diverting approximately 2.44 million pounds of electronic waste from landfills and illegal export.
- Earned a highly favorable performance evaluation for our ITAD work with a large customer, resulting in a **five-year contract extension** before the position is opened to new competition.
- Expanded partner ecosystem and processing capabilities through strategic ITAD partnerships, **increasing capacity, geographic reach, and ensuring service consistency** across customer engagements.
- Enhanced customer visibility through **improved reporting and tracking capabilities,** providing greater insight into asset status, financial returns, and environmental impact metrics.
- **Verified strong data security and compliance adherence** by partnering with certified asset disposition providers holding e-Stewards, R2v3, ISO 27001, ISO 9001, ISO 14001, ISO 45001, and NAID AAA certifications, reinforcing customer trust in secure asset handling.[2]

[2] See Disclosures and Data section for details on ISO certifications.

371,997

CUSTOMER DEVICES PROCESSED,

DIVERTING APPROXIMATELY

2.44M

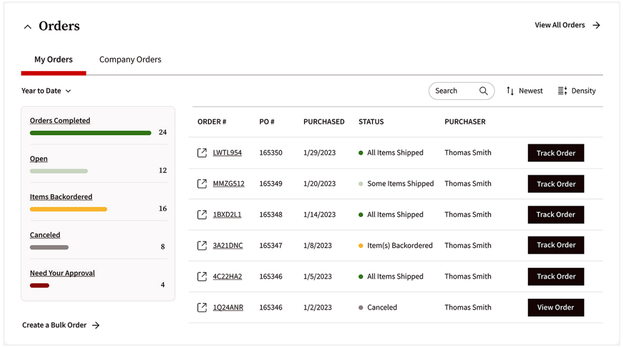
POUNDS OF ELECTRONIC WASTE





RUBI®

Rubi is CDW's digital platform that helps customers **plan, procure, and manage their technology across its full lifecycle.** With Rubi, customers benefit from data-rich insight across their full technology suites, including software licensing. We continue to integrate AI into Rubi for built-in customer support, including search assistance and a customer service agent that provides 24/7 order support.



HIGHLIGHTS

- Launched **Asset Hub,** giving customers a comprehensive view of their hardware, software, licenses, and subscription assets purchased through CDW since 2018. This feature allows customers to anticipate needed upgrades or renewals, avoiding disruption.
- Introduced **Software Renewal Look Ahead** reminders, which notify customers about software licenses needing renewal, ensuring business critical software remains functional.
- Integrated **subscription management capabilities,** which provide customers a seamless way to make any needed updates in real-time.
- Introduced AI capabilities including an **AI Search Assistant** experience, helping customers find the right product for every situation.



We encourage a welcoming and respectful culture, create meaningful connections across teams, and provide coworkers with the tools and opportunities to grow and succeed.

This starts with **The CDW Way**, **our Values and Commitments,** which outline how we *Act as One* as coworkers, *Play to Win* to deliver for our customers and partners, and *Think Forward* as we prepare for the future. Along with focusing on coworker **attraction, retention, learning, and development** to expand skills, including AI fluency and leadership, we prioritize **health, safety, and wellbeing** so our exceptional talent can do their best work and build careers with lasting impact.



In 2025, we evolved The CDW Way by evaluating the cultural strengths that make CDW unique and have sustained us over time. We engaged leaders and coworkers across the company to understand their company culture priorities, as well as where we needed to evolve to be ready for the future. Through focus groups and feedback across roles, functions, and geographies, we **refined our values and commitments** to reflect what we have always done well, as well as how we can build capabilities we need for the future.

> Our values speak to the commitments we make to each other at CDW every day: Acting as One as coworkers, Playing to Win to deliver for our customers and partners, and Thinking Forward as we prepare for what's next."



Kate Sanderson
Chief Human Resources Officer

The CDW Way

Our Values & Commitments

ACT AS ONE

We are a unified, respectful and welcoming team that works together to exceed our goals and support each other.

CONNECT & CARE
Engage actively & support each other

GET CANDID
Be direct & respectful

COMMIT TOGETHER
Ensure alignment moving forward

PLAY TO WIN

With absolute customer focus and integrity, we take accountability and drive superior performance every day.

CUSTOMER AT THE CORE
Understand needs & define outcomes

ELEVATE PERFORMANCE
Set the standard & own the outcome

CREATE CLARITY
Clarify priorities, purpose & expectations

THINK FORWARD

With a growth mindset every day, we innovate ways to better serve our customers now and for the future.

BE CURIOUS
Seek out different ways of thinking & doing

INNOVATE TO IMPROVE
Try new ideas that will accelerate success

LEARN FAST & ADAPT
Apply lessons learned from success & failure

Attraction and Retention

CDW's ability to attract and retain skilled coworkers is directly connected to our ability to deliver results for customers. Our talent strategy includes introducing candidates to our values and commitments, which act as the foundation for how they can make an impact across our company.

We foster a workplace where coworkers feel engaged and supported, so they can envision a future career with us. CDW operates 15 **Business Resource Groups** (BRGs) globally, open to all coworkers, supporting networking, mentoring, leadership development, and community engagement. We also demonstrate our commitment to our coworkers through programs designed to **recognize, reward, and support** them, including celebrations of coworker milestones, performance, and actions that go above and beyond for customers.



HIGHLIGHTS

- **Evolved our recruiting strategy to attract top talent** in strategic growth areas.
- Achieved a conversion rate in our intern program of **over 80%,** performing above the national average.
- **Invested in leadership development** through intentional internal advancement and targeted external hiring, positioning CDW to execute our strategy and serve customers more effectively.
- Shifted from annual, point-in-time employee engagement surveys to a bimonthly **continuous listening model,** supporting leaders to have ongoing dialogue with their teams and strengthen CDW's understanding of coworker sentiment.
- Supported **flexible work arrangements** across our workforce, offering hybrid options that empower coworkers to do their best work while maintaining the collaboration and connection that are central to CDW's culture.

Innovation, Learning, and Development

CDW's learning and development programs **help coworkers adapt quickly to new technologies, stay ahead of evolving industry needs, and deliver stronger outcomes** for customers. The approach is role-based and modular, meeting coworkers where they are and connecting learning directly to their work. All coworkers have access to **curated learning pathways** through LinkedIn Learning, spanning go-to-market strategy, AI, cloud, privacy, and professional development.

We maintain a unified, global learning strategy while adapting programs to regional needs, such as Sales Academy delivery in Canada using train-the-trainer models. We are committed to equipping coworkers to be successful in CDW's future. As AI reshapes how we work, we are focused on **redesigning work around the strengths of people**, examining what AI can perform, and where people create the greatest value. **AI fluency plays an increasingly important role in empowering coworker capabilities to *Think Forward.***

CDW is invested in **leadership development** at every stage, and we provide targeted coaching engagements to build capability across all leadership levels. We believe leadership sets direction while the front line innovates what works. Our Leadership Academy focuses on developing new leaders. Our Enterprise Leadership Program focuses on future leaders and had more than 80 participants in 2025.

AI INTEGRATION

As we become an AI-first company, we are focused on responsible integration of AI technology throughout CDW. Our enterprise AI efforts reflect our vision that **embedding AI into every core process helps us fuel growth, innovation, and coworker empowerment** to create new value for customers. This enterprise-wide initiative focuses, prioritizes, and coordinates our efforts to accelerate our AI journey, while ensuring we have the appropriate structures in place to be a leading example of an AI-powered workforce. Through an agile governance framework aligned with leading standards, we promote shared responsibility and consistent oversight of AI use across the organization. Our AI strategy provides coworkers and customers with resources, training, and guidance to support responsible AI adoption.

To learn more about how we enable responsible AI adoption for our customers, see AI and Emerging Technologies.



HIGHLIGHTS

- Launched an internal enablement program, **AI Academy for Professionals**, across all regions (US, UK, Canada, and India), which builds AI fluency and helps coworkers apply AI thoughtfully. The training series delivered:
  - Personalized learning experiences tailored to individual roles.
  - Practical AI use cases directly relevant to day-to-day work.
- Developed a new **AI Seller Assistant Agent** internally for our sales team to handle research, data gathering, and procedural tasks for 2026 launch. The benefits will allow sellers to reinvest their time in customer relationships, demonstrating how work is redesigned around people's greatest value.
- Delivered additional **targeted AI programs to build capabilities** in India, including GitHub Copilot Workshop for Engineers, AI Heist, and AI University.
- Deployed expanded **Sales Enablement Proposition training, Ways2Win, WaysWeWork, and Compelling Pitches in the UK**, focused on managed services, professional services, and tech sourcing, delivered through a combination of in-person workshops and digital enablement, with over 1,000 courses viewed.

Health, Safety, and Wellbeing

CDW's commitment to coworker health, safety, and wellbeing is both a value and business priority. When coworkers are **healthy, supported, and safe,** they bring their best selves to work and to customers every day.

FOSTERING COWORKER WELLNESS

We provide **physical, emotional, financial, and social wellbeing programs** for our coworkers around the world. Specific offerings vary by country based on local needs and practices. These include medical and dental benefits, life and dependent life insurance, our Employee Assistance Program with free therapy and coaching sessions, onsite and virtual fitness center access, family planning support, flexible time off for salaried coworkers, safety programs, mental health and substance use disorder coverage, health accounts to offset out-of-pocket expenses, and annual reimbursement for mental health services.

To equip our leaders to foster trust and clarity with their teams, we hold quarterly wellness workshops that strengthen the connection between CDW leadership and our people-first culture.

COWORKER SAFETY

CDW's **24/7 Global Security Operations Center (GSOC)** monitors all CDW facilities and supports coworkers in emergency situations related to weather or onsite operations, whether coworkers are on site, traveling, or at home. GSOC collects information about incidents or concerns and manages coworker communications in case of an emergency.

We are rooted in our **"Home Safe Every Day"** principle, prioritizing coworker safety and injury prevention. This commitment is a core principle of The CDW Way Code, and every coworker at CDW is responsible for maintaining a safe work environment.

HIGHLIGHTS

New benefits introduced for U.S. coworkers in 2025 included:

- **Prescription cost savings** solutions for coworkers.
- An **increase in Short-Term Disability** compensation from 70% to 100% for the first six weeks.
- An **increase in Primary Caregiver Paid Parental Leave** from eight to 10 weeks.
- **Expanded medical plan** options.

To further advance coworker safety, we:

- Deployed the **AlertMedia mass emergency notification system,** enabling real-time communications, rapid response, and confidence when every second counts.
- Launched a new **Workplace Violence Prevention Training Program,** reaching all U.S. coworkers and contract workers.
- Installed a **Visiplex Emergency Notification System** at our Vernon Hills and North Las Vegas distribution centers, improving our ability to alert coworkers to emergencies in real-time.

During a tornado warning in 2025, a remote coworker received a real-time alert with immediate shelter-in-place instructions and continuous safety updates. This alert enabled the coworker to respond immediately and stay safe throughout the storm. It demonstrates how CDW's investment in safety technology directly protects our people — whether on the job site, traveling for meetings, or at home.





We work alongside our customers, coworkers, and partners to build better futures with technology and strengthen our communities.

We're leveraging technology to empower communities by supporting innovation in education, healthcare, and the public sector, and we're **implementing collaborative projects** with our customers and partners to achieve shared sustainability goals. We are **partnering with small and local technology suppliers** to enhance their capabilities and open new pathways for growth, and **advancing digital opportunities** that drive meaningful social impact.



Technology Empowering Communities

CDW believes technology is most impactful when it reaches everyone. We support communities through two interconnected approaches:

- CDW delivers technology solutions to healthcare, educational, and public sector organizations, enabling them to strengthen critical operations, enhance service delivery, and build resilience in the face of rapid change.
- We partner with small and local technology suppliers, enhancing their capabilities and opening new pathways for growth. This partnership model strengthens local economies and expands opportunity in the communities we serve together.

Click here to explore CDW's IT solutions by industry.

Exceptional healthcare requires the right technology. CDW helps healthcare organizations elevate patient care by connecting technology solutions across clinical settings, virtual care environments, and beyond. CDW's approach focuses on three pillars: building **Foundations of Care** through secure, scalable IT infrastructure; **Optimizing Care** by leveraging data and AI to enhance workflows and patient safety; and **Future of Care** by extending clinical capabilities beyond traditional settings. Click here to learn more about CDW's healthcare IT solutions.

In K-12 and higher education, CDW works with customers to develop technology solutions that **expand learning opportunities, support personalized student experiences and digital opportunities, and enable educators to maximize their impact**. Click here to learn more about CDW's education technology solutions.

CDW works with state and local governments to **modernize digital services and improve resident outcomes** while navigating budget constraints, legacy systems, and staffing challenges. Federal agencies face similar obstacles as they work to achieve mission success through digital strategies and secure, critical IT infrastructure. We offer turnkey strategies, workforce solutions, and a range of technologies tailored to strengthen service delivery and community impact. Click here to learn more about CDW's state and local government IT solutions and here to learn more about CDW's federal IT solutions and services.

CDW's Strategic Partnerships program advances economic opportunity and community impact through **collaboration with more than 1,500 small and local businesses globally**. These partners enhance their capabilities and build competitive strength through CDW's support and services, deliver localized expertise and tailored solutions to their communities, and contribute to local economic growth and job creation.

CDW SUPPORTED

30,626

JOBS AT U.S. SMALL AND LOCAL BUSINESSES, WITH A TOTAL ECONOMIC IMPACT OF

$6 BILLION

HIGHLIGHTS

- Working with a multistate healthcare system, CDW deployed its **Clinical Care Continuity solution** to help the organization prepare for technology outages and maintain safe patient care when critical systems are unavailable. Through comprehensive assessments, continuity planning, and workforce training and testing, this solution identified vulnerabilities, strengthened operational capabilities, and protected patient outcomes during crises, ultimately strengthening the healthcare system and the communities it serves.
- Working with **Sumner County Schools** in Tennessee, we designed and deployed a district-wide connectivity upgrade that provided the robust, scalable infrastructure needed to support thousands of devices and enable widespread student access. We upgraded wired and wireless networks across schools, providing reliable, high-performance connectivity that enhanced teaching, learning, and district operations for more than 35,000 students and staff.

  "CDW Government has been a trusted technology partner throughout these initiatives, delivering expertise, project support, and scalable solutions that have helped Sumner County Schools maintain a secure, resilient, and future-ready network environment."

  — **Chris Brown**
  Executive Director of Information Services at Sumner County Schools
- Through a multiyear engagement with the **U.S. General Services Administration's Technology Transformation Services**, CDW Government, as the prime contractor, helped develop, operationalize, secure and scale Login.gov, the federal government's shared digital identity platform for secure access to participating government services. The team provided software and infrastructure engineering, DevSecOps, identity and access management, fraud-prevention capabilities, agency onboarding support, and high-availability operations. The engagement supported a platform serving more than 60 million users across 36+ agencies and more than 200 public-facing applications, demonstrating CDW Government's ability to help execute and scale a complex, multiagency digital initiative.
- CDW partnered with the **New York City Department of Education** to provide connectivity and Chromebooks to students while bringing in small and local partners, such as EmpireVista Technologies and Liquid PC, to deliver the devices. This initiative equipped 350,000 K-12 students across the nation's largest public school district with free, internet-enabled Chromebooks for the 2025-2026 school year, expanding digital opportunity for working-class families while enabling local partners to grow and contribute to the state's economy.

Technology Partner Collaborations

INDUSTRY COLLABORATIONS ON BUSINESS RESILIENCE TOPICS

CDW's commitment to business resilience extends beyond our own operations. Through partner-led councils and cross-industry groups, we collaborate with partners and sustainability experts to **share insight, align on evolving customer expectations, and advance practical solutions that support resilience across the technology sector.**

These engagements **sharpen how we advise customers** on circularity, responsible supply chains, and evolving sustainability expectations — **turning cross-industry collaboration into tangible, resilient outcomes.**

We actively participate in partner-led councils including Lenovo 360 Circle, HP Inc. Roundtable, and Cisco's Partner Sustainability Community. Partner council discussions in 2025 focused on:

- Sustainability and AI
- Climate action and reporting
- Supply chain responsibility
- Data center energy considerations
- Social impact and digital opportunity
- Energy efficiency
- Circularity
- Growing role of sustainability data in customer procurement decisions



HIGHLIGHTS

- Held active memberships with the **Sustainability Leadership Forum (SLF), Business for Social Responsibility (BSR), CRN Sustainability in Tech Advisory, techUK Climate Council, and techUK Public Services Board**, contributing CDW's perspective on **business resilience and sustainability.**
- As a founding member of the Lenovo 360 Circle, we hold a leadership role on the **Lenovo 360 Circle Executive Committee**, helping to shape the group's sustainability and business resilience agenda globally.
- Received two Lenovo 360 Circle awards, the **Outstanding North America Partner Excellence Award** and the **Outstanding Sustainability Collaboration Spirit Award.**
- In the UK, received the **HP Amplify 5-Star Partner Award.**
- In Canada, received the **Quantum Circular21** recognition for achieving top greenhouse gas emissions savings through the reuse and recycling of old and redundant electronic assets.

"These recognitions from our technology partners reflect our progress in both our overall sustainability efforts and in embedding business resilience into how we operate. We're proud of taking meaningful, measurable actions that support our coworkers, our customers, our partners, and the communities we serve."



Suzette Carty
Head of Global Business Resilience

Social Impact

CDW advances digital opportunity and meets local community needs by partnering with nonprofit organizations that **remove barriers to technology access, build in-demand skills, and develop the workforce of tomorrow.** These efforts are further amplified through partnerships with leading Original Equipment Manufacturers (OEMs), which expand access to technology resources and expertise. Through strategic partnerships, coworker empowerment, and values-led leadership, CDW drives meaningful social impact.

Through our Social Impact investments, we provide meaningful engagement opportunities for our coworkers and empower them to support causes that matter most to them. This demonstrates our commitment to **help our communities thrive, help every coworker to grow and succeed**, and **deepen relationships with a focus on cocreating solutions** with our customers, partners, and communities.

We also support coworkers in contributing **pro bono expertise to communities**, including matching coworkers with partners and organizations that align with their interests, serving on nonprofit boards, and supporting volunteer opportunities.



HIGHLIGHTS

- Advanced community impact and digital opportunity through **$1.8M from our Donor Advised Fund**, including matching donations, local impact grants, and digital opportunity partnerships.
- 1,297 coworkers donated nearly $1.1 million through our **Global Matching Gifts Program**, supporting 1,289 charities.
- Scaled our **Local Impact Program**, where coworkers can earn a $1,000 grant for the nonprofits they support by organizing group volunteer activities.
- Expanded career pathways for emerging IT professionals through our partnership with **Per Scholas**, providing learners direct mentorship from CDW IT experts, real-world workplace exposure, and insights into security operations and technology infrastructure.
- Strengthened veteran workforce development through a strategic partnership with HP and Intel, equipping **Help for Heroes veterans, staff, and volunteers in the UK** with AI capabilities and emerging technology skills via 85 AI-enabled devices.
- Supported responsible AI implementation in healthcare by collaborating with the **SickKids AI Corporate Coalition** in Canada, a group of purpose-driven companies focused on advancing responsible AI integration across care, research, education, and operations.
- Created meaningful community engagement opportunities by connecting CDW coworkers with 20 nonprofits as part of our Chicago office's nonprofit fair on **Giving Tuesday**.
- Equipped CDW leaders to drive positive impact through nonprofit board placement and training in partnership with **Board.dev**.
- Expanded coworker philanthropy education through a partnership with **Fidelity Charitable**, equipping coworkers with tools and strategies to maximize the impact of their personal giving.
- Improved opportunity and resilience for vulnerable children across India by providing life skills training, emotional support, and essential resources through **CDW SMILES**, a corporate social responsibility initiative operated by CDW Technologies India Private Limited, in orphanages and special-needs institutions in Chennai, Bengaluru, and Hyderabad.
- Supported disaster relief and humanitarian assistance in India by contributing to the **Prime Minister's National Relief Fund**, a public fund providing critical support to victims of natural disasters, major accidents, and medical emergencies.

Raised £104K to support young people through **CDW's King's Trust Million Makers team in the UK**, enabling young people to build confidence, learn new skills, and find jobs or start businesses, with fundraising activities including cycling challenges, quizzes, and sales events. Coworker feedback captured the spirit of the program:

"It felt great to be able to use the skills I've learnt in my career towards a great cause that benefits other people. It also made me realise that CDW coworkers can achieve so much when they work together."



1,297

COWORKERS DONATED NEARLY

$1.1 MILLION

SUPPORTING 1,289 NONPROFITS

9,532

HOURS OF VOLUNTEER TIME



SUSTAINING COMPANY VALUE

Strong corporate governance and oversight guide our decision-making.

We recognize the value of the trust that our stakeholders place in us, and our ethics and compliance program is built to safeguard that trust. We prioritize **accountability and high standards** focused on operational excellence. This includes robust **cyber and data security and privacy programs**, a focus on ensuring a secure and **responsible supply chain**, and targets to reduce emissions, energy, and waste, building **climate resilience** throughout our business.

Corporate Governance

CDW upholds a **commitment to strong governance oversight** shared across all levels of the organization, including the Board of Directors. The CDW Board oversees the company's strategic direction and long-term interests, guided by **Corporate Governance Guidelines** and committee charters that establish key governance principles, define board composition, and outline the responsibilities of its independent committees: Audit, Compensation, and Nominating and Corporate Governance.

"The Board is highly engaged and brings rigorous, independent judgment to the oversight of CDW's long-term strategy. Our governance framework supports effective oversight through active Board engagement, regular executive sessions, and disciplined evaluation of Board and committee effectiveness. In close partnership with management, and informed by ongoing dialogue with our stockholders, the Board remains focused on long-term value creation."



James A. Bell
Lead Independent Director
CDW Board of Directors

For complete information on Board composition, committee responsibilities, and governance highlights, see the CDW Proxy Statement.

Ethics and Compliance

CDW's ethics and compliance program is built on a simple premise: **The trust our stakeholders place in us is one of our most valuable assets.** We protect their trust through clear standards and training, consistent accountability, and an ethics-first culture where doing the right thing is the expected and supported path.

The CDW Way Code is the foundation of our ethics and compliance program, setting our standards for business conduct and ethical and legal behavior, and applies to all coworkers and the Board of Directors. We operate a 24/7 confidential, anonymous **Ethics Helpline** for coworkers, suppliers, and external stakeholders to report ethics and human rights concerns without fear of retaliation. Additional resources, including policies and guidance materials, are accessible to all coworkers, and cross-functional teams provide oversight and follow-up on reported matters.

Our **ethics and compliance program** — in partnership with other relevant risk management and business functions, including our **Enterprise Risk Management (ERM) and Supply Chain Risk and Compliance** programs — identifies emerging and potential compliance risks through risk assessments and regulatory monitoring.

HIGHLIGHTS

- **Evolved our ethics and compliance program** to align with the current business and regulatory environment, support operational resilience, and create long-term value.
- **Expanded global ethics and compliance program leadership** with a senior manager based in the UK, strengthening consistency and accountability across geographies.
- Launched a **global ethics helpline awareness campaign** and established the foundation of a **Compliance Champions** network to create local points of contact to reinforce the ethics and compliance program.
- **Enhanced risk-based training content** for all coworkers and embedded ethics and compliance training into new coworker orientation.

Operational Excellence

Our operational discipline extends across critical dimensions to deliver measurable business outcomes by **reducing costs, strengthening market reputation and opportunity, mitigating regulatory and operational risks**, and **building a foundation of trust** that strengthens customer and partner relationships. By maintaining ISO 14001 (Environment)[3], 20000 (Services), 9001 (Quality), 27001 (Information Security), 20243 (Counterfeit Avoidance), and 28000 (Secure Supply Chain) certifications, we align with global best practices while enabling continuous improvement.

CYBERSECURITY, DATA PROTECTION, AND PRIVACY

Protecting information assets entrusted to CDW by customers, coworkers, partners, and stakeholders is a foundational responsibility. CDW maintains global information security and data privacy programs designed to **support secure business operations and help us meet applicable legal, regulatory, and contractual requirements** related to the protection and processing of information, including personal data.

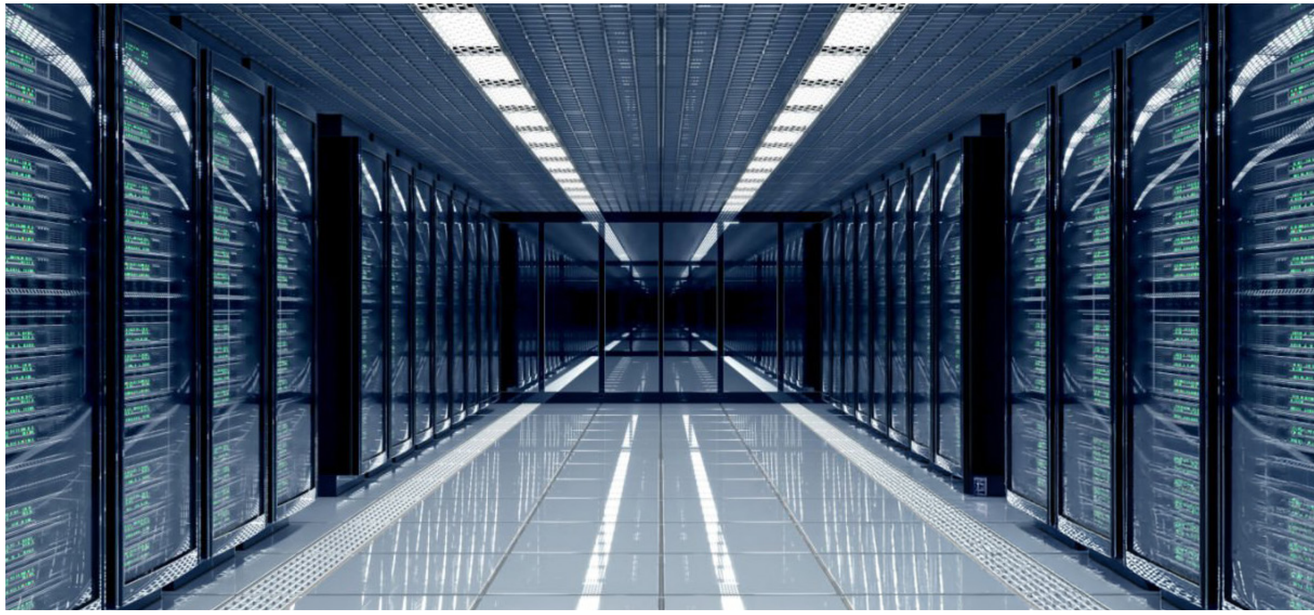
CDW's Global Information Security organization operates through an integrated governance model combining risk management, security engineering, threat detection and response, and business engagement to identify, assess, manage, and respond to evolving cyber risks. CDW also maintains policies, standards, and processes to provide security monitoring capabilities and oversight, and to address privacy and data protection obligations in jurisdictions where it operates.

Information security awareness training is required for all coworkers, with additional role-based training where specialized knowledge is required. CDW continuously evaluates and enhances its privacy and security practices to address emerging threats and respond to evolving technologies and changing regulatory requirements.

To manage third-party risk, we require appropriate **privacy and security commitments** from relevant service providers and data processors.

HIGHLIGHTS

- Launched targeted guidance for the business on the **EU AI Act.**
- Conducted **privacy impact assessments** for AI-related technology initiatives.
- **Updated privacy policies** to reflect new regulatory requirements in multiple jurisdictions.
- Expanded **automation within privacy compliance workflows,** including Privacy Impact Assessments (PIAs) and Data Protection Impact Assessments (DPIAs).
- Scaled a **privacy compliance** program in South Africa.
- Delivered **privacy training** to all global coworkers, introducing specialized modules such as HIPAA training and Data Subject Access Request training for relevant roles.



[3] *See Disclosures and Data section for details on ISO certifications.*

CLIMATE RESILIENCE

CDW's approach to climate resilience is grounded in two key strategies: **reducing our impact on the climate and reducing the climate's impact on our operations.** We manage climate resilience through an integrated governance structure, an emissions-reduction strategy grounded in achieving our science-based targets, and a coordinated decarbonization roadmap. Our Business Resilience team leads our climate strategy and manages a **Global Climate Committee** to implement our climate initiatives, including decarbonization plans, supplier engagement, and climate risk scenario planning.

Science-Based Targets initiative-validated targets:

- **Scope 1 and Scope 2:** Reduce absolute emissions 42% by 2030 (from a 2022 baseline).
- **Scope 3 (supply chain engagement):** Partners representing 80% of purchased goods and services emissions will have science-based targets by 2028.
- **Scope 3 (value chain):** Reduce total Scope 3 GHG emissions from remaining categories (excluding purchased goods and services) by 25% by 2030 (from a 2022 baseline).

For additional details on CDW's climate governance and risk management structure, see the Business Resilience website and the 2025 TCFD Disclosure.

AI and emissions: Rapid AI expansion has the potential to increase emissions from suppliers and from the use of sold products. Through our engagement with Partner Sustainability Councils, we aim to better understand this potential impact and monitor AI infrastructure trends. Our FinOps Accelerator's GreenOps capabilities identify opportunities to optimize and reduce costs and energy.

For more information about the Councils, see the Technology Partner Collaborations section. For more about how we seek to address energy use and emissions from AI, see Energy-Efficient Products.

HIGHLIGHTS

- **Achieved our Scope 1 and 2 emissions reduction targets** by using renewable energy.
- Received **third-party limited assurance** of our Scope 1 and Scope 2 emissions data, reinforcing the transparency and accountability in CDW's climate reporting.
- **Achieved our Scope 3 absolute reduction target in 2025** and continue to work toward sustaining and building on that progress.
- CDW's Global Climate Committee engagement focused on initial outreach and education to supply chain partners to **raise awareness of CDW's supplier engagement target,** preparing partners for the expectation that they will establish their own science-based targets by 2028.

ACHIEVED OUR SCOPE 1 & 2 EMISSIONS

REDUCTION TARGETS





ENERGY

CDW's energy strategy is **integrated with our broader emissions-reduction goals.** Our renewable energy procurement strategy is the primary lever for achieving our Scope 1 and 2 climate targets, and CDW's real estate strategy incorporates energy efficiency as a standard criterion for facility selection and upgrades. Energy-efficiency measures across CDW facilities include indoor and outdoor LED lighting, motion-sensor lighting and conveyor systems in distribution centers, and smart HVAC systems.

Our three distribution centers (two in the U.S. and one in the UK) and two UK offices hold **ISO 14001 certification[4],** the international standard for Environmental Management Systems. We maintain a three-to-five-year visibility window to identify, assess, and plan for additional energy-efficiency improvements in alignment with our ISO 14001 certification.

MANAGING WASTE AND LOGISTICS

To minimize operational waste, we prioritize reducing and reusing packaging and **diverting waste from landfills**. We **reduce packaging waste** by using recyclable and reusable materials, and influence vendors to improve theirs through Partner Performance program engagement. We manage our waste priorities through our ISO 14001 certification for U.S. distribution centers.

Our **Supply Chain Risk and Compliance** program oversees carrier management, freight optimization, and risk-based controls designed to support chain-of-custody integrity, country of origin verification, and continuity of operations during global disruptions. This includes coordination across transportation partners and internal functions to ensure regulatory alignment and enable rapid response to geopolitical, environmental, or operational disruptions.

For more information, see the Packaging and Transport section.

HIGHLIGHTS

- We continued expanding our renewable energy procurement strategy across U.S. facilities. In 2025, we increased our procurement of **Green-e certified Renewable Energy Certificates.** CDW prioritizes procuring renewable energy for facilities operating in the highest-emitting electricity grids.
- In the UK, **100% of electricity used by CDW continued to be derived from renewable sources.**
- We prioritize LEED-certified buildings when evaluating new or upgraded real estate, and operated in **19 LEED-certified buildings** in North America, including one LEED Platinum office and 12 LEED Gold facilities.
- Our UK office portfolio includes properties with strong environmental performance, including **BREEAM "Excellent"** and **"Very Good"** ratings.
- Continued prioritization of environmentally responsible transportation, with **91% of U.S. shipments moved by transportation carriers enrolled in the U.S. EPA SmartWay Transport Partnership,** supporting emissions efficiency across the transportation network.
- **90%** of U.S. spend is handled by carriers with climate goals.
- Attained **zero waste to landfill** in our UK operations.

[4] *See Disclosures and Data section for details on ISO certifications.*

SUPPLY CHAIN RESPONSIBILITY

CDW is **committed to responsible and ethical sourcing** that reflects the principles outlined in The CDW Way Code, including integrity, accountability, and responsible business conduct. We also maintain a Partner Code of Conduct that requires suppliers to comply with applicable labor laws, protect human rights, prohibit forced labor and child labor, and maintain safe and nondiscriminatory working conditions. This commitment is embedded into our risk-based framework that guides how we select, evaluate, and monitor suppliers throughout their relationship with us. As part of our broader Partner Performance program, our **Supply Chain Scorecard** provides a comprehensive, 360-degree evaluation of each distribution partner's overall performance and health with CDW. We oversee OEM partnerships through annual reviews that assess working relationships and business impact, with quarterly reviews for top brand partners and annual Partner Summits that provide a forum for collaboration.

We also leverage **EcoVadis** as a core tool to assess and track the sustainability performance of our suppliers on an ongoing basis. These assessments support our identification of risks and help enable our ability to drive improvements in our supply chain.

ECOVADIS

We help build trust with customers by undertaking our own global EcoVadis assessment, using the scorecard as a driver for change throughout our own operations. In our latest rating, we achieved an **EcoVadis Gold Medal** with an overall score of 82 out of 100, placing us in the top 5% of all companies assessed worldwide. In the UK, we also achieved an EcoVadis Gold Medal with a score of 79 out of 100. Both our global and UK operations earned Carbon Leader status.

This rating reflects strong performance across the environment, labor and human rights, ethics, and sustainable procurement categories.

HIGHLIGHTS

- Achieved approximately **78% participation from targeted supplier engagement** in EcoVadis assessments, representing 80% of CDW's direct spend with suppliers. This strong result reflects the growing reach of our supply chain responsibility efforts.
- **None of our rated suppliers generated a high-risk score** in any EcoVadis category. This result reflects the quality and performance of our supply chain.
- Completed a comprehensive **Human Rights Salience Assessment** that identified and prioritized the most significant human rights impacts and risks associated with our operations and value chain. The assessment covered both upstream (supply chain) and downstream (product use) impacts ranging from fair labor practices in the sourcing of technology hardware, to safeguarding privacy and nondiscrimination in the way advanced technologies like AI are used, and protecting the rights and wellbeing of our own coworkers.



Disclosures and Data

2025 Data Summary: Key Metrics

ENVIRONMENTAL	2022 (Baseline)	2024	2025
Scope 1 Emissions (MT CO_2e)	2,833	2,495	2,676
Scope 1 (Stationary Combustion) (MT CO_2e)	2,470	1,927	2,281
Scope 1 (Fugitive Emissions) (MT CO_2e)[5,6]	N/A	200	22
Scope 1 (Fleet) (MT CO_2e)	364	368	373
Scope 2 Emissions (Location-Based) (MT CO_2e)	19,806	17,804	15,510
Scope 2 Emissions (Market-Based) (MT CO_2e)	19,560	10,472	8,440
Scope 1 and Scope 2 Emissions (including Scope 2 Market-Based) (MT CO_2e)[7]	**22,393**	**12,967**	**11,117**
Scope 3 Emissions (MT CO_2e)	**5,630,948**	**4,864,559**	**5,138,323**
Category 1: Purchased Goods & Services (MT CO_2e)	3,638,997	3,471,072	3,694,884
Category 2: Capital Goods (MT CO_2e)	11,532	23,712	15,762
Category 3: Fuel- and Energy-Related Activities Not Included in Scope 1 or Scope 2 (MT CO_2e)	5,569	5,610	4,786
Category 4: Upstream Transportation & Distribution (MT CO_2e)	26,222	16,607	16,173
Category 5: Waste Generated in Operations (MT CO_2e)	446	220	230
Category 6: Business Travel (MT CO_2e)	4,367	8,819	8,603
Category 7: Employee Commuting (MT CO_2e)	7,122	11,448	7,500
Category 9: Downstream Transportation & Distribution (MT CO_2e)	3,841	2,080	3,737
Category 11: Use of Sold Products (MT CO_2e)	1,847,550	1,254,030	1,310,801
Category 12: End of Life Treatment of Sold Products (MT CO_2e)	85,302	70,961	75,848
Total Scopes 1, 2 & 3 Emissions (MT CO_2e)[8]	**5,653,341**	**4,877,526**	**5,149,439**
Total energy consumed (GJ)	226,699	216,215	200,844
Percentage grid electricity	75%	79%	75%
Percentage renewable energy	4%	27%	30%

Note: *Due to rounding, figures presented may not add up to totals provided.*

[5] Scope 1 (Fugitive Emissions) were measured for the first time in the 2023 inventory.

[6] Legacy HVAC equipment at a small number of facilities contains R-22 and HFC-22, an ozone-depleting substance regulated under the Montreal Protocol. R 22 emissions are tracked separately from Scope 1 Fugitive Emissions and not included in the Company's science-based target boundary. Starting in 2025, R-22 leakage totals were excluded from the Scope 1 inventory, which totaled 80.63 metric tons CO_2e.

[7] 2025 data, including both market-based and location-based Scope 1 and Scope 2 emissions, subject to third-party limited assurance. Refer to our GHG emissions verification statement.

[8] The reported emissions were identified and calculated in accordance with applicable standards and guidance from the World Resources Institute (WRI) and World Business Council for Sustainable Development (WBCSD) Greenhouse Gas Protocol for Corporate GHG Accounting and Reporting. CDW uses the operational control approach.

HEALTH AND SAFETY[9]	2022 (Baseline)	2023	2024	2025
Fatalities	0	0	0	0
Number of cases with days away from work	11	4	4	3
Number of cases with job transfer or restriction	0	1	4	2
Number of other recordable cases	0	3	1	3
Total Recordable Incident Rate (TRIR)	0.10	0.07	0.08	0.07
Days Away From Work Injury and Illness (DAFWII) Rate	0.10	0.04	0.03	0.03
Days Away Restricted Time (DART) Rate	0.10	0.05	0.07	0.05
Experience Modification Rate (EMR)	0.41	0.43	0.33	0.32

OPERATIONAL EFFICIENCY	2025
Waste diversion rate from CDW's U.S. distribution centers	86%
U.S. shipment spend handled by carriers with climate goals	90%
U.S. shipments delivered by carriers enrolled in the U.S. EPA SmartWay Transport Partnership	91%
LEED-certified CDW facilities (including a platinum property)	19

ISO CERTIFICATIONS (2025)	Canada	UK	U.S.
ISO 9001 (Quality)	X	X	X
ISO 14001 (Environment)		X	X
ISO 20000 (Services)		X	
ISO 27001 (Information Security)	X	X	X
ISO 20243 (Counterfeit Avoidance)			X
ISO 28000 (Secure Supply Chain)			X

[9] *All rates are calculated per 200,000 hours worked. Safety metrics are related to U.S. operations only.*

IT ASSET DISPOSITION PROGRAM	2025
Devices processed from CDW customers	371,997
E-waste diverted from landfill and illegal export (lbs)	2,443,556

COWORKER ATTRACTION, RETENTION & DEVELOPMENT	2025
Global Matching Gifts Program	1,289 nonprofits supported Nearly $1.1 million donated by CDW coworkers
Coworker volunteerism	CDW coworkers volunteered 1,000+ hours at 125 Local Impact Program events
Total CDW Charitable Contribution Dollars[10]	$1,846,198

ECONOMIC IMPACT: SMALL AND LOCAL BUSINESSES	2025
Jobs supported at U.S. small and local businesses[11]	30,626
Wages and benefits earned through jobs at U.S. small and local businesses[11]	$1.9 billion
Total economic impact[8]	$6.0 billion

GOVERNANCE, ETHICS & COMPLIANCE	2025
Board of Directors Composition	2026 Proxy Statement
Board of Directors Skills Matrix	2026 Proxy Statement

SUSTAINABILITY RATINGS/SCORES	
CDP	B
EcoVadis	Gold - 82
MSCI	BBB

[10] The charitable contribution dollars are from our Donor Advised Fund, that include CDW matching contributions, local impact grants, and digital opportunity partnerships.

[11] Data is from RIMS II data from the Bureau of Economic Analysis (BEA) by industry (North American Industry Classification System). Analysis was conducted with consultant support.

2025 SASB Index

CDW's 2025 Sustainability Accounting Standards Board (SASB) Index is being provided for CDW Corporation (together with its subsidiaries, unless the context otherwise indicates, "CDW" or the "Company," "our," or "we"). This disclosure consists of two SASB standards that we have determined to be most relevant for our business: Software and IT Services and Multiline and Specialty Retailers & Distributors. All disclosures are based on Version 2023-12 of the SASB standards. Unless otherwise noted, all data and descriptions apply to our entire enterprise and are as of or for the year ended December 31, 2025.

This report aligns with the SASB framework, which is maintained by the International Sustainability Standards Board (ISSB).

SOFTWARE AND IT SERVICES

SASB Code	Accounting Metric	Unit of Measure	Response
Environmental Footprint of Hardware Infrastructure			
TC-SI-130a.1/ CG-MR-130a.1	(1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable	Gigajoules (GJ), Percentage (%)	2025 Data Summary
TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data centre needs	n/a	Business Resilience Website, Operational Excellence: Energy
Data Privacy & Freedom of Expression			
TC-SI-220a.1	Description of policies and practices relating to targeted advertising and user privacy	n/a	At CDW, we understand that privacy is an important part of the trust placed in us. CDW has a privacy program through which we regularly assess our compliance with various privacy laws and regulations, conduct Privacy Impact Assessments, and provide training and education on privacy to our coworkers. Our Global Data Privacy Policy, by which all coworkers must abide, ensures that we follow privacy principles. Please see the CDW Privacy Notice and CDW Cookie Notice.
TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Presentation currency	No material losses as a result of legal proceedings associated with user privacy. 2025 Form 10-K, Legal Proceedings: Page 22
TC-SI-220a.4	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	Number, Percentage (%)	From time to time, the Company may receive requests from law enforcement and other governmental agencies to provide customer information for matters over which these authorities have jurisdiction. The Company is legally required to provide this information when it receives valid legal process from such authorities. We also may share information with third parties to comply with lawful requests pursuant to valid legal process in civil proceedings. Due to the nature of our business, our access to customer information is generally limited. However, a small number of these requests result in customer information being shared with law enforcement. If a question exists about the legitimacy or scope of a request, we challenge it. We do not find that our business model lends itself to a material volume of requests due to the limited nature of the information we possess. Data omitted due to confidentiality.

SOFTWARE AND IT SERVICES *(continued)*

SASB Code	Accounting Metric	Unit of Measure	Response
Data Security			
TC-SI-230a.1 / CG-MR-230a.2	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of users affected	Number, Percentage (%)	There were no material data breach incidents warranting disclosure in 2025. We actively monitor our data security risks and vulnerabilities (see TC-SI-230a.2), and we have a formalized and established crisis management plan in place in the event of a breach.
TC-SI-230a.2 / CG-MR-230a.1	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	n/a	2025 Form 10-K, Cybersecurity: Page 22
Recruiting & Managing a Global, Diverse & Skilled Workforce			
TC-SI-330a.2	Employee engagement as a percentage	Percentage (%)	At CDW, we strive to create a culture of collaboration, respect, and individual growth and reward. Our coworker engagement strategy utilizes regular pulse surveys to gain real-time insights of the coworker experience at CDW and enable faster action. As a result of our coworkers' consistent engagement, we have garnered meaningful feedback and recommendations, which have led to measurable and impactful results. 2025 Form 10-K, Coworker Engagement: Page 9
Intellectual Property Protection & Competitive Behaviour			
TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations	Presentation currency	We have an internal policy regarding fair competition (Antitrust), which guides coworkers on compliance with such laws. We proactively monitor changes in competition laws and maintain up-to-date policies and procedures for compliance with these laws. No material losses as a result of legal proceedings associated with anti-competitive behavior. 2025 Form 10-K, Legal Proceedings: Page 22

SOFTWARE AND IT SERVICES *(continued)*

SASB Code	Accounting Metric	Unit of Measure	Response
Managing Systemic Risks from Technology Disruptions			
TC-SI-550a.1	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	Number, Days	Performance issues and disruptions (outages) are viewed through two distinct lenses. First, we view them as a service; we monitor outages for customers as a service (i.e., downtime associated with a given product owned by a third party). Second, we monitor outages we are directly accountable for and that are associated with products, software or services we provide. In both instances, we actively monitor for outages and have dedicated customer support available for manually reported disruptions not already identified by our proactive monitoring. While all outages are important, we have a formalized process in place to prioritize and address issues. We actively monitor our responsiveness and overall process to enable efficient and effective solutions for future outages. Data omitted due to confidentiality.
TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	n/a	Please see our Trust Center for more information. Our operations supporting public cloud-based services follow the same program and have distinct, shared responsibility models with the public cloud provider.

MULTILINE AND SPECIALTY RETAILERS & DISTRIBUTORS

SASB Code	Accounting Metric	Unit of Measure	Response
Product Sourcing, Packaging & Marketing			
CG-MR-410a.1	Revenue from products third-party certified to environmental or social sustainability standards	Presentation currency	We provide over 100,000 products and services from more than 1,000 partners, with a portfolio of products having an environmental and/or social sustainability certification by third parties. Historically, the top three certifications by revenue are ENERGY STAR Certified, TCO Certified, and Electronic Product Environmental Assessment Tool (EPEAT) Compliant. The sale of these certified products supports environmental efforts such as energy efficiency and value-chain emissions reduction. CDW is well positioned to enable customer resilience over environmental and social factors when selecting, deploying, utilizing, and disposing of technology products. Business Resilience Website, Technology Solutions: Energy-Efficient Products 2025 Business Resilience Report, Technology Solutions: Energy-Efficient Products, Page 8

MULTILINE AND SPECIALTY RETAILERS & DISTRIBUTORS *(continued)*

SASB Code	Accounting Metric	Unit of Measure	Response
Product Sourcing, Packaging & Marketing *(continued)*			
CG-MR-410a.2	Discussion of processes to assess and manage risks or hazards associated with chemicals in products	n/a	Products are set up through the unique identifier creation process and are classified in accordance with applicable dangerous goods regulations for tracking purposes. The CDW Dangerous Goods shipping program conforms to industry best practices and the following regulatory standards: • U.S. Department of Transportation's (DOT) Hazardous Materials Regulations (49 CFR Parts 100–180) – U.S. only • USPS Publication 52, Hazardous, Restricted and Perishable Mail Regulations – U.S. only • ICAO Technical Instructions (as referenced in the IATA Dangerous Goods Regulations) • The European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR) – UK only • UN38.3 Test Summary Report/Lithium-ion cells or batteries test summary in accordance with Sub-Section 38.3 of UN Manual of Tests and Criteria **Lithium Batteries** To enable compliance on all shipments, CDW has built a strong lithium battery transport program. CDW limits our onsite inventory to only small lithium cells and batteries, including those packed with and contained in equipment. CDW prohibits all standalone lithium cells and batteries from being transported via aircraft. Further, CDW has coworkers who are trained and certified on hazardous materials handling to package and label lithium batteries in accordance with the relevant regulations. CDW regularly trains distribution center coworkers in the handling of hazardous waste.
CG-MR-410a.3	Discussion of strategies to reduce the environmental impact of packaging	n/a	CDW is committed to reducing the environmental impact of packaging by supporting strategies of responsible consumption through materials efficiency, reducing waste to landfill, and keeping materials in circulation through recycling, reuse and redeployment. Business Resilience Website, Lifecycle Management: Packaging and Transport
CG-MR-000.A	Number of (1) retail locations and (2) distribution centres	Number	The total area of CDW's distribution centers is more than 1 million square feet. CDW operates two distribution centers in the U.S. and one distribution center in the UK. CDW does not own or operate physical retail stores or locations.
CG-MR-000.B	Total area of (1) retail space and (2) distribution centres	Square metres (m^2)	

SASB Omissions and Modifications

In accordance with SASB Standards Application Guidance, the below table reflects CDW's omissions for certain 2025 SASB metrics.

SOFTWARE AND IT SERVICES

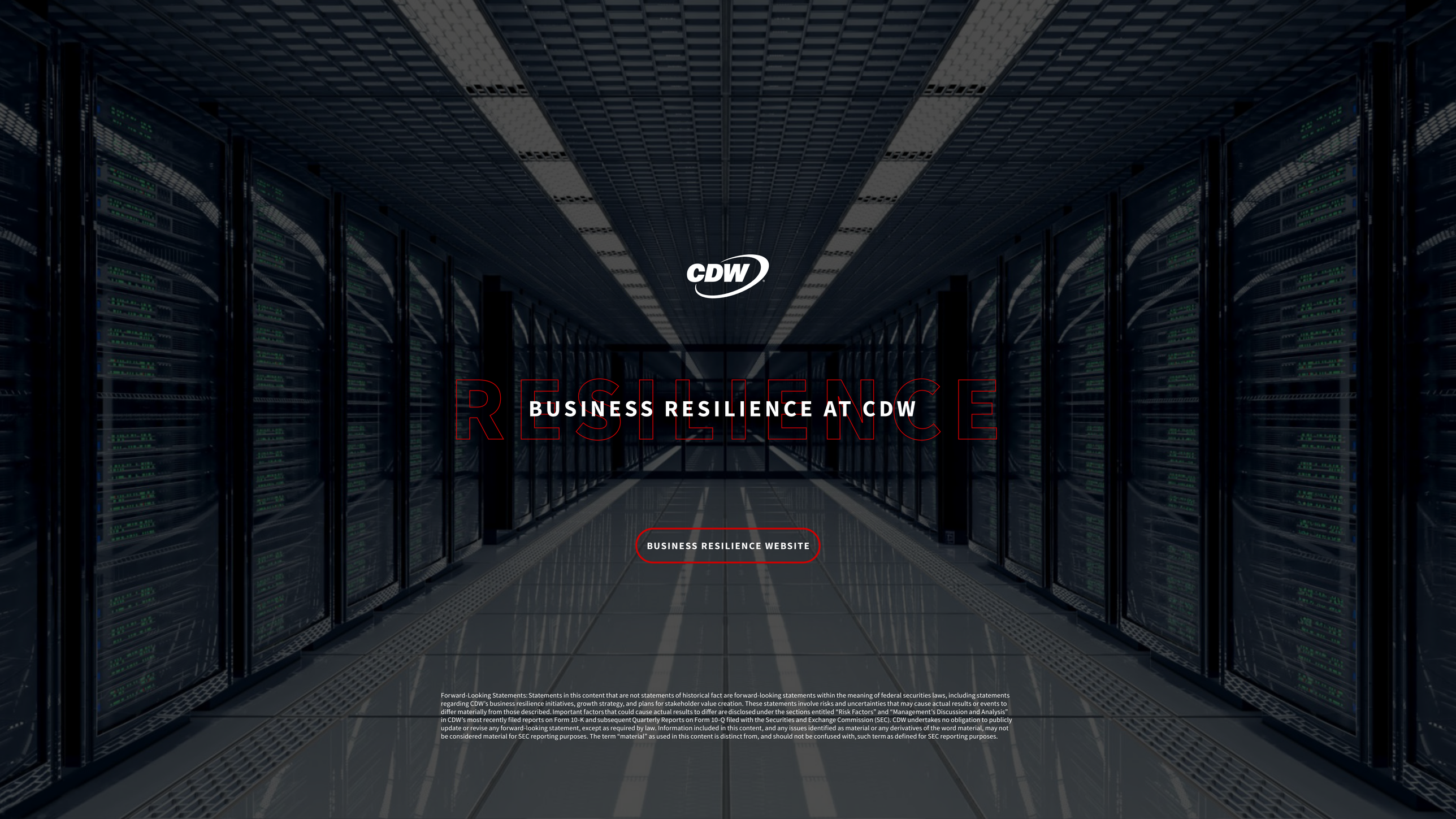
SASB Topic	SASB Code	Accounting Metric	Reason for Omission
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.2	(1) Total water withdrawn, (2) total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress	Not a priority topic for CDW.
Data Privacy & Freedom of Expression	TC-SI-220a.2	Number of users whose information is used for secondary purposes	Data necessary for metric were not available, as the data are currently tracked in a disaggregated and nonuniform manner.
	TC-SI-220a.5	List of countries where core products or services are subject to government required monitoring, blocking, content filtering, or censoring	Not applicable to CDW's business model.
Recruiting & Managing a Global, Diverse & Skilled Workforce	TC-SI-330a.1	Percentage of employees that require a work visa	Data omitted due to confidentiality.
	TC-SI-330a.3/ CG-MR-330a.1	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	Data omitted due to confidentiality.
Managing Systemic Risks from Technology Disruptions	TC-SI-550a.1	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	Data necessary for metric were not available as data required for this metric are not tracked separately from nonrelevant data. CDW monitors customer outages as a service, as well as outages CDW is accountable for regarding our own products and services. The outages CDW is accountable for are not discernible or tracked separately.
Activity Metric	TC-SI-000.A	(1) Number of licences or subscriptions, (2) percentage cloud-based	Data omitted due to confidentiality.
	TC-SI-000.B	(1) Data processing capacity, (2) percentage outsourced	Data omitted due to confidentiality.
	TC-SI-000.C	(1) Amount of data storage, (2) percentage outsourced	Data omitted due to confidentiality.

MULTILINE AND SPECIALTY RETAILERS & DISTRIBUTORS

SASB Topic	SASB Code	Accounting Metric	Reason for Omission
Labour Practices	CG-MR-310a.1	(1) Average hourly wage and (2) percentage of in-store and distribution centre employees earning minimum wage, by region	Data omitted due to confidentiality.
	CG-MR-310a.2	(1) Voluntary and (2) involuntary turnover rate for in-store and distribution centre employees	Data omitted due to confidentiality.
	CG-MR-310a.3	Total amount of monetary losses as a result of legal proceedings associated with labour law violations	Data omitted due to confidentiality. No material losses as a result of legal proceedings.
Workforce Diversity & Inclusion	CG-MR-330a.2	Total amount of monetary losses as a result of legal proceedings associated with employment discrimination	Data omitted due to confidentiality. No material losses as a result of legal proceedings.

Additional disclosures

- 2025 Task Force on Climate-Related Financial Disclosures Report
- 2025 Annual Report
- 2026 Proxy Statement
- 2026 Cybersecurity Report
- Greenhouse Gas Emissions Verification Statement
- 2025 CDP Corporate Questionnaire
- CDW Policies and Statements
  - CDW Benefits Portal
  - CDW Conflict Minerals Statement
  - CDW Ethics Policy: The CDW Way Code
  - CDW Partner Code of Conduct
  - CDW Political Contributions Policy
  - CDW Privacy Notice
  - CDW Trust Center
  - Corporate Governance Guidelines
  - Additional U.S. State Privacy Disclosures
  - Additional United Kingdom, European Economic Area (EEA) & Switzerland Privacy Disclosures
  - Additional Canada Privacy Disclosures
  - Position on Human Trafficking and Slavery



BUSINESS RESILIENCE AT CDW

BUSINESS RESILIENCE WEBSITE

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