



WE MAKE
TECHNOLOGY
WORK SO
PEOPLE CAN
DO GREAT THINGS





Dear Stakeholders:

At CDW, our purpose is to **make technology work so people can do great things**. Our purpose is enabled and brought to life by our ~13,900 talented coworkers globally who are, quite simply, unstoppable. Throughout the opportunities and challenges of the past year, our coworkers lived our purpose, which guides our efforts to deliver for our customers. This purpose enables us to drive strong financial performance, deliver significant progress on our environmental, social and governance (ESG) initiatives and ultimately create greater value for all our stakeholders.

In 2021, we continued to execute on our broad-based commitment to diversity, equity and inclusion, as we dedicated more programs and tools toward identifying, recruiting and developing diverse talent in all parts of the organization. As a member of the Billion Dollar Roundtable, we increased our spend with small and diverse businesses to an all-time high of \$3.4 billion. We are also proud of our enhanced Social Impact strategy, which is built on more than 80 partnerships delivering outcomes for our communities with a clear, compelling focus on achieving digital equity and closing the digital divide. Given that our purpose

focuses on the transformative power of technology, we believe digital equity is the key to unlocking access to education, employment, healthcare equity and vital community information for all. These are just a few examples of the many great things underway.

I hope that this report will illustrate for our stakeholders that our purpose drives who we are as an organization and how we do business. This spirit also supports our commitment to making progress in every area of our ESG journey, and I look forward to what's to come.

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

Christine A. Leahy
President and Chief Executive Officer

2021 ESG PERFORMANCE SUMMARY

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. In 2021, we continued to build on our environmental, social and governance (ESG) disclosures with our latest ESG Report, our Sustainability Accounting Standards Board (SASB) disclosure and Task Force on Climate-Related Financial Disclosures (TCFD) report.

WE MAKE TECHNOLOGY WORK SO PEOPLE CAN DO GREAT THINGS

This spirit also drives our commitment to making progress in every area of our ESG journey. We operate our business in a responsible manner and are dedicated to making a positive impact for all our stakeholders and the world we share with them.



CDW AT A GLANCE*

Headquarters LINCOLNSHIRE, IL, USA



Coworkers ~13,900



Annual Net Sales ~\$21 Billion



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



250,000+ Customers



Operations in 11 Countries serving 150+ Countries



Distribution Centers 3**



*As of December 31, 2021 **2 in the US; 1 in the UK

ENVIRONMENTAL

Protecting the World We Share



COMMITMENT TO REDUCING WASTE TO LANDFILL

Over the last six years, our US distribution centers have recycled:

2,966 TONS
OF PACKAGING MATERIAL

9,794 TONS
OF CARDBOARD

636 TONS
OF PAPER

THOUSANDS
OF WOOD AND PLASTIC PALLETS

For the third year in a row, CDW's US distribution centers outperformed their waste diversion goal of 90%+.

ELEVATING OUR ROLE IN SUSTAINABLE AND SOCIALLY RESPONSIBLE TECHNOLOGY

E



CLEAN TECH & CLOUD COMPUTING

Expansive portfolio of environmentally certified products – **\$5.04 billion** in revenue for FY 2021 – and a broad range of cloud-based solutions providing energy-efficient options for our customers; pilot program in UK to enable customers to search for and purchase products that meet certain environmental criteria

SUPPORTING A CIRCULAR ECONOMY

Complimentary enrollment for customers in **Print Relief** to support reforestation; **IT Asset Disposition** (ITAD) program for proper device wiping and recycling and a buyback rebate for any devices of value; **grassroots, coworker-led initiatives** to provide veterans groups, underprivileged communities and other organizations with access to our own refurbished equipment

S



COLLABORATION TOOLS

Creating **flexible, scalable and efficient work and learning solutions** for our customers

SOCIAL GOOD SECTORS

Providing products and services to sectors such as Education, Healthcare and Government to promote **digital equity**; membership in **Technology for Good**; more than **80** social impact partnerships

G



SECURITY SOLUTIONS

Providing our customers with 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 prepare their organization for an evolving threat landscape

PARTNERING RESPONSIBLY

Collaborating with our partners to **uphold standards** of business ethics, integrity, environmental, health and safety compliance, respect for human rights

ENVIRONMENTAL MILESTONES

- We have an expansive portfolio of environmentally certified products – **\$5.04 billion** in revenue for FY 2021. See table at left for more information.
- All CDW distribution centers (2 in the US and 1 in the UK) and 2 of our UK offices hold **ISO 14001** environmental management certifications.
- Our largest office locations globally, as well as our UK distribution center, have energy certifications – LEED, BOMA and BREEAM / REGO.
- Approximately **98%** of our US shipments are delivered by carriers enrolled in US EPA SmartWay Transport Partnership.
- More than **75%** of our US shipments are handled by carriers with Carbon Neutral or Net Zero emissions goals.
- In 2021, we were able to achieve **100%** renewable energy sourcing for electricity for CDW-owned buildings in the UK.

More than **75%** of our US shipments are handled by carriers with Carbon Neutral or Net Zero emissions goals.

SOCIAL

Making a Difference
for All Our Stakeholders

ENGAGING WITH OUR PARTNERS ON ESG

- New **Partner Code of Conduct** as a complement to The CDW Way Code for coworkers
- Annual **Partner Summit** highlights digital equity, diversity, equity and inclusion, and social impact overall
- **Collaborations** to address shared interests in environmental responsibility and social impact
- **ISO 28000 certification** addresses supply chain security management systems

SUSTAINABLE ENGAGEMENT WITH COWORKERS

- **More than 35%** of coworkers in North America participate in at least 1 of 8 **Business Resource Groups (BRGs)**
- **6 BRGs** and an **Environment Committee** created in 2021 in CDW UK operations
- **Tech-enabled** strategy that is integrated into our overall human capital management planning

DEI TRAINING AND ENGAGEMENT

- Lunch-and-Learn Sessions
- Talent Talk Sessions
- Online Learning Modules
- “Belonging. IT Matters” Video Series
- Leading Diverse Teams Training
- Global Ecosystem of Business Resource Groups

2021 SAFETY PERFORMANCE AT-A-GLANCE*

- Total Recordable (TRIR): **0.14**
- Lost Work Day (DWFVII): **0.14**
- Days Away Restricted Time (DART): **0.14**
- Experience Modification Rate (EMR): **0.41**

*Rates are calculated per 200,000 hours worked. All data excludes Sirius Computer Solutions, Inc., which CDW acquired effective December 1, 2021.

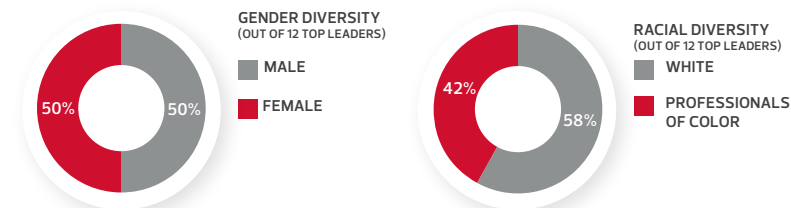
Our 2021 survey reflected that **more than 90%** of coworkers believe the following:

- CDW is a good place to work.
- I have enough flexibility in my job to do what is necessary to provide good service to my customers.
- My direct leader cares about me.
- Teams at CDW constantly look for better ways to serve our customers.

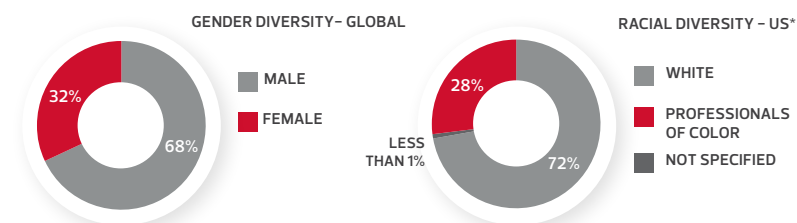
BUILDING DIVERSITY, EQUITY AND INCLUSION INTO EVERY RELATIONSHIP

For our **COWORKERS**, we strive to attract diverse talent, create opportunities for advancement and professional growth and provide a sense of inclusion and belonging where everyone can be his, her or their authentic self.

EXECUTIVE COMMITTEE DIVERSITY (As of 4/7/2022)



COWORKER DIVERSITY (As of 12/31/2021)



*Figures may add up to more than 100% due to rounding.



In our **SUPPLY CHAIN**, we are committed to continuing to have an industry-leading business diversity program.

OUR DIVERSE SPEND

\$3.4 BILLION
Total CDW spend with small and diverse businesses in 2021

\$20+ BILLION
Total CDW spend with small and diverse businesses since 2007

AWARD-WINNING BUSINESS DIVERSITY



In our **COMMUNITIES**, we have galvanized our social impact commitments around digital equity to help close the digital divide that impacts underserved communities and populations.

More than 80 social impact partnerships focused on achieving digital equity by helping to close the digital divide

\$2.1 million social impact charitable donations

UNDERSTANDING AND MANAGING INFORMATION SECURITY RISK

Our global IT Governance, Risk and Compliance organization focuses on four critical areas:

RISK MANAGEMENT:

Proactively identifying and mitigating risks to an appropriate level to strengthen resiliency across our organization.

COMPLIANCE:

Defining and adhering to a set of rules and best practices that are aligned to the evolving regulatory landscape.

CYBERSECURITY:

Protecting and defending our data, as well as the data entrusted to us, from cyber threats.

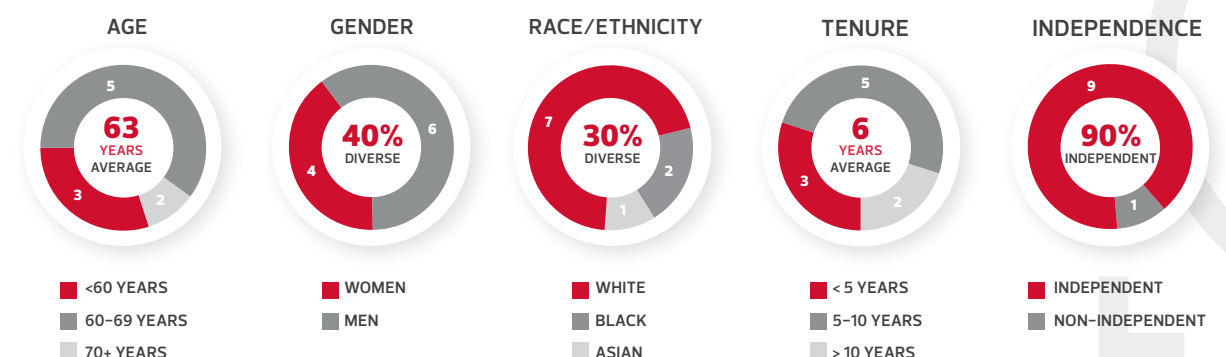
GOVERNANCE:

Ensuring our global processes, policies and efforts maintain an appropriate balance between security requirements and business needs.

CORPORATE GOVERNANCE

- Annual election of directors
- 12-year Board term limit to promote Board refreshment
- Independent Chairman
- **100%** independent Audit, Compensation and Nominating and Governance Committees

BOARD DIVERSITY (As of 4/7/2022)



GOVERNANCE

Inspiring Trust and Confidence
in All Our Stakeholders



TABLE OF CONTENTS

ABOUT CDW

Sustaining a Successful Business

7. CDW OVERVIEW AND PURPOSE

8. FINANCIAL PERFORMANCE

13. RECOGNITIONS

14. ESG AT CDW

ENVIRONMENTAL

Protecting the World We Share

21. ENVIRONMENTAL MANAGEMENT

23. ENERGY MANAGEMENT AND CLIMATE ACTION

25. MATERIALS AND MATERIALS EFFICIENCY

SOCIAL

Making a Difference for All Our Stakeholders

28. DIVERSITY, EQUITY AND INCLUSION

30. COWORKER DEI

37. BUSINESS DIVERSITY

40. SOCIAL IMPACT

47. COWORKER ENGAGEMENT AND WORKPLACE CULTURE

51. OCCUPATIONAL HEALTH AND SAFETY

54. COWORKER TRAINING, EDUCATION AND DEVELOPMENT

57. PAY AND EQUAL REMUNERATION

58. COWORKER BENEFITS

60. SUPPLY CHAIN RESPONSIBILITY

GOVERNANCE

Inspiring Trust and Confidence in All Our Stakeholders

64. CORPORATE GOVERNANCE

67. ETHICS AND COMPLIANCE

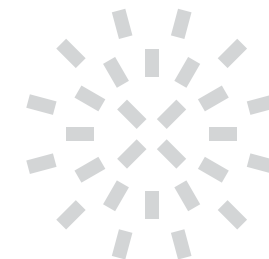
69. DATA PRIVACY AND INFORMATION SECURITY



ABOUT CDW

Sustaining a
Successful Business

- 7. CDW OVERVIEW AND PURPOSE
- 8. FINANCIAL PERFORMANCE
- 13. RECOGNITIONS
- 14. ESG AT CDW





CDW OVERVIEW AND PURPOSE

CDW Corporation (Nasdaq: CDW), a *Fortune* 500 company and member of the S&P 500 Index, is a leading multi-brand 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 United States, United Kingdom 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 hybrid infrastructure, digital experience and security.



CDW's purpose is to
**MAKE TECHNOLOGY WORK SO
PEOPLE CAN DO GREAT THINGS.**

CDW AT A GLANCE*

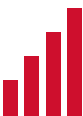
Headquarters
LINCOLNSHIRE, IL, USA



Coworkers
~13,900



Annual Net Sales
~\$21 Billion



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



250,000+
Customers



Operations
in 11 Countries
serving 150+ Countries



Distribution Centers
3**

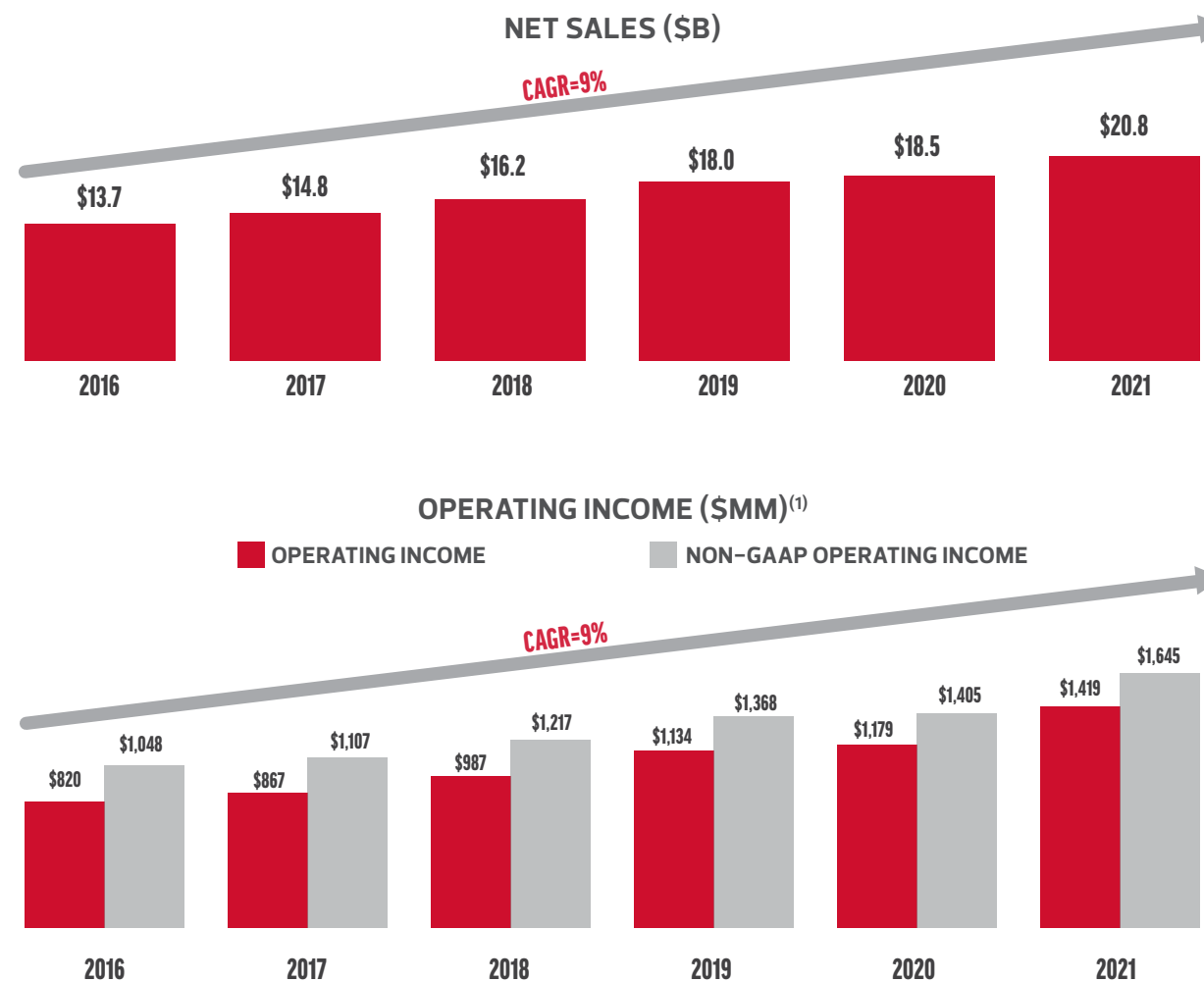


*As of December 31, 2021 **2 in the US; 1 in the UK

FINANCIAL PERFORMANCE

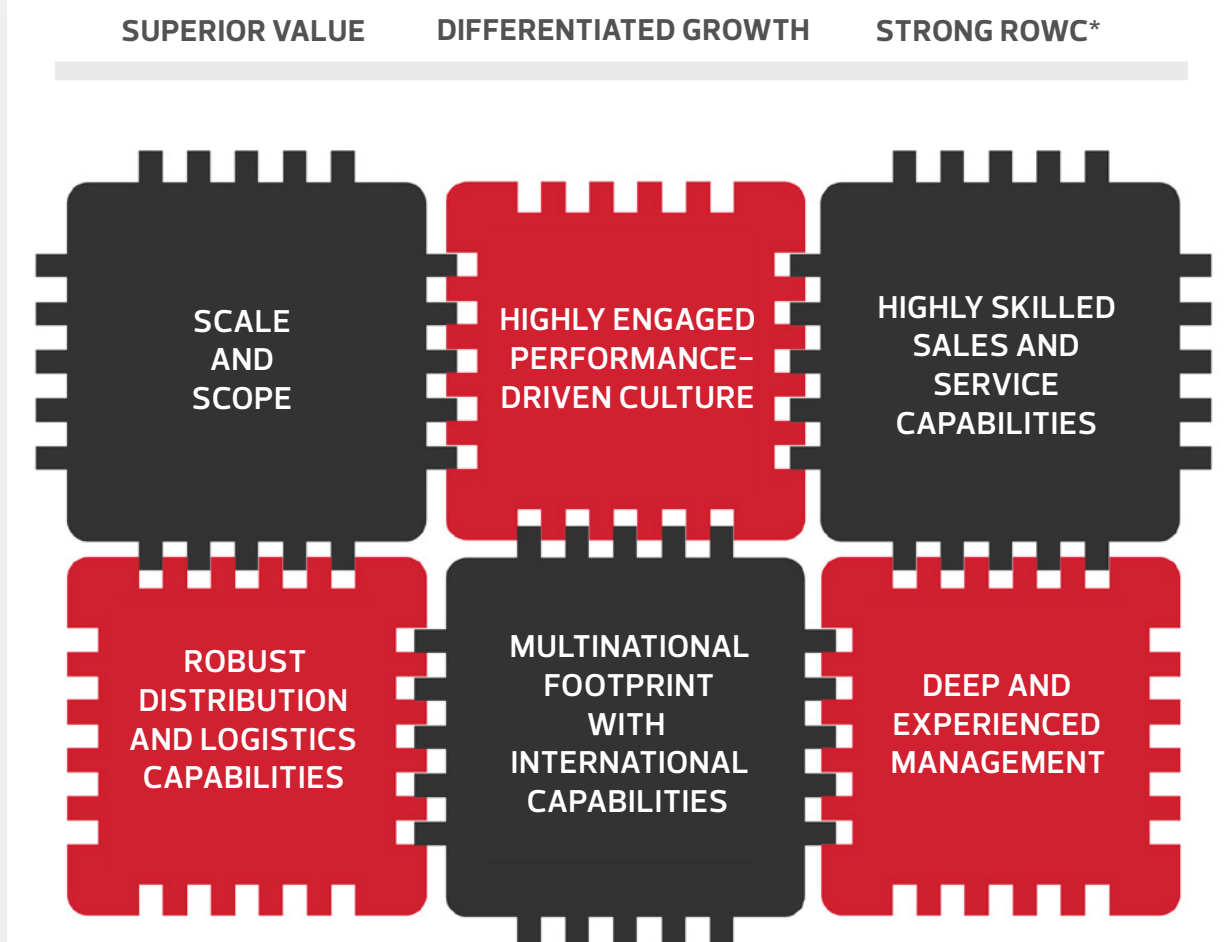
CDW has a demonstrated track record of strong execution, achieving consistent, above-market profitable growth and delivering superior returns. Our competitive advantages combined with our business model and strategy have driven our success.

OUR FINANCIAL PERFORMANCE



¹ 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 reconciliation from Non-GAAP Operating Income to Operating Income, see the Non-GAAP Reconciliations summary on our website [here](#) and on page 72 of this report.

SUSTAINABLE COMPETITIVE ADVANTAGES



*ROWC: Return on working capital

CUSTOMER AND PARTNER VALUE PROPOSITION

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 customers (small, medium and large in size) in more than 150 countries. Our five dedicated customer channels – Corporate, Small Business, Government, Education and Healthcare – allow us to customize our offerings and provide enhanced expertise in designing and orchestrating technology solutions that meet specific needs.

CDW IS UNIQUELY POSITIONED TO DELIVER SUPERIOR CUSTOMER AND PARTNER VALUE



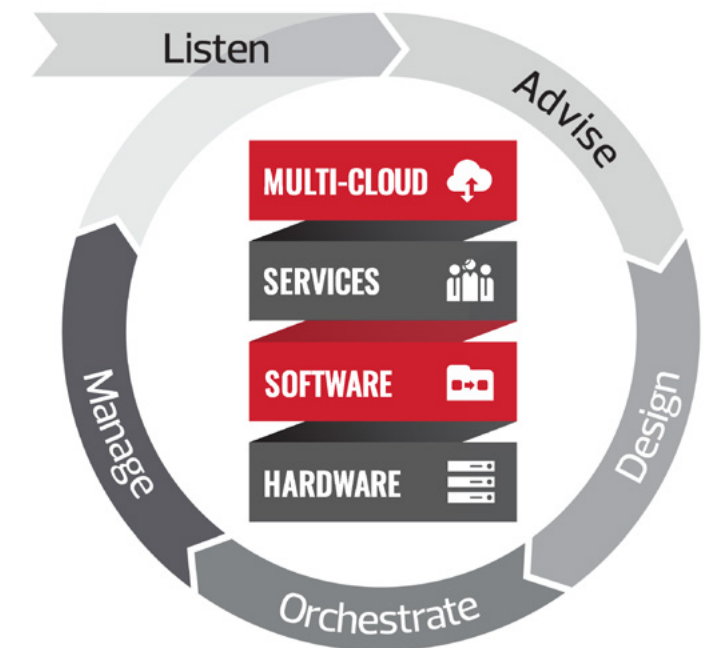
Value to Customers:

- 1 Broad selection of products and multi-branded IT solutions
- 2 Value-added services with integration capabilities
- 3 Highly skilled specialists and engineers
- 4 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
- 4 Customer relationships driving insight into technology roadmaps

FULL SOLUTIONS STACK, FULL OUTCOME AND FULL IT LIFECYCLE



OUR STRATEGY FOR SUSTAINED GROWTH

At CDW, we have a three-part growth strategy, which has enabled CDW to deliver consistent, faster-than market expansion.

- **First:** capture share and acquire new customers
- **Second:** enhance capabilities in high-growth solutions areas
- **Third:** expand services capabilities

In 2021, we made excellent strategic progress against all three of these pillars. Acquisitions made during the year, as well as integration progress for our 2020 acquisitions, furthered our strategy to bolster our solutions and services capabilities. Deep solutions and services capabilities are critical to our ability to deliver full organizational outcomes across the full stack in the entire life cycle – a key differentiator for CDW in the marketplace.

CDW conducts a disciplined screening process when evaluating acquisition targets to help ensure the success of each transaction. As part of our due diligence, we carefully review the strategic, operational, cultural and financial fit of each potential acquisition.

As a trusted advisor, we help customers navigate and be successful in an everchanging world by providing them the technology advice and solutions they need, when they need them.

CDW ICARE DEFINES ORGANIZATIONAL OUTCOMES

At its core, technology delivers five outcomes for customers and coworkers: Innovation, Cost Management, Agility, Risk Mitigation and Experience. We have codified these into the **CDW ICARE framework** to help our sellers and customers define organizational outcomes. We know that while technology will evolve, the ICARE outcomes technology delivers will endure.



INNOVATION

“Help us enable breakthrough technological innovation”



COST MANAGEMENT

“Help us reduce our cost and maximize leverage of existing investments”



AGILITY

“Help us integrate, automate and manage high-performance, scalable platforms for apps and data”



RISK MITIGATION

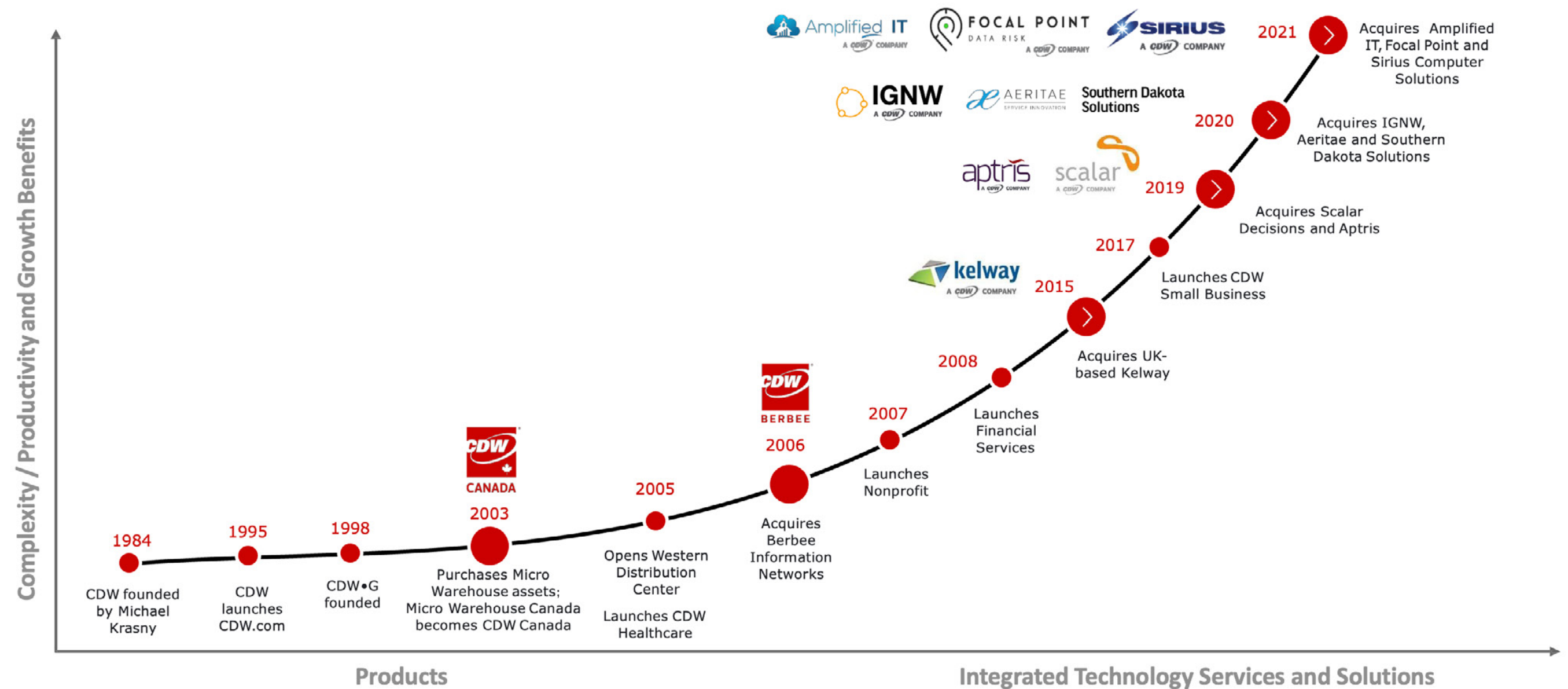
“Help us prepare for and manage risk, protect data and reputation and ensure compliance”



EXPERIENCE

“Help us gain greater insight about our stakeholders and create an exceptional experience for them at every touchpoint”

CDW'S PROVEN TRACK RECORD OF EXECUTION TO ACCELERATE CAPABILITIES






SIRIUS ACQUISITION ACCELERATES AND ENHANCES OUR SERVICES AND SOLUTIONS CAPABILITIES IN KEY GROWTH AREAS

In December 2021, we officially welcomed the talented Sirius Computer Solutions, Inc. (“Sirius”) team to CDW. The acquisition of Sirius, a leading provider of secure, mission-critical technology-based solutions, is expected to accelerate and enhance CDW’s services and solutions capabilities in key growth areas, including Hybrid Infrastructure, Security, Digital and Data Innovation, and Cloud and Managed Services. In addition, the acquisition adds services scale, further balancing and diversifying CDW’s portfolio mix with enhanced profitability.

CDW and Sirius share common values and a commitment to delivering an outstanding customer experience, making this combination an excellent cultural fit. We believe the addition of Sirius’ more than 2,600 coworkers strengthens our role as the trusted technology advisor to our customers, with the expertise and portfolio breadth, depth and scale to orchestrate complete customer-centric outcomes across the full technology solutions stack and lifecycle. We are excited to combine the companies, and together deliver the best customer and partner experiences while creating value for CDW shareholders.

The Sirius transaction caps off an acquisitive year for CDW. Earlier in 2021, we completed the acquisitions of Focal Point Data Risk and Amplified IT.

EXPANDING CAPABILITIES THROUGH RECENT ACQUISITIONS

		
Acquisition completed on December 1, 2021	Acquisition completed on July 30, 2021	Acquisition completed on March 15, 2021
<ul style="list-style-type: none">• Accelerates Services and Solutions capabilities in key growth areas such as Hybrid Infrastructure, Security, Digital and Data Innovation, and Cloud and Managed Services• Enhances the breadth and depth of Services portfolio• Further balances and diversifies portfolio mix with enhanced profitability• Immediately accretive and strengthens financial profile• Strong cultural fit, added over 2,600 coworkers, with over half technical	<ul style="list-style-type: none">• Expands ability to support the full technology lifecycle for customers through enhanced cybersecurity services• Deep capabilities in today’s most important cybersecurity domains, from identity and access management to cloud security to DevSecOps• Strong cultural fit, added over 200 coworkers	<ul style="list-style-type: none">• Expands cloud-based services, solutions and software for education customers• Google premium education partner• Strong cultural fit, added over 40 coworkers

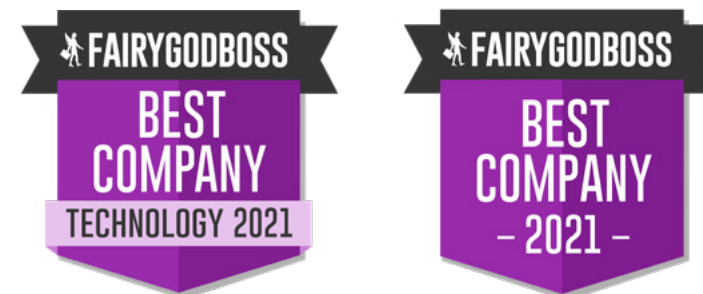
► Additional Resources Related to This Section:
www.cdw.com

RECOGNITIONS

WORKPLACE AWARDS



DEI AWARDS



BUSINESS DIVERSITY AWARDS



ESG AT CDW

OUR ESG MISSION

WE MAKE TECHNOLOGY WORK SO PEOPLE CAN DO GREAT THINGS.

This spirit also drives our commitment to making progress in every area of our environmental, social and governance (ESG) journey. We operate our business in a responsible manner and are dedicated to making a positive impact for all our stakeholders and the world we share with them.



THE CDW WAY

ESG PERFORMANCE IS EMBEDDED IN THE CDW WAY, 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

ESG GOVERNANCE

CDW's commitment to sustainable performance is evident across our organization, starting at the Board level and with the executive team and cascading to leaders and subject matter experts at all levels. The engagement is far-reaching, encompassing a wide variety of functions, all locations and geographies, our 13,900 coworkers, and extending to our external stakeholders such as investors, partners and communities. Our Board, ESG Steering Committee, ESG Core Team and ESG Working Group all have responsibilities related to the oversight, management and implementation of our ESG program (as defined in the table on the right).

In addition, ESG and climate change risks are considered and monitored as part of CDW's enterprise risk management (ERM) program, over which the Audit Committee of the Board has oversight. We also have an Integrated Risk and Resiliency Steering Committee, which is a cross-functional management committee comprised of risk leaders, including ESG, which provides CDW teams with consistent methods of risk assessment, escalation, treatment, monitoring and reporting.



OVERSIGHT OF CDW'S ESG PROGRAMS AND POLICIES

PROVIDES OVERSIGHT AND SETS THE DIRECTION OF ESG PROGRAM AND RELATED TOPICS	
Nominating and Corporate Governance Committee	ESG Steering Committee
The Nominating and Corporate Governance Committee of our Board of Directors oversees CDW's ESG programs and policies and receives updates from senior management. This Board committee is entirely composed of independent directors.	Our ESG Steering Committee is a cross-functional group of senior executives charged with setting the strategic direction, priorities and goals for the ESG programs and policies at CDW. This executive committee also oversees the direction of our reporting and disclosure on ESG matters and helps ensure the ESG program achieves the desired outcomes.
COORDINATES AND EXECUTES CDW'S ESG EFFORTS ACROSS THE BUSINESS; RESPONSIBLE FOR THE REPORTING AND DISCLOSURE ON ESG MATTERS	
ESG Core Team	ESG Working Group
The ESG Core Team develops and executes against CDW's ESG strategic framework by 1) Aligning our ESG efforts with stakeholder expectations and our business priorities; 2) Helping to ensure ESG considerations are embedded within our business; and 3) Effectively communicating our ESG message to stakeholders.	The ESG Working Group consists of cross-functional subject matter experts who are responsible for driving ongoing implementation of key ESG initiatives.

ESG PILLARS AND MATERIAL TOPICS

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 and reporting frameworks such as the Task Force on Climate-Related Financial Disclosures (TCFD) 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. We validated our topics in 2021 and this report addresses our high-priority topics.

ENVIRONMENTAL

Protecting the
World We Share

- Environmental Management
- Energy Management & Climate Action
- Materials & Materials Efficiency

SOCIAL

Making a Difference
for All Our Stakeholders

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

GOVERNANCE

Inspiring Trust
and Confidence in
All Our Stakeholders

- Corporate Governance
- Ethics & Compliance
- Data Privacy & Information Security

STAKEHOLDER ENGAGEMENT CREATES INSIGHT

We are able to gain and share valuable insight about our ESG efforts, best practices and trends by interacting with our stakeholders in a deliberate and purposeful manner.

During 2021, we increased our engagement on ESG matters with both investors and partners. We engaged with the ESG teams at several of our top investors to discuss our ESG strategy, performance and focus areas. With our partners, our commitment to business diversity, digital equity and overall diversity, equity and inclusion were key topics of discussion at our annual Partner Summit.

Throughout 2021 and continuing in 2022, we began directly engaging with individual partners to hear more about where they are focusing their efforts, share how CDW strives to make an impact and discuss ways in which we can work together to drive progress across our shared ESG priorities.

The table to the right summarizes how we engaged with our stakeholders on ESG matters in 2021.

SUMMARY OF CDW'S ESG ENGAGEMENT WITH STAKEHOLDERS

Stakeholder groups	Topics	How we engage with them
Investment community	Diversity, equity and inclusion; coworker benefits; economic performance; energy management and climate; ESG frameworks alignment (SASB and TCFD); governance & ethics; supply chain responsibility	Conference calls; ESG-related reports and other disclosures; investor meetings
ESG ratings organizations	Board and leadership team diversity; disclosures (quality, timeliness and completeness); energy management and climate; ESG frameworks alignment (SASB and TCFD); governance & ethics; materials and materials efficiency; pay & equal remuneration	Direct outreach to analysts; ESG-related reports and other disclosures; online portals
Coworkers (current and potential)	Community engagement/social impact; coworker benefits; coworker engagement and workplace culture; coworker, training, education and alignment; diversity, equity and inclusion; economic performance; governance & ethics; occupational health & safety; pay & equal remuneration	Business Resource Groups; The CDW Way Code; CDW jobs website; community engagement / volunteer projects; Coworker Services outreach and dashboards; e-mail and digital signage communications; ESG working group outreach and reporting; industry organizations such as Tech for Good and Women in Tech; intranet postings; targeted recruiting materials; town hall meetings; training sessions
Customers	Business diversity; data privacy & information security; digital equity; energy management and climate action; governance & ethics; supply chain responsibility	1-on-1 meetings; community engagement projects (joint); industry organizations such as Tech for Good and Women in Tech
Partners	Board and leadership diversity; business diversity; community engagement and social impact; data privacy & information security; digital equity; economic performance; energy management and climate action; governance & ethics; materials and materials efficiency; supply chain responsibility	1-on-1 meetings; community engagement projects (joint); industry organizations such as Tech for Good and Women in Tech; Partner Code of Conduct; Partner Summit
Communities	Business diversity; coworker benefits; community engagement/social impact; coworker engagement and workplace culture; digital equity; economic performance; governance & ethics	Community engagement projects; coworker volunteerism; nonprofit Board service; philanthropy

ELEVATING OUR ROLE IN SUSTAINABLE AND SOCIALLY RESPONSIBLE TECHNOLOGY

CDW's commitment to sustainable and socially responsible technology implementation is far-reaching – it is apparent in what we offer, how we serve customers, how we work with our vendor partners and how we engage in our communities.

We have an expansive portfolio of environmentally certified products (Energy Star, EPEAT* and TCO** Certified), which accounted for \$5.04 billion in revenue for fiscal 2021, and a broad range of cloud-based solutions providing energy-efficient options for our customers. In 2021, we worked with our vendor partners to continue to widen and highlight our offerings of sustainable solutions. In the UK, for example, we are piloting an online search functionality project with several key customers to enable them to use filters to identify products in our portfolio that hold certain environmental certifications and meet other environmental criteria. Through our IT Asset Disposition (ITAD) program, we participate in multiple electronics recycling programs to keep e-waste from ending up in landfills.

We have an expansive portfolio of environmentally certified products, which accounted for \$5.04 billion in revenue for fiscal 2021.

We are also implementing a comprehensive agenda focused on diversity, equity and inclusion, including a new partnership with the Thurgood Marshall College Fund and four Historically Black Colleges and Universities (HBCUs). The CDW Legacy Excellence Program™ focuses on creating a pathway for diverse students toward careers and leadership in the technology industry, including scholarships, internships and job opportunities with CDW. The program will also help to address digital equity in schools and communities by helping to close divide.

In addition, CDW is active in Tech for Good, a nonprofit organization whose members meet monthly in support of its mission to use technology to tackle major problems for society and the environment.

And, of course, our business serves socially beneficial sectors such as:

- **Education**, where technology for students and teachers and e-Learning have become ubiquitous
- **Healthcare**, whose hospitals and providers rely on technology for life-saving solutions and patient information management and access
- **Government agencies**, which provide essential public services to those in need and citizens in general



* EPEAT: Electronic Product Environmental Assessment Tool

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

CDW'S ROLE IN SUSTAINABLE AND SOCIALLY RESPONSIBLE TECHNOLOGY



Clean Tech & Cloud Computing

Expansive portfolio of environmentally certified products (Energy Star, EPEAT* and TCO** Certified) – \$5.04B in revenue for FY2021 and a broad range of cloud-based solutions providing energy-efficient options for our customers; pilot program in UK to enable customers to search for and purchase products that meet certain environmental criteria – [see page 18](#) for more information

Supporting a Circular Economy

Complimentary enrollment for customers in Print Releaf to support reforestation; IT Asset Disposition (ITAD) program for proper device wiping, removal, evaluation and recycling for customer devices that are no longer being used; grassroots, coworker-led initiatives to provide veterans groups, underprivileged communities and other organizations with access to our own refurbished equipment – [see pages 22 and 26](#) for more information



Collaboration Tools

Creating flexible, scalable and efficient work and learning solutions for our customers

Social Good Sectors

Providing products and services to sectors such as Education, Healthcare and Government to promote digital equity and access to health care and government services; membership in Technology for Good and Women in Tech; more than 80 social impact partnerships, including the new CDW Legacy Excellence Program™, launched in early 2022 in partnership with the Thurgood Marshall College Fund and four HBCUs – [see page 35](#) for more information



Security Solutions

Providing our customers with 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 prepare their organization for an evolving threat landscape – [see page 71](#) for more information

Partnering Responsibly

Collaborating with our partners to uphold standards of business ethics, integrity, environmental, health and safety compliance, respect for human rights – [see page 67](#) for more information

CDW UK NAMED A 4 STAR CERTIFIED HP SUSTAINABLE IMPACT PARTNER

In 2021, CDW UK was proud to be recognized as a 4 Star Certified Sustainable Impact Partner by vendor partner HP Inc.

The HP program focuses on driving meaningful change across HP's three Sustainable Impact pillars: Planet, with an emphasis on climate change; People, with an emphasis on human rights and social justice; and Community, with an emphasis on bridging the digital divide.

To win the award, CDW UK coworkers demonstrated the ability to:

- Deliver co-branded projects with HP to drive sustainability outcomes for customers
- Improve customer relationships by generating sustainable impact in line with at least one of the pillars
- Participate in an HP co-branded community project that contributed to a positive sustainable impact

Winning this award required proactive effort and execution by the entire CDW UK team, including the Partner Management, National Distribution Centre and Facilities teams. On World Environment Day in June 2021, CDW and HP worked together to support The Big Clean Up to beautify local streets, parks and beaches – [see page 22](#) for more information on that effort.

* EPEAT: Electronic Product Environmental Assessment Tool

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



ENVIRONMENTAL

Protecting the
World We Share

- 21. ENVIRONMENTAL MANAGEMENT
- 23. ENERGY MANAGEMENT AND CLIMATE ACTION
- 25 MATERIALS AND MATERIALS EFFICIENCY



ENVIRONMENTAL MANAGEMENT

CDW is committed to protecting the environment by continuing to manage our business with increasing efficiency and understanding the full extent of our environmental impact. While we strive for continuous improvement in the environmental performance of our own operations, we recognize that our greatest opportunities to impact the environment lie in our supply chain and our ability to work with our partners to address issues such as climate change and waste reduction. More than ever, we are focused on working with our partners and outside experts to evaluate our environmental impacts and opportunities.

OUR FACILITIES

Our environmental policy and Environmental Management System (EMS) apply to all our operations globally. All CDW distribution centers (two in the US and one in the UK) and two of our UK offices hold ISO 14001 certifications, the international standard for environmental management. Additionally, our largest office locations globally, as well as our UK distribution center, have energy certifications – LEED in the US and Canada, BOMA in Canada and BREEAM / REGO in the UK. These certifications ensure consistency and effectiveness in our EMS and demonstrate our long-established commitment to managing our business responsibly.

We continue to utilize a wide variety of energy efficiency measures, such as LED lighting and motion sensors, across our company. In addition, for the third year in a row, in 2021, our two US distribution centers surpassed our goal for a waste-to-landfill diversion rate of 90%+, which is consistent with our facilities' ISO 14001 certification.



Our UK headquarters in London

COWORKER INITIATIVES TO PROTECT THE ENVIRONMENT WE SHARE

Our coworkers continue to be active participants in their local communities' efforts to address environmental sustainability. For 2021 World Environment Day, our UK coworkers worked with our partner HP to take part in "The Big Clean Up," where more than 60 coworkers spent the day in their communities cleaning up local streets, parks and beaches. Additionally, our UK coworkers created an Environment Committee to increase awareness of the UK environmental and social strategy, and to empower coworkers to get involved in environmental initiatives.

In the US, CDW initiated a partnership with Soles4Souls, an organization that redirects unwanted shoes away from waste streams to communities in need.

Additionally, our **beGreen** program continues to provide coworkers with a platform to share ideas and take collective action to protect our environment. The program is managed by a cross-functional team of coworkers from multiple CDW locations, and participation continues to be strong since its inception 13 years ago.



For 2021 World Environment Day, more than 60 of our UK coworkers spent the day cleaning up local streets, parks and beaches in their communities.

ENERGY MANAGEMENT AND CLIMATE ACTION

ENERGY EFFICIENCY

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. Our ability to directly impact our energy usage is somewhat limited by the fact that we lease the majority of our global real estate footprint.

Specific energy efficiency efforts include:

- 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 UK and environmentally friendly water heaters in the US
- Solar panel usage at two of our UK locations; as a result, in 2021, we were able to achieve 100% renewable energy sourcing for CDW-owned buildings in the UK

In 2021, we moved into 250,000 square feet of office space in a building in downtown Chicago. The Verified Healthy Building and LEED Silver building utilizes cutting-edge design and smart-enabled technology to reduce environmental impacts. It is also conveniently located for easy access to Chicago's public transit system.



Our new Chicago office building

CARBON EMISSIONS

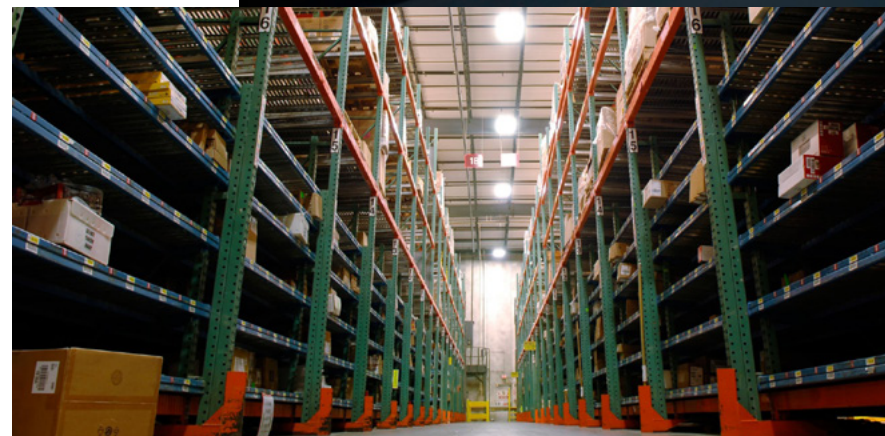
Given the non-manufacturing nature of our operations, our facilities do not represent a significant climate footprint. However, working with our third-party shipping and logistics partners does present an opportunity for us to focus on carbon emissions reductions in our value chain. We are actively engaged with several of our largest vendor partners to understand their climate action goals and efforts, and how we can work together to address the challenges of climate change and meet stakeholder expectations.

More than 75% of our US shipments are handled by carriers with Carbon Neutral or Net Zero emissions goals.

Additionally, toward the end of 2021, we engaged with a third-party environmental consulting firm to assess CDW's scope 3 carbon emissions profile and identify additional climate action opportunities for CDW. The gathering and evaluation of data are ongoing as of the writing of this report.

CDW UK operations have set a goal to achieve 100% renewable energy sourcing for electricity by 2027, and we continue to make progress toward this goal.

In 2021, 98% of electricity consumed in the UK was from renewable sources.



TRANSPORTATION INITIATIVES THAT SUPPORT CARBON FOOTPRINT REDUCTION

Approximately 98% of our US shipments are delivered by carriers enrolled in the US 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**, which 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), which reduces the number of trailers needed to ship an order by consolidating multiple orders into a single truckload

In addition, as part of our ongoing assessment of our environmental impact, we analyzed the ESG goals and performance of our transportation and logistics partners and determined that more than 75% of our US shipments are handled by carriers with Carbon Neutral or Net Zero emissions goals.

MATERIALS AND MATERIALS EFFICIENCY

REDUCING WASTE TO LANDFILL

We seek to reduce waste to landfill through enterprise-wide recycling initiatives, implementing innovative packaging solutions and integrating principles of environmental responsibility throughout our business.

Our recycling efforts include:

- Elimination of plastic bottles from vending machines in our offices and warehouses
- Elimination of single-use plastic cups
- Company-wide internal toner cartridge recycling program
- Recycling centers on each floor of our office locations
- Recycling chutes for certain materials at our distribution centers
- Collaboration across procurement functions to reduce the need for consumable supplies and increase recycling possibilities across our offices

OVER THE LAST SIX YEARS, OUR US DISTRIBUTION CENTERS HAVE RECYCLED:

**2,966 TONS
OF PACKAGING MATERIAL**

**9,794 TONS
OF CARDBOARD**

**636 TONS
OF PAPER**

**THOUSANDS
OF WOOD AND PLASTIC PALLETS**

For the third year in a row, CDW's US distribution centers outperformed their waste diversion goal of 90%+.

PROTECTING FORESTS THROUGH RESPONSIBLE PAPER CONSUMPTION

Through our [Printer Supplies Program](#), CDW customers are offered complimentary enrollment in PrintRelease, 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 “release” 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 577 million standard pages of paper consumption by supporting the reforestation of more than 69,000 trees.

Additionally, our IT teams in the UK have implemented a “Pin to Print” program across all offices and warehouses, enabling enhanced print queue management to reduce wasted print jobs. This program also improves security under ISO 27001 by requiring coworker access cards to access and select jobs to print, eliminating idle documents.

IT ASSET DISPOSITION SERVICES ENSURE PROPER DISPOSAL OF E-WASTE

CDW's IT Asset Disposition (ITAD) teams offer our customers proper device wiping, removal, evaluation and recycling services for devices that are no longer being used. Proper asset disposition involves completely and securely wiping devices of sensitive data and environmentally responsible recycling and disposal of e-waste. For any devices of value, we provide a buyback rebate on our customer's CDW account.

Our process is certified by e-Stewards, which:

- Prohibits the export of hazardous waste to developing countries
- Requires a certified ISO 14001 environmental management system
- Prohibits all toxic waste from being disposed of in landfills and incinerators
- Prohibits the use of prison labor in handling sensitive data and toxic electronics



Our trusted e-waste partners include Procurri and AnythingIT.

In addition, when replacing our own devices, we seek to minimize our environmental footprint by finding a reuse opportunity for our used equipment. At our headquarters in Illinois, we have had grassroots, coworker-led initiatives to provide veterans groups, underprivileged communities and other organizations with access to our gently used equipment.

SMART PACKAGING SOLUTIONS

At our distribution centers, we utilize a number of packaging processes that address environmental considerations, 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.



- **Additional Resources Related to This Section:**
[2021 Task Force on Climate-related Financial Disclosures \(TCFD\) disclosure](#)
[2021 Sustainability Accounting Standards Board \(SASB\) disclosure](#)



SOCIAL
Making a Difference
for All Our Stakeholders

- 28. DIVERSITY, EQUITY AND INCLUSION
 - 30. COWORKER DEI
 - 37. BUSINESS DIVERSITY
 - 40. SOCIAL IMPACT
- 47. COWORKER ENGAGEMENT AND WORKPLACE CULTURE
- 51. OCCUPATIONAL HEALTH AND SAFETY
- 54. COWORKER TRAINING, EDUCATION AND DEVELOPMENT
- 57. PAY AND EQUAL REMUNERATION
- 58. COWORKER BENEFITS
- 60. SUPPLY CHAIN RESPONSIBILITY





BUILDING DIVERSITY, EQUITY AND INCLUSION INTO EVERY RELATIONSHIP

CDW takes a comprehensive approach to diversity, equity and inclusion (DEI). We are deliberate and focused on creating a culture where The CDW Way becomes a lived reality – where belonging is an everyday experience for all our coworkers, customers, business partners and communities. CDW is committed to embracing and fostering diverse thinking, inclusive behaviors and equal opportunity across our global operations.

- For our **coworkers**, we strive to attract diverse talent, create opportunities for advancement and professional growth, and provide a sense of inclusion and belonging where everyone can be his, her or their authentic self.
- In our **supply chain**, we are committed to continuing to have an industry-leading business diversity program – our spend with small and diverse businesses totaling \$3.4 billion in 2021 and more than \$20 billion since the program's inception in 2007.
- In our **communities**, we have galvanized our social impact commitments around digital equity to help close the digital divide that impacts underserved communities and populations. In our connected world, we believe every person should be able to experience the unlimited possibilities that technology unlocks.

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

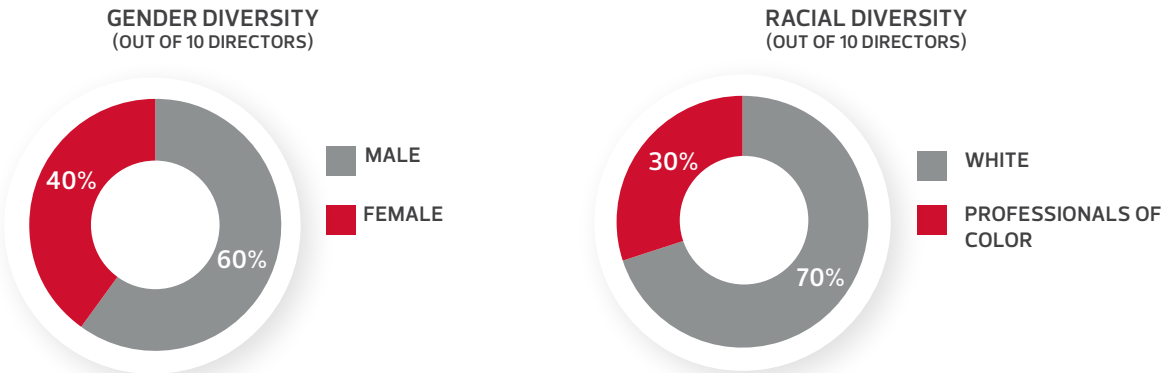
Position CDW as the **Best Place for Talent** where there is equity in our processes for hiring, advancement, development and retention of **all** coworkers and leaders regardless of dimension of diversity

HOW WE DO BUSINESS

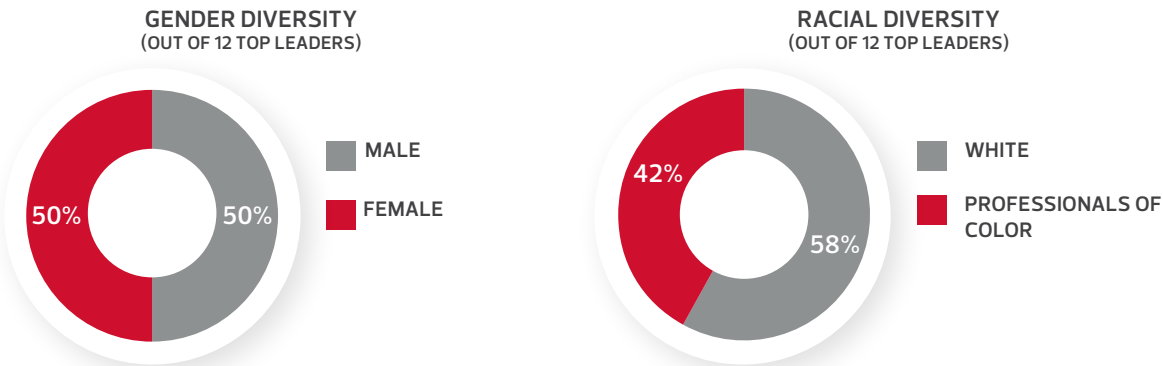
Embed our focus on diversity, equity and inclusion in our **business practices** with customers, partners and the communities we serve

DIVERSITY, EQUITY AND INCLUSION (DEI) AT CDW AT-A-GLANCE

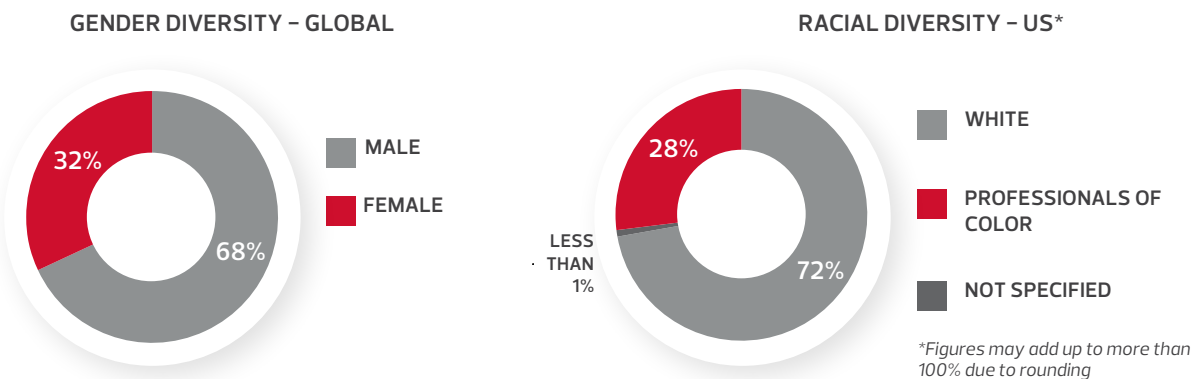
BOARD DIVERSITY



EXECUTIVE COMMITTEE DIVERSITY



COWORKER DIVERSITY



CREATING A SENSE OF INCLUSION AND BELONGING FOR COWORKERS

CDW's commitment to DEI is a critical element in continuing to reinforce our coworker-focused culture. We strive to create a culture that fosters a sense of inclusion and belonging for coworkers. We believe when coworkers bring their authentic selves and unique perspectives to work, we collectively become better collaborators, bolder innovators and stronger drivers of business results.

At CDW we strive to:

- **Ensure every coworker** has an ongoing positive experience at CDW while being his/her/their authentic self.
- **Create an environment** where every coworker has a voice, feels valued and is part of the team.
- **Build world-class talent** while ensuring we have **diverse representation and perspectives** that drive growth and innovation.

We believe that cultivating a DEI mindset across our organization starts at the top and must be a way of life modeled by our leaders. In 2021, we launched a “playbook” to help CDW leaders champion DEI and incorporate it into their day-to-day actions and interactions. Additionally, each senior leader is tasked with creating a DEI Action Plan to drive accountability and results. Our goal is to promote a consistent coworker experience for everyone across the organization.

Every CDW senior leader is required to create a DEI Action Plan for their specific function, which is focused on three key areas:

- **Hiring**
- **Talent Development**
- **Retention**

We recognize that we can learn from each other. Senior leaders within the US and Canada facilitated 42 DEI-related lunch-and-learn sessions in 2021. In addition, more than 2,500 US coworkers have voluntarily completed DEI training modules since we implemented a new microlearning platform in 2021. This platform, Blue Ocean Brain, is an online learning resource that provides all coworkers with new DEI content and brain performance challenges to elevate thinking, enable inclusive behaviors and boost creativity in only 10 minutes per lesson. Accessible via computer or mobile device, Blue Ocean Brain gives coworkers useful learning tips relevant to DEI and overall professional development.

In Canada, we have an ongoing program of Talent Talk sessions, where DEI is a primary topic. In the UK, coworkers at various levels have led and participated in informal online conversations about cultural competency, racial equity and mental health, among other timely topics. We also achieved Level 1 in the UK's voluntary Disability Confident program, which designates CDW as an employer that is committed to having a recruitment process that is inclusive and accessible, anticipating and providing reasonable adjustments in the workplace, and enabling current coworkers to stay in work despite acquiring a disability or long-term health condition.

Additionally, we have several policies and procedures globally in place to ensure we are embracing and fostering diverse thinking, inclusive behaviors and equal opportunities for all coworkers. For example, in 2021 we implemented transgender and menopause equality policies in the UK to ensure a welcoming and supportive culture for our coworkers. In the US, we updated our email policy to expressly allow for an indication of pronoun preference in email signatures.



CDW'S DEI THIRD-PARTY RECOGNITION



US Coworker Engagement
Survey Results (September 2021)

86% of CDW coworkers say they feel a sense of belonging at work

88% of CDW coworkers say they can be their authentic selves at work



In 2021, we continued to develop our “Belonging. IT Matters” video series focused on coworker belonging and inclusion. The video vignettes feature coworkers talking directly to follow coworkers about the important role everyone plays in fostering an inclusive culture, and we continue to see positive engagement and feedback on the series.



BUSINESS RESOURCE GROUPS FOSTER SHARED LEARNING, DRIVE IMPACT

CDW's Business Resource Groups (BRGs) play a vital role in the coworker experience, serving as a forum for coworkers to make their voices heard, build awareness, celebrate their affinity area, serve their communities, bolster allyship and provide perspective on diversity and inclusion initiatives.

Participation in our BRG program grew significantly in 2021. In North America, 3,200 coworkers participated in a BRG last year, a 23% increase over the previous year. More than 35% of coworkers in the US and Canada are involved in at least one of our eight North American BRGs. Coworkers in the US have also created several regional BRGs. Coworkers in Canada have the option to join UNITE, a BRG founded in 2021 that is inclusive of all the diversity coworkers in Canada bring to CDW. Our UK operations introduced six BRGs in 2021 and also created an Environment Committee – all of which are now operating and beginning to engage coworkers and local communities.

BRGs IN ACTION

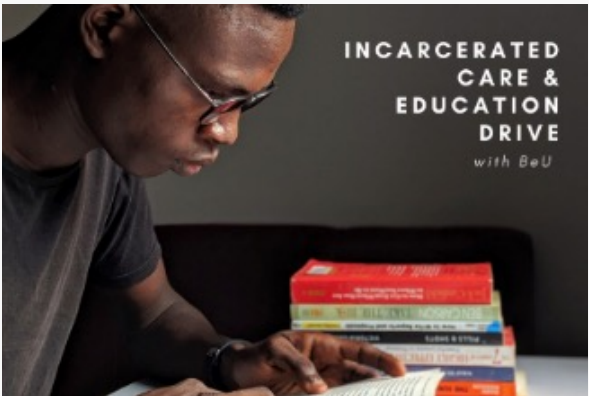


Alliance for Business Leading Equality (ABLE) organized nearly 40 coworkers to volunteer at the Special Olympics Floor Hockey Skills event in Chicago.

Business Resource Inclusion and Diversity Group for Everyone (BRIDGE) raised more than \$1,500 in a monthlong fundraising raffle to benefit the American Cancer Society.



Military & Allies Resource Council (MARC) collected more than 2,000 items to distribute as part of military care packages during its holiday stocking drive. On the 20th anniversary of the 9/11 terrorist attacks, MARC also paid tribute to the lives lost, first responders and volunteers in the wake of the deadliest attack on American soil.



Black Excellence Unlimited's (BeU) signature virtual event celebrated Black History Month, with sessions covering allyship, eliminating racial biases and the importance of building a diverse professional network. BeU also sponsored the Incarcerated Care & Education Drive with the goal to collect book donations to distribute to inmates who have a desire to learn and prepare themselves for a better future.

Hispanic Organization for Leadership & Achievement (¡HOLA!) hosted a virtual event celebrating diversity and the impact Hispanic and Latino communities have made on American culture in recognition of Hispanic Heritage Month.

Women's Opportunity Network (WON) sponsored a Women of the Channel event in New York City, which focused on helping attendees from across the technology channel develop their personal and professional goals. We worked with our partners Intel and Lenovo to highlight our commitment to fostering a diverse work environment and covered the cost for all attendees to receive a free professional headshot.



CDW'S BUSINESS RESOURCE GROUP ECOSYSTEM

NORTH AMERICA

(open to coworkers in the US and Canada)

More than 35% of coworkers in the US and Canada participate in at least one of these BRGs



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.



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.



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



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.



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.



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.



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.



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.

UNITE

In addition to being able to participate in the North America BRGs, coworkers in Canada formed **UNITE** in 2021 to promote engagement and celebrate all the diversity coworkers bring to CDW in Canada.

UK

UK coworkers created six BRGs in 2021, and they began almost immediately to reach out to more coworkers to expand their groups and build allyship. Our UK BRGs are also working to build awareness and provide support to similar groups in their communities.



Armed Forces Network – AFN

AFN promotes and recognises the unique experiences and transferable skills that veterans bring into CDW. Our mission is to build a network that supports the ongoing transition needs from Armed Forces and wider community into corporate roles.

AFN is a group for all coworkers, with an aim to educate and raise awareness of the differing experiences our veterans have lived and ensure that opportunities are visible for all new and current veterans within CDW.



Black Coworker Network – BCN

BCN aims to help coworkers to recognise and challenge conscious and unconscious bias for all coworkers, by creating an espoused culture of diversity, inclusivity and equality; actively having an awareness of how to enrich and promote race equality and diversity in our community. We want to give ethnic minorities a voice that can be heard, will be listened to and also acted on.



Disability Support Network – DSN

DSN strive to show diversity within disability, accepting all and acknowledging that not one person will be the same. Providing space to support individuals and the wider community of those who directly or indirectly experience disabilities in their everyday life and establish a trust between one another through collective resilience and strength.

The mission of DSN is to inspire and encourage coworkers to come forward and celebrate our differences. Through compassion and empathy, we make a difference.



PRIDE+

Our mission is to be diverse, inclusive, accepting and welcoming in our PRIDE+ group, whilst providing a safe space for all coworkers in our community. We strive to support and educate coworkers on the challenges faced in the LGBTQI+ community and ensure people feel safe and proud to work for a diverse organisation such as CDW. Overall Love and Equality Wins!



United Support Network – USN

USN unites people, building strength in our communities and ensuring for a space where our EU National coworkers are supported within the UK. We focus on all aspects of life and drive to ensure the one CDW community ethos. EU National coworkers, along with USN allies, are committed to a positive experience and community-focused environment following the removal of UK from the EU.



Women's International Network – WIN

WIN is an evolving and inclusive platform for ALL coworkers. We are committed to building a community which promotes equality, agility and personal development. Our vision is to establish a community and culture that promotes equality and supports women in their progression both personally and professionally.

US coworkers also lead several regional BRGs



Capital All Stars (VA)



Cherry Hill (NJ)



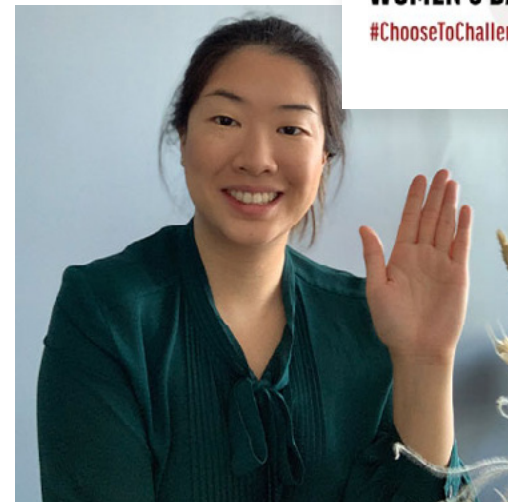
Eatontown (NJ)



1850 Rising (AZ)



INTERNATIONAL
WOMEN'S DAY
#ChooseToChallenge



ATTRACTING, DEVELOPING AND RETAINING DIVERSE TALENT

CDW aspires to be the best place for diverse talent by promoting equity in our processes for hiring, advancing, developing and retaining coworkers and leaders regardless of dimension of diversity. We strive to attract a diverse talent pool so that we can increase diversity representation in all forms within CDW. We believe diverse perspectives yield better problem-solving and better solutions for our customers in the rapidly evolving technology landscape.

To put our commitments into action, we have adopted a strategic, integrated approach to continuously address the representation of both professionals of color and women at all levels of our organization. We are focused on enhancing the diversity of our candidate pool and new coworker population, as well as expanding diversity at the manager and director levels, which creates upward mobility toward vice president and executive leadership positions.

For the 5th year in a row, CDW received recognition as a Best Place to Work for LGBTQ+ Equality, earning a perfect score on the Human Rights Campaign's 2022 Corporate Equality Index.

We are proud to have one of the most diverse C-suites in our industry, with our Executive Committee currently comprised of 50% women and 42% professionals of color. As of the end of 2021, 32% of our global workforce identified as female and 28% of our US coworkers self-identified as professionals of color. After our Board added two new directors in 2021, both of whom are professionals of color, our Board diversity currently stands at 40% female and 30% professionals of color. For more information on our Board composition and expertise, see the corporate governance section of this report.

In our ongoing efforts to promote equitable talent practices and organically infuse diversity into our pipeline, we completed the following actions in the past year:

- Conducted an inclusive-design talent process audit to identify opportunities and potential biases
- Partnered with a global consulting firm to deliver recruiter and manager training focused on making diversity a strategic aspect of all hiring slates. We are also working systematically to recognize and eliminate unconscious bias in the hiring process
- Launched tools to bolster our diversity recruiting and sourcing efforts, including establishing partnerships with professional resume databases tailored to diverse candidates

CDW LAUNCHES CAREER PATHWAY AND DIGITAL EQUITY PARTNERSHIP WITH HBCUs

In February 2022, we announced the launch of the CDW Legacy Excellence Program™, a partnership with the Thurgood Marshall College Fund and four Historically Black Colleges and Universities (HBCUs). This program focuses on creating a pathway for diverse students toward careers and leadership in the technology industry, including scholarships, internships and job opportunities with CDW. It will also address digital equity in schools and communities by helping to close the digital divide. The participating schools are Alabama A&M University, Florida A&M University, North Carolina A&T State University, and Southern University and A&M College.



Along with investment and participation from CDW partners including Lenovo, CDW's Legacy Excellence Program will deliver support in four key areas:

- **Technology investments** in the form of infrastructure and programmatic solutions for the four participating HBCUs
- A leadership **fellowship opportunity** for 16 full-time students – providing them with a paid tuition scholarship, housing and textbook stipend, paid 10-week internships with CDW, and an opportunity to interview for full-time employment with CDW upon graduation
- A **scholarship program** for an additional 20 full-time students attending any publicly funded HBCU, and opportunities to interview with CDW for a 10-week internship and for full-time employment upon graduation
- The formation of an **HBCU-dedicated vertical sales team** at CDW to support the needs of all HBCUs



CDW
Legacy
EXCELLENCE
PROGRAM

NURTURING AND DEVELOPING DIVERSE TALENT

Our coworkers are empowered to reach their highest potential, and we are focused on providing them with a wide variety of tools and development opportunities to help them achieve their career aspirations at CDW. Within our learning culture, coworkers are surrounded by comprehensive resources and support, ongoing education and skills training, and robust advancement opportunities. We offer a variety of programs to help current and future leaders build diverse teams and to help diverse coworkers develop their leadership skills so they can continue to advance in the organization.

Current and future diverse leaders at CDW benefit from participation in programs such as:

- **McKinsey Black Leadership Academy**, which helps organizations such as CDW improve their talent pipeline and equip Black leaders with expanding networks of peers, core leadership and management capabilities, enhancing leadership mindsets and behaviors
- **McKinsey Black Executive Leadership** program, which focuses on building leadership capabilities that distinguish successful executives, deepens sponsorship relationships with C-suite executives and addresses specific challenges of Black executives
- **Leading Women Executives (LWE)** program, which augments leadership skills of high-potential women, and partners with sponsor companies such as CDW to enhance talent, fortify succession plans and increase advancement of women in organizations
- **Chicago Urban League's IMPACT Leadership Development** program, which helps to create a pipeline of informed, motivated, perceptive, authentic, connected talent who will form the next generation of Chicago leaders



- **Additional Resources Related to This Section:**
[Diversity, Equity and Inclusion on our website](#) which we updated in 2021 to reflect our strategy and ongoing commitment to DEI
[BRG page on our website](#)
[Careers section on our website](#)
[Careers blog on our website](#)



BUSINESS DIVERSITY

TAKING BUSINESS DIVERSITY TO THE NEXT LEVEL

Business Diversity is a deeply embedded, ongoing priority for CDW, and we are proud to have one of the most active programs in the technology industry. We believe it is a critical differentiator in our ability to continue to deliver increasingly innovative products, services and solutions to our customers.

Since the program's inception in 2007, we have totaled more than \$20 billion in transactions with small and diverse businesses. In 2021, CDW achieved our record high of \$3.4 billion in diverse spend, working with approximately 1,340 minority-owned, woman-owned, and small, disadvantaged businesses, including product manufacturers, distributors and service providers. 2021 was our third consecutive year as a member of the Billion Dollar Roundtable, an exclusive group of US-based companies that procure more than \$1 billion annually from minority- and woman-owned businesses on a first-tier basis.

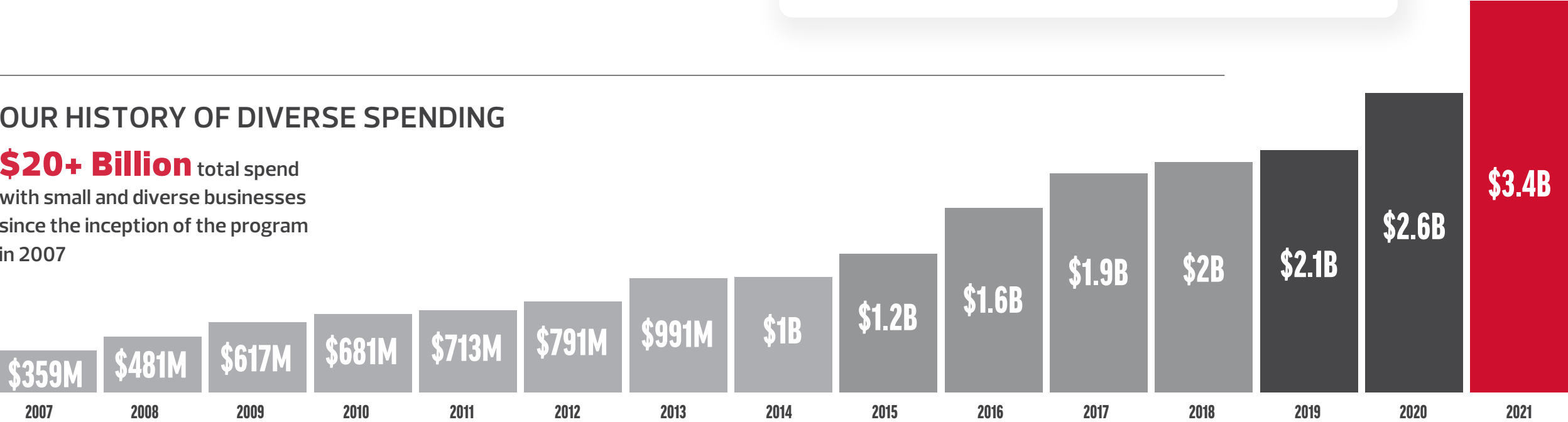


AWARD-WINNING BUSINESS DIVERSITY



OUR HISTORY OF DIVERSE SPENDING

\$20+ Billion total spend with small and diverse businesses since the inception of the program in 2007



BUSINESS DIVERSITY

In 2021, we took our program even further by expanding our team, adding another 240 businesses to bring us to approximately 1,340 small and diverse businesses, and elevating business diversity to a global capability. This enables our Business Diversity team to be aligned with various customer- and vendor partner-facing functions and our BRGs. Our teams provide business insight and cultivate relationships with both mature and early-stage diverse businesses. These relationships are critically important in our ability to help our customers in government, education, healthcare and other sectors follow through on their own diversity commitments.

When we work with diverse businesses, we are spreading 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. For more information, see our annual [Economic Impact Report](#) on our website.

SUPPORTING SMALL AND DIVERSE BUSINESS GROUPS

Alongside our membership of the Billion Dollar Roundtable, we actively support organizations and events that focus on **identifying opportunities for small and diverse businesses to thrive and grow.**



CDW INTRODUCES PITCHIT TO SUPPORT TECHNOLOGY STARTUPS

In 2021, CDW reinforced its commitment to business diversity by launching PitchIT, an event for tech startups across the US to pitch their channel-ready products and solutions to CDW's channel and technology experts and receive critical business insights and valuable feedback.

CDW held its first two PitchIT events in 2021 and plans to hold PitchIT events on an ongoing basis.

The submission process is a simple online application and is open to technology startups or venture capitalists nominating on behalf of a startup. After making it past the initial vetting stage, companies are asked to present to a virtual panel of CDW technology and business experts. Companies are evaluated based on their presentation and how well they describe their market opportunity. They are rated against a scorecard that they receive in advance, allowing them to better prepare and have the best chance for success.

PitchIT was launched because CDW saw a unique opportunity to help the startup community and small, diverse businesses. Tech startups that make it as finalists are fast-tracked to becoming CDW partners, following all the usual protocols, but at an accelerated rate. Through PitchIT, CDW is not only able to provide these startups an opportunity to add their solutions to the CDW portfolio, but also continue to provide CDW customers with a range of diverse, well-established and new partners.



CDW & CUNY LAUNCH MENTOR PROTÉGÉ PROGRAM

In 2021, CDW launched a partnership with The City University of New York (CUNY) to develop a mentor protégé program designed to enhance diverse partners' capabilities, assist in meeting development goals and improve their ability to compete for and win contracts.

CDW and CUNY are mentoring and supporting diverse businesses to scale their businesses to win more business and grow their impact in their local communities. As part of the interactive program, a CDW manager or senior leader conducts virtual training sessions on topics such as:

- Warehouse operations/supply chain
- Results-driven sales and marketing
- Request for proposals/requests for information
- Financial acumen

The pilot cohort, which includes five diverse businesses, began in October 2021 and is set to conclude in April 2022.

► **Additional Resources Related to This Section:**
[Business Diversity page on our website](#)
[Our Economic Impact Report](#)

SOCIAL IMPACT – ADVANCING DIGITAL EQUITY

A STRATEGY FOR CREATING SOCIAL IMPACT

Community engagement has been a priority for CDW since the company's founding 38 years ago. Our coworkers are active in volunteering in their local communities, our leadership team serves on a range of nonprofit boards, and our philanthropic efforts support a wide variety of local, national and international nonprofit organizations.

In 2021, we focused our Social Impact efforts on bringing all our volunteerism, philanthropy and community engagement under one strategy, which is built on four Social Impact Values:

- **Equity:** We provide equitable access to funding, have a long-term perspective and support our commitment to diversity, equity and inclusion.
- **Humility:** We model power awareness and do not have all the answers. We are vulnerable, curious and trusting.
- **Transparency:** We provide open communication and honest feedback.
- **Integrity:** We are honest, keep our word and build mutual accountability.

To align with our new Social Impact Values, we are now focusing our strategic efforts on achieving digital equity by helping to close the digital divide. In our connected world, we believe every person should be able to experience the unlimited possibilities that technology unlocks.

CDW'S SOCIAL IMPACT PURPOSE:

To empower our communities to reach their unlimited potential

HOW WE WILL ACHIEVE THIS:

By providing financial contributions, coworker time and talent and our technology expertise

PARTNER SUMMIT HIGHLIGHTS SHARED INTERESTS IN DIGITAL EQUITY

The theme of the 2021 Partner Summit was Empower – how, together with our partners, we empower our customers, our communities, partnerships and possibilities. We followed through on that by talking with our partners about our shared interest in digital equity, DEI and social impact overall.

[Click here to view our Global Social Impact video](#), which debuted at the 2021 Partner Summit and highlights our Social Impact partnerships with three of our vendor partners – Adobe, HP and Intel.

In the video, we define our commitment to digital equity as “how we empower learners to reach their unlimited potential through technology.” As part of our Partner Summit program, we donated to support the digital equity initiatives of eight Chicago area nonprofit organizations:



i.c.stars | *



As always, Partner Summit focused on recognizing our vendor partners' trust in, and commitment to, realizing the full strength of partnering with CDW. We also celebrated how the combined efforts of CDW and our vendor partners enable us to provide technology solutions and services to business, government, education and healthcare customers in the US, UK and Canada.

THE WAYS IN WHICH WE GIVE BACK

FINANCIAL CONTRIBUTIONS

- Corporate and regional partnerships
- Disaster and crisis contributions
- Matching gifts
- Coworker donations
- Corporate sponsorships

COWORKER TIME AND TALENT

- Coworker volunteerism
- Board service
- Pro bono services
- BRG partnerships

TECHNOLOGY EXPERTISE

- In-kind product donations
- Nonprofit specialized services teams
- Collaboration with our technology partners

CDW's decision to focus its Social Impact agenda on **advancing digital equity and helping to close the digital divide** will help us deliver on our corporate purpose:

WE MAKE TECHNOLOGY WORK SO PEOPLE CAN DO GREAT THINGS.

STRATEGIC FOCUS ON DIGITAL EQUITY

Our digital equity purpose is to empower learners to reach their unlimited potential through technology. We are focusing our efforts in three critical areas:

- **Providing Access**
We help ensure people have access to the technology they need, including computers, software and internet connectivity.
- **Supporting Education**
We power initiatives that excite learners about science, technology, engineering, arts and mathematics (STEAM), computer science and digital literacy.
- **Building Our Workforce**
We’re committed to DEI and are actively creating a technology industry that reflects the world we live in.

We have more than 80 social impact partnerships with nonprofit organizations around the world. In 2021, we made more than \$2.1 million in social impact charitable donations to these organizations.

The vast majority of our philanthropic efforts are now focused on achieving digital equity by helping to close the digital divide that persists in traditionally underserved schools and communities. This focus includes existing digital equity partners such as Lumity, Project B3 and Inner City Stars. Since the start of 2021, we have formed 10 new digital equity partnerships (several of which are featured to the right). We have also continued to support longstanding partners (such as Children’s Miracle Network, Big Brothers Big Sisters of Metropolitan Chicago, Boys & Girls Clubs and YWCA) by shifting our funding from traditional sponsorships to programmatic funding focused on achieving digital equity.

NEW DIGITAL EQUITY PARTNERSHIPS IN 2021



Closing the gender gap in technology and to change the image of what a programmer looks like and does



Creating economic opportunity and closing the racial wealth gap for young men of color by preparing them to succeed in the innovation economy



Providing wrap-around support to highly motivate community college students to help them succeed in school, in work and in life



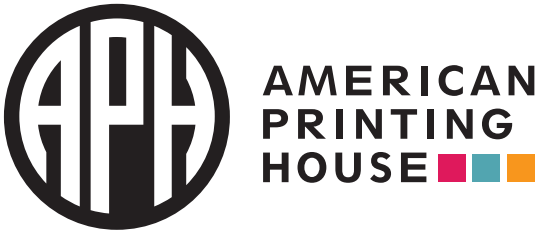
Providing pathways to career success for high school students in underserved communities through skills training, meaningful work experiences and impactful relationships



Focused on driving inclusive growth and recognition for Chicago's tech sector



Advancing economic equity through rigorous training for tech careers and connecting skilled talent to leading businesses



Empowering people who are blind or visually impaired by providing accessible and innovative products, materials, programs and services for lifelong success

VIRTUAL 5K SUPPORTS RACIAL AND SOCIAL EQUALITY

CDW's Small Business Diversity, Equity & Inclusion teams in Chicago sponsored a virtual 5K to support organizations that take a position for social and racial equality and make it their mission to enact change within our communities. Coworkers made donations through the YourCause online fundraising and volunteering platform, and shared their experiences on social media using the hashtag #CDWBetheChange5K. More than 150 CDW coworkers participated, and they raised approximately \$10,000. Coworkers also hosted workshops with local nonprofits and increased their participation in CDW's BRGs and mentorship programs.



CDW FOCUSES SUPPORT FOR ANN & ROBERT H. LURIE CHILDREN'S HOSPITAL OF CHICAGO TO ADVANCE DIGITAL EQUITY

CDW has supported Lurie Children's Hospital for more than 30 years. Lurie Children's is part of the Children's Miracle Network, for which, together, with our coworkers, CDW raised more than \$10 million to support hospitals in the US and Canada. Under our new Social Impact strategy, we have shifted our support to Lurie Children's digital equity programs.

In 2021, we supported the hospital's Family Services Department, which develops innovative ways to address the emotional, developmental and spiritual needs of young patients and their families. CDW provided financial support to enable school-age patients to keep up with their classwork and remain engaged in school by making learning accessible and fun. CDW's financial support also makes it possible for patients and families to benefit from services provided by child life specialists, which are not covered by insurance and primarily funded by philanthropy. Child life specialists are trained to see the hospital experience through a child's eyes and provide programs such as art and music therapy and language interpreters.



VOLUNTEERING IN OUR COMMUNITIES

CDW offers coworkers a multitude of ways to get involved in their communities, including volunteering, fundraising campaigns, donation of resources, *pro bono* services, knowledge sharing and board service.

CDW offers coworkers one day of paid time off each year to volunteer to a cause of their choosing. Additionally, CDW matches coworker philanthropic donations over \$25 up to \$2,000 to organizations of their choosing. In 2021, coworkers donated \$417,920, with CDW matching an additional \$357,312.

COWORKERS IN CANADA HELP THEIR NEIGHBORS IN NEED

Support for Disaster Response: Extreme flooding in British Columbia, Canada in late 2021 prompted a state of emergency for the entire province. CDW coworkers joined forces with a coalition of BC-based companies to raise almost \$1 million to support the Canadian Red Cross' efforts to provide critical humanitarian assistance. Coworkers contributed to the cause through CDW's Matching Charitable Gifts Program, under which CDW matches all donations over \$25 up to \$2,000 per coworker.

Holiday Fun Drive: Coworkers in Canada continued their annual Holiday Fun Drive to support SickKids Hospital in Canada. In 2021, CDW coworkers donated approximately \$9,000 to support ependymoma research at the hospital's Labatt Brain Tumour Research Centre.

CDW UK COWORKERS IMPACT LOCAL COMMUNITIES

All CDW UK coworkers are eligible for one day of paid volunteer time off and they use the time wisely, participating in more than 40 community initiatives in 2020 and 2021. The coworker-led projects addressed a wide range of environmental and social needs, including:

The Big Clean Up: Coworkers gave more than 1,000 hours of volunteer time to clean up local streets, parks and beaches during The Big Clean Up on World Environment Day in June 2021. This effort was done in coordination with our vendor partner HP, which subsequently recognized CDW UK as a 4 Star Certified Sustainable Impact Partner for this and other efforts.

Challenge 24: More than 70 UK coworkers participated in 24 hours of moving – running, cycling and walking – to support Dementia UK, a nonprofit that supports nurses caring for dementia and Alzheimer's disease patients and their families. In 2021, CDW and its partners donated approximately £9000, which included a matching gift by CDW UK.

International Women's Day and International Men's Day: CDW UK coworkers celebrated both days, March 8 and November 19, respectively, with special speakers and social media outreach related to DEI, wellness and mental health.



FINANCE INCLUSION TEAM PARTICIPATES IN WEEK OF SERVICE

In 2021, Chicago-based coworkers in our Finance organization formed the Finance Inclusion Team (FIT) with a vision to be “the most inclusive Finance organization, by unlocking each coworker’s full potential, creating equity in our partnerships and investing in our communities.” In its first year, FIT hosted the Finance Week of Service during August 2021, when the team supported various volunteerism efforts that culminated in a virtual 5K, to encourage participation from coworkers across the US.



As part of the weeklong event, members of the FIT team:

- Packed more than 11,500 pounds of food at the Northern Illinois Food Bank, providing approximately 10,000 meals to neighbors in Northern Illinois
- Assembled 2,500 packages of essential learning supplies for Chicagoland children in need at Cradles to Crayons Chicago
- Packed approximately 30 backpacks with school supplies for Children’s Home and Aid
- Provided school supplies for about 100 kids from Fill a Heart 4Kids
- Donated personal hygiene products to fill the Comfort Closet at Buffalo Grove High School
- Prepared nearly 200 meals for families at Ronald McDonald House
- Raised more than \$13,000 for 16 nonprofits through FIT Virtual 5K donations



IMPROVING OUR SOCIAL IMPACT DECISION-MAKING AND MEASUREMENT

In 2021, CDW began partnering with a leading community impact analytics firm to inform our Social Impact decision-making and measure our social return on investment (SROI).

Our partner is providing a framework for current best practices and most effective impact interventions in the digital equity space, including strategy mapping, and collecting and analyzing key performance indicators. The framework will also enable us to enhance and streamline our grant application process.



ACTIVATING DIGITAL EQUITY IN OUR COMMUNITIES

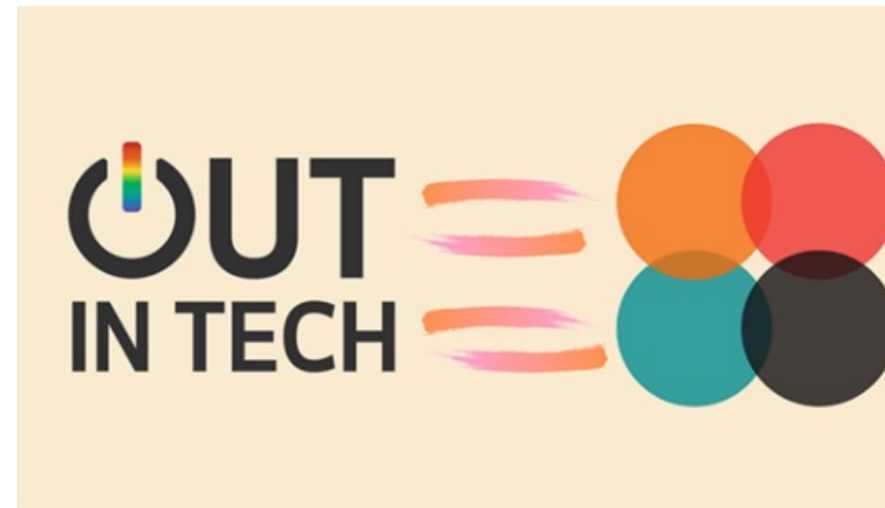
CDW, Intel and Chance the Rapper Use Technology to Empower Chicago Students

Closing the digital divide and ensuring teachers and students have access to technology is a key focus of CDW's community engagement efforts. That's why we recently teamed up with Intel and Chance the Rapper to provide computers and internet access to students with diverse learning needs in Chicago.

To help local children with virtual learning, the partnering organizations deployed more than 15,000 devices to underserved school districts in urban and rural areas within and surrounding the city. The team donated an additional 500 laptops to 11 schools within the Chicago Public School District to help students successfully continue their education during the pandemic.



CDW and Intel partnered with SocialWorks, a nonprofit founded by Chance the Rapper to empower local youth through arts, education and civic engagement. The Chicago-born singer-songwriter and record producer said his success is due in part to his school-age years when he had access to mentorships and after-school programming. More recently, he is acutely aware of the essential role computers and the internet have played in education throughout the COVID-19 pandemic.



Out in Tech Partnership Engages LGBTQ+ Community

With more than 40,000 members, Out in Tech is the world's largest nonprofit community of LGBTQ+ tech leaders.

With collaboration among our BRAVE BRG, DEI, Business Diversity, Coworker Services and Social Impact teams, CDW partnered with the organization in 2021 to further its mission of creating opportunities for its 40,000 members to advance their careers, grow their networks and leverage tech for social change.

Through CDW's partnership, Out in Tech has promoted CDW job openings, included CDW coworkers as part of its quarterly roundtable discussions on advancing DEI in the workplace, invited CDW coworkers to participate in its coveted Leadership Training Institute at no cost and provided CDW coworkers with priority access to the organization's volunteer opportunities.

Partnering with AIEDU to Inspire Future Generations of Technology Workers

In 2021, CDW began partnering with the AI Education Project (AIEDU), a nonprofit organization that makes education about artificial intelligence (AI) and automation accessible to US students.

AIEDU consists of project-based learning and real-world, engaging activities that make AI education accessible to any middle or high school, after-school programs and summer/enrichment programs – without needing to have a computer science teacher on staff. CDW's support has helped expand the curriculum and serve more students nationwide.

The overall goal of the program is to develop interest in, and knowledge about, AI and its impact on our lives and the future of work. The curriculum and professional development components enable students to explore technology-enabled career pathways through foundational AI literacy.



► **Additional Resources Related to This Section:**
[Community Involvement page on our website](#)
[Diversity, Equity and Inclusion on our website](#)



COWORKER ENGAGEMENT AND WORKPLACE CULTURE

OUR APPROACH TO SUSTAINABLE ENGAGEMENT

At CDW, we understand that the experience we deliver to our coworkers is fundamental to our ability to deliver superior customer service and business performance. We strive to create a culture of collaboration, belonging and individual growth and reward – one in which every coworker has a voice and we are listening to all our coworkers.

CDW IS DRIVING TOWARD EXCELLENCE WITHIN EACH DIMENSION OF THE COWORKER EXPERIENCE BY EMPOWERING OUR PEOPLE TO DO GREAT THINGS.



In 2021, we enhanced our sustainable engagement strategy to gain more of a real-time understanding of the coworker experience at CDW. Our new continuous listening approach utilizes more frequent, shorter surveys as well as virtual focus groups, instead of the longer surveys that we previously relied upon every other year. This allows us to better understand what matters most to our coworkers so we can deliver meaningful experiences that are connected to our purpose of **Making technology work so people can do great things.**

Additionally, we are providing our leaders with our new **LeadIT toolkit**, which includes over 80 meaningful tools across a variety of leadership topics. This includes tools designed to educate leaders on our refined listening approach and their role in the action planning process.



COWORKER ENGAGEMENT AND WORKPLACE CULTURE

Our sustainable engagement strategy is:

- **Tech enabled** to allow more frequent and efficient surveying, and the ability to track participation and effectiveness over time
- **Integrated** into our broader Human Capital Management strategy to ensure our engagement efforts and outcomes drive superior business performance
- **Coordinated** across leaders to provide clarity of mission and vision for all coworker groups, and to encourage engagement that is meaningful to each functional area

At the core of our efforts is our new **High-Performance Coworker Experience Model (HPX^{CDW})**, which connects our survey results with key engagement and business performance indicators.

YOU HAVE
A VOICE.
WE LISTEN.

COWORKER ENGAGEMENT SURVEY

HOW WE LISTEN AND ENGAGE THROUGHOUT THE YEAR

Q1

Days of Listening:

Virtual focus groups provide opportunities for coworkers to share perspectives on various topics in an anonymous, live, group setting

Short Pulse:

Focused on evergreen topics (such as coworker wellbeing, DEI and talent) as well as rotating topics

Q2

Short Pulse:

Focused on evergreen topics (wellbeing, belonging, performance management) and quarterly rotational topics

Q3

Comprehensive Survey:

Aligned with our HPX^{CDW} model and the basis for formal annual action planning

Q4

Action Planning:

Action Plans created at overall, functional and leadership levels to take action over the coming year



We work with a third-party consulting firm for measuring and benchmarking coworker engagement. In 2021, we shifted our benchmarking method to include a global norm comparison to hold ourselves to the highest possible engagement standards.

We consistently rate in the highest tier for coworker engagement scores.

OUR 2021 SURVEY REFLECTED THAT MORE THAN 90% OF COWORKERS BELIEVE THE FOLLOWING:

- CDW is a good place to work.
- I have enough flexibility in my job to do what is necessary to provide good service to my customers.
- My direct leader cares about me.
- Teams at CDW constantly look for better ways to serve our customers.

CREATING MEANINGFUL COWORKER EXPERIENCES IN A HYBRID WORKING ENVIRONMENT

As our office workforce continued to work mostly virtually throughout 2021, we took advantage of opportunities to stay connected with each other through virtual gatherings, coffee chats, happy hours, and when we could, safely reuniting in person. Despite the ongoing challenges, our engagement scores remained high compared to global norm comparisons and other business performance indicators.

We believe in the inclusive power of flexibility and are embracing a fit-for-purpose, “best-of-both” model, where most roles will incorporate both intentionally planned in-person time onsite and virtual working. Throughout 2021, we evaluated many concepts related to “the future of work” and implemented multiple steps toward a role-based approach to create a more flexible work environment across our global footprint. This included reimagining and modifying many of our office spaces for safe, small-group collaboration and further seamless integration of technology for in-office, hybrid and virtual use. In the US, our new office space in downtown Chicago was specifically designed from a leading-edge “future of work” mindset, which includes flexible, open workspaces for everyone and easily adjustable modular meeting and collaboration spaces. Additionally, many of our Canadian and UK offices and facilities are designed with similar attributes to promote safe and collaborative workspaces.

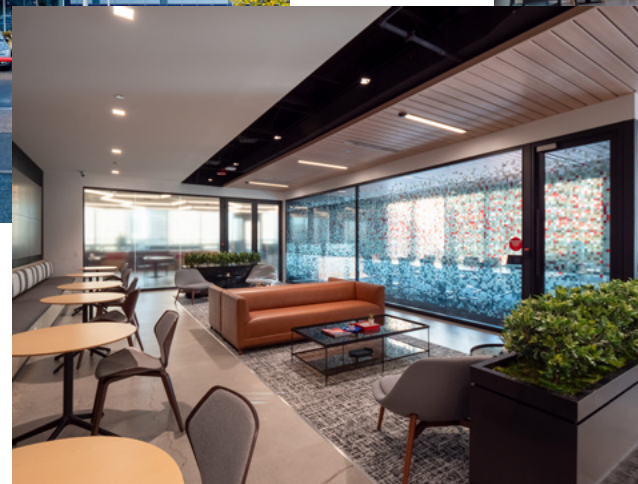
2021 COWORKER ENGAGEMENT RESULTS AND TAKEAWAYS

Participation rates in our coworker engagement surveys continue to be high, and our results have been strong across the organization. Particular areas of strength and ongoing focus include:

- Coworkers’ ability to **grow** and **improve**
- **Support** from and **trust** in direct leaders
- Leaders’ concern for **coworker wellbeing**
- **Flexibility** and use of technology
- Finding ways to better **serve customers**
- Coworkers’ **intent to stay** with CDW
- More favorable views among **professionals of color** coworker populations

As a result of our coworkers’ consistent engagement, we have garnered meaningful feedback and recommendations, which have led to measurable and impactful results. Key learnings that we incorporated into our 2022 human capital management planning include:

- What coworkers want most in terms of total rewards and the future of work
- Ways in which working at CDW provides a strong sense of pride, belonging and inclusion among coworkers
- Areas where enhanced communication, collaboration across teams and a stronger connection to CDW’s mission are needed



RECOGNITION FOR EXEMPLARY COWORKER PERFORMANCE

We are pleased to honor and celebrate the exemplary work of our coworkers through a variety of monthly and annual awards programs, including several prestigious awards named for the three former CEOs of CDW.

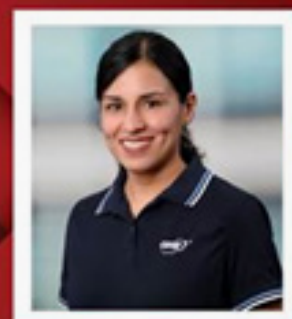
Krasny Award

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. The award is named for Michael P. Krasny, who was CDW's founder and CEO through 2001. He established the company on a strong, stable foundation – with only four CEOs in our almost 40-year history.

CDW's 2020 Coworker of the Year, Ester Siewert, Senior Inbound Operations Manager, was recognized in 2020 for her dedication to excellence, commitment to team success, ability to embrace change with enthusiasm and bringing energy and passion to her work every day.



2020 Coworker of the Year
Ester Siewert



Edwardson Award

The John A. Edwardson Sales Academy Award is open to all newly hired account representatives participating in Sales Academy training across all CDW US 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. In 2021, 11 coworkers received the award, which is named for John A. Edwardson, CDW's CEO from 2001 to 2011.

Richards Award

Every year, our Emerging Leaders Program recognizes a high-performing, cross-functional team for developing the best idea to solve a current business issue using Lean Six Sigma problem-solving methodology. In 2021, the winning team was focused on Enabling Underutilized eProcurement Integration. The team included coworkers from Sales, Operations, Small Business, Integrated Technology Solutions and Technology, and was chosen 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 and who passed away in 2021. Under his leadership, CDW set new standards of excellence. He held everyone he interacted with to the highest standards, always treated them with compassion and had an unwavering belief and ability to see the possibilities in others. Under his leadership, people blossomed.

► **Additional Resources Related to This Section:**
[Life at CDW](#)
[2021 Sustainability Accounting Standards Board \(SASB\) disclosure](#)



OCCUPATIONAL HEALTH AND SAFETY

Our goal is always to provide a safe and healthy work environment for every coworker. “Home Safe Every Day” is our mantra, and zero injuries is our goal every day and every year. This commitment is a core principle of both The CDW Way Code and is backed by comprehensive training and enforcement. All new distribution center hires receive in-depth safety and security training during our onboarding process. We also have site- and job-specific health and safety policies, procedures and training for all major office, distribution center and field staff in the US, Canada and the UK.

SIGNATURE SAFETY PROGRAMS MAKE ‘HOME SAFE EVERY DAY’ POSSIBLE

- Safe Lifting & Injury Prevention Training
- Forklift Safety
- “Observe, Coach, Reinforce” safety observation program
- Floor Management Safety Leadership Training program
- Working SMART campaign
- An extensive poster program that provides constant safe work reminders



Physical Safety



Training & Awareness



Treatment



Program Management

SAFETY PERFORMANCE AT A GLANCE*

CDW Injury History

2021

2020

2019

Number of Cases

Total number of fatalities	0	0	0
Total number of cases with days away from work	11	2	1
Total number of cases with job transfer or restriction	0	1	2
Total number of other recordable cases	0	4	1

Rates

Total Recordable (TRIR)	0.14	0.10	0.06
Lost Workday (DAFWII)	0.14	0.03	0.01
Days Away Restricted Time (DART)	0.14	0.04	0.03
Experience Modification Rate (EMR)	0.41	0.44	0.43

* All rates are calculated per 200,000 hours worked. All data excludes Sirius Computer Solutions, Inc., which CDW acquired effective December 1, 2021.

COWORKER PROTECTION AGAINST COVID-19

To address ongoing concerns about COVID-19, CDW maintained and reinforced its virus-related health and safety protocols in 2021. In addition, CDW locations in the US hosted multiple vaccination events that resulted in nearly 750 coworkers and family members getting COVID-19 vaccines.

As our distribution centers remained open and our essential workers continued to work on-site throughout 2021, CDW continued to follow the advice of leading local, national and international guidelines and best practices. We also contracted with an international health and security risk management firm to advise us on our COVID-19 response. Our COVID-19 response team met regularly in 2021 with the firm's doctors and subject matter experts to help set and implement policies to keep our coworkers healthy and safe.

In 2021, our distribution centers deployed approximately 750 social distancing vests, in addition to redesigning some tasks and workstations to enable coworkers to be at least 6 feet apart. The vest, which is Bluetooth enabled and utilizes location beacons placed throughout the distribution centers, vibrates when an individual gets within 6 feet of another coworker. The devices also allow supervisors to conduct contact tracing seamlessly, if it becomes necessary when a coworker tests positive for the virus or has symptoms. The vests can also provide feedback on coworker postures and work positions so ergonomic conditions can be assessed and improved in real time. As COVID-19 wanes, we still intend to use the vests for ergonomics training.

We also launched a safety video series based on Centers for Disease Control and Prevention guidance to protect workers from COVID-19 both at work and at home. These videos, available in both English and Spanish, ran in distribution center breakrooms and other common areas.

ON-SITE ATHLETIC TRAINERS SHIFT RESPONSIBILITIES TO FOCUS ON COVID-19 RESPONSE

To help our coworkers maintain good health and avoid injuries, our Chicago area distribution center has several full-time athletic trainers on site. The trainers typically lead hundreds of sessions of stretching and physical fitness activities for coworkers to prevent injuries and to help them recover from strains, sprains and muscle aches, as well as provide resources for coworkers to reference as needed. However, during 2020 and 2021, the trainers were not able to provide such services due to concerns about COVID-19.

During this time, the trainers shifted their responsibilities to focus on the immediate challenge of protecting workers from COVID-19 and other acute safety precautions, while continuing to provide first aid-only treatments. As COVID-19 has become less of a concern in early 2022, we have been able to safely shift our trainers back to their previous responsibilities. The trainers played a key role in driving CDW's 2021 Working SMART campaign:

Safe Work Practices – Follow preferred methods and safety expectations at all times to work safely

Move With Caution and Care – Think before you move to prevent injury or damage

Awareness – Be aware of what is around you while you work; scan the area

Risk Avoidance – Avoid taking risks or shortcuts while completing tasks

Taking Care of Self and Others – Focus on the safety and wellbeing of all Team members; report hazards and coach others on safety

DISTRIBUTION CENTER SAFETY PROGRAMS

All managers, supervisors and coworkers in our distribution centers have responsibility for maintaining a safe work environment. This safety focus is prioritized through job-specific training, regular safety meetings and toolbox talks, and compliance with enforcement policies and best practices, including ISO 9000 (quality), 14000 (environmental management) and 28000 (security management).

As material handling is a primary function in our distribution centers, we offer ergonomics training on the proper use of lifting equipment and safe lifting techniques. In 2021, we updated our Annual Safe Lifting & Injury Prevention Training to emphasize proper techniques for manually handling lighter loads and how and when to use two-person lifts and lift assist equipment. We also created a Safe Lifting Lab, an obstacle course-like training area to help coworkers practice proper material handling techniques.

Our forklift operator safety program covers safe operations, preventive maintenance, conducting safety checks before starting a vehicle and a visual and audio warning system when a vehicle's path is obstructed. We also provide non-operator awareness training to everyone else at our distribution centers.

Under our safety observation program, supervisors at our distribution centers conduct regular walk-throughs to evaluate the work environment overall and job tasks specifically and identify areas for safety improvement. Our “Observe, Coach, Reinforce” process helps us identify at-risk behaviors in real time so we can provide training and coaching that prevent injuries.

In 2021, we developed a new Floor Management Safety Leadership Training program for our Operations and Configurations Managers and Supervisors to increase their safety knowledge and help keep our coworkers safe and engaged in our training programs. CDW began rolling out this training in the first quarter of 2022. Supervisors investigate and track every incident and complete weekly audits and monthly safety reports.

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, annual training for distribution center coworkers and external audits of the program.

USING TECHNOLOGY TO SAFEGUARD COWORKER SAFETY AND SECURITY

CDW has established a 24-hour Global Security Operations Center (GSOC), whose mission is to safeguard our coworkers and maintain a resilient enterprise. One of the primary responsibilities of the GSOC is to monitor for global events, alert coworkers of potential threats and immediately provide support when needed. CDW has expanded this program to include the following capabilities:

- **Monitoring** – A robust intelligence network for early detection, real-time reporting and accurate threat analysis
- **Alerting** – Utilization of a mass notification system and CDW Safety & Security Mobile application, known as the Guardian smartphone app, to efficiently alert personnel at all levels of the organization of events that may pose a risk to our coworkers or operations
- **Support** – Comprehensive network of specialized response partners across the globe ready to provide support to coworkers in need



► **Additional Resources Related to This Section:**
[The CDW Way Code](#)
[List of ISO certifications](#)



COWORKER TRAINING, EDUCATION AND DEVELOPMENT

At CDW, our coworkers are our biggest investment. Through a comprehensive training, education and development program, we aim to give our coworkers the tools they need to thrive in their careers.

In 2021, we enhanced our virtual training platforms and curriculum to better engage with our remote and in-office staff, and refined our in-person training practices to allow for more effective, socially distanced training for our distribution center personnel. We also streamlined and modernized our global talent review process to ensure we're identifying and advancing high-performing coworkers, building a robust pipeline of future CDW leaders. This includes an increased focus on enhancing diversity among our executive, managerial and supervisor ranks by identifying and recognizing diverse coworkers for their accomplishments and demonstration of CDW's values.

Additionally, we expanded opportunities and training for coworkers who are interested in changing career paths or functions within CDW. By creating more avenues for growth, we're able to leverage the strengths of our talent base and benefit from the cross-functional skill sets of our coworkers. We seek to maintain our distinct culture of learning and continue to refine our professional development programs to create opportunities for coworkers to enhance their skills and chart a course for growth at CDW.

CDW's multifaceted training and development curriculum is designed with all stages of the coworker career journey in mind.

ENHANCED COWORKER EDUCATION AND DEVELOPMENT EFFORTS AROUND THE GLOBE

Across our global operations, our **LAUNCH** orientation program sets the foundation for a continuous learning journey from day one. Every new hire is enrolled in the program, which outlines The CDW Way Code and teaches CDW's approach to:

- Best practices for customer service
- Diversity, equity and inclusion
- Business Resource Groups (BRGs)
- Safety
- Anti-harassment
- Information security
- Business ethics

In **Canada**, we made significant investments to increase our focus on coworker development and support. We worked with a third-party consultant to develop career frameworks, assess the skills needed in each role and begin to align programs around those skills to provide development programs that support and advance our Canadian coworkers in their careers.

Our **UK** Coworker Services team continues to utilize development programs that enable coworkers to complete accreditations and certifications aligned to their roles. Additionally in 2021, we rolled out enhanced education efforts to equip leaders with training on topics such as emotional intelligence, bereavement, mental health and domestic violence to ensure every employee is getting the help and support they need from their leaders.

COWORKER TRAINING, EDUCATION AND DEVELOPMENT

DEVELOPING CURRENT AND FUTURE GENERATIONS OF CDW LEADERS

CDW's leadership development strategy addresses leadership potential and skills development in all areas of the business and for all levels of leaders. Our suite of leadership training and development programs allows us to develop and nurture internal talent by providing the resources our coworkers need to advance in their professional journey.



KEY LEADERSHIP DEVELOPMENT PROGRAMS

We work to prepare the next generation of CDW leaders today through our **Emerging Leaders Program (ELP)**. The program, comprised of high-performing candidates nominated for inclusion by their senior leaders, focuses on communication, problem-solving, relationship building and project management skills. Participants partner across 16 cross-functional teams to identify and conceptualize solutions for CDW's real-world business challenges. At the end of the 10-month program, participants pitch their recommendations to CDW executives for consideration in the strategic planning process. In 2021:

- 113 coworker participants from the US, Canada and the UK
- 19 senior manager and director sponsorships
- All teams worked with their respective business unit to hand off findings for implementation

Our **Leadership Academy** serves to onboard and support first-year managers across the business in a year-long learning journey. New managers complete a blended curriculum of activities that include expert insights, collaborating with their direct leader and participating in on-demand and virtual learning to provide the tools and skills needed to effectively lead their teams at CDW.

In 2020, CDW launched our **Leading Virtually** program for all leaders across the organization, to support leading in a virtual world. The program included a queue of keynote speeches from esteemed leaders outside of CDW. These talks were supplemented by reflection guides, e-learning modules and small-group discussion panels. In 2021, we transformed our approach into ongoing **LeadIT** development for all CDW leaders. We launched the LeadIT Toolkit with more than 80 on-demand best practice tools to support leaders throughout the coworker talent lifecycle. We provided the opportunity for leaders to participate in quarterly development topics.

In our CDW Canada offices, our **Leadership Advisory Network (LAN)** program pairs junior and mid-level leaders with more experienced coworkers, creating impactful mentor-mentee partnerships aimed at accelerating the personal and professional development of participants. Additionally, future leaders in Canada have access to the **Leadership, Exploration and Development (LEAD)** program, which helps them develop situation-specific skills based on their role and career path in the company.

SALES AND INTEGRATED TECHNOLOGY SOLUTIONS (ITS) TRAINING DRIVE COLLABORATION, INNOVATION AND ENGAGEMENT

Our Sales and Integrated Technology Solutions (ITS) functions are industry differentiators for CDW, and we recognize the critical role our coworkers in these functions play in nurturing relationships with our customers. In 2021, we made significant investments in our learning platforms to continue evolving our virtual learning experience for participants.



Our account representative onboarding training programs include:

Sales Training Academy: New coworkers hired into our inside sales team in the US and Canada attend our in-depth Sales Training Academy program. In 2021, we utilized a new, interactive digital learning platform to ensure we are creating rewarding, engaging experiences that align with participant expectations. This updated program ensures our coworkers have everything they need to excel in their role, including virtual classroom-based training, on-the-job experience and one-on-one coaching. Upon completion of the 5½-month program, each sales coworker is given 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, our **AccelerateIT** Certifications enable our sales coworkers to quickly become expert IT sales professionals for their customers by building skills in strategic technology categories. Sellers participate in a multi-modal learning experience built to develop their market insights, technical knowledge and skills in high-impact areas such as Configuration Services, Data Center, Networking and Cybersecurity.

For our ITS associates, **Associate Consultant Engineer (ACE)** is an apprenticeship-style program designed to further the development of our entry-level consulting engineers. We redesigned our program in 2021 to make it more comprehensive and customizable for individual coworkers. These changes included an enhanced curriculum and more flexible coursework that can be completed at a pace determined by each employee in an “accelerate and grow” fashion.

Our **Skills Transformation Program** is for well-tenured and experienced engineers who have graduated from the ACE program. The program features 20 different technical tracks and helps develop and prepare engineering professionals for future project work.

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 and Collaborative Learning, Best Certification Program and more.

PAY AND EQUAL REMUNERATION

CDW aims to inspire excellence among coworkers through competitive compensation and performance-focused pay practices. Our belief in the limitless potential of our coworkers is embedded within our market-relevant total compensation package, which allows coworkers to grow professionally and financially in their roles.

CDW's pay-for-performance philosophy is grounded in our collective belief that success means never being satisfied. Our coworker-centric culture promotes upward mobility 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 Coworker Training, Education and Development section of this report.

In addition to enabling our current coworkers to achieve their full potential, our compensation practices attract like-minded professionals from outside our organization to join us at all levels.

In 2021, we continued our robust compensation reviews to ensure that our compensation programs are market competitive to attract and retain top talent amid an increasingly competitive labor market. As a result, we adjusted several of our compensation policies, including increasing the starting wage for all non-sales and non-intern positions in the US to \$18 per hour.

PAY EQUITY

We value diversity among our coworkers and believe in equal opportunities and equitable compensation for everyone, regardless of personal background, gender, ethnicity or other protected characteristics. We recognize the longstanding challenges within the technology industry and are proud to be addressing this issue proactively. As with every aspect of our business, we are committed to continuous improvement in our pay and equal remuneration practices for the benefit of all coworkers.

At CDW, we seek to create a welcoming environment for all. We continue to work on fostering diversity, equity and inclusion among our workforce by focusing on high-impact areas:

- Development
- Support
- Compensation
- Advancement
- Recognition
- Education and Skills



COWORKER BENEFITS

We strive to ensure that every coworker has the tools and resources to perform at their best personally and professionally. Our competitive, 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.

PRIORITIZING HEALTH AND WELLBEING

We are committed to providing coworkers and their families with the knowledge necessary to make the best health and wellness choices for themselves and their families. Our online benefits portal, available in the US and Canada and in multiple languages, features a library of on-demand educational videos and includes an interactive tool to help coworkers compare health plans and navigate benefits offerings.

Our holistic approach to wellness is designed to help coworkers be safe, healthy and successful. We offer a variety of benefits that support coworkers' physical, financial, emotional and social wellbeing, including access to telemedicine, a suite of family benefits and a variety of wellness incentives and programs.

Our robust Employee Assistance Program (EAP), which was expanded in 2021, offers confidential, individualized coaching to help coworkers achieve personal or professional goals. It also features enhancements for crisis care, 24/7 phone support and an emergency referral system.



COWORKER BENEFITS

Engagement is fostered through ongoing communications and a regular cadence of events. This includes:

- Monthly wellness e-newsletters promoting benefits available to coworkers
- Workshops and activities focused on timely topics
- Various campaigns to raise awareness for meaningful topics throughout the year, including mental health, emotional wellbeing and heart-mind gratitude

CDW understands that managing work and personal life is a balancing act of shifting priorities. Effective self-care remains a focus, and we continued to evolve our programs and offerings to meet the needs of our coworkers across the globe in 2021.

- Within the US, we collaborated with our childcare partner to implement a new dependent tutoring program and partnered with ModernHealth, our coworker assistance plan, to encourage coworkers to participate in a month-long mental health wellness challenge.
- In Canada, we rolled out enhanced benefits that prioritize health and wellness and support our remote coworkers through home-office offerings. This included providing a \$500 wellness account, as well as a \$500 allowance for home office supplies to ensure coworkers have the resources they need to maintain wellness and productivity.
- In the UK, our Coworker Services team implemented “coworker calls” – informal, but regular check-ins to ensure all coworkers are caring for their mental health and receiving the support they need.

We have increased inclusivity by updating and implementing our global policies that codify our care and concern for all coworkers. Additionally during the year, CDW UK has adopted menopause and transgender policies to inspire a sense of belonging among coworkers and to raise awareness. Our US parental leave offering previously was restructured to identify primary and secondary caregivers to accommodate the unique needs of various types of families.

The needs of coworkers – identified through ongoing feedback – drive the evolution of our benefits programs. We combine coworker input and benchmarking surveys to identify emerging industry trends and help shape future priorities.

NEW BRINGIT! GRANT CONTRIBUTES TO COWORKER FINANCIAL WELLBEING

In 2021, CDW crossed the \$20 billion sales mark, achieving record sales and profit. To continue building on our momentum, CDW awarded all eligible coworkers an additional opportunity to share in our financial success through a special **BringIT! Grant (BIG)**. BIG is a one-time grant of CDW restricted stock units that will vest after three years if CDW meets certain financial performance criteria. The award underscores our commitment to driving accountability and performance across the organization and recognizes the important role that each of our coworkers plays in our continued financial success.

Coworkers across geographies participate in virtual wellness sessions facilitated by health experts and continue the conversation in coworker-led, small-group discussions.

► **Additional Resources Related to This Section:**
[CDW Benefits Communication Portal](#)



SUPPLY CHAIN RESPONSIBILITY

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.

Given the challenges of COVID-19 and the supply chain pressures that affected so many sectors, 2021 reinforced for everyone that the reliability and flexibility of a company's supply chain, especially for a leading, multi-brand provider of technology solutions, really matter.

During the year, CDW worked with a third-party consultant to identify opportunities for further supply chain and logistics efficiencies. We implemented additional tracking systems and extra coordination measures, including data exchange pilot projects, with our partners.

As a result, we have been able to enhance transparency about product availability and order status and are able to build on one of our strengths, our speed to customer. Internally, we brought our distribution centers under our Product and Partner Management (PPM) organization to create an even more efficient and seamless experience for partners and customers.



REINFORCING PARTNER RESPONSIBILITY

We are committed to operating our business with honesty, integrity and the highest level of ethical standards. Our supply chain partners play a vital role in serving our customers and our mission and, as such, we expect our partners to conduct themselves to the same high standards and to operate in full compliance with all applicable laws and regulations.

The expectations for honesty, integrity and ethics are spelled out in The CDW Way Code, our Partner Guide and our Position on Human Trafficking and Slavery (California Supply Chains Act and UK 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 are reflected in their reports and on their websites.



In 2021, we reinforced our commitment to supply chain responsibility by publishing our Partner Code of Conduct. In alignment with The CDW Way Code, the Partner Code of Conduct sets the standards of behavior we expect our partners to adhere to while conducting business with CDW and our coworkers, agents, subcontractors and customers. The Partner Code addresses three critical areas of conduct:

- **Integrity and Ethics**, which includes anti-corruption, fair competition, protection of information, conflicts of interest, trade laws compliance, insider trading and truthful advertising and marketing practices
- **Human Rights, Labor Laws and Fair Labor Practices**, which covers maintaining a work environment and supply chain that are free from human trafficking, slavery and unlawful child labor, and that do not discriminate on the basis of race, color, religion, national origin, gender, sexual orientation, gender identity, disability, age, veteran status or any other characteristic protected by law
- **Professional Conduct**, which states that CDW will not tolerate any form of harassment, and expects partners to treat CDW coworkers with the same dignity and respect that they would show to their own employees

Compliance with the Partner Code is achieved primarily through frequent communication with our partners. Anyone who has concerns or observes questionable behavior is encouraged to use one of the feedback channels outlined in the Partner Code. Any minor infractions may be remedied through direct intervention and coaching. CDW reserves the right to terminate any agreements with partners that incur multiple violations or elect not to comply with our expectations for good conduct.

ISO 28000 CERTIFICATION ADDRESSES SUPPLY CHAIN SECURITY MANAGEMENT SYSTEMS

ISO 28000 is the leading international standard to address security management systems for the supply chain. In early 2022, we received unconditional recertification of our supply chain security management systems, which certifies that our systems meet the ISO 28000 criteria.

ISO 28000 enables plans, objectives, procedures, responsibilities and resources that bolster security across the CDW supply chain. As part of our certification, CDW participates in regular audits, proving that we have the processes and vendor partner relationships in place to ensure a reliable supply of secure products and services. ISO 28000 certification provides critical third-party validation of a company’s ability to fulfill the strict obligations of large-scale opportunities with US federal agencies and other public entities.

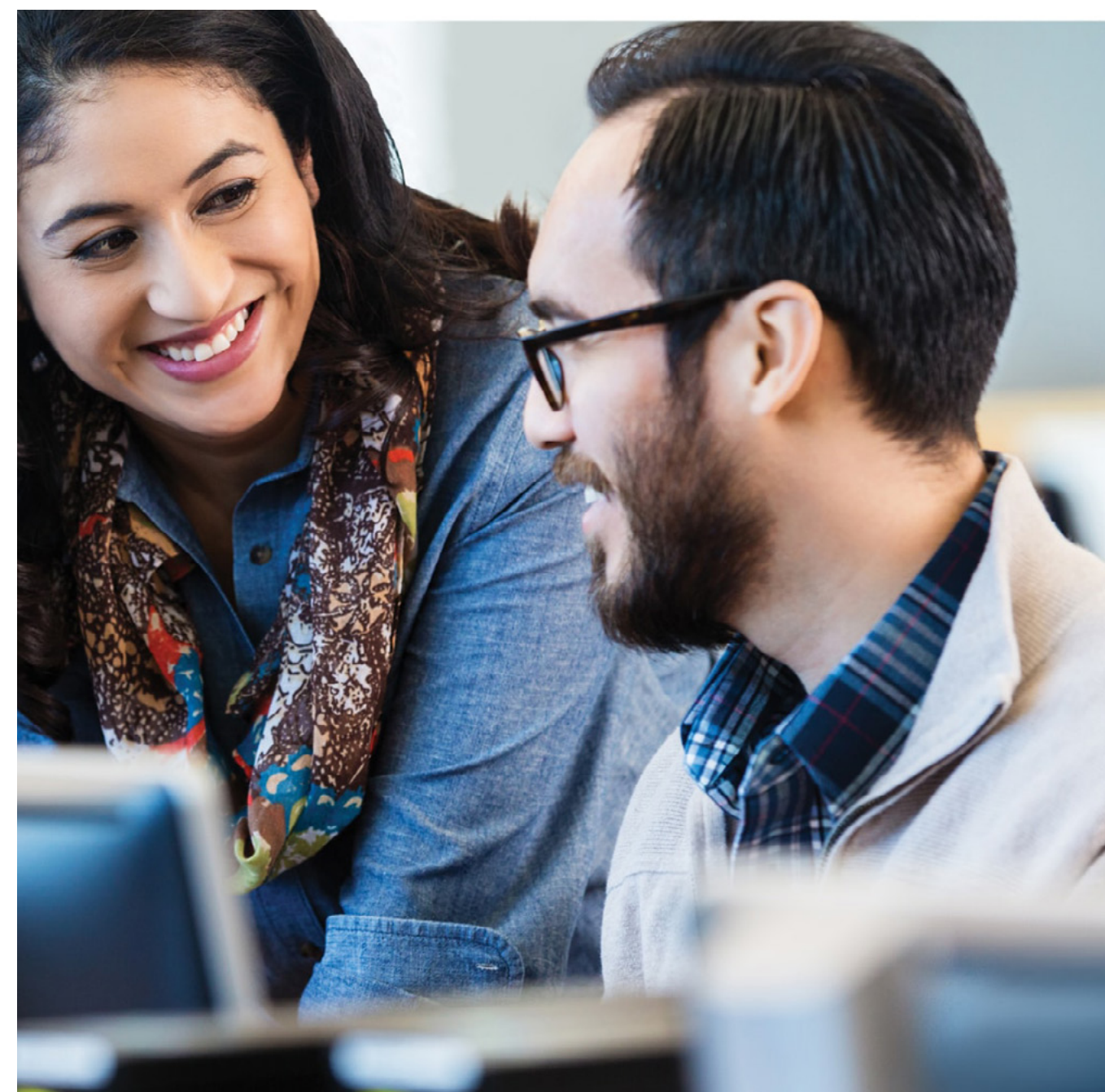
PARTNER ENGAGEMENT

Through our Product and Partner Management (PPM) organization, we engage regularly with our partners to build mutually beneficial relationships, share ideas and discuss customer needs. We have relationships with more than 1,000 leading and emerging vendor partners, which enables us to provide customers with access to over 100,000 of our partners' products and services, combined with CDW's deep technical resources.

Over the last few years, we have had increased engagement with our partners on ESG-related topics. Similar to CDW, many of our top vendor partners are committed to sustainability and have ESG programs, which is reflected in their publicly available materials. Here are some of the ways we have engaged with our partners on ESG matters:

- **Direct outreach:** ESG topics are included in our questionnaire used by coworkers to nominate distribution partners for potential onboarding. In addition, we regularly exchange ESG best practices with our vendor partners, and actively collaborate with our vendor partners to better understand how our ESG programs align and how we can work together to increase the success of each of our efforts. For more information, see the Stakeholder Engagement section on [page 17](#) of this report.

- **Partner Summit:** Each year, more than 1,000 key vendor partners and coworkers come together at Partner Summit to network, learn and grow. The theme of the 2021 Partner Summit was Empowerment, and we followed through on that by talking with our partners about our shared interest in digital equity, diversity, equity and inclusion (DEI) and community engagement overall. For more information, see the Partner Summit sidebar on [page 41](#) of this report.
- **Philanthropy and volunteerism:** CDW coworkers collaborating with partners enables us to multiply our social impact. Together, we support a variety of nonprofit organizations and participate in local volunteer programs such as community cleanup days for parks, beaches and playgrounds. We also work closely with our partners to accelerate diversity, equity and inclusion in the technology field and achieve digital equity in disadvantaged schools and communities. For more information, see the Social Impact section beginning on [page 40](#) of this report.
- **Business diversity:** CDW is a member of the Billion Dollar Roundtable – and spent more than \$3.4 billion with small and diverse businesses in 2021 and more than \$20 billion with such businesses since the formal business diversity program started in 2007. For more information on this ongoing priority for CDW, see the Business Diversity section beginning on [page 37](#) of this report.



► **Additional Resources Related to This Section:**
[CDW Partner Code of Conduct](#)



GOVERNANCE

Inspiring Trust and Confidence
in All Our Stakeholders

- 64. CORPORATE GOVERNANCE
- 67. ETHICS AND COMPLIANCE
- 69. DATA PRIVACY AND INFORMATION SECURITY



CORPORATE GOVERNANCE

At CDW, we understand that integrity, trust and good corporate governance matter to all our stakeholders. By ensuring smart governance and ethics and compliance practices, we continue to earn the trust and confidence of our stakeholders, which enables us to sustain our success and create long-term shareholder value.

Corporate Governance Highlights

- ✓ Independent Chairman
- ✓ Annual election of all directors
- ✓ All of our directors, other than our President and Chief Executive Officer, are independent and the independent directors regularly meet in executive session
- ✓ 100% independent Audit, Compensation and Nominating and Corporate Governance Committees
- ✓ Four of our Audit Committee members qualify as “audit committee financial experts” under SEC rules
- ✓ 12 year Board term limit to promote Board refreshment
- ✓ Proxy access right
- ✓ Majority vote to elect directors with resignation policy
- ✓ Restrictions on other board service by directors
- ✓ Annual Board and Audit, Compensation and Nominating and Corporate Governance Committee evaluations
- ✓ No supermajority vote requirements
- ✓ No shareholder rights plan or poison pill

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.

CDW strives to maintain a highly independent, balanced and diverse group of directors that collectively possess the expertise to ensure effective oversight. CDW's Board of Directors is currently comprised of 10 directors and 9 of these directors (other than our President and Chief Executive Officer) are independent. The Board is led by our independent chairman, David Nelms.

CDW promotes Board refreshment by maintaining a 12-year limit on Board members' service. We elected two new Board members in 2021, Sanjay Mehrotra and Anthony Foxx. Both are at the forefront of technology change and innovation, and their unique perspectives and broad experiences will benefit CDW as we continue innovating for our customers, investing in our coworkers and growing our business.

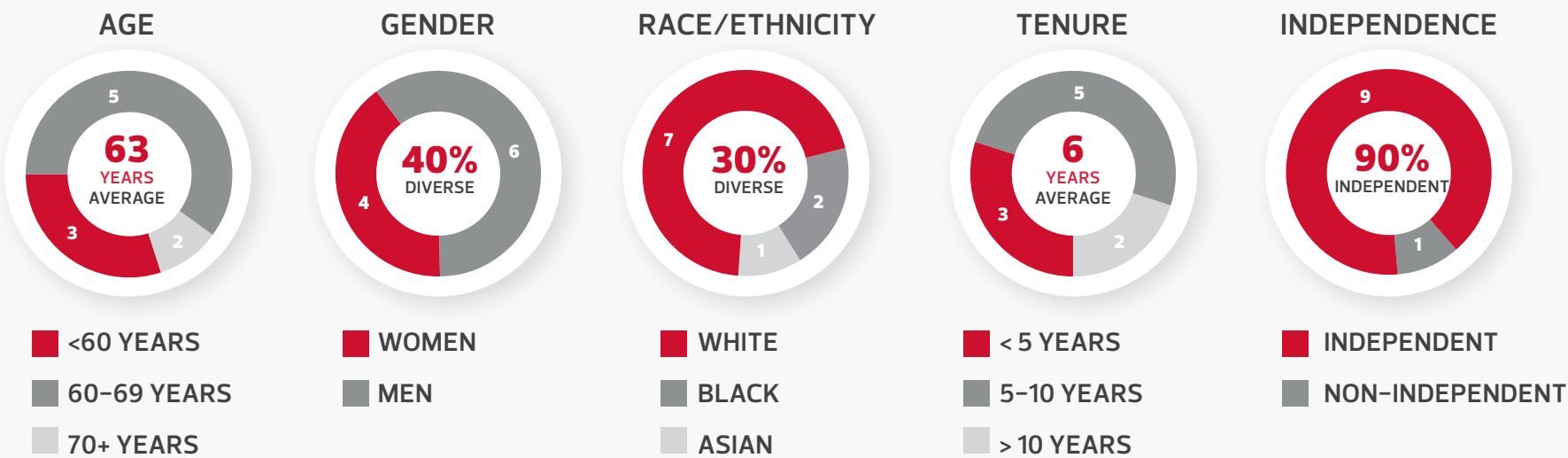
When we undertake a search for a new director, diversity is an important criterion considered during our process.

BOARD DIVERSITY STRENGTHENS OVERSIGHT CAPABILITIES AND HELPS BRING UNIQUE PERSPECTIVES TO OUR ORGANIZATION

Members of our Board have diverse experiences across a broad range of industries. Their complementary skills and viewpoints strengthen the Board's oversight of CDW on behalf of our shareholders. As outlined in the Corporate Governance Guidelines, the Nominating and Corporate Governance Committee purposely seeks Board members who bring diversity to the Board, including complementary skills and experiences.

In addition, we are committed to maintaining gender and racial diversity on our Board, and our two newest directors increased our Board diversity. Of our 10 directors, 40% are women and 30% are professionals of color.

BOARD DIVERSITY HIGHLIGHTS



KEY DIRECTOR SKILLS

Technology/Digital Solutions	Operations	International
Vertical Markets (e.g., Healthcare, Public Sector)	Distribution	Cybersecurity Oversight at Board Level
Strategic Planning/Leadership of Complex Organizations	Finance	Capital Market Transactions
Board Practices of Major Corporations	Sales and Marketing	Legal

The Board's committee structure facilitates actions required for the operation of a public company as well as oversight of specific ESG-related activities. All three of the committees are composed entirely of independent directors.

COMMITTEE

ESG OVERSIGHT RESPONSIBILITIES

Audit	<div>Reviews the Company's ethics and compliance and enterprise risk management programs, including cybersecurity</div> <div>Oversees the company's Business Process Assurance (BPA) program and internal audit responsibilities, including performance and independence of our third-party audit partner</div>
Compensation	<div>Annually reviews compensation trends and developments and the results of a review of risks of our compensation practices and policies</div>
Nominating and Corporate Governance	<div>Oversees our environmental, social and governance programs and policies</div> <div>Periodically reviews our Corporate Governance Guidelines along with developments in corporate governance and recommends changes, which require full Board approval</div>

Our Board understands the importance of our inclusive, performance-driven culture to our ongoing success and is actively engaged with our President and Chief Executive Officer, Chief Coworker Services Officer and Senior Vice President, Coworker Services on a broad range of human capital management topics. The Board reviews the results of our annual talent review process and succession plans for our President and Chief Executive Officer and other executive officers. In addition, talent strategy is regularly discussed with the Board, including culture, diversity, equity and inclusion, recruiting, retention, engagement and talent development.



► **Additional Resources Related to This Section:**
Governance-related documents on the [investor section](#) of our website.

ETHICS AND COMPLIANCE

We understand the level of trust that our coworkers, shareholders, 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.

A LOOK INSIDE THE CDW WAY CODE

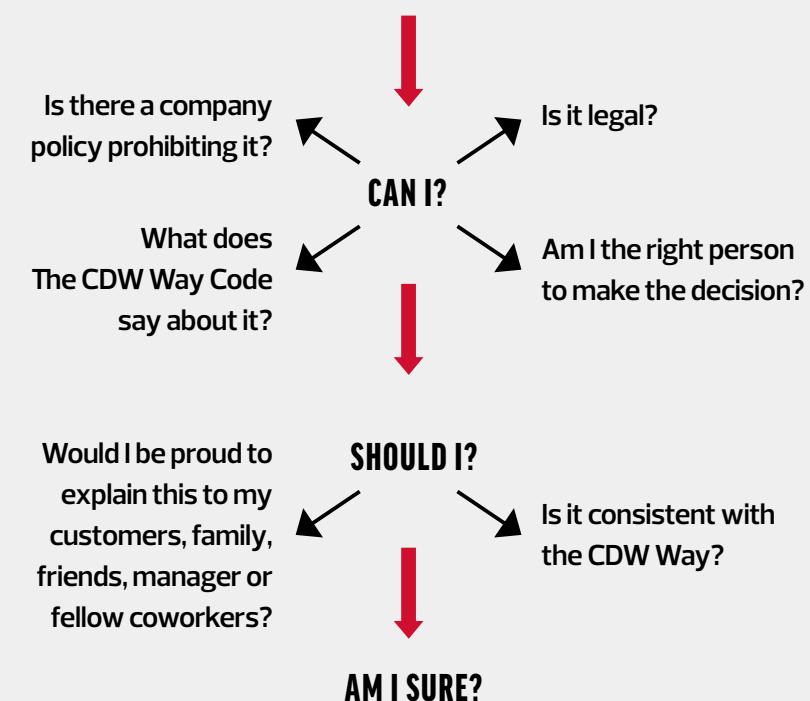
The CDW Way Code, which applies to all coworkers and directors, is the basis for how we work at CDW. It defines our standards for corporate behavior and provides direction and insight on the ethical and legal issues coworkers may face.

Topics addressed in the Code include:

- Confidentiality of company, customer and business partner information
- Avoidance of conflicts of interest
- Compliance with government contracting requirements
- Fair dealing
- Marketing practices
- Financial integrity

The CDW Way Code 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.

We expect our coworkers to apply The CDW Way Code to their everyday work by asking themselves three questions for any tough decisions they face:



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 also is a critical factor in our Talent Review Process and Performance Management Process. Our legal and ethics and compliance teams regularly review the Code for possible updates, as well as oversee the related training and annual acknowledgement.

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 accessed 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.

At the start of 2022, we rolled out updated training for our coworkers on the Code, including introducing our “Your Voice Has Power” platform to broaden awareness of the Code and Ethics Helpline. As part of our commitment to our ethics program and our coworkers, we will continue to add robust, topic-specific training modules and offerings in 2022 and beyond.

CDW is committed to maintaining an effective compliance program. We periodically use a third-party partner to assess our program to ensure we are meeting specific requirements and provide insights and suggestions for continuous improvement. Through this process, we developed a three-year strategic roadmap to help ensure we are properly identifying and addressing risk throughout CDW, and we are making progress on this strategy. In 2021, we increased global collaboration, built more effective training programs, assessed our privacy program and developed M&A due diligence guidelines specific to ethics and compliance. Looking ahead, we are focused on continuing to execute against this roadmap to elevate our program and maintain strong engagement with coworkers.

YOUR VOICE HAS POWER

IT MATTERS WHEN YOU SPEAK UP

How ITs Done

If something seems unethical, improper, or if you need guidance on the best course of action:



Talk to either:

- Your manager or supervisor



- Coworker Services

coworker@cdw.com

- Ethics & Compliance

cdwway@cdw.com

Or contact the Ethics Helpline:

- Report online [EthicsPoint - CDW](#)



- or Call 877.7.CDWWAY or 877.723.9929

Point your smartphone camera at this QR code, then tap the pop-up notification to go to the [EthicsPoint - CDW](#)



RETALIATION IN ANY FORM IS STRICTLY PROHIBITED

CDW strictly prohibits retaliating against someone who makes a good faith report or participates in an investigation.

WHAT HAPPENS WHEN YOU SPEAK UP

1

YOU HAVE A GOOD FAITH CONCERN OR NEED TO ASK A QUESTION

- You contact your manager or supervisor, Coworker Services, Ethics & Compliance, or [EthicsPoint - CDW](#).
- You provide details about your concern or question.
- You can choose to remain anonymous using [EthicsPoint - CDW](#).

2

WE REVIEW

- We treat your report seriously, fairly, and promptly.
- We treat your report as confidential, sharing as needed to complete our review.

3

WE TAKE APPROPRIATE ACTION

- We take appropriate action if something needs to be fixed.
- For confidentiality reasons, we may or may not be able to make you aware of the outcome of the review or any actions taken.

► **Additional Resources Related to This Section:**
[The CDW Way Code](#)

DATA PRIVACY AND INFORMATION SECURITY

The respect and protection of information assets for our business, coworkers, customers and partners is one of our most important responsibilities. It is essential to our business and the trust we seek to maintain with all our stakeholders, and it is the reason we maintain robust data privacy and information security programs and strategies.

Our data privacy and information security strategies are codified through comprehensive global policies and related procedures and requirements, all of which are aligned with CDW's enterprise risk management program.

In 2021, we built on our approach to continuously strengthening data privacy and information security at CDW. This included reorganizing our related information security roles across the globe under the Office of our Chief Information Security Officer (CISO) to form one Global Information Technology (IT) Governance, Risk and Compliance team. This change reflects CDW's commitment to continuous improvement in our information security posture, fortifying an integrated global organization equipped to effectively address security risks wherever they may occur in our business.

2021 DATA PRIVACY AND INFORMATION SECURITY HIGHLIGHTS

- Created our global IT Governance, Risk and Compliance organization to focus on closing gaps, minimizing inefficiencies and standardizing security operations practices across our business
- Streamlined, standardized and simplified the information security questionnaire used to evaluate information security controls implemented by our partners
- Redesigned our third-party privacy vendor questionnaire to a risk-weighted assessment to ensure we establish high, risk-appropriate data privacy standards and expectations for our vendors

We promote a strong culture of awareness through regular coworker training and communications. All CDW coworkers are required to complete annual information security training as well as regular data privacy training.

UNDERSTANDING AND MANAGING INFORMATION SECURITY RISK

Our global IT Governance, Risk and Compliance organization focuses on four critical areas:

RISK MANAGEMENT

Proactively identifying and mitigating risks to an appropriate level to strengthen resiliency across our organization

CDW guards against both internal and external threats, gauging the effectiveness of current controls to maintain confidentiality, integrity and availability of information, while continuously adapting to the rapidly evolving landscape of technology. We proactively manage our information security risks by implementing processes and procedures that use well-known, industry-accepted frameworks such as ISACA COBIT 5 and NIST's Cybersecurity Framework (CSF). Our risk management framework is deployed at the organizational, operational and systems levels.

COMPLIANCE

Defining and adhering to a set of rules and best practices that are aligned to the evolving regulatory landscape

Our information security risk frameworks, controls and management programs are critical to enabling compliance with applicable data privacy and information security requirements. 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. Additionally, we follow a consistent monitoring process that allows us to react quickly to the evolving legal and regulatory landscape.

CYBERSECURITY

Protecting and defending our data, as well as the data entrusted to us, from cyber threats

Our Vulnerability Management Policy defines the effective identification, prioritization and treatment of cybersecurity risks. We scan our systems regularly and stay informed of emerging security threats by leveraging reputable outside sources and threat intelligence. Additionally, CDW's learning culture extends to our cybersecurity efforts, and we maintain a complete schedule of awareness and education initiatives. Phishing exercises are sent to all coworker inboxes multiple times per year. We offer additional support and education to coworkers who may be particularly vulnerable to a cyberattack due to their roles within the organization. We collaborate with independent, third-party security partners to perform penetration testing to help us better understand the effectiveness of our controls. Any vulnerabilities identified are fed into our risk assessment process for further evaluation and prioritization.

GOVERNANCE

Ensuring our global processes, policies and efforts maintain an appropriate balance between security requirements and business needs

As our business continues to grow and technology becomes ever more ubiquitous, we are mindful of having the structure, policies and systems in place to manage today's challenges and needs, as well as anticipate and prepare for additional challenges as they appear on the horizon. We have implemented an IT Governance Management framework that takes a holistic approach to protecting CDW and customer data and systems. This means that CDW is continuously integrating best practices into how it operates and building security into process by design. Core competencies are defined around industry-best-practice frameworks and are aligned under specific disciplines of responsibility within our information security leadership team. This framework enables the team to clearly define objectives and key results, roadmap components and align to strategic and operational goals while protecting data and systems.

COMPREHENSIVE DATA PRIVACY EFFORTS ARE CRITICAL TO ENSURING COMPLIANCE

Our Chief Information Security Officer (CISO) and Global IT Governance, Risk and Compliance team are responsible for coordinating and managing our information security program, while our data privacy program is managed by our ethics and compliance team.

We meet or exceed various data privacy regulations and other requirements related to proper collection, use, storage and deletion of data. Our California Privacy Disclosures and European Economic Area Privacy Disclosures, which supplement the information contained in the CDW Privacy Notice, provide more information about CDW's data privacy practices in certain regulated jurisdictions.

To reinforce CDW's ability to comply with our data privacy compliance obligations, we introduced a strategic data privacy framework, and we continue to invest in platforms to ensure responsible handling of sensitive data and the ability to comply with a variety of data privacy obligations.

CDW's risk and information security management programs operate under well-known, industry-accepted frameworks. Additionally, CDW's information security management program is ISO 27001:2013 certified and CDW undergoes regular audits by a certified, third-party accreditation body to maintain that certification.

Our IT Governance Management framework defines **50+ core competencies** for information security at CDW, each supported by defined owners, key activities, documented success criteria and maturity and metrics.

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
- Software and analytics integration

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



Additional Resources Related to This Section:
[Global Data Privacy Policy and related information](#)

NON-GAAP EXPLANATION AND FORWARD-LOOKING STATEMENTS

USE OF NON-GAAP FINANCIAL MEASURES

Non-GAAP operating income is not based on generally accepted accounting principles in the United States ("non-GAAP"). CDW believes this non-GAAP financial measure provides helpful information with respect to the underlying operating performance of CDW's business, as it removes the impact of items that management believes are not reflective of underlying operating performance. For a reconciliation of this non-GAAP financial measure to the applicable most comparable US GAAP financial measure, see below. Reconciliations for this financial measure are also included on the investor relations section of the company website at www.cdw.com. Non-GAAP measures used by CDW may differ from similar measures used by other companies, even when similar terms are used to identify such measures.

(Unaudited)
(\$ in millions)

Non-GAAP Operating Income Reconciliation

	2016	2017	2018	2019	2020	2021
Operating income	\$ 820.0	\$ 866.5	\$ 987.3	\$ 1,133.6	\$ 1,179.2	\$ 1,419.0
Amortization of intangibles ⁽¹⁾	187.2	185.1	182.7	178.5	158.1	94.9
Equity-based compensation	39.2	43.7	40.7	48.5	42.5	72.6
Acquisition and integration expense	7.3	2.5	1.2	3.6	4.9	54.3
Other adjustments	(5.4)	9.0	4.7	4.2	19.9	4.6
Non-GAAP operating income	<u>\$ 1,048.3</u>	<u>\$ 1,106.8</u>	<u>\$ 1,216.6</u>	<u>\$ 1,368.4</u>	<u>\$ 1,404.6</u>	<u>\$ 1,645.4</u>

(1) Includes amortization expense for acquisition-related intangible assets, primarily customer relationships, customer contracts and trade names.

FORWARD-LOOKING STATEMENTS

Statements in this report that are not statements of historical fact are forward-looking statements within the meaning of the federal securities laws, including without limitation statements regarding CDW's ESG initiatives, growth strategy and plans for stakeholder value creation. These statements involve risks and uncertainties that may cause actual results or events to differ materially from those described in such statements. Important factors that could cause actual results or events to differ materially from CDW's expectations, or cautionary statements, are disclosed under the sections entitled "Risk Factors" and "Management's Discussion and Analysis of Financial Condition and Results of Operations" included in CDW's Annual Report on Form 10-K for the year ended December 31, 2021 (the "Form 10-K") and in CDW's subsequent Quarterly Reports on Form 10-Q filed with the Securities and Exchange Commission. Refer to page 3 of the Form 10-K for additional information. CDW undertakes no obligation to publicly update or revise any forward-looking statement as a result of new information, future events or otherwise, except as required by law.

WE MAKE
TECHNOLOGY
WORK SO
PEOPLE CAN
DO GREAT THINGS

2021 ESG REPORT



CONTACT US

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