

IT MATTERS

Environmental
Social
Governance
2020 Report





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Social
Governance
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EXECUTIVE SUMMARY

About This Report

At CDW, we continue to build upon our long history of providing value to stakeholders, rewarding careers to our coworkers and support to the communities where we work and live. We are proud to share our progress on this journey with you in CDW's 2020 Environmental, Social and Governance (ESG) report.

In light of the significant global events of 2020, we refreshed our sustainability materiality assessment, which shaped this report, to share information about the topics of highest priority and relevance to CDW and our key stakeholders, including our coworkers, customers, vendor partners and communities. Our approach to disclosure is informed by leading global standards, including the Sustainability Accounting Standards Board (SASB) and the Global Reporting Initiative (GRI). This report is issued in conjunction with our SASB report, found [here](#), and our disclosure addressing the Task Force on Climate-related Financial Disclosures (TCFD) framework, which is found [here](#).

This report was published in April 2021 and is based on fiscal year 2020 information except where noted. The information in this report covers CDW's key global locations (United States, United Kingdom and Canada), unless otherwise noted. For additional information on our ESG initiatives, please visit www.cdw.com/ESG or contact cdwesg@cdw.com.

Note on photography: Some of the photos used in this report were taken before the COVID-19 pandemic began affecting the U.S., U.K. and Canada. Photos taken after the onset of the pandemic reflect remote work, masks, social distancing and other health and safety precautions that have been in place during most of 2020 and into 2021.

DEAR STAKEHOLDERS:

In a year where we as a society faced extraordinary challenges and change, our CDW coworkers found inspiration in our shared mission. Together, we responded with resilience, creativity and a strong sense of purpose, reinforcing our commitment to CDW's environmental, social and governance (ESG) journey. At CDW, ESG performance Matters. And it mattered more than ever in 2020, as we continued to take actions to maximize our positive impact on our stakeholders and the world.

This report provides deeper insight into the ESG topics of highest priority and relevance to CDW and our key stakeholders. Reflecting the challenges and events of 2020, the report expands the discussion of our commitments to serving education, healthcare and other essential markets, protecting occupational health and safety, enhancing coworker engagement, and fostering diversity, equity and inclusion in our organization. We are also enhancing our ESG transparency with new disclosures that are aligned with the frameworks of the Sustainability Accounting Standards Board and the Task Force on Climate-related Financial Disclosures.

Reflecting on the past year and how the challenges of 2020 tested all of us, I believe they ultimately strengthened CDW's culture and position as an industry leader. As the recovery from the pandemic continues, we are operating under the mantra of "Let's not get back to normal, let's be even better." I hope this report will give you a deeper understanding of how committed we are to maximizing our positive impact for our stakeholders and to our ESG journey overall.

If you have any questions about this report, please let us know at cdwesg@cdw.com.



Christine A. Leahy
President and Chief Executive Officer



OVERVIEW OF ESG AT CDW

The Nominating and Corporate Governance Committee of our Board of Directors oversees CDW's ESG program and receives updates from senior management. Our ESG Steering Committee is responsible for setting the overall strategic direction of our ESG program, and our ESG Program Office and Working Group are responsible for day-to-day implementation of the ESG program, development and application of best practices, and broad reporting responsibilities. For more on our ESG governance, see page 6 of this report.

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). We refreshed our materiality assessment as part of our continuous improvement mindset and in light of the highly dynamic environment we experienced in 2020.

For example, we have added Occupational Health & Safety to our materiality assessment and detailed the extensive measures taken to address the risks associated with the COVID-19 virus in support of our coworkers, customers, partners and communities. We have also provided additional details pertaining to our Diversity, Equity & Inclusion strategy to reflect how we have addressed and are continuing to address social equity.

WE REPORT ON OUR MATERIAL TOPICS UNDER THREE ESG PILLARS:

SUSTAINING A SUCCESSFUL BUSINESS AND A HEALTHY PLANET

- Economic Performance
- Energy Management
- Materials & Materials Efficiency

ENGAGING OUR COWORKERS, COMMUNITIES AND PARTNERS

- Coworker Engagement & Workplace Culture
- Diversity, Equity & Inclusion
- Occupational Health & Safety
- Coworker Training, Education & Development
- Pay & Equal Remuneration
- Coworker Benefits
- Community Engagement
- Supply Chain Management & Business Diversity

INSPIRING TRUST AND CONFIDENCE IN ALL OUR STAKEHOLDERS

- Governance & Ethics
- Customer Privacy & Information Security



ESG GOVERNANCE

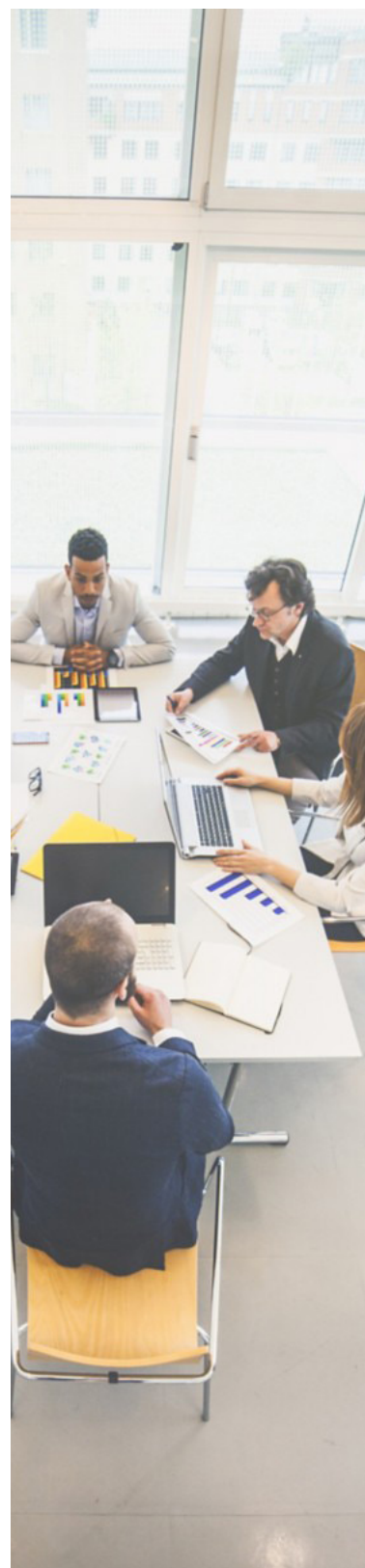
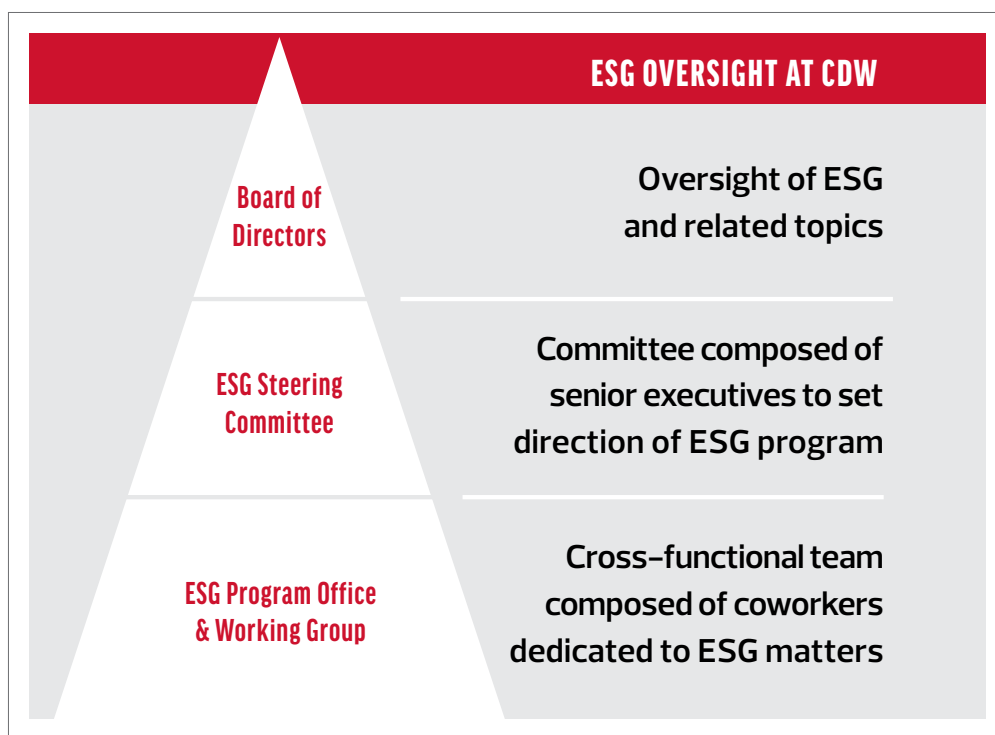
The Nominating and Corporate Governance Committee of our Board of Directors oversees CDW's ESG program. With the Board's support, we formalized our long-standing ESG commitment by establishing a cross-functional ESG Steering Committee, and an ESG Program Office and Working Group.

Our ESG Steering Committee is a group of senior executives charged with setting the strategic direction for the ESG program at CDW. This group also oversees our reporting and disclosure on ESG matters and helps ensure the ESG program achieves the desired outcomes.

The ESG Program Office and Working Group were established to support CDW's ongoing commitment to ESG and help us successfully execute our ESG strategy across the business. The Program Office's role is threefold. First is to ensure we remain focused so our ESG message is aligned with stakeholder expectations and our business priorities. Second is to help ensure ESG considerations are embedded within our business processes. Third is to effectively communicate our ESG message to stakeholders. The Program Office and supporting Working Group partner closely to achieve these goals. In addition, the Working Group is responsible for continuous improvement of the ESG program through execution of key initiatives, review of processes and management of supporting documentation.

Investor Engagement

Leaders of our investor relations and legal teams are integral members of the ESG Working Group. They understand the growing importance of ESG to the investment community and are committed to engaging with this critical audience on CDW's ESG journey. In 2020, these teams proactively reached out to our largest passive investors to engage with them on ESG-related updates and CDW's performance and strategy.





SUSTAINING A SUCCESSFUL BUSINESS AND A HEALTHY PLANET

CDW Corporation (Nasdaq: CDW), a *Fortune* 500 company and member of the S&P 500 Index, is a leading multibrand provider of information technology solutions to small, medium and large business, government, education and healthcare customers. We have capabilities to provide integrated technology solutions in more than 150 countries for customers with primary locations in the U.S., U.K. and Canada.

Our broad array of offerings ranges from discrete hardware and software products to integrated technology solutions and services that include on-premise, hybrid and cloud capabilities across data center and networking, digital workspace, security and virtualization.

CDW AT A GLANCE*

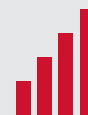
Headquarters
VERNON HILLS, IL, U.S.A



Coworkers
~10,000



Annual Net Sales
\$18.5 Billion



Products and Services
100,000+ from
1,000+ Brands



Customers
250,000+



Operations
in 10 Countries
serving 150+ Countries



Distribution Centers
3**

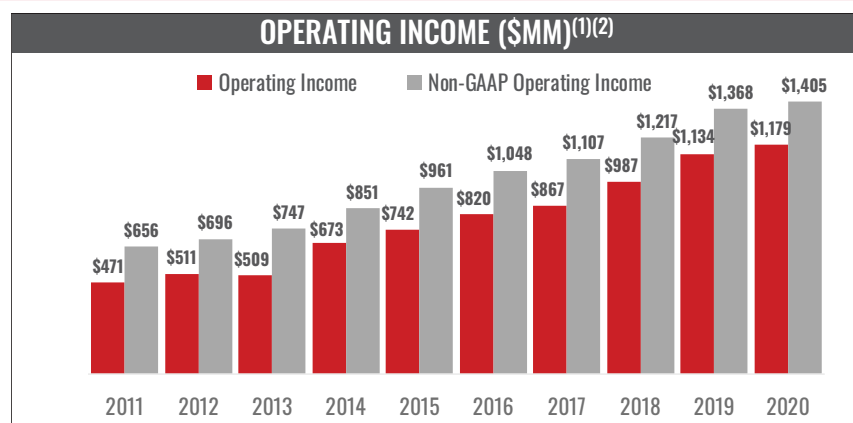
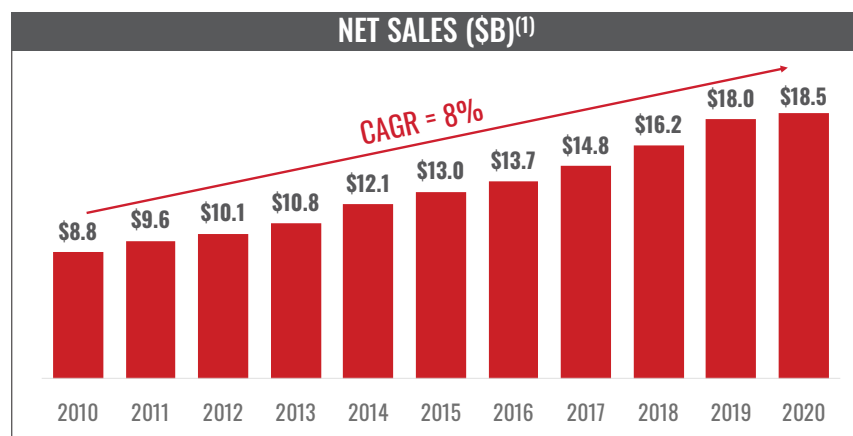


*As of December 31, 2020 **2 in the U.S.; 1 in the U.K.

Learn more about CDW at www.cdw.com

TRACK RECORD OF STRONG FINANCIAL PERFORMANCE

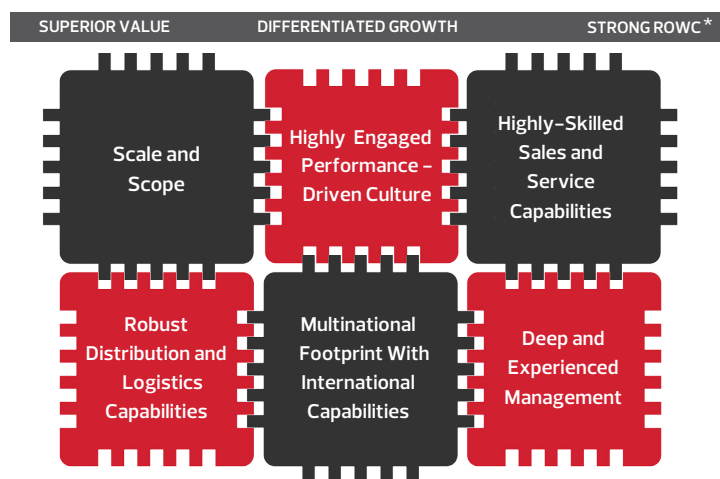
CDW has a demonstrated track record of strong execution, achieving consistent, above-market profitable growth, and delivering superior returns. Our competitive advantages combined with our business model and strategy have driven our success.



¹ 2015 and prior years have not been updated to reflect the adoption of Topic 606.

² Non-GAAP operating income excludes, among other things, charges related to the amortization of acquisition-related intangible assets, equity-based compensation and associated payroll taxes, and acquisition and integration expenses. For a full reconciliation from Non-GAAP Operating Income to Operating Income, see the Non-GAAP Reconciliations summary on our website: https://s23.q4cdn.com/113947819/files/doc_financials/2020/q4/Non-GAAP-Recs-for-Website-Q4-2020-Final.pdf

SUSTAINABLE COMPETITIVE ADVANTAGES



* ROWC: Return on Working Capital

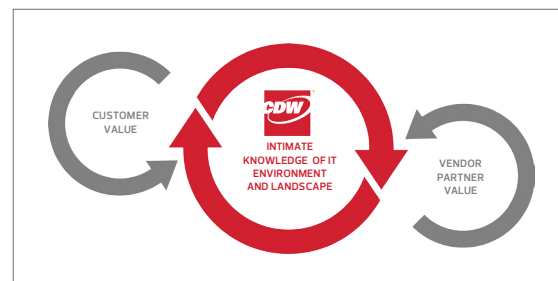
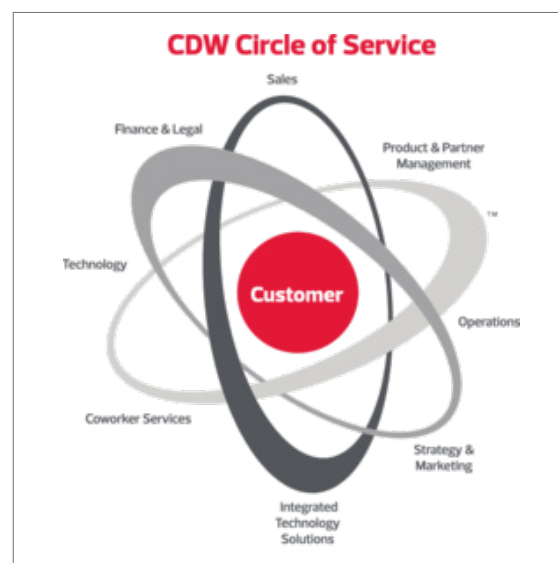
UNIQUELY POSITIONED TO DELIVER CUSTOMER AND PARTNER VALUE

CDW sits between customers and vendor partners, creating value for both. As a trusted advisor, we help customers navigate and be successful in an ever-changing world by providing them the technology advice and solutions they need – when, where and how they need them. Customers have access to more than 100,000 products and services from over 1,000 leading and emerging vendor partners and CDW's deep technical resources.

We serve more than 250,000 small-, medium- and large-business, government, education and healthcare customers in more than 150 countries with primary locations in the U.S., U.K. and Canada. Our market segmentation – Corporate, Small Business, Government, Education, and Healthcare – allows us to customize our offerings and provide enhanced expertise in designing and orchestrating technology solutions that meet specific needs.

Value to Customers: 1) Broad selection of products and multi-branded IT solutions that include on-premise, hybrid and cloud capabilities; 2) Value-added services with integration capabilities; 3) Highly skilled specialists and engineers; and 4) A full stack of solutions across the IT lifecycle

Value to Vendor Partners: 1) Access to more than 250,000 customers; 2) Large and established customer channels; 3) Strong distribution and implementation capabilities; and 4) Customer relationships driving insight into technology roadmaps



CDW PROVIDES TECHNOLOGY THAT MOVES YOUR MISSION FORWARD

Our holistic approach to accelerate adoption of sustainable and socially responsible technology is enabled by our partnerships and our people.

We foster environmental and societal impact while operating with sound principles. We amplify ESG by providing clean tech & cloud computing options for customers, serving social good sectors, and being responsible partners, among other efforts.

 <div data-bbox="414 1333 479 1480">E</div>	<p>CLEAN TECH & CLOUD COMPUTING Expansive catalogue of environmentally certified products (Energy Star, EPEAT* and TCO** Certified) – \$4.4B in revenue for FY2020 and a broad range of cloud-based solutions providing energy-efficient options for our customers</p> <p>PRINTRELEAF, A REGENERATIVE EFFORT Complimentary enrollment to support reforestation provided to CDW customers, see page 15 for more information</p>
 <div data-bbox="381 1543 446 1690">S</div>	<p>COLLABORATION TOOLS Creating flexible, scalable and efficient work and learning solutions for our customers</p> <p>SOCIAL GOOD SECTORS Providing products and services to sectors such as Education and Healthcare – we are helping schools cross the digital divide by developing e-Learning solutions and working with hospitals and healthcare providers on COVID-19 testing, virtual care solutions and vaccine distribution</p>
 <div data-bbox="341 1764 406 1911">G</div>	<p>SECURITY SOLUTIONS Providing our customers a comprehensive security strategy with a portfolio of services that identify and assess IT network security risks, increase their understanding of and visibility into risks, and preparing their organization for an evolving threat landscape</p> <p>PARTNERING RESPONSIBLY Supporting the high expectations of our stakeholders to uphold standards of business ethics, integrity, environmental, health and safety compliance, and respect for human rights</p>

* EPEAT: Electronic Product Environmental Assessment Tool

** TCO: Swedish acronym for Tjänstemännens Centralorganisation (TCO). English translation: The Confederation of Professional Employees

CDW TAKES DISTANCE LEARNING TO A NEW LEVEL IN MISSISSIPPI



Our K-12 team was selected by the Mississippi Department of Education to support Mississippi Connects, its Equity in Distance Learning Program. This is one of the largest

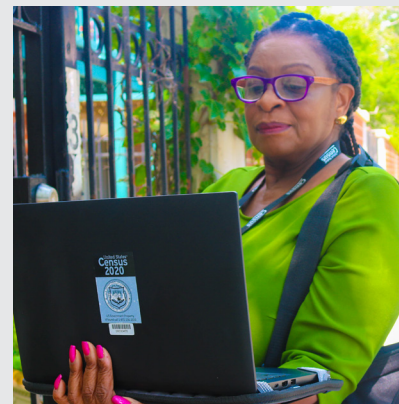
education technology initiatives in the United States in the last decade and is being funded by the Coronavirus Aid, Relief, and Economic Security Act (CARES Act). The program helps close the technology gap and supports all public school districts in the state by providing students and teachers with secured devices and accessories backed by CDW's services.

The team leveraged our logistical excellence, broad services capabilities and strong vendor partner relationships to procure and deploy more than 270,000 devices in a supply-constrained environment, while dealing with all of the challenges associated with COVID-19. CDW managed the development and deployment of the Windows program and will continue to provide services and support under a three-year contract with the state. We are proud of our role in enhancing the remote and distance learning experience for thousands of teachers and students across the state. This is just one example of our efforts to support our education customers' need to address technology gaps to enable the shift to remote learning for many school districts in the U.S., the U.K. and Canada.



IT DEPLOYMENT DRIVES U.S. CENSUS FORWARD

Once every 10 years, the United States conducts the U.S. Census to collect critical data that lawmakers, business owners, teachers and many others use to provide daily services, products and support for our communities. Based on our service and logistics capabilities combined with our broad product portfolio and deep vendor partner relationships, CDW was chosen by the U.S. Census Bureau as a technology partner for the 2020 Census.



We provided a Device-as-a-Service solution that included the provision of mobile devices and accessories, custom device configuration, wireless services, deployment and secure asset management, along with help desk and field support – essentially a full lifecycle solution for the field technology required to support this national event.

The success of the Census depends on everyone's participation. Our mobile solution helped enable that success throughout the entire process from confirming addresses to collecting data from households that did not respond through other mediums. Our team did an excellent job in deploying our services, logistical capabilities and multi-vendor solutions to execute this multi-year effort. This was a large, complex undertaking, which moved the nation's once-a-decade population count from paper to digital for the first time.

The Census project was mostly completed by the end of the fourth quarter of 2020, with the final collection and decommissioning of devices. The project contributed 230 basis points of year-over-year net sales growth for CDW in 2020.

COVID-19 RESPONSE: PRIORITIZING SAFETY AND BUSINESS CONTINUITY

In early 2020, the COVID-19 pandemic forced many companies to reimagine all aspects of their business. At CDW, we met the challenge by activating our business continuity plans and adjusting our procedures to ensure that we were controlling what we could control. We established an executive-level COVID-19 Crisis Response Office to focus on immediate and longer-term needs, and activated elements of our Business Continuity Plan.

From the onset and in guiding all aspects of our response to the pandemic, we have focused on three principles:

- Safeguard the health and wellbeing of our coworkers;
- Serve the mission-driven needs of our customers; and
- Support our communities.

Caring for Our Coworkers

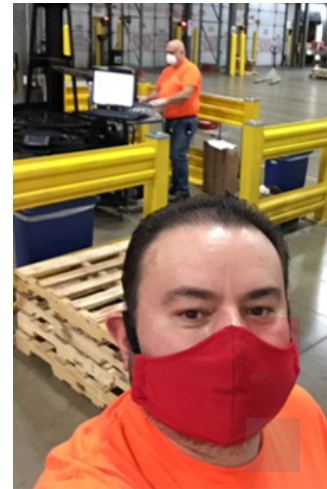
CDW's focus on the health and safety of coworkers, customers, partners and communities led to the swift implementation of our safety protocols. For coworkers, we followed industry-leading best practices for reducing risks, preventing exposure to the virus and providing resources about health and wellness – based on local and country-specific health organization recommendations.

In March 2020, we moved to a remote work environment for all office coworkers. As a result, we made further investments in our own technology and other resources to enhance the ability of coworkers to be connected and fully functional in a remote working environment. We provided coworkers with approximately \$1,000 of stipends to help them deal with any unusual financial challenges they may have been facing due to the pandemic. We also provided wellness kits, which included key necessities such as masks and hand sanitizer.

CDW is an essential business. We have remained operational throughout the pandemic including our three distribution centers (DC) – two in the U.S. and one in the U.K. – which continued to receive shipments from our vendor partners, configure and fulfill customer orders and ensure the deployment of leading-edge technology solutions.

Our strict adherence to safety protocols starts at the door. All distribution center coworkers begin their shift by having their temperature taken by a thermal imaging camera. Using color-coded vests or shirts, coworkers are organized into operational groups for social distancing and contact tracing purposes. CDW expanded its paid leave policies for coworkers in our distribution centers to address the increased need for flexibility and safety during the pandemic.

Workstations have been reconfigured to add distance between people and, where necessary, we have installed plastic partitions to enable coworkers to work side-by-side safely. To further limit risk of exposure, we have expanded our personal protective equipment program, enhanced cleaning protocols, conduct additional safety walks and inspections, and have a very active communications and awareness campaign that includes frequent health and safety updates and posters throughout our distribution centers.



Coworkers have been doing critically important work throughout the pandemic. We are incredibly proud of their work and grateful for their effort. To further recognize these efforts, we paid all DC coworkers additional bonuses during 2020.

Maintaining Our Customer Focus

Thanks to the dedication of our coworkers and the support of our vendor partners, we have remained mission-driven to continue to meet and exceed the needs of our customers.

Early on in the pandemic, we anticipated the surge in demand for technology solutions and we worked closely with our vendor partners to navigate the supply-constrained environment, including the limited availability of high-in-demand devices such as laptops, tablets and webcams.

We focused on delivering for all our customers and actively prioritized orders that were directly connected with COVID-19 support efforts, including helping healthcare workers on the frontlines of this battle or expediting product and service requests from many of our education and government sector customers.

Preparing for a Better Tomorrow

Once we initiated our COVID-19 response protocols, we began considering where and how we work in the future. Under the mantra of "Let's not get back to normal, let's be even better," our ReunTe plan is an enterprise-wide approach that allows for location- and team-specific flexibility.

We are evaluating multiple options and scenarios for office, remote and mobile working as the pandemic subsides and for flexible working arrangements in the post-pandemic environment.

True to CDW's learning culture, we are continuing to build on our industry-leading practices of our COVID-19 response to further improve our preparedness and enhance the resilience of the company overall.



Sustaining a Healthy Planet

Doing our part to sustain a healthy planet is critical to the wellbeing of our coworkers, customers, communities and business. Our efforts are inspired and led by coworkers around the globe as we strive to do our part for the environment.

ENVIRONMENTAL MANAGEMENT

Our environmental policy and Environmental Management System (EMS) define the structure, practices and procedures for our environmental program. As part of our commitment to continuous improvement, we regularly evaluate the efficiency of our use of natural resources. We seek to identify and address opportunities to improve by reducing waste to landfill through enterprise-wide recycling initiatives, implementing innovative packaging solutions, and integrating principles of environmental responsibility throughout our business.

All CDW distribution centers and two of our U.K. offices hold ISO 14001 certification, the international standard for Environmental Management. These certifications ensure consistency and effectiveness in our EMS and demonstrate our long-established commitment to managing our business responsibly.

Coworker Involvement in Environmental Efforts – beGreen

Our beGreen initiative provides coworkers with the platform to share ideas and take collective action to improve our environment. Areas of focus include:

- Coworker education
- Community awareness
- Recycling
- Resource conservation



Coworker participation has been strong since beGreen was implemented 12 years ago. The program is managed by a cross-functional team of coworkers from multiple CDW locations. This team collaborates internally and with members of the communities where we operate.

During 2020, despite the pandemic, the team continued to provide education about recycling and resource conservation in our facilities as well as ideas for coworkers when working remotely.

Reducing and eliminating waste through recycling, wherever possible, is ingrained throughout our organization. Our coworkers develop and lead efforts to help reduce waste to landfill from personal consumption and business use. Programs in place include:

- Elimination of plastic bottles from vending machines in our offices and warehouses
- Company-wide internal toner cartridge recycling program
- Recycling centers on each floor of our office locations to make it easy for coworkers and visitors to recycle plastic, cardboard, aluminum, glass and other materials
- Recycling chutes for certain materials at our distribution centers

COMMITMENT TO REDUCING WASTE TO LANDFILL

CDW has a goal to maintain a 90% or better diversion rate to keep waste out of landfills, and we outperformed that goal for the second straight year in 2020.

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

2,688 TONS
OF PACKAGING MATERIAL

8,252 TONS
OF CARDBOARD

603 TONS
OF PAPER

THOUSANDS
OF WOOD AND PLASTIC PALLETS

ENERGY MANAGEMENT

As our business continues to grow, we are committed to regular evaluation of our energy needs and continuous improvement in the energy efficiency of our operations. This enables us to deliver meaningful environmental benefits while providing cost savings to the organization.

Our offices and distribution centers have installed efficient energy systems and solutions, including:

- Energy-efficient lighting solutions, including indoor and outdoor LED lighting
- Motion sensor lighting and conveyor systems that turn off in response to inactivity
- "Smart" HVAC systems that adjust according to business hours and seasonal temperatures
- Water consumption solutions, including rainwater harvesting efforts in the U.K. and environmentally friendly water heaters in the U.S.

Our Vernon Hills Distribution Center, which opened in 1997, has been the site of several large energy efficiency projects in recent years. Projects have included installing LED lamps and motion sensor lighting, upgrading to a high-efficiency compressor and installing a high-efficiency chiller.

We track our energy management performance on an ongoing basis and continue to seek ways to drive further efficiencies. As part of our ISO 14001 certification, we maintain a three- to five-year window of visibility to identify, assess and plan for implementation of additional energy efficiency improvements.

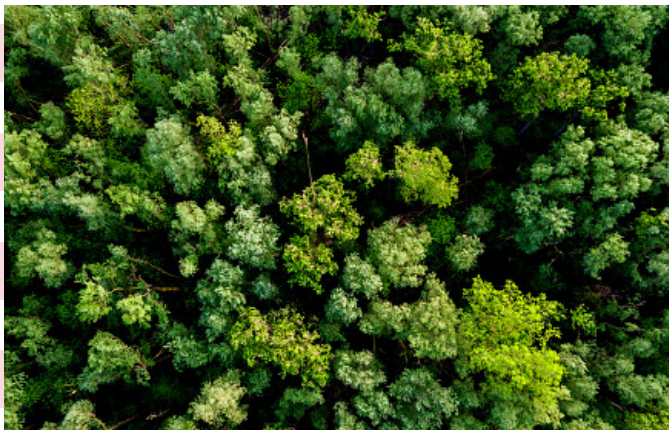
Carbon Emissions

At CDW, we look for opportunities to make meaningful reductions in our carbon footprint. Given the non-manufacturing nature of our operations, our facilities do not represent our greatest source of emissions. Rather, shipping and logistics functions present an opportunity for us to focus on carbon emission reductions through our relationships with value chain partners. More than 95% of our U.S. shipments are delivered by carriers enrolled in the [U.S. EPA SmartWay Transport Partnership](#), which helps companies advance supply chain sustainability by measuring, benchmarking and improving freight transportation efficiency.

We also have programs aimed at consolidating freight volume and reducing the number of shipments and vehicles needed to complete a delivery, which enables our carrier partners to reduce carbon emissions. These global programs include:

- **UPS Trailer Utilization** program reduces the number of truck movements needed to deliver freight by creating direct lane pulls from our distribution centers to customers in a common area.
- **Best Way** (Logistics Specialist Solution) reduces the number of trailers needed to ship an order by consolidating multiple orders into a single truckload.

To further demonstrate our commitment to address climate risk, we have also published our first disclosure addressing the Task Force on Climate-related Financial Disclosures (TCFD) framework. [Click here to review this information.](#)



SMARTER PACKAGING SOLUTIONS

At our distribution centers, we have successfully refined a number of our packaging processes to address environmental considerations where possible, while still meeting and exceeding customer expectations. Our solutions include:

- Using and reusing our vendor partners' packaging when possible, minimizing the need for additional packaging materials when fulfilling customer orders
- Redesigning our cartonization process to utilize algorithms that consider dimensional fit (a more accurate method than volume fit), which enables us to use the least amount of packaging possible
- Using envelope shippers that are 100% recyclable and provide warehouse and shipping space efficiencies for small items

Additionally, our pick-pack shipping containers are made from the maximum allowable amount of post-consumer recycled material and are 100% recyclable. We continue to work with our vendor partners and logistics suppliers to evaluate opportunities for smarter packaging solutions that maximize both product protection and material efficiencies.

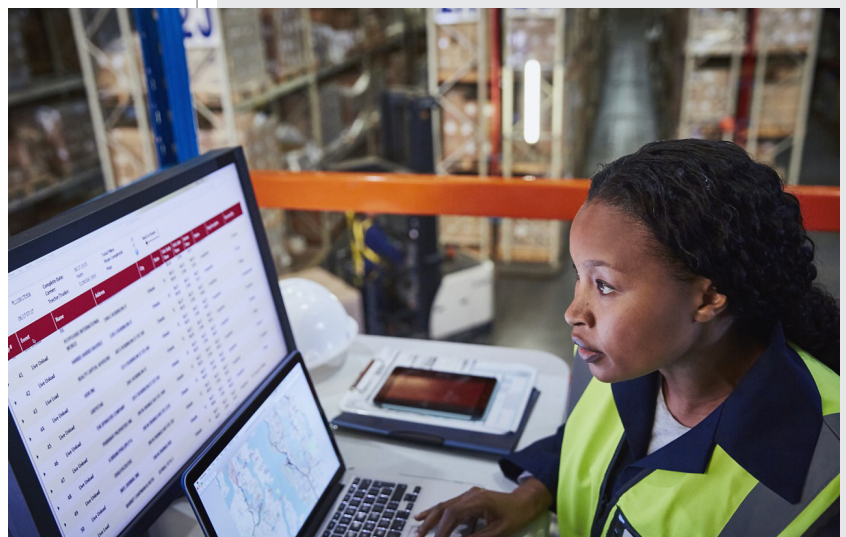
Our largest office locations and our U.K. distribution center have energy certifications – LEED in the U.S. and BREEAM in the U.K.

PRINTRELEAF EMPOWERS CUSTOMERS TO PROTECT GLOBAL FORESTRY

Through our **Printer Supplies Program**, CDW customers are offered complimentary enrollment in **PrintReleaf**, a third-party certification program that empowers organizations to sustain and grow global forest systems through:

- Ongoing measurement of paper consumption
- Custom paper footprint and forest impact insights
- Opportunities to automatically “releaf” forests through reforestation projects of the customer’s choosing

Since CDW joined the program in June 2018, CDW customers have collectively offset the equivalent of more than 342 million standard pages of paper consumption by supporting the reforestation of more than 41,000 trees.





ENGAGING OUR COWORKERS, COMMUNITIES AND PARTNERS

Coworker Engagement & Workplace Culture

At CDW, care and concern for our coworkers drives everything we do. We have a collaborative culture built on mutual respect for the unique attributes and perspectives of all coworkers. We want everyone to have a sense of belonging and community, and the opportunity to perform to their full potential. That's The CDW Way.

Our culture is designed to provide coworkers with the support and flexibility to do their best work as individuals and collectively. We all work together to build and strengthen relationships with customers, partners and coworkers. We also honor and celebrate the exemplary work of our coworkers through our monthly and annual awards program as well as in our daily interactions.

YOU HAVE A VOICE, WE LISTEN – COWORKER ENGAGEMENT

We have worked with a third party consulting firm for measuring and benchmarking engagement, and we consistently rate in the highest tier for coworker engagement scores. We believe engagement occurs at the intersection of Think, Feel, Act. The results of our comprehensive coworker engagement surveys, pulse surveys and targeted listening sessions provide ongoing indicators of the collective commitment of coworkers to CDW's culture and values. The surveys provide another source for coworkers to use their voice and make themselves heard across the organization.

As a result of our coworkers' consistent and overwhelming engagement, we have garnered meaningful feedback and recommendations, which have led to measurable and impactful results. By participating in the virtuous cycle of listening, learning and acting, our coworkers have a voice in decision making about the future of our organization.

Coworker Engagement during COVID-19

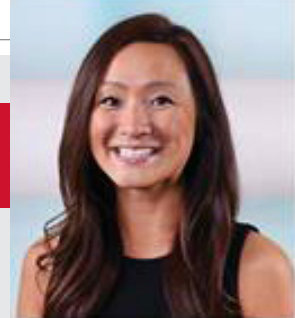
In March 2020, the COVID-19 pandemic abruptly shifted the majority of our office coworkers to a virtual environment and redefined procedures and workflows for those continuing to work in our distribution centers.

Practically overnight, we went virtual, and our commitment to one another and to the business remained steadfast. We responded by listening with empathy to the evolving needs of fellow coworkers and empowering them with the information, technology resources and support needed to succeed in the new reality.

To address the unique needs of specific coworker populations, we adopted a dynamic listening approach, instead of our comprehensive engagement survey. Coworkers participated in short pulse surveys tailored to specific audiences every three months. In each survey, coworkers provided valuable feedback on current business needs, which was critical as conditions continued to change throughout 2020. CDW leaders referenced survey results and coworker comments as they made decisions. Participation rates, which are a critical measure of engagement, remained high and the quantitative results continued to be extremely favorable. In addition, the qualitative data reflected an appreciation for the transparency and consistency of executive communications that outlined how our business continued to move forward and create value for customers.

As teams and individuals, we continued to support each other through scheduled and impromptu virtual check-ins. To ensure our management team felt empowered to lead and support a team of remote coworkers, we launched a four-month leadership program, Lead IT to Bring IT, which encompassed guest speakers, e-learning, small-group discussions and actionable application exercises.

MICHAEL P. KRASNY AWARD RECOGNIZES THE CDW COWORKER OF THE YEAR



The Michael P. Krasny Award, also known as the CDW Coworker of the Year (COTY) Award, recognizes a coworker who exemplifies the Circle of Service and The CDW Way. Twelve coworkers, recognized as Coworkers of the Month throughout the year, are eligible for the award with one coworker selected as COTY by their peers during an annual luncheon.

CDW's 2019 Coworker of the Year, Claire Ivory, Senior Manager, Sales Operations, U.S., was recognized in 2020 for being an exceptional leader, dedicated to excellence and committed to team success.

The award is named for Michael P. Krasny, who was CDW's founder and CEO through 2001. Krasny established the company on a strong, stable foundation – with only four CEOs in our 30-year history.

OUR NOVEMBER 2020 PULSE SURVEY REFLECTED MORE THAN 90% OF COWORKERS AGREED WITH THE FOLLOWING:

- Coworkers go beyond what is required to help CDW succeed
- Coworker health and safety is a top priority at CDW
- CDW is a good place to work
- Teams constantly look for better ways to serve our customers
- Leaders offer the support coworkers need during this time

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.

2020-2021 RECOGNITION SNAPSHOT

2021 Best Places to Work
By Glassdoor

America's Most JUST Companies 2020
By JUST Capital

Best for Vets 2020 Employer
By Military Times

2021 Corporate Equality Index Perfect Score
By Human Rights Campaign

America's Best Large Employers 2021
By Forbes

Best Place to Work in IT
By Computerworld

2020 Culture 500 Champion
By MITSloan & Glassdoor

America's Best Employers for Diversity 2020
By Forbes

Best of the Best Supplier Diversity Program 2020
By U.S. Veteran's Magazine, Professional Woman's Magazine, Black EOE Journal & HISPANIC Network Magazine

2021 Gold Military Friendly Employer
By Military Friendly

Best Companies for Women
By Fairygodboss

Best Technology Companies for Women
By Fairygodboss

Best Company Where CEOs Support Gender Diversity
By Fairygodboss

2020 BEST PLACES TO WORK



Diversity, Equity & Inclusion

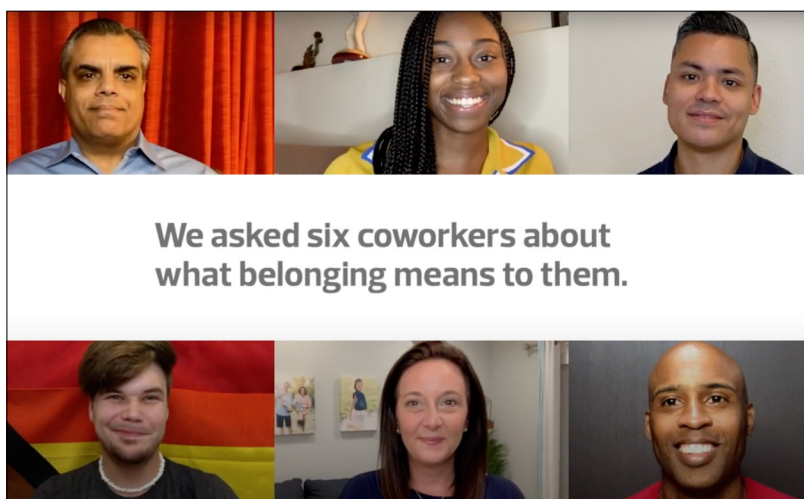
In CDW's coworker-centric culture, we want all coworkers to feel a sense of belonging and community, and to be empowered to bring their authentic, best selves to CDW, freely and respectfully. Ultimately, we believe embracing and fostering diverse thinking, inclusive behaviors and equal opportunity enable us to be better collaborators and innovators and drive better outcomes for our customers and vendor partners. Diversity, Equity & Inclusion (DEI) is an essential element in our ability to attract and retain top talent and drive business results. Our coworkers make the difference, and when we are inclusive, our organization is stronger.

Our Diversity, Equity & Inclusion organizational priorities are embedded in three key areas:

- **Who We Are and How We Work**
- **How We Grow**
- **How We Do Business**



In 2020, CDW's strategic initiatives included the "Belonging. IT Matters" video series focused on coworker Belonging and Inclusion. The video vignettes feature coworkers talking directly to fellow coworkers about the important role everyone plays in fostering an inclusive culture.



CDW'S DEI STRATEGIC FRAMEWORK

WHO WE ARE AND HOW WE WORK

Create an Inclusive Culture where all dimensions of difference are valued and represented, and all coworkers feel a sense of belonging that drives results.

HOW WE GROW

Position CDW as the **Best Place for Talent** where there is equity in our processes for hiring, advancement, development and retention of **all** coworkers and leaders regardless of dimension of diversity.

HOW WE DO BUSINESS

Embed our focus on diversity in our business practices with customers, partners and the communities we serve.

OUR DEI JOURNEY AND ACCELERATION IN 2020

CDW's DEI journey is marked by a long-term commitment, key milestones and inflection points. A key component of our inclusion strategy has always been to educate and empower our coworkers. In 2020, we increased our communication, raised awareness and most importantly took time to listen. We provided many platforms: inclusion townhalls, Business Resource Group discussions, quarterly brown bag lunch meetings and an inclusion newsletter.

By mid-year, the world experienced an unprecedented inflection point – several high-profile, tragic incidents brought an extra sense of urgency to addressing the issues of social and racial equity. As a result, we accelerated our efforts to listen and learn more about DEI, and social and racial justice. We conducted 18 training sessions for CDW leaders on "Navigating Difficult Conversations" and "How to Talk about Race" – which were attended by more than 1,100 CDW leaders. Our CEO facilitated powerful discussions around racial injustice and its impact on Black and Brown coworkers at CDW. Our coworkers galvanized into action through the launch of our Educate/Participate/Advocate campaign: a call to action campaign to help elevate allyship and inclusion at CDW. They took action to encourage unity and support for diverse coworkers from a wide variety of backgrounds and ethnicities.

Our leaders understand that DEI is an ongoing journey. Through open and ongoing dialogue with coworkers, we continue to learn more about the potential challenges that our diverse coworkers and their communities face and how those issues could impact them personally and professionally. When current events or incidents necessitate, we shift into progressive action to provide support for all of our coworkers.

Modeled by Our Leaders

Our DEI efforts are a way of life modeled by our leaders, who are committed to respecting individual differences, valuing unique perspectives and empowering coworkers to be themselves and contribute their best. CDW leaders are expected to demonstrate that all voices matter, recognizing that unique perspectives help yield fresh approaches to challenges and opportunities.

Senior leaders are creating tailored business unit DEI action plans addressing each group's unique needs. Those plans will cascade throughout their organizations, further solidifying the recognition that everyone has a role to play in our DEI efforts.

CDW is committed to helping our leaders develop their inclusive thinking and ability to build and manage diverse teams. We provide a variety of training opportunities and resources to help leaders integrate DEI into their management style and teams. In 2020, leaders hosted virtual check-ins with their teams to provide a judgment-free space for open discussions and reflections about social and racial justice.

FOSTERING AN ENVIRONMENT WHERE ALL COWORKERS FEEL SAFE, HEARD AND SUPPORTED

During the summer of 2020, CDW issued a statement (shown at the right) in support of the social and racial justice movement that reached virtually all parts of the U.S. While CDW has been on the pathway to driving diversity, equity and inclusion – a sense of belonging for all – below are examples of a few steps we took to address the events of last summer:

- Launching the **Educate/Participate/Advocate campaign**, which answered the question "What can I do?" to build a more equitable and inclusive environment at CDW.
- Creating **Education Resource Guides**, which provided coworkers and leaders with tools to educate themselves on racial injustice in America and the workplace.
- Holding a **BRG Panel: A Discussion about Race**, where panelists shared with our business resource groups (BRG) how racism and discrimination have impacted their professional and personal lives.
- Offering **How to Talk about Race** sessions to help supervisors and managers feel more comfortable navigating dialogues about race and its impact on our coworkers.

While we have come a long way as a company in our diversity, equity and inclusion journey, we are continuing to raise awareness and ask, "What can I do?" We remain committed to one another as coworkers and citizens within the communities we live and serve.

We stand with our Black coworkers and partners, family and friends and neighbors, and all people opposed to systemic racism, to share our heartbreak over the tragic death of George Floyd, Ahmaud Arbery, Breonna Taylor and too many others before. Racism and discrimination have no place at CDW and no place in the world.

In the last few days and in the days ahead, we're having coworker conversations to listen and understand and to talk about what we might do more of as a company.

While we don't know the answers, we are humbly committed to making progress and playing a part in continuing the work to address racism and intolerance in our communities.



BRGs PROMOTE INCLUSION AND UNDERSTANDING

CDW's Business Resource Groups (BRGs) have always been a critical connection for our coworkers and play an important role in promoting an inclusive culture. Created by and for coworkers, our eight North American and four location-specific groups provide professional development, informal mentoring and networking opportunities to members. They also provide a forum for coworkers to make their voices heard, build awareness, celebrate their affinity area, collaborate with other BRGs and provide business perspective on diversity and inclusion initiatives.

More than 32 percent of our North American coworkers participate in at least one BRG, helping to cultivate a culture of belonging across teams and locations. Similar efforts to create that sense of community among coworkers exist in our U.K. operations. All of the BRGs are active internally and externally, including using social media to highlight their efforts and attract additional support.

Our BRGs typically combine to host more than 100 programs annually. Except early in the year, in-person events were very limited in 2020 due to the COVID-19 pandemic. **WON** remains one of our most active groups, helping to connect women and their mentors and allies across the company. The group is also focused on mentoring and educational outreach to young women and girls to inspire them to pursue STEM education and careers in technology and engineering.

In 2020, **WON**, in partnership with **BeU**, hosted "The Only One in the Room," a three-part virtual panel series exploring the reality and challenges of often being the "only one in the room" when key discussions and decisions are happening. This series focused on helping underrepresented coworkers better engage with their peers and navigate barriers. Throughout 2020, our BRGs took turns on a monthly basis highlighting their efforts and enhancing engagement across the organization:

- For Black History Month in February, **BeU** organized a series of educational sessions and conversations.
- In March, **¡HOLA!** led the celebration of Hispanic Heritage Month with a sweep of informative virtual events, fun activities and valuable resources to learn more about the Latino community and how everyone can be effective allies.
- May is Military Appreciation Month, so **MARC** created R.E.D. (Remember Everyone Deployed) Fridays for all coworkers to wear red.
- In June, **BRAVE** led the celebration of Pride Month to focus on dignity, equality and increased visibility of LGBTQ+ coworkers and community members.
- In October, **ABLE** marked National Disability Employment Awareness Month by partnering with Disability:IN to host a webinar about Recruiting, Hiring & Accommodating Neurodiverse Workers.

CDW'S BUSINESS RESOURCE GROUPS



Alliance for Business Leading Equality (ABLE) advocates and educates for an accessible environment that facilitates self-advocacy, focusing on coworkers who are disabled and their allies, so they can achieve their full potential.



Black Excellence Unlimited (BeU) was founded on a mission to provide resources and development opportunities for CDW's black coworkers that enable them to achieve excellence and have a positive impact on our customers and community.



Business Resource Alliance Valuing Equality (BRAVE) Assembles the building blocks for LGBTQ+ inclusion within CDW through networking and outreach with LGBTQ+ coworkers globally, connecting with our BRGs on topics of intersectionality, and educating CDW on issues that impact the LGBTQ+ community.



Business Resource Inclusion and Diversity Group for Everyone (BRIDGE) cultivates connections across CDW to bridge the gaps in tenure, experience, function and generation to advance coworker and organizational success.



Hispanic Organization for Leadership & Achievement (¡HOLA!) provides professional development and community involvement opportunities for all HOLA members and CDW coworkers at large in support of professional growth and the multiracial nature of Latin Americans.



Military & Allies Resource Council (MARC) recruits, develops and supports coworkers who have served our country both past and present, along with allies, to strengthen connections and partnerships with the greater community.



Pan Asian Council (PAC) builds a diverse community of coworkers that enable personal and professional development opportunities for Pan Asian coworkers.



Women's Opportunity Network (WON) promotes an environment where women succeed at all levels by providing resources, connections, and development opportunities while driving CDW's business objectives.

Occupational Health & Safety

At CDW, the health and safety of our coworkers and their families are a top priority. This safety-first mindset begins with our coworkers, who promote a culture of safety that focuses on continuous improvement and the pursuit of zero injuries.

Health and safety is prominently addressed in [The CDW Way Code](#) and in our onboarding program. We also have site-specific programs and policies in the U.S., Canada and U.K. for our distribution centers, major office locations and field staff.

In 2020, we were able to leverage our safety culture to address the myriad health and safety challenges associated with the COVID-19 pandemic.

DISTRIBUTION CENTER SAFETY

In our distribution centers, all managers, supervisors and coworkers have day-to-day responsibility for health and safety. We have accountability-focused safety training for managers and supervisors, and coworkers receive safety awareness training and job-specific safety training.

Given the material handling aspects of our distribution center operations, forklift safety and ergonomics are among our highest priorities. Our forklift safety program is built on best practices, including operator training and non-operator awareness training, safety checks before starting the vehicle, visual and audio warnings when the vehicle's path is obstructed, and a strong preventive maintenance program.

We provide ergonomics training to all distribution center coworkers. Coworkers also receive extensive training on the proper use of lifting equipment and safe lifting techniques, depending on their job responsibilities. In 2020, in response to COVID-19 social distancing requirements, we adjusted our ergonomics program and training to incorporate pilot testing of a wearable device that provides coworkers with real-time feedback on their postures and exertion. The device also uses GPS technology for contact tracing and maintaining at least 6 feet of social distancing.

Under our safety observation program, we conduct random safety walk-throughs and more formal safety audits, and document all instances of our "Observe, Coach, Reinforce" process. All coworkers are also expected to report any safety concerns. If unsafe or risky conditions, work practices or behaviors are identified, we seek out underlying conditions and take corrective action. When we see an opportunity for improvement, we redesign standard operating procedures to address safety concerns. If we identify at risk-behaviors, we focus on coaching and mentoring of coworkers to make sure everyone understands their shared responsibilities for safety. All incidents are investigated and tracked, even if they require only first aid.



We do not handle significant amounts of raw materials, hazardous materials or chemicals other than lithium ion batteries, for which we have a robust safety program. It includes accurate tracking of every lithium ion battery in our distribution centers. We provide annual training to coworkers in our distribution centers, which is more stringent than what regulations require. The training covers our requirements for safe handling, reporting of any and all incidents and safe disposal if necessary. Our program undergoes regular outside audits and has a consistent record of complying with regulatory and company requirements.

SAFETY IN THE FIELD

Thousands of CDW coworkers – consulting engineers and solution architects – spend significant amounts of time in the field working with our customers and partners to develop, configure, deploy and maintain IT systems and networks. We provide training and safety guidelines for every coworker in the field.

Our Field Coworker Safety Guidelines address a wide variety of issues that coworkers could encounter, including site emergencies, use of personal protective equipment, electrical safety, fall protection, ladder safety, forklift safety, personal vehicle safety, safe lifting and cell phone use.

SAFETY PERFORMANCE AT A GLANCE*

CDW Injury History	2020	2019	2018
Number of Cases			
Total number of fatalities	0	0	0
Total number of cases with days away from work	2	1	2
Total number of cases with job transfer or restriction	1	2	2
Total number of other recordable cases	4	1	2
Number of Days			
Total number of days away from work for all cases	13	61	79
Total number of days of job transfer or restriction	96	42	37
Rates			
Total Recordable (TRIR)	0.09	0.06	0.09
Lost Work Day (DAFWII)	0.03	0.01	0.03
Days Away Restricted Time (DART)	0.04	0.03	0.06
Experience Modification Rate (EMR)	0.44	0.43	0.46

*All rates are calculated per 200,000 hours worked



PROTECTING COWORKERS FROM COVID-19

The safety and wellbeing of our coworkers and communities are top priorities. It was even more critical in dealing with the COVID-19 pandemic in 2020, especially as our distribution centers remained open and our essential coworkers continued to work on-site. Our coworkers swiftly pulled together to develop and implement strategies that addressed the new and changing safety needs at our various locations.

Our coworkers stepped up to address the unique challenges of COVID-19 by reinforcing safe behaviors, participating in expanded health and safety training, wearing additional personal protective equipment and watching out for each other. We also leveraged our existing flu season reminders and preventive measures to address COVID-19 precautions.

COVID-19 health and safety efforts by our U.S., U.K. and Canada coworkers included:

- Implemented **remote working** for non-distribution center coworkers, and provided extra support, training and resources to enable work-from-home coworkers to continue to be engaged and effective in their daily responsibilities.
- Reinforced and expanded our **safety training programs** and created awareness videos and additional signage to remind coworkers in our distribution centers of safety protocols to prevent the spread of the virus.
- Secured a significant supply of **personal protective equipment**, including face shields, face masks and gloves, and made sure that coworkers could access additional PPE as needed and complied with all onsite PPE requirements.
- Expanded the number of **hand sanitizer stations** at restrooms, reception areas, break areas and facility entry points.
- Used **colored vests or shirts** to segment the teams in our distribution centers, which separated the workforce into teams and allowed us to do cleaning between shifts.
- Set up **temperature-taking stations** at distribution center entrances.
- Implemented **social distancing measures** such as markers on the floor between workstations and identifying which seating areas could be used.
- Disabled common-area water fountains** to prevent contact spreading of the virus.
- Closed cafeterias and provided free box lunches** to distribution center coworkers.
- Piloted the use of **GPS-based technology** for contact tracing and social distancing, as well as real-time feedback on work task ergonomics.

Coworker Training, Education & Development

All coworkers are immersed in our learning culture from the time they start working at CDW. During LAUNCH, the company's day-long orientation program, coworkers are introduced to our culture and values, The CDW Way Code, how the business functions, how various groups work together, our diversity, equity and inclusion activities, and other coworker-first programs. LAUNCH also sets the foundation for a continuous learning journey that covers skills enhancement, leadership development, innovation excellence and professional growth. We grow together to win together.

LEADERSHIP DEVELOPMENT DELIVERS IMPACT

CDW's leadership development strategy addresses leadership potential and skills development in all areas of the business and for all levels of coworkers. This mission is supported by a wide array of programs that help develop leaders and ultimately enable them to flourish and further advance their careers.

Key leadership training and development programs include:

- **Emerging Leaders Program (ELP):** Since 2015, this comprehensive program has sought to identify and nurture high-potential coworkers across the business and provide them with personalized coaching, group sessions and specialized curriculum to develop their leadership skills. Nearly 100 coworkers from the U.S., Canada and the U.K. participated in the 2019–2020 cohort, sharpening their skills in communication, problem solving, relationship building and project management. Each 10-month session concludes with the coworker teams completing projects to solve business issues and presenting their recommendations to CDW senior leadership. Approximately one-half of the recommendations become formal recommendations for implementation.
- **New Leader Academy:** Participants have the opportunity to learn from subject matter experts, meet and listen to CDW leaders, and interact in virtual breakout sessions. The goal is for new leaders to have the tools and techniques needed to be engaging and effective leaders at CDW.
- **Ongoing Leadership Development:** In 2020, CDW introduced the Leading Virtually program for all leaders, which features monthly, external keynote speakers on leadership topics, supplemented by reflection guides, eLearning modules and follow-up discussion groups of approximately five to six leaders each. For 2021, CDW is developing a tool kit of digital on-demand resources to help all levels of leaders hire and onboard, coach and develop, manage through change, recognize and reward, strengthen their team, plan and execute, measure and manage performance, and promote diversity, equity and inclusion.
- **Leadership Advisory Network (LAN) and LEAD (Leadership, Exploration and Development):** In our CDW Canada offices, under the LAN program, junior and mid-level leaders are paired with more experienced coworkers, creating impactful mentor-mentee partnerships aimed at accelerating the personal and professional development of participants. In addition to participating in the corporate ELP, future leaders in Canada have access to the LEAD program, which helps them develop situation-specific skills based on their role and career path in the company.



DELIVERING EXCELLENCE IN SALES AND TECHNOLOGY TRAINING

Training is a core component of our industry-leading Sales and Integrated Technology Solutions (ITS) functions. Individualized coworker development plans are a key component of what set us and our coworkers apart. A distinct learning path for each function equips coworkers with the knowledge and skills to succeed in their current roles while preparing them to succeed.

Overall, it takes approximately two years for new CDW sales professionals to be fully acclimated to the CDW culture and to build the internal and external relationships necessary to be successful account representatives and advance in their careers.

Our account representative onboarding training consists of two primary programs:

- **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. Upon completion of the 5½-month program, each sales coworker has a scorecard of accomplishments and an individualized development plan.
- **Sales Residency:** Graduates of our Sales Academy transition into our Sales Residency program, which includes focused coaching and frequent performance reviews over the next 18 months. During this time, coworkers develop their selling and technology capabilities to create and maintain customer relationships, advancing their skills to handle more complex business scenarios.

In addition, by earning **AccelerateIT** Certifications, sellers will more quickly become expert IT sales professionals for their customers by building skills in strategic technology categories that include Configuration Services, Data Center, Networking and Cybersecurity. Sellers participate in a multi-modal learning experience built to develop their market insights, technical knowledge and sales skills.

For ITS coworkers, our **Associate Consultant Engineer (ACE)** program is a unique apprenticeship-style program that is designed to nurture the development of entry-level consulting engineers. 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 have the opportunity to leverage the best resources in the industry under an inclusive, knowledge-sharing culture as they work on impactful customer projects.

RICHARDS AWARD RECOGNIZES HIGH-PERFORMING TEAM FROM EMERGING LEADERS PROGRAM

Every year, our Emerging Leaders Program recognizes a high-performing, cross-functional team for developing the best idea for driving company growth, partner success and customer service. In 2020, the winning team was from our Canadian business. The team, consisting of members from Sales, Integrated Technology Solutions, and Finance, developed a solution to provide customers with expanded configuration services. The winning team was determined using a scorecard that awards points to each team on key objectives they were asked to complete as part of the project work.

This award is named for Thomas E. Richards, who was CDW's CEO from 2011 to 2018.



Delivering Online Training When It Is Needed Most

In 2018 and 2019, we began strategic planning around remote training for our sales and ITS teams. As part of that planning, we increased the virtual facilitation skills of our trainers and invested in digital training platforms. As a result, when the COVID-19 pandemic hit, we were able to accelerate the rollout of the virtual programs and did not have to sacrifice quality or timeliness.

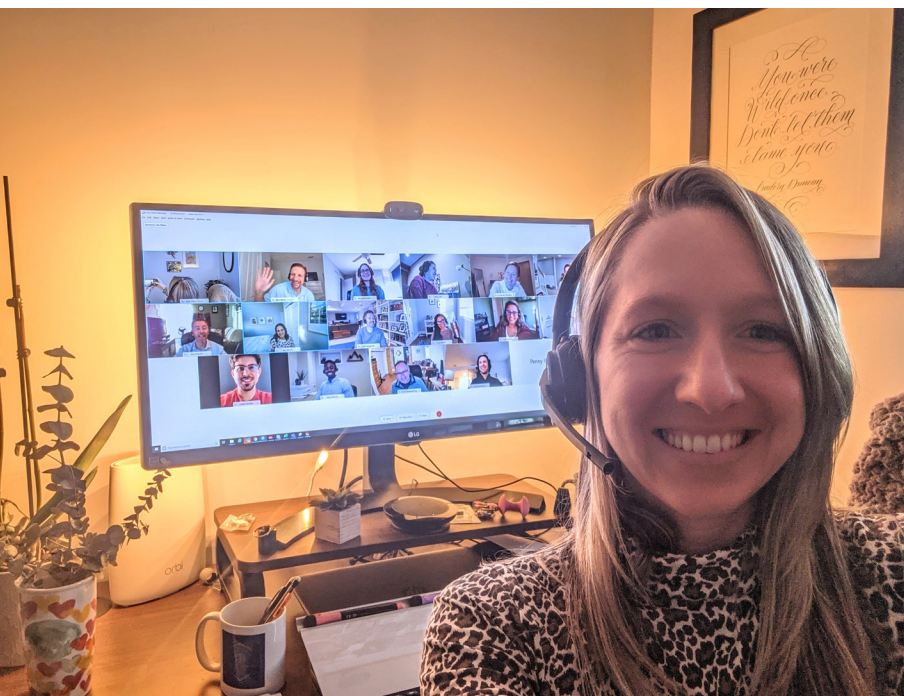
We also offer e-learning to all coworkers through the LinkedIn Learning platform. Each month, we focus on different skills or topics, which are also summarized in dedicated e-newsletters. The content is curated by subject matter "ambassadors," who also facilitate live virtual discussions. The topics are selected based on current needs, trends and the priorities being addressed by our Business Resource Groups, which are discussed on page 21 of this report. Coworkers have access to approximately 15,000 courses.

As a leading technology solutions provider, we place greater emphasis on our ability to execute and expand our training programs in an almost entirely digital, remote manner. It is one of the success stories of 2020 despite all the challenges and concerns caused by COVID-19.

EDWARDSON AWARD RECOGNIZES SALES ACADEMY ACHIEVEMENT

The John A. Edwardson Sales Academy Award is open to all newly hired account representatives participating in Sales Academy training across all CDW U.S. locations. To be considered for nomination, account reps must score a 95% or better on the Sales Academy graduation test, demonstrate that they Live the CDW Way, and exemplify the Circle of Service that puts the customer at the center. Only one award winner is chosen per Sales Academy class. Six coworkers were recognized in 2020.

The award is named for John A. Edwardson, who was CDW's CEO from 2001 to 2011.



CDW sales training programs are best-in-class, receiving multiple Brandon Hall Excellence Awards over the last several years. We have received awards for Best Custom Content, Best Use of Games and Simulations for Learning, Best Use of Social/ Collaborative Learning, Best Certification Program and more.

Pay & Equal Remuneration

At CDW, we don't just expect excellence – we reward it through competitive compensation and performance-focused pay practices. We believe in the limitless potential of our coworkers and embed this idea within our market-relevant, total compensation package, which allows coworkers to grow in their positions, professionally and financially.

CDW's pay-for-performance philosophy reflects our collective belief that success means never being satisfied. Our coworker-centric culture promotes upward mobility of our coworkers through professional development opportunities, including the identification and nurturing of our next generation of leaders. For more information on our professional development and training opportunities, see the section starting on page 24 of this report.

Our compensation practices not only inspire current coworkers to achieve excellence but also attract like-minded professionals from outside our organization to join us at all levels.

As with all of our benefit and coworker offerings, we perform regular reviews of our compensation practices and adjust as needed to best support our coworkers. For example, in July 2019, we raised the starting wage for all non-sales and non-intern positions in the U.S. to \$16 per hour.

Pay Equity

We value diversity and believe in equal opportunities and equitable compensation for everyone, regardless of their personal background, gender, ethnicity or other protected characteristics. As with every aspect of our business, we are committed to continually improving our pay and equal remuneration practices for the benefit of all coworkers. To achieve this, CDW has embedded robust compensation and governance practices in our regular routines.

We recognize that there is an opportunity to enhance the representation of diverse individuals across the technology sector. Therefore, we are committed to achieving a balanced workforce and seek to create a diverse and inclusive environment that embraces individual differences. We are actively working to effect change in this space by focusing on areas such as people development, support, compensation, advancement, recognition, education and skills.



Coworker Benefits

CDW's comprehensive benefit offerings are designed to support the emotional, physical and financial health of coworkers and their families. Meeting the evolving needs of coworkers drives our current offerings and informs our future plans. We want to ensure coworkers have access to the best tools to be safe, healthy and successful in the workplace and at home.

ENHANCEMENTS IN 2020 AND BEYOND

Our care and concern for coworkers and their families begins during the benefits enrollment process. Our online portal is available in multiple languages and includes an interactive tool that helps coworkers easily compare health plans and navigate benefit offerings. In addition, the portal features a library of on-demand benefits-related educational videos.

We not only provide standard comprehensive health and retirement benefits, but also have integrated unique and targeted benefits into our broader offerings. For example, through our redesigned Employee Assistance Program (EAP), introduced in early 2021, coworkers can access confidential, personalized coaching to help them achieve personal or professional goals. This is in addition to traditional EAP offerings such as therapist assistance and support.

When the COVID-19 pandemic altered the day-to-day realities for our coworkers, we learned what individuals needed and swiftly partnered with our benefit providers to respond with additional support. From waiving copayments for U.S. in-network telehealth and backup family care services, to highlighting available mental health resources and supporting family e-learning, we bolstered our efforts to prioritize the continued wellbeing of coworkers and their families. During the pandemic, in the U.S. we also introduced virtual wellness sessions that enable coworkers to engage with one another and mental health experts with the goal of fostering personal and professional growth. Participants have the opportunity to continue the conversation by joining a small discussion group facilitated by a psychologist. We realize each coworker's personal wellness journey is unique and these informal conversations foster continued dialogue and support.

In 2020, all U.S. coworkers received four paid hours off to exercise their right to vote. Coworkers could use the time to vote early or on Election Day.

CDW understands that managing work and personal life is a balancing act. In 2020, we introduced a paid flex day, providing coworkers an additional paid day off that they were able to use at any time throughout the year. Coworkers responded positively to this additional flex day, and as a result, we are expanding the benefit and offering two paid flex days in 2021.

In addition to offering benefits programs to support the health and wellbeing of all coworkers, we have taken steps to increase inclusivity and remove access barriers. For example, our inclusive parental leave policy recognizes the importance of all families, and does not look at gender, marital status or method of becoming a parent to determine the level of benefit. Rather, our U.S. parental leave offering is structured by primary and secondary caregivers to accommodate the unique needs of various types of families. Similarly, we partnered with a new leading U.S. fertility benefits provider, and in 2021 we will be able to offer coworkers enhanced family building benefits for multiple paths to parenthood.

With coworkers' needs at the heart of our benefits program, ongoing feedback is vital. We use coworker feedback and benchmarking surveys to identify emerging industry trends and to help shape future priorities and continuously improve our offerings.

Additional information about our benefit offerings can be found at cdwjobs.com/pages/benefits.



CDW ENHANCES AND EXPANDS COWORKER SUPPORT SERVICES

In 2020, to further assist coworkers and their families, CDW expanded several support services focused on coworker wellbeing.

A few examples include:

- In late 2020, CDW introduced a program for in-home back-up child and elder care for coworkers in our U.S. operations. CDW created the back-up care program for situations in which primary care facilities are not open, when loved ones cannot attend due to illness, or for other occasions where in-home care is the best solution. Coworkers can use the in-home care program for important virtual work meetings, oversight for e-learning, elder care assistance and many other daily needs. We partner with a vendor to vet caregivers and facilitate referrals. This benefit is subsidized by CDW. For in-home care, coworkers pay a \$6 per hour co-pay for a maximum of one 10-hour day, which constitutes one use toward the maximum of 20 uses per year.
- In the U.K., we have implemented an emotional intelligence awareness program to ensure that remote workers feel supported. Our Coworker Services team stays in touch with coworkers on a rotational basis unless coworkers choose to opt out of the program.

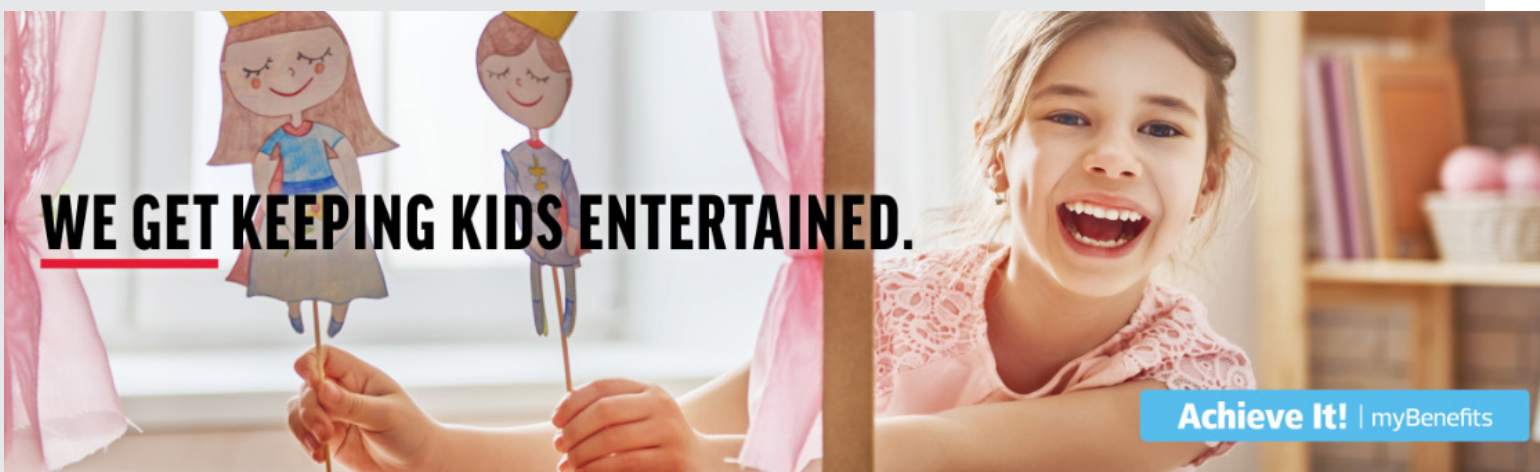
CDW KIDS CLUB IMPROVES LIFE AT HOME FOR KIDS AND WORKING PARENTS

The CDW Kids Club was officially formed at the beginning of the COVID-19 pandemic, and it has become an overall resource for parenting during the pandemic. The Club's mission: Helping our #CDWParents & #CDWKids navigate life at home together.

We began by providing regular activity ideas for kids of various ages. Later, we created a summer-long virtual "camp" for our kids led by CDW coworkers acting as counselors delivering virtual cooking lessons, yoga and exercise classes, art classes, story time and readalongs, singalongs and music. In the fall, the Kids Club became a source for resources and tips for parents navigating e-learning for the first time. Late in the year, we hosted a two-week virtual winter wonderland event to keep kids active during winter break.

In 2020, there were approximately 830 CDW Kids Club members.

As this report was being developed, planning was underway for 2021.



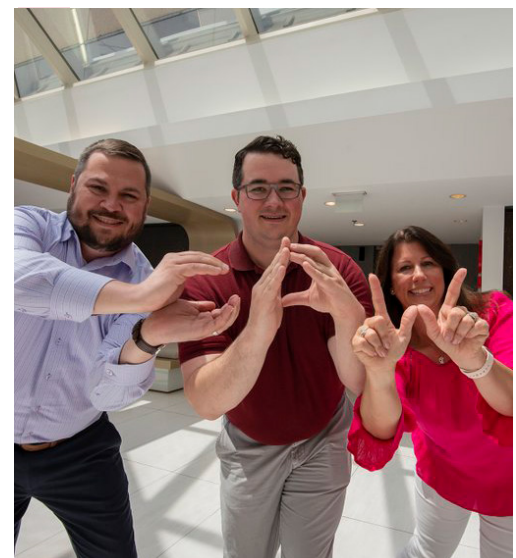
Engaging Our Communities

Since our founding more than 35 years ago, CDW and our coworkers have been committed to supporting communities where we live and work. This support is embedded across our organization, with coworkers at all levels giving of their time and talents to various programs and passions. This work was exceptionally important in 2020, a year that presented extraordinary challenges to our communities and highlighted the enterprise-wide effort required to ensure that our programs address the urgent needs of communities and the world.

OUR APPROACH TO COMMUNITY ENGAGEMENT

Coworkers are critical to our community engagement efforts. Our program is built to support our coworkers and the causes that are most meaningful to them. We support our communities in various ways and offer coworkers a multitude of ways to get involved, including volunteering, fundraising campaigns, donation of resources, pro bono services, knowledge sharing and board service. Providing these options creates a more inclusive program that meets coworkers where they feel most comfortable.

CDW dedicates meaningful support to our communities and works closely with coworkers to support causes that matter most to them. Local community relations, Business Resource Groups, small groups of coworkers and individual coworkers are all important voices in raising awareness of issues and causes that matter most. The local perspective is critical in helping us identify and support opportunities that will bring the greatest impact. This approach also helps CDW strengthen community ties and business relationships at a local level.



FOCUS AREAS AND OTHER PRIORITIES FOR COMMUNITY ENGAGEMENT

To focus our efforts and drive maximum impact, we concentrate our community engagement efforts, both locally where we operate and at the corporate level, in three main areas:

- **Education and Workforce Development:** We support schools and organizations focused on improving K–12 academic achievement with a focus on science, technology, engineering and math (STEM) programming. We also support educational programs that help transition students from school to the technical workforce through impactful mentorships and workforce development. In addition, we are helping to close the digital divide that prevents under-served and disadvantaged groups from benefiting from access to the internet. This inequity limits their access to healthcare and community information, and their ability to participate in remote learning and opportunities.
- **Health and Wellness:** We seek partnerships with organizations that advance health and wellness through innovation and technology.
- **Military and Veterans:** We honor veterans, wounded warriors, active-duty service members and their families by providing technology and support while deployed and when they return home.



While these three areas provide a general focus for our community engagement efforts, CDW also remains responsive to immediate needs and where collective action can have broad impact. For example, in 2020, we were able to quickly respond to the COVID–19 pandemic by providing financial support for local, national and global response efforts through donations to Chicago Community COVID–19 Response Fund, the CDC Foundation, and the WHO COVID–19 Solidarity Response Fund.

Additionally, seeing the impact COVID–19 was having on education, especially in underserved communities, we looked for ways to help address the digital divide – a challenge that our business is uniquely positioned to help address. One way to do this is through large-scale partnerships, such as the Intel Online Learning Initiative (see sidebar at right). We continue to work with coworkers and our vendor partners to expand our efforts and incorporate digital equity into our ongoing strategy.

DELIVERING TECHNOLOGY TO STUDENTS IN NEED, WHEN THEY NEED IT MOST

As a leading provider of technology solutions for students of all ages, we believe that enhancing student learning through technology inspires active learning and collaboration. This became even more important in 2020 due to the unprecedented use of remote learning in response to the COVID–19 pandemic.

During the year, CDW partnered with Intel Corporation, LEGO® Education, the LEGO Foundation and First Book to launch the Creating Learning Connections Initiative. This program provides underserved K–12 students and educators with access to critical tools and resources, including internet connectivity, technology devices, and hands-on science, technology, engineering, arts and math (STEAM) learning solutions.

Through this effort, CDW and Intel provided \$5 million in personal computers, software, configuration services and digital learning resources to students and communities in need. The program also provided stipends of \$4,000 to each awarded district to help address home internet connectivity for students. Underserved students in 17 states received support with nearly 15,000 devices being delivered to 45 school districts – all funded by Intel and configured and delivered by CDW. The majority of the schools selected represent low-income inner city and rural school districts consisting primarily of Black, Hispanic and Native American students.

We continue to partner with Intel and other organizations to deliver technology to students and close the digital divide.



DRIVING COWORKER-LED COMMUNITY ENGAGEMENT

To help strengthen our coworker connection and support various engagement efforts across our businesses, in 2020, we launched CDW YourCause, a coworker-facing web platform used to share and encourage engagement in fundraising and volunteer opportunities. The new global platform enables the entire CDW workforce globally to have uniform access to volunteering, fundraising and matching gift opportunities. While we began development of CDW YourCause in 2019, it was especially valuable in 2020, as many coworkers began to work from home and needed an easier way to engage and collaborate virtually.

To support coworkers' individual interests and encourage their involvement, we also offer each eligible coworker the opportunity to take one paid day off each year to perform community service. Over the last five years, our U.S. coworkers volunteered more than 25,000 hours using their paid time off, with even more hours donated outside of the working day. Under our matching gifts program, CDW matches up to \$2,000 in donations per U.S. coworker.

In addition to helping to facilitate an inclusive culture at CDW, our Business Resource Groups have a community relations component to their charters. For example, in 2020, in response to the renewed focus on social justice, our Black Excellence Unlimited group helped identify and work with community groups that address systemic racism in communities. Our Military & Allies Resource Council (MARC) Group worked with Operation Support our Troops-America to send 2,000 Christmas stockings containing essential food and supplies to those on active-duty military service. MARC encouraged coworkers to support the initiative by donating through the YourCause portal, with CDW matching all purchases of \$25 or more.

CDW SUPPORTS TECHNOLOGY DEPLOYMENT FOR LONDON GRID FOR LEARNING

In the U.K., we are working with the London Grid for Learning, a charitable trust dedicated to the advancement of education, to provide technology for hundreds of schools across the country. Last quarter, our team developed and provisioned unique turnkey solutions, comprised of client devices, accessories, software, and services, leveraging our strong logistical and distribution capabilities and deep vendor partner relationships. There has been tight collaboration with our client vendor partner to provide the best possible device availability for the customer due to the current global supply constraints. Our distribution center in the U.K. has done a tremendous job to deliver over 100,000 units to hundreds of schools. CDW is uniquely positioned to deliver for our customers and our vendor partners – this is a great example of our critical role.

COWORKERS DRIVE COMMUNITY ENGAGEMENT

CDW coworkers give back to their communities in unique and meaningful ways throughout the year. We are a company culture that values strong corporate citizenship, and our people take that to heart. Even in the face of the COVID-19 pandemic, which forced the cancellation of many group events, coworkers found a variety of ways to make a difference in 2020:

CDW Fun Drive: This annual event is a hallmark program for CDW, with coworkers from around the globe working together to raise funds for Children's Miracle Network, which CDW has been supporting for 32 years by donating approximately \$10 million. The success of the Fun Drive depends on coworkers, who plan and execute a variety of independent fundraising events such as social gatherings, golf outings, car washes, bake sales and auctions. While 2020 limited our ability to hold in-person fundraising activities, coworkers brought creative solutions such as virtual auctions and raffles, use of social media, and internal reminders to generate donations. In 2020, we raised more than \$350,000, which exceeded our goal, for Children's Miracle Network.

CDW Small Business 5K for Change: In November, CDW coworkers participated in a virtual 5K to support organizations that stand against racial and social injustice and enact change within our communities. The event was organized by our Small Business Group with support and engagement from across the organization.

Remembering September 11: CDW's U.S. coworkers took time to remember those lost on September 11, 2001, by performing acts of kindness as a positive tribute to victims, first responders and all service members. In participating in the tribute organized by the national nonprofit 9/11 Day, coworkers showed their support in various ways, including making financial donations to a cause of their choice, donating toys to children, and paying for others' morning coffee.

SickKids Foundation in Canada: For the 12th consecutive year, CDW Canada coworkers raised money for the SickKids Foundation, an organization focused on child health research, learning and care. Through the financial support of coworkers, their families and local communities, in 2020, we were able to raise more than \$13,000 for The Centre for Computational Medicine to help advance its brain tumor research mission.

Frontline worker care packages in Arizona: During the height of the COVID-19 pandemic, coworkers in Chandler, Arizona, donated meals and CDW water bottles to frontline workers at the local Phoenix Children's Hospital. Coworkers safely delivered these items to healthcare workers.

Impactful nonprofit partnerships in the U.K.: CDW's U.K. coworkers make an impact throughout the year by supporting a variety of local nonprofit programs. For example, during the winter holidays, U.K. coworkers supported KidsOut's annual giving tree through toy donations and Save the Children's Christmas Jumper Day by donating at least £2 and wearing a festive sweater.

Operation Homefront: In early 2020, members of the CDW Nonprofit Sales team visited the San Antonio headquarters of Operation Homefront to tour the offices and present the organization with a \$10,000 CDW donation to support their mission of building strong, stable and secure military families so they can thrive in the communities that they have worked so hard to protect.



Engaging Our Partners

CDW's vendor partners and suppliers are a critical extension of our company and vital to our success. We work together to deliver a comprehensive, responsive experience for customers throughout their relationship with us. We focus on working with partners who can deliver a superior experience to our mutual customers, align with our go-to-market strategies, and effectively collaborate to expand our growing solutions, services and international capabilities.

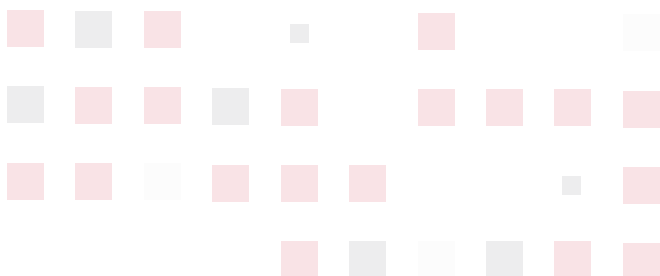
PARTNERING RESPONSIBLY

We expect our vendor partners to maintain high standards of business ethics, integrity, environmental, health and safety compliance, and respect for human rights. These expectations are spelled out in The CDW Way Code, our Partner Guide and our Position on Human Trafficking and Slavery (California Supply Chains Act and U.K. Modern Slavery Act).

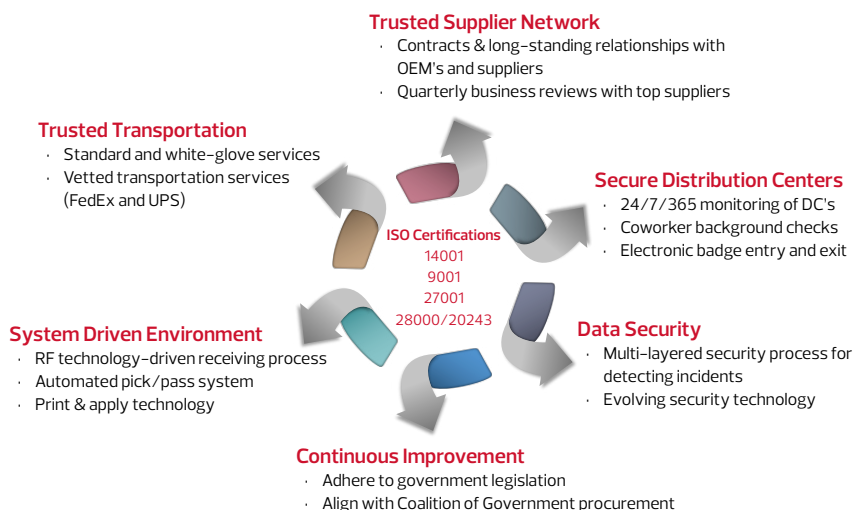
As stated in The CDW Way Code, "We do not do business with others who are likely to harm CDW's reputation. All arrangements with third parties must comply with CDW policy and the law." In addition, a large number of our top vendor partners are themselves committed to sustainability and have ESG programs, which is reflected in their reports and on their websites.

Our supply chain is grounded by six foundational pillars that ensure our cross-functional coworker teams adhere to processes implemented to mitigate risk. This system-driven environment encompasses our trusted supplier network, secured distribution centers, data security and trusted transportation network. The integrated system is supported by a commitment to continuous improvement.

As part of our ISO 28000 certification (for security management systems in the supply chain), CDW participates in regular audits, proving that we have the processes and vendor partner relationships in place to ensure a reliable, secure supply of products and services. In addition, our five ISO certifications help the company mitigate risk.



SIX PILLARS OF CDW'S SECURE SUPPLY CHAIN PROGRAM



PARTNER SUMMIT ENGAGES VIRTUALLY

CDW's annual Partner Summit is an opportunity for more than 1,000 key vendor partners and coworkers to come together to network, learn and grow. The event, held annually in November, is intended to thank our partners for their continued dedication to CDW and reaffirms our organization's position as a partner of choice for leading IT providers.

In 2020, to ensure the safety of our coworkers and partners during the COVID-19 pandemic, our Partner Summit moved to a virtual format for the first time. We strived to make the virtual event just as engaging as the in-person event and created a targeted agenda that moved quickly and sparked conversation among our attendees. Also for the first time in 2020, CDW waived the Summit registration fees and instead collaborated with our partner organizations to donate to Folds of Honor, YWCA of Chicago, or Boys & Girls Clubs of Chicago – three non-profit organizations with whom CDW works closely throughout the year. With the generous support of our partners, we were able to donate a total of approximately \$50,000 to these three non-profit organizations.

BUSINESS DIVERSITY IS A CORE FOCUS

At CDW, we believe Business Diversity is essential for building and maintaining a deep pool of qualified suppliers who are creative, innovative and competitive. We consider our business diversity program to be one of our signature Company initiatives and we strive to maintain one of the best programs in the industry. We believe it is a critical differentiator in our ability to continue to deliver increasingly innovative products, services and solutions to market, and to help our customers and vendor

partners follow through on their own diversity commitments.

Launched in 2007, our business diversity program enables us to contribute to the economic wellbeing of all segments of the U.S. population. We are focused on creating procurement opportunities for minority business enterprises; women's business enterprises; and veteran-owned, disabled-owned and other small, disadvantaged businesses. Since inception, our program has totaled more than \$17 billion in transactions with certified, small, diverse vendor partners. In 2019, CDW achieved membership in The Billion Dollar Roundtable, joining an exclusive group of U.S.-based companies that procure more than \$1 billion annually from minority- and woman-owned businesses on a first-tier basis. We repeated this accomplishment in 2020.

Committed to a long-term vision of business diversity, we have formed more than 1,100 partnerships with minority-owned, woman-owned, and small, disadvantaged businesses, including

product manufacturers, distributors and service providers. As part of these relationships, we invest time and resources to help our partners become stronger, more effective businesses. We offer customized training, mentoring and networking opportunities to help them address opportunities and gaps within their business. We also offer structured group programs, such as CDW-G's Small Business Partner Consortium (SBC), which helps small businesses more effectively compete for federal and state IT contracts.

By continually engaging small, diverse vendor partners, CDW spreads direct and indirect economic development to communities across our footprint, creating a far-reaching multiplier effect that ripples through the economy. We are committed to tracking and reporting on the impact of these efforts by measuring business production as well as job and wage growth. We invite you to learn more about this vitally important program and its economic impact in our annual Economic Impact Report on our website.

OUR ECONOMIC IMPACT*

CDW TOTAL PURCHASES
\$2.6 billion
 Total CDW purchases from small and diverse businesses

TOTAL JOBS SUPPORTED
11,739
 Jobs supported at U.S. small and diverse businesses

TOTAL WAGES SUPPORTED
\$937 million
 Wages and benefits earned through jobs at U.S. small and diverse businesses

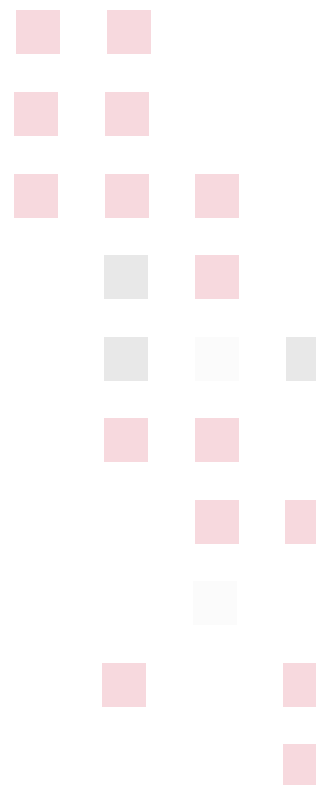
COMMITTED TO BEST-IN-CLASS BUSINESS DIVERSITY

We are honored by the awards and recognition we have received within the IT industry and the broader business and professional communities for our commitment to business diversity. These honors include:

- Billion Dollar Roundtable Excellence in Supplier Diversity, in 2019 and 2020
- 2020 Supplier Diversity Program of the Decade and Supplier Diversity Program of the Year by *Minority Business News USA* (MBNUSA)
- 2020 *U.S. Veterans Magazine* Best of the Best Supplier Diversity Program
- 2020 *Professional Woman's Magazine* Best of the Best Supplier Diversity Program
- 2020 *Black EOE Journal* Best of the Best Supplier Diversity Program
- 2020 *HISPANIC Network Magazine* Best of the Best Supplier Diversity Program



*Source: CDW 2020 Economic Impact Report, data provided by supplier.io



INSPIRING TRUST AND CONFIDENCE IN ALL OUR STAKEHOLDERS

At CDW, we understand that integrity, trust and good corporate governance matter to all our stakeholders. [The CDW Way Code](#) reinforces our commitment to adhere to the highest ethical standards – a key component of our goal to be the leading technology solutions provider in the markets we serve. By ensuring smart governance and ethics and compliance practices, we continue to earn the trust and confidence of our stakeholders, which enables us to create long-term shareholder value.

CORPORATE GOVERNANCE

The CDW Board of Directors is responsible for providing oversight of the strategic and operational direction of CDW and supporting our long-term interests. To provide a framework for effective governance, our Board adheres to [Corporate Governance Guidelines](#) that outline the operating principles, composition and working processes of our Board and its committees. The Nominating and Corporate Governance Committee periodically reviews our Corporate Governance Guidelines along with developments in corporate governance, and recommends changes, which require full Board approval. Our Corporate Governance Guidelines and other governance-related documents are available at <https://investor.cdw.com/governance/governance-documents/default.aspx>.

CDW's Board of Directors is currently comprised of 13 directors and 12 of these directors are independent. The Board is led by our independent chairman, David Nelms. Members of our Board have diverse experience across a broad range of industries, including technology and digital solutions, finance and investment, distribution and supply chain, healthcare and the public sector. Their complementary skills and viewpoints strengthen the Board's oversight of CDW on behalf of our shareholders. Our Board member bios can be found at <https://investor.cdw.com/governance/board-of-directors/default.aspx>.

The Board has a [committee structure](#) to facilitate Board actions required for the operation of a publicly owned company. The Board has an Audit Committee, Compensation Committee and Nominating and Corporate Governance Committee. All three of these committees are composed entirely of independent directors.

In order to promote Board refreshment, Board members have a 12-year limit on their service time. Three of our current Directors are retiring immediately prior to the May 2021 annual meeting. Our Board and shareholders approved transitioning to a declassified structure in 2018 and, therefore, the other 10 directors will stand for election at the 2021 annual meeting; nine of them are independent.

We believe a diverse Board of Directors helps bring unique perspectives to our organization, and we are committed to maintaining gender and racial diversity on our Board. When we undertake a search for a new director, diversity is one of the criteria considered during our process. Our two newest directors, both of whom joined the Board in 2021, increased the diversity on our Board. Of the 10 Board nominees at the 2021 annual meeting, 40% are women and 30% are racially diverse.

RECENT CORPORATE GOVERNANCE HIGHLIGHTS

2019 – We adopted proxy access, which provides certain rights to stockholders to nominate directors and include these nominees in CDW proxy materials for an annual meeting of stockholders, subject to the terms of CDW's bylaws.

2020 – During this unprecedented year, the Board was deeply engaged with the CDW team on our response to COVID-19 and overall strategy to manage the related economic uncertainty. As the pandemic began to hit the U.S., President and CEO Christine Leahy hosted weekly calls in March open to all directors to keep them informed of the Company response and maintain an open dialogue between the Board and executive management team on this critical topic. In addition, three formal Board meetings were added to the calendar in 2020 to specifically address COVID-19 response and the impact of the pandemic on CDW's performance and strategy.

2021 – Due to our commitment to Board refreshment and 12-year term-limit policy, three of our 13 directors will be retiring from the Board immediately prior to our annual meeting in May. Under our declassified Board structure, the other 10 directors, two of whom have joined the Board in 2021, will stand for election at the annual meeting. Additionally, at the annual meeting we are asking stockholders to approve our proposal to eliminate the super majority vote provisions in our charter.



ETHICS AND COMPLIANCE

We understand the level of trust that our coworkers, investors, customers, vendor partners, communities and other stakeholders place in us, and we accept our responsibility for maintaining that trust. Our ethics and compliance program is built around our efforts to guard and protect that trust, while ensuring that we adhere to [The CDW Way Code](#) and follow all legal and regulatory requirements. The Code defines our standards for corporate behavior and provides direction and insight on the ethical and legal issues coworkers may face. Our legal, compliance and ethics teams regularly review the Code for possible updates, and also oversee the related training and annual acknowledgement.

The Code is the basis for how we work at CDW. It focuses on the importance of organizational and individual accountability as we work to maintain the trust of our fellow coworkers, customers, shareholders and other stakeholders. The CDW Way Code addresses topics such as confidentiality of company, customer and business partner information, avoidance of conflicts of interest, compliance with government contracting requirements, and fair dealing and marketing practices.

We expect our coworkers to apply The CDW Way Code to their everyday work by asking themselves three questions in any tough decisions they face: "Can I?" "Should I?" and "Am I sure?"

When coworkers begin their careers with us, they receive training on The CDW Way Code as part of their onboarding process. Coworkers are also required to complete an annual acknowledgement and periodic training on the Code. Adherence to the Code is also a critical factor in our Talent Review Process and Performance Management Process.

In 2020, we partnered with a new training provider that developed a virtual training session on our Code. The training, which was provided to our entire coworker population, focused on the meaning of the Code, and why is it important to CDW and our culture. This training was done in addition to our annual acknowledgement. Also in 2020, we launched a new training module focused on the anti-bribery and anti-corruption elements of the Code. We plan to continue to add robust, topic-specific training modules and offerings in 2021 and beyond.

We have controls in place for CDW coworkers and outside partners to report and address concerns. Our Ethics Helpline can be used to confidentially ask questions, seek advice and/or report possible violations. The Helpline is operated by an independent third party, can be reached by phone or online, and is available 24 hours a day, 365 days a year. Reports received are first reviewed by our ethics and compliance group, which completes an assessment to determine the party best suited to investigate or address the report.

CDW is committed to maintaining an effective compliance program. We periodically use a third party to assess our compliance program to ensure we are meeting specific requirements and provide insights and suggestions that can help us continue to improve and elevate our program. In addition, we make thoughtful investments in our program to maintain strong engagement with coworkers.



CUSTOMER PRIVACY & INFORMATION SECURITY

In today's increasingly complex technology environment, the protection of information assets for our business, coworkers, customers and partners is one of our most important responsibilities. It is essential to the integrity of our business and the trust we share with our customers, partners and other stakeholders.

Our information security strategy is codified through a cohesive set of security policies aligned with CDW's enterprise risk management program. It serves to protect a variety of IT and information assets, including data covered by compliance matters, confidential customer and partner information, and data we create, collect and store.

CDW's comprehensive set of information security policies, and the critical importance that we place on maintaining trust with our stakeholders, guides our approach to information security. Our data privacy program is governed by our [Global Data Privacy Policy](#) and related procedures and requirements. Our comprehensive efforts focus on four critical areas:

- **Risk Management:** Proactively identifying and mitigating risk to an appropriate level.
- **Compliance:** Defining and adhering to a set of rules and best practices.
- **Cybersecurity:** Protecting and defending our data and the data entrusted to us from cyber threats.
- **Assurance:** Measuring and evaluating our efforts and outcomes against our rules and best practices.

Risk Management

CDW identifies and assesses risks to the business and our stakeholders on a continual basis, conducting various risk assessment and management activities annually. In customer privacy and information security, we guard against both internal and external threats, gauging the effectiveness of current measures while continuously adapting to technology's rapidly evolving landscape.

Our IT risk management framework encompasses assessment, treatment and evaluation, and monitors across organizational, operational and systems levels to protect and enable the business. In addressing customer privacy risk, we follow a consistent process for evaluating risks and mitigating them that also allows us to react quickly to a constantly evolving landscape.

Compliance

We proactively manage our information security risks by implementing processes and procedures that use well-known, industry-accepted frameworks such as the ISACA COBIT 5 and NIST's Cybersecurity Framework (CSF). These frameworks, in combination with our risk management programs, enable compliance with applicable legal and regulatory requirements.

For customer privacy compliance, we are actively monitoring legal and regulatory changes to determine their potential impact on our business and customers, and updating our processes and procedures as needed.



Cybersecurity

Our Vulnerability Management Policy defines the effective identification, prioritization and treatment of cybersecurity risks. We scan our systems to identify and remediate security vulnerabilities, and we are able to stay informed of emerging security threats by leveraging reputable outside sources and threat intelligence.

CDW's learning culture extends to our cybersecurity efforts. A spirit of continuous improvement is promoted through a complete schedule of awareness and education initiatives.

Phishing exercises are deployed to all coworkers multiple times each year. Other initiatives target coworkers particularly vulnerable to attack due to the nature of their work. In all cases, the goal is to continuously elevate coworkers' vigilance in taking proper precautions to safeguard sensitive information.

In response to the COVID-19 pandemic, on-demand virtual trainings and communications have focused on topics such as home Wi-Fi network security, access to CDW resources remotely and appropriate use of online meeting platforms.

Assurance

CDW's cross-functional assurance testing and program reviews, our ISO certifications and internal requirements address a variety of internal and external factors.

We also collaborate with independent, third-party security partners to perform penetration testing to help us better understand the effectiveness of our controls and to better implement them. Any vulnerabilities identified are fed into our risk assessment process for further evaluation and prioritization.

CYBERSECURITY SOLUTIONS: A CDW CORE COMPETENCY

Our commitment to robust customer privacy and data security programs in our business reinforces our credibility to help customers address their own cybersecurity needs. As remote work and hybrid working environments continue to evolve, cybersecurity strategy and integrated solutions have become more important than ever. Our suite of cybersecurity solutions includes:

- Next-generation firewall and other network security systems
- Content security to reduce spam, phishing and malware
- Information security threat assessments
- Microsoft security services and identity management solutions
- IT policy and system access solutions to protect company assets
- Network visibility and advanced endpoint protection
- Incident response services
- Security consultation services
- Consultative advisory services

For more information on these offerings, see [CDW.com/cdwservices](https://cdw.com/cdwservices).



IT MATTERS

Environmental
Social
Governance
2020 Report



CONTACT US

For more information about our ESG efforts, visit www.cdw.com/ESG
or contact us at cdwesg@cdw.com.