

# IT MATTERS

Environmental,  
Social,  
Governance  
2019 Report







**OUR ENVIRONMENTAL,  
SOCIAL AND GOVERNANCE  
COMMITMENTS FOCUS ON  
WHAT MATTERS MOST TO  
ALL OUR STAKEHOLDERS.**



# IT

## MATTERS

Environmental,  
Social,  
Governance  
2019 Report

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Stakeholders

# Dear Stakeholders:

As we issue this ESG report, the world is experiencing broad disruption due to the coronavirus (COVID-19) epidemic. Yet, at this moment in time, we are all united by these circumstances that are affecting every part of our lives.

There are two cultural touchstones that have endured since CDW's founding that help guide our response to the current crisis in the same way that they have always guided our approach to running our business. Our "Circle of Service" reminds us that our customers are at the center, and our coworkers at our sides, in everything we do. The "CDW Way" – our values – guide how we do what we do, ensuring consideration of stakeholder and societal impacts.

These touchstones have served us well by focusing us on earning and maintaining the trust of our stakeholders and informing how we operate our business to create sustainable growth. This focus on trust and sustainability has been at the core of our culture from the very beginning. It defines who we are, who we have always been, and who we will always be.

This report is an outcome of our efforts and, truly, the efforts of our coworkers. It provides a deeper view into our culture and our long-standing regard for our broader role in our communities and in society – I invite you to explore the report and those that come after.



*Christine Leahy*

**Christine Leahy**  
President and Chief Executive Officer



**This focus on trust and sustainability has been at the core of our culture from the very beginning.**



# Environmental, Social, Governance (ESG) at CDW

CDW has a long history of providing great returns to shareholders, rewarding careers to our coworkers, and value to the communities where we work and live. We have achieved this success by running our business with passion, integrity and an engrained commitment to excellence. Over the years, CDW has invested heavily in local communities, developed robust programs to develop diversity and inclusion and strived to continuously reduce our environmental impact. These are just a few efforts among many that we've developed across the organization and that reflect our core dedication for doing what is right.

It follows that formalizing an ESG program was a natural step in furthering our efforts. Our approach to ESG is an extension of our CDW Way values (see Page 10) and a framework for delivering on



what matters most to all our stakeholders, categorized into three focus areas under the unifying banner of IT MATTERS:

- **Sustaining**  
A Successful Business and a Healthy Planet
- **Engaging**  
Our Coworkers, Communities and Partners
- **Inspiring**  
Trust and Confidence in All Our Stakeholders

In 2019, we took steps to emphasize and communicate our work in this area, including developing this report, the content of which is informed by a formal ESG materiality assessment we undertook to prioritize the topics that are of greatest importance and most relevant to CDW's business and our many stakeholders (see Page 28 for more detail).

# Sustaining

A Successful Business and a Healthy Planet

IT  
MATTERS





**OUR LONG-TERM SUCCESS  
DEPENDS ON PROVIDING  
IT SOLUTIONS TO HELP  
OUR CUSTOMERS ACHIEVE  
THEIR GOALS WHILE  
OPERATING RESPONSIBLY.**



## Our Business

**CDW Corporation** (Nasdaq: CDW) is a leading multi-brand technology solutions provider to business, government, education and healthcare customers in the United States, the United Kingdom and Canada.

We were founded in 1984 and are a Fortune 500 company and member of the S&P 500 Index. Our broad array of offerings includes hardware, software and services to help customers with the assessment, development, implementation and management of integrated IT solutions such as security, cloud, data center and networking.

### COMPANY FACTS\*



**VERNON HILLS, ILLINOIS**  
Company Headquarters



**250,000+**  
Customers



**~10,000**  
Coworkers



**10**  
Countries



**3**  
Distribution Centers\*\*



**\$18B**  
Annual Net Sales

Visit [investor.cdw.com](http://investor.cdw.com) to read our latest Annual Report, other public filings and Investor Factsheet.

\*As of December 31, 2019 - \*\*2 in the U.S.; 1 in the UK



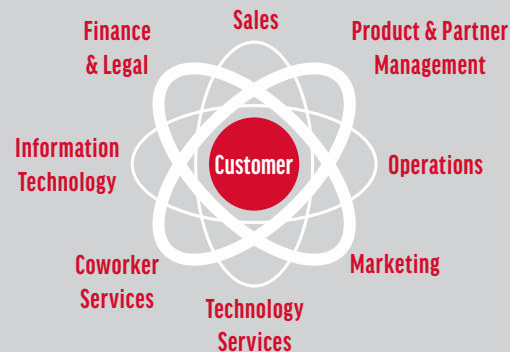
## Putting Our Customers First

Everything we do revolves around our customers. We help customers navigate through complex technology options and implement the best solution for their businesses.

We do this through a wide range of services from discrete hardware and software products to integrated IT solutions such as mobility, security, data center optimization, cloud computing, virtualization and collaboration. CDW sits between customers and vendor partners, creating a unique value for both.

- **Customers** get access to over 100,000 products and services from over 1,000 leading and emerging vendor partners and CDW's deep technical resources, including sellers, highly-skilled technology specialists and advanced service delivery engineers. We also provide value-added services to help customers with their IT lifecycle management.

### CIRCLE OF SERVICE



### BUSINESS MODEL



- **Vendor partners** get access to CDW's more than 250,000 customers and the ability to augment their product offerings with a wide range of value-added IT and distribution services. CDW serves as an extension of its vendor partners' sales and marketing resources.

We serve more than 250,000 small-, medium- and large-business, government, education and healthcare customers throughout the United States, the United Kingdom, Canada and around the world. Our market segmentation – Corporate, Small Business and Public – allows us to further customize our offerings and provide enhanced expertise in designing and implementing IT solutions that meet our customers' specific needs.

## CDW WAS NAMED IN THE TOP 100 OF THE 2020 JUST CAPITAL RANKINGS

The Rankings reflect the performance of the largest U.S. publicly traded companies on the issues that matter most to workers, customers, communities, the environment and shareholders, as determined by polling the American public.

## THE CDW WAY

The CDW Way sets forth the shared values that guide our behavior.

**We run our business with passion and integrity.**

**We empower others to do their jobs.**

**We keep our commitments.**

**We treat others with respect.**

**We resolve conflict directly.**

**We listen.**

**We include stakeholders in the decision process.**

**We live our “philosophies of success” every day.**

**We make things happen.**



## 2019-2020 RECOGNITION SNAPSHOT

**2020 Best Places to Work**  
by Glassdoor

**Best for Vets Employer**  
by Military Times

**Corporate Equality Index Perfect Score**  
by Human Rights Campaign

**America's Most JUST Companies 2020**  
by JUST Capital

**Best Place to Work in IT**  
by Computerworld

**Military Friendly Silver Employer**  
by Military Friendly

**America's Best Employers for Diversity 2020**  
by Forbes

**Best of the Best Supplier Diversity Program**  
by U.S. Veterans Magazine

**Most Powerful Women in Business**  
(President & CEO Christine Leahy) by Fortune

**Best Companies for Women**  
by Fairygodboss

**Best Technology Companies for Women**  
by Fairygodboss

**The Future 50**  
by Fortune





# Focusing on Environmental Sustainability

We are committed to continuous improvement in addressing our environmental management and creating a culture of environmental responsibility across our organization. This has delivered clear results with improvements in energy efficiency and reductions or holding steady our energy consumption, even as our business footprint has grown.

## A Shared Understanding of Sustainability

Our Environmental Management System (EMS) is a framework that we've built to serve as a common reference for communicating to our key stakeholders –

vendor partners, customers, regulators and others – about environmental management topics. We are proud to say that all of our distribution centers and two of our UK offices have received [ISO 14001](#) certification – the international standard for environmental management systems.

## beGreen(er) – Engage, Encourage, Empower

Our beGreen program is rooted in the recognition that our business can – and should – strive to operate as efficiently and as environmentally responsible as possible. From its inception 11 years ago, beGreen has provided a platform for coworkers to engage with each other and determine how to incorporate principles of sustainable development across our business, and enhance our ability to reduce, reuse and recycle.

beGreen focuses on several key areas: coworker education, community awareness, recycling, resource conservation and the ISO 14001 standard. Our cross-functional team of coworkers contributes to the program's management and includes representation from multiple CDW locations in the United States and from Canada and the United Kingdom.

## BREEAM CERTIFICATION IN THE UK



**BREEAM** stands for the **B**uilding **R**esearch **E**stablishment **E**nvironmental **A**ssessment **M**ethod, the world's leading sustainability assessment method for masterplanning projects, infrastructure and buildings.

CDW has been awarded **Very Good** for our UK distribution center and **Excellent** for our Peterborough office. This is the result of the use of solar panels in both locations and rain water harvesting and daylight dimming lights in our Peterborough office.

**CDW CLEAN TECHNOLOGY OFFERINGS: PRINTRELEAF**

At CDW, we strive to offer clean technology offerings to our customers. This includes a wide selection of ENERGY STAR® and TCO Certified products, cloud computing services and the [PrintReleaf](#) program.

Through advanced membership in our Printer Supplies Program, our customers receive complimentary enrollment into PrintReleaf – a third-party program CDW joined in 2018. PrintReleaf empowers businesses to sustain our forests by:

**Measuring companies' paper consumption over time.**

**Calculating the forest impact of companies' paper consumption.**

**Automatically reforesting companies' paper footprint at planting sites of the company's choice.**



Since joining the program, CDW customers have collectively offset the equivalent of more than 108 million standard pages of paper by planting more than 13,000 trees.



**Use What You Need, Recycle What You Don't**

As part of our continuous improvement efforts, we have taken steps to enhance energy and waste management and maximize the impact of our recycling efforts. This includes upgrading our offices and distribution centers with automated climate control systems, using tankless water heaters that only heat water when it's needed, and using energy-efficient LED lights with motion sensors.

We have programs in place to support reuse of materials. This includes encouraging coworkers to use reusable bottles and cups, including removing all plastic bottles from vending machines at our UK sites, implementing a companywide internal toner cartridge

recycling program, and composting food waste from our Vernon Hills cafeteria. Our distribution centers recycle cardboard, shrink-wrap, wooden pallets and paper.

In the UK, our Peterborough office recycles grey water through a rainwater collection system. Rainwater is collected from the roof, stored into tanks and fed back into the office's toilet pipes to be reused.

As part of our ISO 14001 certification, we set a 2019 goal in the U.S. to maintain a 90% or better diversion rate to help keep waste from landfills. We achieved this goal by ensuring recyclable items were properly disposed of through our network of recycling bins at our U.S. distribution centers.

Plus, our Manchester location in the UK achieved zero percent waste-to-landfill using recycling bins and clear signage.

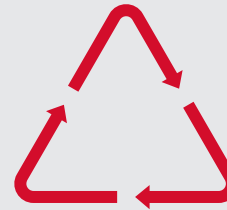
### A Better Approach to Logistics

In the U.S., we work with our shipping partners to support environmentally preferable shipping methods that make efficient use of materials and natural resources. The majority of our shipments use carriers enrolled in the [U.S. EPA SmartWay Transport Partnership](#). This program helps companies advance supply chain sustainability by measuring, benchmarking and improving freight transportation efficiency. We have also undertaken initiatives in the U.S. and in the UK to consolidate shipments and minimize packaging. For example, in 2019, we implemented a program to increase the efficiency of shipping products going to the same area, resulting in less stops for re-sorting packages and decreasing our overall carbon footprint.



### RECYCLING BY THE NUMBERS

Over the last five years between our two U.S. distribution centers, we have recycled:



**2.7K+ TONS**  
of Shrink-wrap and  
Other Recyclables

**~7.5K TONS**  
of Wooden and  
Plastic Pallets

**~8K TONS**  
of Cardboard

**~625 TONS**  
of Paper

## SMARTER PACKAGING

Our pick-pack shipping containers are **100% recyclable**, in addition to being made of the maximum allowable amount of post-consumer recycled material.



We redesigned our box estimation program to use the **least amount of packaging necessary**.



We implemented envelope shipping – **made from 100% recycled material and 100% recyclable** – for small items.





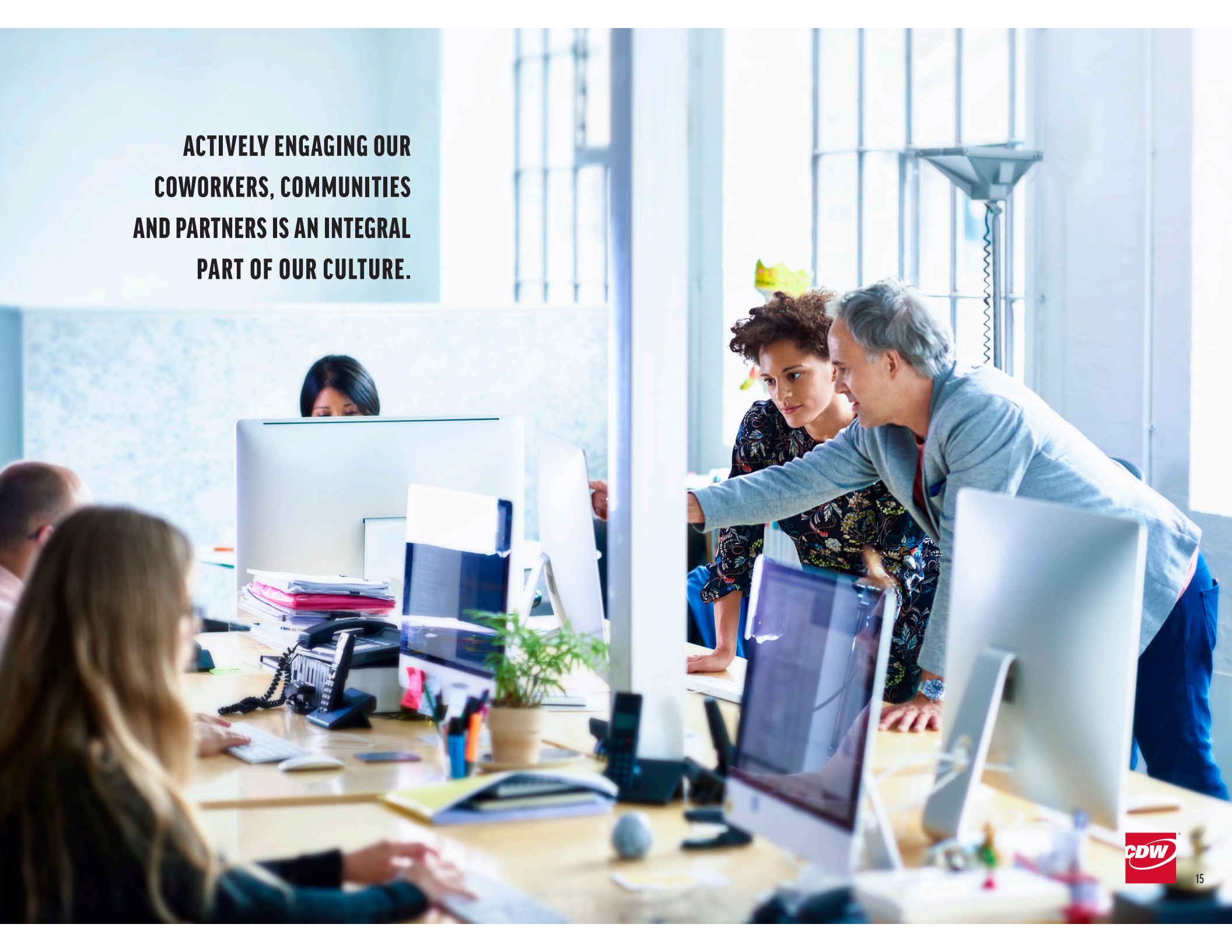
# Engaging

Our Coworkers, Communities and Partners

IT  
MATTERS



**ACTIVELY ENGAGING OUR  
COWORKERS, COMMUNITIES  
AND PARTNERS IS AN INTEGRAL  
PART OF OUR CULTURE.**





# Building Engagement and Enhancing the Coworker Experience

Cultivating a welcoming work environment and inclusive culture that allows all coworkers to feel a sense of belonging, be valued and have the confidence to do great things is fundamental to CDW. We're a unified team of diverse perspectives, driven by our desire to succeed together.

## A Place to Belong

We recognize the power and tremendous value that unique perspectives bring to our business. Respecting the differences between us and celebrating those who see the world differently is what makes collaboration, innovation and our success possible. This philosophy is deeply ingrained into our culture and we are dedicated to creating a workplace where all coworkers can bring their true selves to work each



day. While contributing to an inclusive and diverse workplace is part of every coworker's responsibility at CDW, our efforts are spearheaded and supported by a dedicated inclusion team.

In support of our ongoing inclusion efforts, we encourage collaboration and networking through programs such as our robust Business Resource Groups (BRGs), which are groups of coworkers who join together based on shared characteristics or life experiences. Since 2007, our BRGs have provided a range of professional development and mentoring opportunities, and served as an open forum for coworkers to build awareness and understanding for individuals whose experiences may differ from their own.

## IGNITE INCLUSION

In 2019, we launched Ignite Inclusion, a transformative 10-month program aimed at educating all coworkers on how they can be more inclusive and then providing them with the tools to apply what they've learned. Plus, all leaders participate in a workshop where they learn to understand unconscious bias and identify ways to practice more inclusive leadership.





Our global BRGs are: ABLE (Alliance for Business Leading Equality), BeU (Black Excellence Unlimited), BRAVE (Business Resource Alliance Valuing Equality), HOLA (Hispanic Organization for Leadership & Achievement), Military & Allies Resource Council (MARC), Pan Asian Council (PAC), RISE (a BRG that bridges organizational gaps in function, tenure, professional experience, location and generations) and Women's Opportunity Network (WON).

#### BRG Highlights

For more than a decade, our BRGs have been active in promoting an inclusive culture at CDW. We share a few highlights:

- Membership in BRGs has grown year over year with HOLA experiencing the highest level of growth and WON expanding to include colleagues in Canada and the United Kingdom through the Women's International Network (WIN) in 2019.
- Two of our BRGs – BRAVE and ABLE – worked together in 2019 to produce a video titled *Be Your Authentic Self at Work*. BRAVE helps CDW foster and enhance an inclusive culture for our lesbian, gay, bisexual, transgender and ally coworkers, and ABLE helps CDW nurture a workplace that respects and honors the unique qualities of our differently abled coworkers.

- WON hosted its fifth annual Women's Summit in 2019 – Be Intentional – featuring renowned speakers and dynamic breakout sessions to support attendees' professional development and career aspirations.
- BeU, HOLA and PAC partnered to host a Leadership Panel in 2018 to increase interest in sales leadership for professionals of color.
- BRAVE celebrated its first off-site signature event for Pride Month in 2018.

#### Investing in Our Coworkers

Promoting the well-being of our coworkers and providing them with the tools to succeed both professionally and personally ensures we all win together. We offer competitive compensation and regularly review our pay programs from a pay equity perspective to ensure they accurately reflect our philosophy of paying all coworkers fairly. We offer comprehensive health [benefits](#) and retirement benefits, such as 401(k) plans, throughout all our locations. Eligible coworkers can also qualify for paid parental leave, adoption assistance and profit sharing.





## INCREASING CDW'S STARTING WAGES

In 2018, we increased our U.S. internal starting wage to \$14.30/hour. Effective July 2019, we increased the U.S. starting wage to \$16/hour for all non-sales/non-intern positions.

We've launched a number of meaningful programs for coworkers with a focus on personal, financial and mental wellness. These initiatives include informational sessions on topics like managing debt, weight loss and tips for new parents. We also offer discounts to fitness centers, weight loss and tobacco cessation programs. Plus, we have on-site fitness centers at three CDW Chicago office locations and an on-site day care at our Vernon Hills headquarters.

### Continuous Learning

We actively support our coworkers with ongoing education and skills development training. In the rapidly evolving technology industry, this is crucial

to maintaining a competitive edge. Working with a training and development platform, our sales and innovation and engineering teams create unique learning plans, technical resources and skills modules based on specific roles within the organization. In alignment with our leadership model, we offer several leadership development trainings and workshops for new and established managers.

Some of our development programs for varying levels of coworkers include:

- **Emerging Leaders.** Each year, starting in 2015, coworkers exhibiting high potential are nominated to participate in our Emerging Leaders Program (ELP) – a yearlong program to help potential future leaders learn how to lead teams effectively. Attendees meet for an in-person orientation before working in teams over the course of several months to help solve real business issues at CDW. Coworkers in the program receive personalized coaching with a specialized leadership curriculum.
- **LAUNCH.** All new coworkers participate in a one-day orientation program immersing them into CDW's culture and values, the CDW Way Code and our inclusion and diversity efforts.

- **Sales Training Academy.** New coworkers hired into our inside sales team in the U.S. and Canada attend our in-depth Sales Training Academy program. This paid training program ensures our coworkers have everything they need to excel in their role, including classroom-based training, on-the-job experience and one-on-one coaching.
- **Sales Residency Program.** Sales Training Academy graduates in the U.S. and Canada transition to our Sales Residency Program where they complete additional training and coaching to deepen the foundational skills learned through the Academy. They build on their selling and technology capabilities to develop customer relationships, and drive understanding and ability to sell into more complex business scenarios.
- **Associate Consulting Engineering (ACE) Training.** With our industry-leading ACE training, aspiring engineer consultants in the U.S. undergo a paid, 18-month training program to get valuable on-the-job skills, certifications and hands-on experience with leading-edge technology. Participants leverage the best resources in the industry under an inclusive, knowledge-sharing culture as they work on impactful customer projects. This training provides opportunities in the science, technology, engineering and math (STEM) field to recent college

graduates while ensuring CDW has the talent necessary to meet the needs of our customers.

#### Seeking Coworker Input

We regularly seek coworker feedback through formal channels such as our periodic engagement survey and frequent pulse surveys and through consistent, informal conversations. Our engagement and pulse surveys glean valuable insights on areas for improvement that we use to bolster areas of our business that prove helpful for coworkers. We take a top-down and bottom-up approach to action planning using survey feedback, focusing on two to three areas within each department of CDW. This ensures that we are proactively addressing the issues that are of most concern to our coworkers. Outcomes from previous survey feedback have included:

- Investing in coworker share grants – a one-time equity award made in the form of Restricted Stock Units – which we provided to all levels of the organization through senior managers.
- Upgrading our office and computer technology to help coworkers more easily and efficiently complete their work.
- Increasing our annual 401(k) match for U.S. coworkers.

**WE REIMBURSED  
MORE THAN  
\$3.6 MILLION  
IN TUITION AND  
RELATED EXPENSES  
OVER THE LAST  
FIVE YEARS.**

**Coworkers in the U.S. and Canada are eligible for tuition reimbursement to cover tuition, lab fees and registration fees for job-related undergraduate and graduate degree courses at post-secondary institutions.**

To track how we're doing compared to other companies, we partner with Willis Towers Watson and benchmark against its High-Performance Norm of select companies that are above their industry average financial performance and have engagement scores in the top quartile. Since 2014, we have exceeded the High-Performance Norm on the Engagement and Commitment category. In our most recent survey, we continue to exceed the High-Performance Norm in multiple categories.



# Supporting Our Communities Through Giving and Volunteering

At CDW, giving back is part of our DNA. Since our founding, we have established a culture that values generosity and helping others, which remains true today. We approach community engagement through coworker volunteering, coworker fundraising campaigns, financial sponsorships and grants, donation of resources, pro bono advice, knowledge sharing and board service.

## A Strong Culture of Giving

Our giving program supports a range of cause areas.

### Education and Job Readiness

We're proud to support schools and organizations focused on improving K-12 academic achievement with a focus on STEM. We also support programs that help transition students from school to the workforce with mentorships, job readiness training and technical programs. Examples of our partnerships include:

- **Project B3.** A new partnership we helped launch in 2018, Project B3 is a nonprofit based in Northern Illinois that educates students and parents on how to safely navigate the web and social media through curriculum and leadership training focused on being safe, smart and kind online. Project B3 appoints special student leaders to help inspire younger children to use the web safely and positively – this method fosters peer-to-peer engagement, creating an effective learning environment.
- **Stemettes.** In 2019, we [announced](#) the launch of our partnership between CDW UK and Stemettes, a social enterprise working across the United Kingdom and Ireland to encourage young women to pursue careers in STEM.

### DONATIONS TO NONPROFIT ORGANIZATIONS



**\$9.2 M+**  
Given in Donations

Over the last five years, CDW has invested **more than \$9.2 million** back into our local communities through monetary and product donations to hundreds of nonprofit organizations.

## THROUGH OUR MATCHING CHARITABLE GIFTS PROGRAM, CDW WILL MATCH UP TO \$2,000 PER U.S. COWORKER PER YEAR

We sponsored a two-day Stemettes Hackathon event, where young women received guidance on how to develop and code a mobile app.

## Health and Wellness

We strive to increase the quality, availability and effectiveness of educational and community-based programs designed to prevent disease and injury, improve health, and enhance the quality of life of our current and future coworkers.

For more than 30 years, CDW coworkers have supported the CDW Fun Drive, a monthlong campaign during which U.S. and Canadian coworkers organize and participate in creative fundraising events that benefit [Children's Miracle Network \(CMN\) Hospitals](#) across North America. Coworkers organized and hosted more than 60 events in one month alone in

2019, bringing our total amount raised since the CDW Fun Drive's inception to more than \$9 million.

## Military and Veterans

We honor our veterans, wounded warriors, active-duty service members and their families by providing technology and support to help U.S. military service members and their families while deployed and after they return home. We have been active in supporting the military and veterans since our founding, and we have sponsored the Military Hero Award at the [American Red Cross](#)' Heroes Breakfast since 2006. The event honors individuals and groups for acts of great bravery, dedication and service to the community.



## CDW CHARITY

Our UK operations launched CDW Charity this year, supporting mental health charity [Mind](#). The program includes **CDW Charity Pennies**, where coworkers choose to donate a small amount of funds during each pay period, rounding to the nearest pound of their salary.

We have also supported the American Red Cross military and veteran efforts by hosting blood drives that provide blood to deployed American forces.

## Coworkers Embrace Actively Volunteering

CDW believes that giving back to the community should go beyond simply writing a check, it involves hard but fulfilling work as well. We offer each eligible coworker globally the opportunity to take one day off, with pay, each year to perform community service. Over the last five years, our U.S. coworkers volunteered more than 30,400 hours using their paid time off, with even more hours donated outside of the working day.



## OUR COMMUNITY PARTNERS

A few of our community partners include:

American Cancer Society

American Red Cross

Big Brothers Big Sisters

Birdies for the Brave

Children's Miracle

Network Hospitals

Folds of Honor

Junior Achievement

Make-A-Wish

Mind

Operation Homefront

Operation Support

Our Troops-America

Project B3

Stemettes

**Engaging With Nonprofit Boards** - Several members of our senior leadership team and board of directors sit on a variety of nonprofit boards, highlighting a long-standing commitment to community service. Just a few examples include Bernie's Book Bank, Boys & Girls Club of Chicago, Center for Enriched Living, Feed My Starving Children, First Robotics, Jobs for the Future, Junior Achievement of Chicago, Make-A-Wish, Skills For Chicagoland's Future, Teach For America and more.

# Engaging With our Vendor Partners and Suppliers

## Vendor Partners

At CDW, over 1,000 leading and emerging vendor partners help us provide our customers with more than 100,000 products and services. A large number of our top vendor partners are themselves committed to sustainability and have ESG programs, which is reflected in their reports and on their websites. We expect our vendor partners to maintain the highest standards of business ethics, integrity and respect for human rights, and become familiar and comply with our policies as outlined in our Partner Guide. We also expect vendor partners to operate their businesses in compliance with all applicable laws and to maintain lawful environmental, health and safety practices that meet or exceed all applicable laws and standards, as outlined in our [Position on Human Trafficking and Slavery](#).

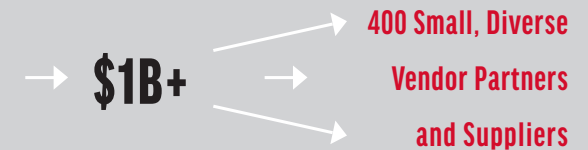
We expect all coworkers who interface with vendor partners to ensure that third-party arrangements comply with our policies and the law, as required in the [CDW Way Code](#).

CDW is one of the only companies in the U.S. to achieve [ISO 28000](#) certification – the first international standard to address end-to-end supply chain risks. Beyond guidelines for safeguarding a product's manufacturing, ISO 28000 enables plans, objectives, procedures, responsibilities and resources that bolster security across the CDW supply chain. As part of our certification, CDW participates in regular audits, proving that we have the processes and vendor partner relationships in place to ensure a reliable supply of secure products and services.

## Supplier Diversity

In addition to the relationships we have with our vendor partners, CDW works with suppliers for needs such as catering and office equipment. Through our supplier diversity program, CDW generates business opportunities that position diverse vendor partners and suppliers for economic sustainability, yield competitive advantages for our company and deliver exceptional technology experiences for our customers through innovation.

## BILLION DOLLAR ROUNDTABLE



**In 2019, CDW spent more than \$1 billion with approximately 400 small, diverse vendor partners and suppliers, earning us a place at the [Billion Dollar Roundtable](#), which celebrates companies that have achieved and are committed to spending at least \$1 billion with minority- and woman-owned suppliers annually.**

Our supplier diversity program increases procurement opportunities with small, minority-owned, women-owned, veteran-owned, disabled-owned and other small, historically disadvantaged businesses. We recognize that partnering with vendor partners and suppliers who provide a diverse set of ideas – in addition to delivering support, goods and services – creates a significant competitive advantage for CDW and our customers. See our [website](#) for more information on the program.



# Inspiring

Trust and Confidence in All Our Stakeholders

IT  
MATTERS



**INTEGRITY, TRUST  
AND GOOD CORPORATE  
GOVERNANCE MATTER TO  
OUR STAKEHOLDERS.**





## Governance & Ethics

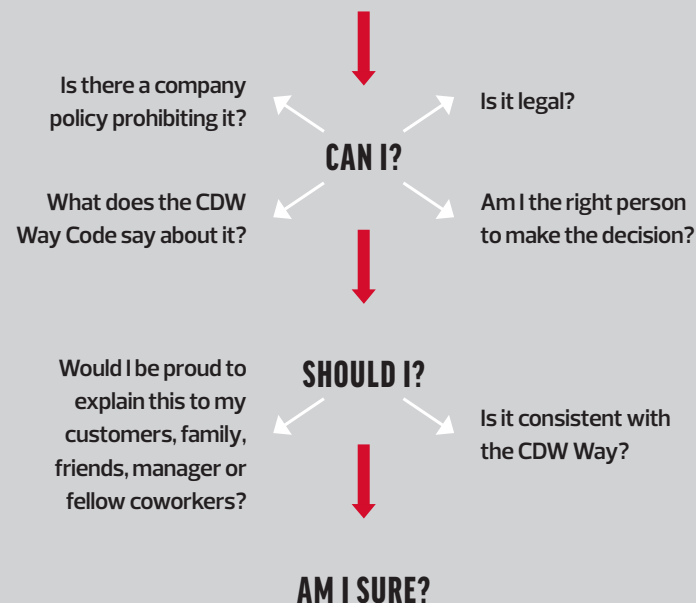
At CDW, we are committed to governing and operating our business with the highest levels of integrity and ethics. This commitment is reflected through the [CDW Way Code](#). Every coworker is required to provide annual acknowledgement of the Code, which provides guidance on the ethical and legal issues we may face in our work at CDW.

CDW's [board of directors](#) is governed by [Corporate Governance Guidelines](#), led by an independent chairman and, as of the date of this report, made up of 10 independent directors, with 11 directors total. The board includes three committees:

- Audit Committee
- Compensation Committee
- Nominating and Corporate Governance Committee

### TOUGH QUESTION?

Ask Yourself ...



## ETHICS HELPLINE

The Ethics Helpline is available for confidential questions and advice, and for reports of possible violations of our CDW Way Code, CDW policies or laws.

The hotline is operated by an independent third party and available 24 hours a day, 365 days a year. Reports received are reviewed by the Audit Committee of our board of directors. The Ethics Helpline can be reached by phone or online.

The board receives regular reports on our ESG program and related topics and reviews efforts related to our CDW Way Code, pay equity and coworker engagement, among others.

### Recent Corporate Governance Highlights

#### Board Declassification

Our board regularly evaluates our corporate governance practices and reviews current corporate governance trends. In 2018, our board approved the transition to a declassified board, with all directors elected annually as of the 2021 annual meeting of stockholders.

#### Proxy Access

In 2019, our board adopted proxy access, which provides certain rights to stockholders to nominate directors and include these nominees in our proxy materials for an annual meeting of stockholders, subject to the terms of our bylaws.

### CDW LEADERSHIP MODEL

As part of our commitment to integrity and ethics, our leaders are expected to follow the behavioral expectations defined in our leadership model. This means:

- |  |  |
|--|--|
| <p><b>1.</b><br/>→<br/><b>SERVE</b><br/>with Heart</p> | <p><b>4.</b><br/>→<br/><b>ACCOMPLISH</b><br/>the Mission</p> |
| <p><b>2.</b><br/>→<br/><b>BE IN IT</b><br/>to Win</p>  | <p><b>5.</b><br/>→<br/><b>RAISE</b><br/>the Game</p>         |
| <p><b>3.</b><br/>→<br/><b>SPARK</b><br/>Passion</p>    |  |

## DIVERSITY AMONG OUR LEADERSHIP

At CDW, supporting an inclusive and diverse culture starts at the top. We're proud of the diversity among our leadership.

45% of our board are women and/or people of color.

**45%**

62% of our executive committee are women and/or people of color.

**62%**



# MATERIAL TOPICS

## Sustaining A Successful Business and a Healthy Planet



**Economic performance**

**Environment**

Energy management - Materials and materials efficiency

## Engaging Our Coworkers, Communities and Partners



**Coworkers**

Benefits - Engagement and workplace culture - Diversity and equal opportunity - Pay and equal remuneration - Training and education

**Local communities**

**Supply chain**

## Inspiring Trust and Confidence in All Our Stakeholders



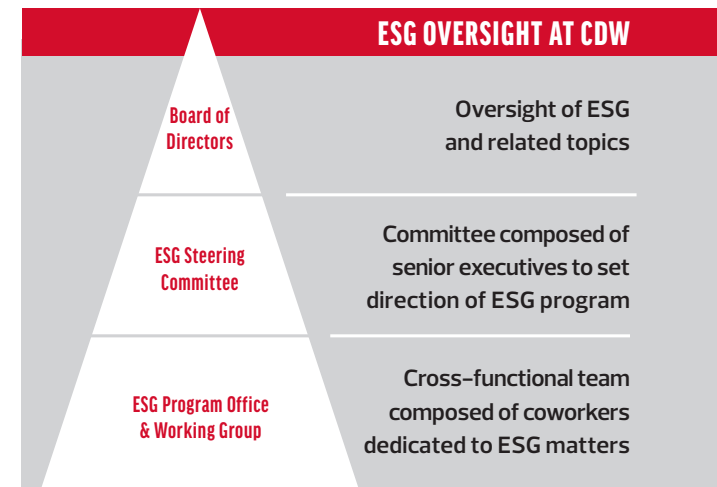
**Governance and ethics**

**Customer privacy and data security**

## ESG Governance and Strategy

Our board of directors oversees ESG and related topics, receiving updates throughout the year. In 2019, we formalized our long-standing ESG commitment by establishing an ESG Steering Committee and an ESG Program Office & Working Group. These steps reflect the importance of ESG and our commitment from the highest levels of our company.

To inform our ESG strategy and this report, we worked with a respected third party to conduct an ESG materiality assessment. The topics considered in the materiality assessment were developed based on a series of interviews, peer analysis, reporting frameworks such as Global Reporting Initiative (GRI) and Sustainability Accounting Standards Board (SASB), and by mapping to the UN Sustainable Development Goals (SDGs). Using results from the materiality assessment and considering our company's values and culture, we prioritized our material topics.



# Protecting Our Customer Privacy and Data Security

Ensuring the safety and security of our customers' information and technology is of the utmost importance to us. With so much at stake, our customers need a partner they can trust. Our Corporate Information Security and Risk Management groups and our Service Governance team help protect our customers from potential risk, data loss and threats through security, risk management and compliance efforts.

As part of these efforts, we have a comprehensive set of policies designed to prevent security breaches. Our Vulnerability and Risk Management policies outline our proactive efforts to mitigate risk and help protect our customers' privacy and data. This includes continuous monitoring,



identifying threats and testing the vulnerability of our products and solutions.

We have several privacy policies available on our [website](#) that explain how we collect, use, disclose and otherwise process personal information in connection with our services. These policies outline our compliance with the California Consumer Privacy Act of 2018, European Economic Area Privacy Disclosures and other regulations. CDW also participates in the [EU-U.S. Privacy Shield](#).

Read how we're addressing security in our supply chain on Page 23.

## ABOUT THIS REPORT

This inaugural report provides a high-level overview of CDW's recent ESG commitments, activities and progress. The information in this report covers CDW's key global locations (United States, United Kingdom and Canada), unless otherwise noted. We plan to publish an ESG report on a regular basis.



# IT --- MATTERS

Environmental,  
Social,  
Governance



**Contact Us** - For more information about our ESG efforts, please contact us at [cdwesg@cdw.com](mailto:cdwesg@cdw.com).