



WE MAKE **TECHNOLOGY** WORK SO **PEOPLE** CAN
DO GREAT THINGS

2022 ESG REPORT





TABLE OF CONTENTS

ABOUT CDW

Sustaining a Successful Business

- 4. MESSAGE FROM OUR CHAIR, PRESIDENT AND CEO
- 5. ESG MILESTONES AND HIGHLIGHTS
- 6. CDW OVERVIEW AND PURPOSE
- 7. RECOGNITIONS
- 9. ESG AT CDW

ENVIRONMENTAL

Protecting the World We Share

- 15. ENVIRONMENTAL MANAGEMENT
- 16. CLIMATE ACTION
- 17. ENERGY EFFICIENCY
- 19. MATERIALS AND MATERIALS EFFICIENCY

SOCIAL

Making a Difference for All Our Stakeholders

- 23. DIVERSITY, EQUITY AND INCLUSION
- 31. BUSINESS DIVERSITY
- 34. SOCIAL IMPACT
- 41. COWORKER ENGAGEMENT AND WORKPLACE CULTURE
- 46. OCCUPATIONAL HEALTH AND SAFETY
- 50. COWORKER TRAINING, EDUCATION AND DEVELOPMENT
- 53. PAY AND EQUAL REMUNERATION
- 54. COWORKER BENEFITS
- 56. SUPPLY CHAIN RESPONSIBILITY

GOVERNANCE

Inspiring Trust and Confidence in All Our Stakeholders

- 61. CORPORATE GOVERNANCE
- 65. ETHICS AND COMPLIANCE
- 67. DATA PRIVACY AND INFORMATION SECURITY

ABOUT CDW

Sustaining a Successful Business

4. Message from Our Chair, President and CEO

5. ESG Milestones and Highlights

6. CDW Overview and Purpose

7. Recognitions

9. ESG at CDW



MESSAGE FROM CHRISTINE A. LEAHY

Every day, CDW coworkers are inspired by our purpose to **make technology work so people can do great things.**

Within our One CDW culture, we work together to deliver strong performance across all areas of the company – how we engage and develop our coworkers, deliver for our customers, work with our partners, care for our planet, support our communities and drive results for our investors.

CDW is raising the bar on our environmental, social and governance (ESG) program and we are proud to share details of the notable progress we made in 2022. We have expanded the leadership and governance of our ESG program, named a global head of ESG and designated risk and ESG business leaders across the business. We also created a Climate Task Force to drive climate awareness within CDW and lead the development of our global climate strategy.

Our commitment to sustainable and socially responsible technology implementation remains a priority and we have advanced these efforts by enabling online searchable access for customers to an expanded portfolio of environmentally certified products and cloud-based solutions that improve energy efficiency. Our environmental efforts also include continuing to focus on waste reduction at our facilities and expanding

our participation in leading electronics recycling programs that benefit our customers, partners and communities.

We are very proud of the outstanding efforts of our coworkers in the areas of workplace culture and coworker engagement, diversity, equity and inclusion, business diversity, digital equity and other forms of social impact. We are also pleased to highlight in this report that we have made the strategic decision to align our ESG priorities with eight of the UN Sustainable Development Goals.

Every coworker and many of our value chain partners help us advance our ESG initiatives. As we continue our ESG journey, we are committed to building on our achievements and delivering value to all our stakeholders and amplifying our impact by working with partners and customers. I am excited about the future of CDW and the growing impact of our ESG initiatives.

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



Christine A. Leahy

Chair, President and Chief Executive Officer



I am excited about the future of CDW and the growing impact of our ESG initiatives.

CDW'S 2022 ESG MILESTONES AND HIGHLIGHTS



ENVIRONMENTAL

- Created a cross-functional, geographically diverse **Climate Task Force**
- Derived **98%** of our overall electricity usage from renewable sources and **100%** renewable energy sourcing for single-tenant buildings in the UK
- Enhanced customer access to an expanded portfolio of environmentally certified products (**Energy Star, EPEAT and TCO Certified**)
- Outperformed our waste diversion goal of **+90%** at our two US distribution centers for the fourth year in a row
- Expanded our **IT Asset Disposition (ITAD) program**, which facilitates the recovery and recycling of devices that are no longer being used



SOCIAL

- | | |
|---|--|
| Welcomed our first group of Legacy Excellence Program fellows in May 2022 – 16 students from 4 premier HBCUs | \$3.6 billion in diverse spend in 2022, working with approximately 1,400 minority-owned, woman-owned, veteran-owned and small, disadvantaged businesses |
| 880+ volunteer hours completed by coworkers in the US and Canada during Empower Month in October, benefiting over 540 nonprofit organizations | Won approximately 20 prestigious third-party awards for our commitment to ESG, coworker engagement and workplace culture, diversity, equity and inclusion, and business diversity |
| Extended our Coworker Experience to engage ~2,600 new coworkers who joined CDW from the Sirius Computer Solutions, Inc. (Sirius) acquisition | Over 3,700 coworkers participated in a Business Resource Group in the US and Canada in 2022, a 14% increase over the previous year; we also have six UK BRGs and the UNITE BRG in Canada |



GOVERNANCE

- Made strategic decision to align our ESG efforts with **8 UN SDGs**
- Received unconditional **ISO 28000/20243** recertification of our overall secure supply chain management program
- Reintroduced and enhanced our information security function under one robust, enterprise-wide organization known as **CDW Global Information Security**



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 products and services range from hardware and software to integrated IT solutions such as security, cloud, hybrid infrastructure and digital experience.



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

CDW AT A GLANCE*

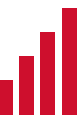
Headquarters
Illinois, USA



Coworkers
~15,100



Annual Net Sales
~\$24 Billion



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



250,000+
Customers



Serving Customers in
150+ Countries



Distribution Centers
3**



*As of December 31, 2022 **2 in the US; 1 in the UK

RECOGNITIONS

The following awards and third-party recognitions highlight our commitment to a proactive ESG agenda and our dedication to making a positive impact for all our stakeholders and the world we share with them.

OVERALL ESG RECOGNITION



Ranked 11th among Nasdaq 100 companies for our ESG reputation



Recognized by JUST Capital for doing right by all key CDW stakeholders



Recognized by EcoVadis for having a top-tier sustainability management system – in the top 25% of companies scored by EcoVadis

WORKPLACE AWARDS



Named to *Forbes* list of World's Best Employers



Ranked No. 9 among large organizations in 2023



Won Glassdoor Employees' Choice Awards, a list of the Best Places to Work in 2022



Named a best place to work in Chicago based on competitive compensation and benefits as well as remote and flexible work opportunities, programs for DEI and other people-first cultural offerings

DIVERSITY, EQUITY AND INCLUSION AWARDS



CDW once again met all the criteria to earn a 100% rating on The Human Rights Campaign Foundation's Corporate Equality Index and the designation of being a 2022 "Best Place to Work for LGBTQ+ Equality"



Named one of the Best Places to Work for Disability Inclusion on the 2022 Disability Equality Index®; CDW was among the top-scoring businesses with a score of 90



Consistently recognized as a leading employer for women by several organizations – one of the Best Companies for Women by Fairygodboss and by *Forbes* as a Top Female-Friendly Company and *Forbes* Best Employers for Women



Recognized by several leading organizations for our commitment to creating opportunities for US veterans and active-duty service members

BUSINESS DIVERSITY RECOGNITION



Earned membership in the Billion Dollar Roundtable, ranking among an exclusive group of US-based companies that procure more than \$1 billion annually on a first-tier basis from minority- and woman-owned businesses



Continued to be named to the "Best of the Best" lists by top industry publications including *Black BOE Journal*, *Professional Women's Magazine*, *Hispanic Network* and *DIVERSEability Magazine*



Recognized by the Women's Business Enterprise National Council for our supplier diversity program and our commitment to reduce barriers and drive growth for women-owned businesses

ESG AT CDW

At CDW, we **make technology work so people can do great things**. Those great things include collaborating with our coworkers, customers, technology partners and communities to improve the environment, create positive social impact and live and operate in a more sustainable and ethical world.

Our ESG journey and priorities are focused on where CDW is uniquely positioned to make the greatest impact and sustainably add value for our stakeholders.



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

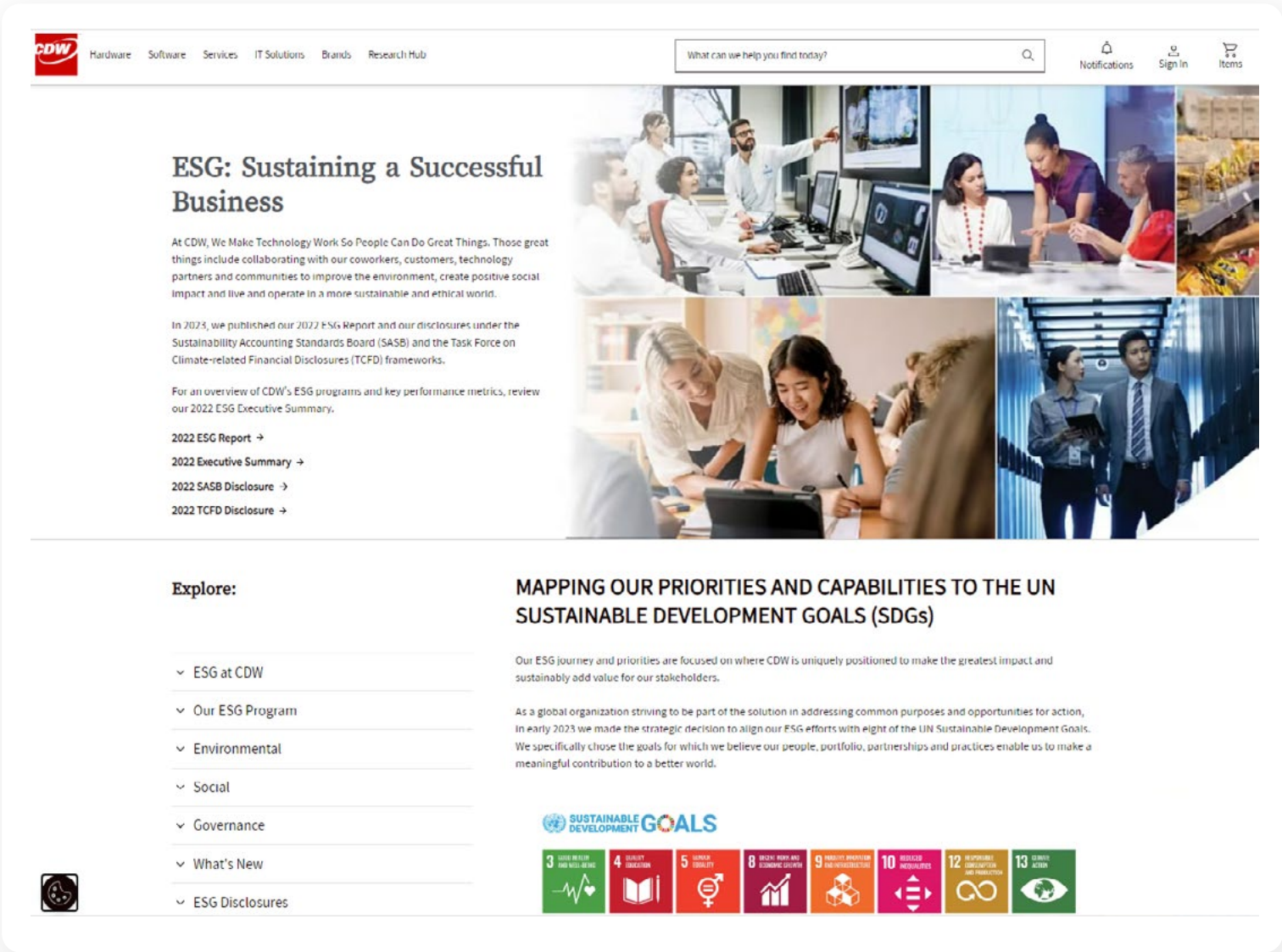
2022 PROGRESS AND STRATEGIC MILESTONES

2022 was a year of significant ESG progress and milestones. We extended our efforts to address critical areas such as access to environmentally certified products, climate action, waste reduction, coworker engagement, recruiting of tech talent, diversity, equity and inclusion, social impact, business diversity, governance and ethics, and global information security. We also significantly expanded our efforts to engage in ESG discussions with our investors, coworkers, customers, partners and communities.

Specific strategic milestones during the year included:

- Added a **global head of ESG** to our team and **designated risk and ESG business leaders** across the business
- Began refining our **ESG governance structure** to drive greater accountability and ongoing engagement with leaders and subject matter experts
- Engaged leaders and teams throughout the enterprise in an **ESG strategy development process**
- Created a cross-functional, geographically diverse **Climate Task Force** to drive climate awareness within CDW and lead the development of the company's global climate strategy
- Made the strategic decision to align our ESG efforts with eight of the **UN Sustainable Development Goals**
- Initiated an **ESG materiality assessment refresh** that will be completed in 2023 and will guide our strategic focus in the coming years

You can read about all these efforts, and the impact we are having, in this report and on our [ESG website](#). We are committed to a high degree of transparency about our ESG performance – in this report, on the website, in our Task Force on Climate-related Financial Disclosures (TCFD) and Sustainability Accounting Standards Board (SASB) disclosures and in our proxy and annual report.



ESG GOVERNANCE STRUCTURE

We are in the process of integrating ESG into more and more groups and functions within our organization. For example, we are integrating ESG into our risk management framework, and we are empowering our customer- and partner-facing coworkers to find ways for CDW to advance customers' ESG efforts. To drive collaboration and accountability, we have refined our ESG governance structure to drive more awareness, collaboration and accountability across CDW.

ESG GOVERNANCE AT CDW

Board of Directors

Oversight of ESG activities

ESG Steering Committee

Executive-level committee that provides oversight of strategy

ESG Core Team

ESG coordination across the business

Risk and ESG Business Leaders

Cross-functional leadership of major initiatives

ESG Work Groups

Subject matter expertise and implementation

ESG PILLARS AND MATERIAL TOPICS

In late 2022, we initiated an ESG materiality assessment refresh that will be completed in 2023 and will guide our strategic focus for the coming years. So far, we have noticed a high degree of consistency with our previous assessment, plus a few areas of growing importance such as the focus on sustainable and socially responsible products and solutions.

MAPPING OUR PRIORITIES AND CAPABILITIES TO THE UN SUSTAINABLE DEVELOPMENT GOALS (SDGS)

As a global organization striving to be part of the solution in addressing common purposes and opportunities for action, in early 2023 we made the strategic decision to align our ESG efforts with eight of the UN Sustainable Development Goals. We specifically chose eight goals for which we believe our people, portfolio, partnerships and practices enable us to make a meaningful contribution to a better world.



ENVIRONMENTAL

Protecting the World We Share

- Environmental Management
- Climate Action
- Energy Efficiency
- 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



ENGAGING WITH OUR
STAKEHOLDERS THROUGHOUT
OUR ESG JOURNEY – AND THEIRS

Every year, we steadily increase our engagement with our stakeholders on ESG topics. In 2022, we continued to focus on engaging with the investment community, coworkers (current and potential), customers, partners, communities and ESG ratings organizations. We gain and share valuable insight from our varied discussions with our stakeholders and we are committed to helping them make progress on their ESG priorities, where we have natural shared interests, needs and opportunities. The table on this page summarizes how we engaged with our stakeholders on ESG matters in 2022.

SUMMARY OF CDW'S ESG ENGAGEMENT WITH STAKEHOLDERS		
Stakeholder groups	Primary topics of discussion	How we engage
Investment community	"Clean tech" products; climate action; diversity, equity and inclusion; economic performance; ESG frameworks alignment (SASB and TCFD); governance and ethics; supply chain responsibility	Conference calls; ESG-related reports and other disclosures; investor meetings
Coworkers (current and potential)	Community engagement/social impact; coworker benefits; coworker engagement and workplace culture; coworker training, education and alignment; development of tech talent; diversity, equity and inclusion; economic performance; governance and ethics; occupational health and safety; pay and 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; industry organizations such as Tech for Good and Women in Tech; intranet postings; recruiting materials; town hall meetings; training sessions
Customers	Accessibility to socially responsible and environmentally certified products; business diversity; climate action; data privacy and information security; digital equity; governance and ethics; supply chain responsibility	1-on-1 meetings; community engagement projects (joint); participation in EcoVadis sustainability assessment; industry organizations such as Tech for Good and Women in Tech
Partners	Board and leadership diversity; business diversity; climate action; community engagement and social impact; data privacy and information security; digital equity; economic performance; governance and ethics; supply chain responsibility	1-on-1 meetings; community engagement projects; industry organizations such as Tech for Good and Women in Tech; Partner Code of Conduct; Partner Summit; industry ESG/sustainability programs sponsored by partners
Communities	Business diversity; coworker benefits; community engagement and social impact; digital equity; economic performance; governance and ethics	Community engagement projects; coworker volunteerism; nonprofit Board service; philanthropy
ESG ratings organizations	Board and leadership team diversity; disclosures (quality, timeliness and completeness); ESG frameworks alignment (SASB and TCFD); governance and ethics; materials and materials efficiency; greenhouse gas emissions; pay and equal remuneration; supply chain responsibility	Direct outreach to analysts; ESG-related reports and other disclosures; online portals

ENVIRONMENTAL

Protecting the World We Share

CDW is committed to being a good steward of the environment and earth's natural resources. We strive to continuously improve our own environmental performance while growing our business and supporting our partners and customers. Given CDW's role in the technology sector as a leading multi-brand technology solutions provider, our greatest opportunities to impact the environment lie in collaborating with our supply chain and working with our partners and customers to help them achieve their environmental goals. This includes continuing to expand our offering of sustainable and socially responsible technology products and solutions.

15. Environmental Management

16. Climate Action

17. Energy Efficiency

19. Materials and Materials Efficiency



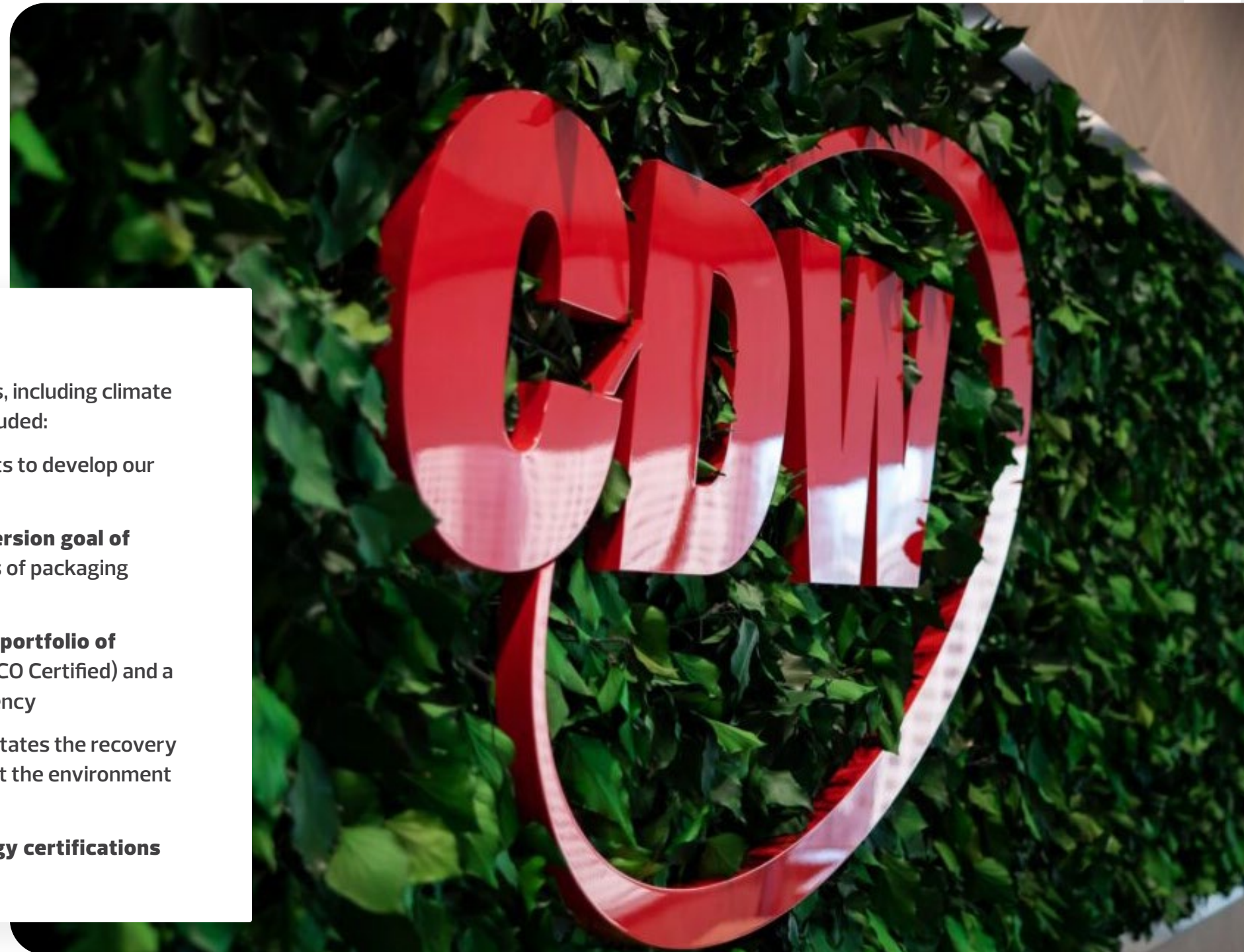
ENVIRONMENTAL MANAGEMENT

We have environmental programs at all CDW facilities. 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 Systems. 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 provide frameworks for monitoring and enhancing our programs. Additionally, our remote deployment services promote efficiency and productivity while reducing our environmental impact.

2022 ENVIRONMENTAL HIGHLIGHTS

In 2022, we made significant progress on our environmental priorities, including climate action, energy efficiency and waste reduction. Notable highlights included:

- Created our **Climate Task Force** and worked with outside experts to develop our long-term, enterprise-wide climate strategy and action plans
- At our two US distribution centers, outperformed our **waste diversion goal of +90%** for the fourth year in a row and recycled thousands of tons of packaging material, cardboard and paper
- Enabled online searchable access for customers to an **expanded portfolio of environmentally certified products** (Energy Star, EPEAT and TCO Certified) and a broad range of cloud-based solutions that improve energy efficiency
- Expanded our **IT Asset Disposition (ITAD) program**, which facilitates the recovery and recycling of devices that are no longer being used – to benefit the environment and protect the security of users' data
- Maintained our **environmental management system and energy certifications** in the US, Canada and UK



CLIMATE ACTION

CDW is committed to doing our part to address climate change, including ongoing efforts to improve the energy efficiency of our business. However, given the non-manufacturing nature of our operations, our facilities do not represent a significant climate footprint. In fact, our Scope 3 (value chain) greenhouse gas (GHG) emissions represent the vast majority of our total GHG emissions, as reported in our [2021 Greenhouse Gas Emissions Summary](#) on our ESG website. Our biggest opportunities lie in working with our customers and partners to collaboratively reduce emissions and meet shared environmental goals – and we are expanding our efforts in this regard.

CDW's approach to climate action is to be a connector of ideas in collaboration with key partners and customers and in the technology industry overall. As a result, we currently have dozens of active engagements globally – often working directly with many of the top brands in the industry. Driven by customer demand, climate change considerations are becoming an important element in our efforts to enhance our supply chain responsibility programs.

We report our Scope 1, 2 and 3 GHG emissions. The development of our SASB and TCFD disclosures have enhanced internal awareness of our climate impact, a fundamental step in the decarbonization journey. By completing our greenhouse gas inventory across our value chain, we are learning more about our best opportunities for further carbon reduction. (For more information, see our [SASB and TCFD disclosures on our website](#).)

In 2022, we created a cross-functional, geographically diverse Climate Task Force to drive greater climate awareness and lead the development of a global climate strategy. We also are focused on increasing collaborations with our technology partners on energy-efficient products and coordinating further with our third-party shipping and logistics partners. Our three distribution centers have formed a committee to generate and elevate ideas from coworkers about how to improve efficiency and reduce their environmental footprint.

EMBEDDING ENVIRONMENTAL CONSIDERATIONS IN OUR PARTNER AND CUSTOMER RELATIONSHIPS

We continue to elevate our role in sustainable and socially responsible technology by working with our technology partners to promote their environmentally certified products and solving for our customers' outcomes around their ESG goals and priorities.

In 2022, CDW made it easier for our sales teams and our customers to identify and select from a broad range of environmentally certified products (Energy Star, EPEAT, and TCO Certified) and cloud-based solutions that deliver added energy efficiency. CDW e-commerce sites enable customers to filter their online catalog search to identify and buy third party-certified products, and our sales teams are trained to assist clients with finding and selecting these products.

Our goal is to be able to offer our customers a full stack of solutions that addresses a broad spectrum of environmental considerations. In addition to third party-certified products, we are enhancing our ability to deploy and configure products remotely to reduce the environmental impacts of packaging and transportation, and offering device recovery and recycling programs to reduce electronic waste from products that need to be replaced.

ENERGY EFFICIENCY

We track our energy usage and continue to seek ways to drive further efficiency. As part of our ISO 14001 environmental management certification, we identify, assess and plan for implementation of additional energy efficiency improvements. Even though 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, we take sustainability factors and energy certifications into consideration when we evaluate new real estate options.

Our energy efficiency measures include indoor and outdoor LED lighting, motion sensor lighting and conveyor systems in our distribution centers that turn off in response to inactivity, and “smart” HVAC systems that adjust according to business hours and seasonal temperatures. We are also working with our third-party shipping and logistics partners to develop transportation management systems and delivery schedules that help them increase their own energy efficiency, which helps to reduce our transportation-related emissions. Currently, 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, and more than 72% of our US shipments are handled by carriers with climate goals. CDW UK has multiple transportation efficiency efforts in place, including using net zero couriers, bulk purchasing and delivery, and reducing air travel through in-country services.

CDW UK'S ENVIRONMENTAL RESULTS BY THE NUMBERS

Our UK operations' Environment Committee has been instrumental in driving a wide variety of environmental improvements. The committee also sponsors community programs that focus on environmental awareness, park and beach cleanups and tree plantings.

- **98%** of overall electricity derived from renewable sources
- **100%** renewable energy sourcing in our single-tenant buildings
- **>40%** reduction in greenhouse gas emissions between 2020 and 2022 (reporting in line with UK Procurement Policy Note (PPN) 06/21)
- **50,000**-gallon capacity of our on-site rainwater harvesting system
- **45** hybrid vehicles on order for 2023 delivery, representing 59% of our UK fleet
- Solar PV panels installed at **two locations**
- Motion-sensing and/or LED lighting at **all locations**
- **100%** packaging and waste recycling across our operations
- Removal of single-use plastics at **all sites**
- **>£2.5M** of recycled digital assets annually





CDW CANADA RECEIVES SUSTAINABILITY DISTINCTION FROM CISCO

In 2022, CDW Canada became one of Cisco's first Canadian partners to receive the Cisco Environmental Sustainability Specialization. CDW Canada was recognized for its commitment to reduce material consumption and waste. To be eligible for this distinction, the CDW Canada team completed required Cisco-delivered courses, passed all corresponding requirements and signed Cisco's sustainability pledge. With this recognition, Cisco and CDW will work together to support each other's sustainability progress, meet government mandates and provide additional customer opportunities through mutually sustainable business practices.

The shared efforts also extend to the community. In the fall of 2022, more than 40 CDW coworkers in Canada partnered with Cisco to plant more than 200 trees at the Claireville Conservation Area in Ontario. This project, using the hashtag #TreeDW, will help to enhance the habitat for birds and animals, provide communities with clean air and overall improve the natural environment now and for future generations.



MATERIALS AND MATERIALS EFFICIENCY

CDW is committed to supporting the circular economy and responsible consumption through materials efficiency and a reduction in waste to landfill. While we have a wide variety of recycling and reuse programs across our office and warehouse facilities, our largest impact is in two areas: reducing distribution center waste from packaging and other materials and managing electronic waste.

In addition to addressing packaging waste and electronic waste, our other efforts include:

- Use of digital documentation when possible and recycling shredded paper documents if they are used
- Recycling and composting of cafeteria waste
- 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 FIVE YEARS, CDW'S US DISTRIBUTION CENTERS HAVE RECYCLED:

2,115 TONS
OF PACKAGING MATERIAL

8,114 TONS
OF CARDBOARD

376 TONS
OF PAPER

THOUSANDS
OF WOOD AND PLASTIC PALLETS

STRONG RECYCLING PROGRAM KEEPS DISTRIBUTION CENTER WASTE OUT OF LANDFILLS

Our three distribution centers (two in the US and one in the UK) focus on reducing waste to landfill from packaging material, cardboard, paper, and wood and plastic pallets, while still meeting and exceeding customer expectations. We work with our vendor partners and logistics suppliers to evaluate opportunities for smarter packaging solutions that maximize both product protection and material efficiencies.

Our solutions include:

- Reusing our vendor partners' packaging when possible
- Redesigning how cartons are packed and taking dimensional fit into consideration, which enables us to use the least amount of packaging possible
- Using 100% recyclable envelope shippers
- Using pick-pack shipping containers, which are made from the maximum allowable amount of post-consumer recycled material and are 100% recyclable

Our US distribution centers both achieved greater than 92% waste diversion from landfill in 2022, the fourth year in a row that the two distribution centers outperformed their waste diversion goal of +90%.

HELPING CUSTOMERS MANAGE AND REDUCE PAPER CONSUMPTION

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

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

Since CDW joined the program in June 2018, CDW customers have collectively offset the equivalent of more than 1.2 billion standard pages of paper consumption by supporting the reforestation of more than 140,000 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.

CDW is also working with partners on programs to help customers better manage their print needs and costs and stay within their corporate policies for sustainability. The goal of the PrintReleaf program is to deliver on the potential for Forest Positive Printing – to enable customers to be responsible for planting more trees than their printing uses.

ITAD PROGRAM REDUCES E-WASTE

In response to greater demand from both partners and customers, CDW expanded its IT Asset Disposition (ITAD) program in 2022. ITAD enables proper device wiping, removal and recycling services for devices that are no longer being used. We expect to further scale the effort, which would enable us to provide service throughout the life cycle of products – from purchase, warranty and initial deployment to maintenance, proper disposition and the purchase of new devices.

Our trusted e-waste partners are Procurri, which has received R2v3 certification, and AnythingIT, which has been certified by e-Stewards.

ITAD’s impact through AnythingIT in 2022 totaled the following:

- **38,524 devices** processed from CDW customers
- **214,265 pounds** of e-waste diverted from landfills/illegal export



NEW E-WASTE REDUCTION AND CARBON OFFSET PROGRAMS IN 2022

In 2022, we worked with several vendor partners and Procurri to introduce a new carbon offset program. Also in 2022, Igneo Technologies, a Procurri partner, began handling downstream processing of our e-waste. The global company specializes in returning critical metals such as copper, gold, silver and palladium back into the supply chain.

When replacing our own technology devices, we seek to minimize our environmental footprint by finding reuse opportunities for our equipment. At our headquarters in Illinois, we have grassroots, coworker-led initiatives to provide veterans groups, underserved communities and other organizations with access to our gently used equipment.

In the UK, one particularly notable program involved the replacement of approximately 850 legacy mobile phones with new devices. To help manage the process while stay-at-home measures were in place due to COVID-19, we worked with our device provider to implement a new intelligent automation tracking system to assist with distributing new devices and retrieving used ones. The transition resulted in a surplus of legacy mobile phones, which CDW donated to charities and sold to a technology reseller. All proceeds from the sale of the old devices were donated to the UK's largest children's charity, Barnardo's, which focuses on building stronger families, safer childhoods and positive futures.



► Additional Resources Related to This Section:
[CDW's 2022 SASB Disclosure](#)
[CDW's 2022 TCFD Disclosure](#)
[CDW's IT Asset Disposition Services](#)

SOCIAL

Making a Difference for All Our Stakeholders

At CDW, our coworkers are our superpower as we continue to reinforce our One CDW culture, where every coworker has a voice and CDW listens. Our commitments to diversity, equity and inclusion, business diversity, digital equity for our communities and other forms of social impact strengthen us. And we are very proud to have so many partners and customers join us on this journey.

23. Diversity, Equity and Inclusion

31. Business Diversity

34. Social Impact

41. Coworker Engagement and Workplace Culture

46. Occupational Health and Safety

50. Coworker Training, Education and Development

53. Pay and Equal Remuneration

54. Coworker Benefits

56. Supply Chain Responsibility



AMPLIFYING DIVERSITY, EQUITY AND INCLUSION IN ALL WE DO

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 our dedication to our values of **trust**, **connection** and **commitment** are evident and 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 their authentic self.
- In our **supply chain**, we are committed to maintaining an industry-leading business diversity program – our spend with small and diverse businesses totaled \$3.6 billion in 2022 and more than \$24 billion since the program's inception in 2007.
- In our **communities**, we have focused our Social Impact commitments around digital equity to help close the digital divide. Our Social Impact approach empowers coworkers, partners and stakeholders to create sustainable and equitable change in the world.

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

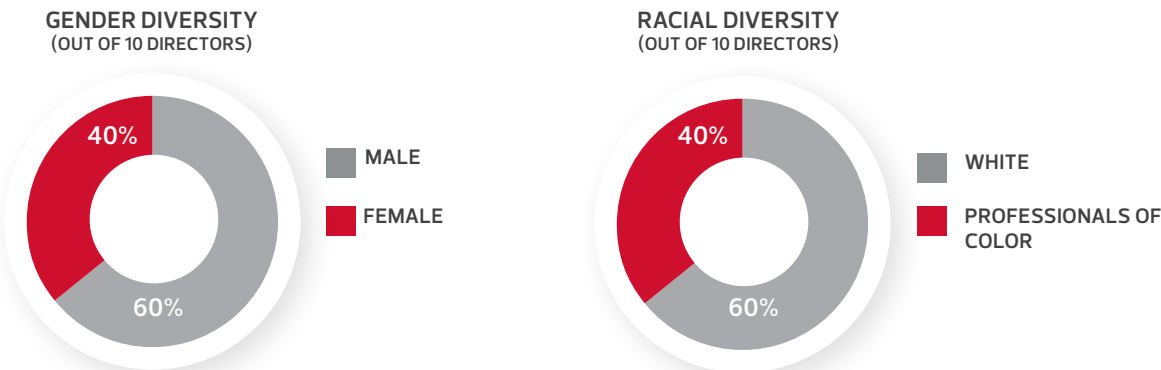
HOW WE DO BUSINESS

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

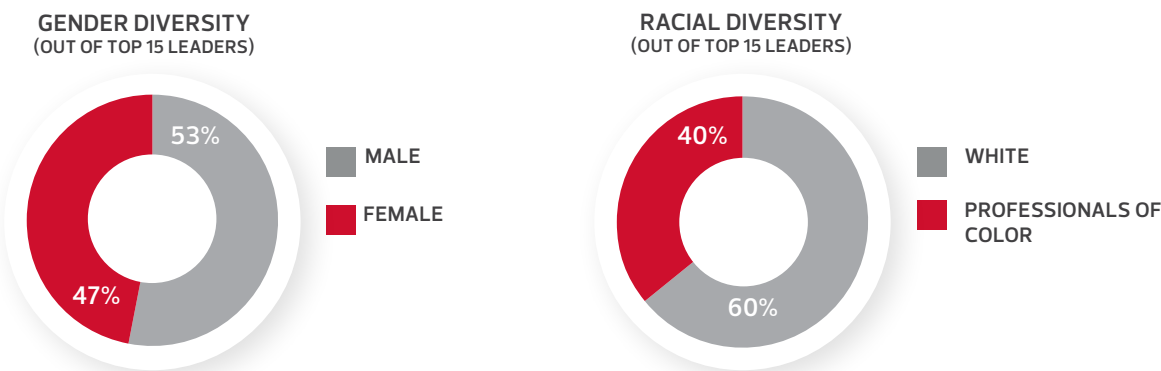


DIVERSITY, EQUITY AND INCLUSION (DEI) AT CDW AT A GLANCE

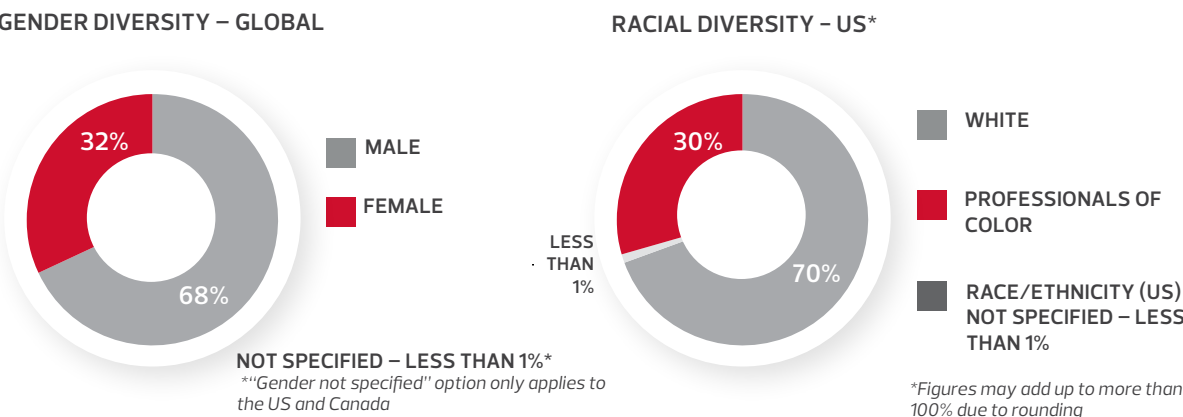
BOARD DIVERSITY



EXECUTIVE COMMITTEE DIVERSITY



COWORKER DIVERSITY



BUSINESS DIVERSITY

OUR DIVERSE SPENDING IN 2022

TOTAL SPEND
\$3.6 BILLION
Total CDW spend with small and diverse businesses in 2022

SUPPORTED A PROJECTED
\$100 MILLION
in wellbeing derived from access to in-home internet and computers

INCREASED DIVERSE SUPPLIER REVENUES SUPPORTED BY
\$830 MILLION
beyond what would otherwise be achieved

\$24 BILLION
Total spend with small and diverse businesses since the program's inception in 2007

SOCIAL IMPACT –
EMPOWERING OUR COMMUNITIES TOGETHER

87 social impact partnerships with nonprofit organizations around the world focused on addressing digital equity

Over **\$2.8 million** was donated to nonprofit partners from the CDW Donor Advised Fund

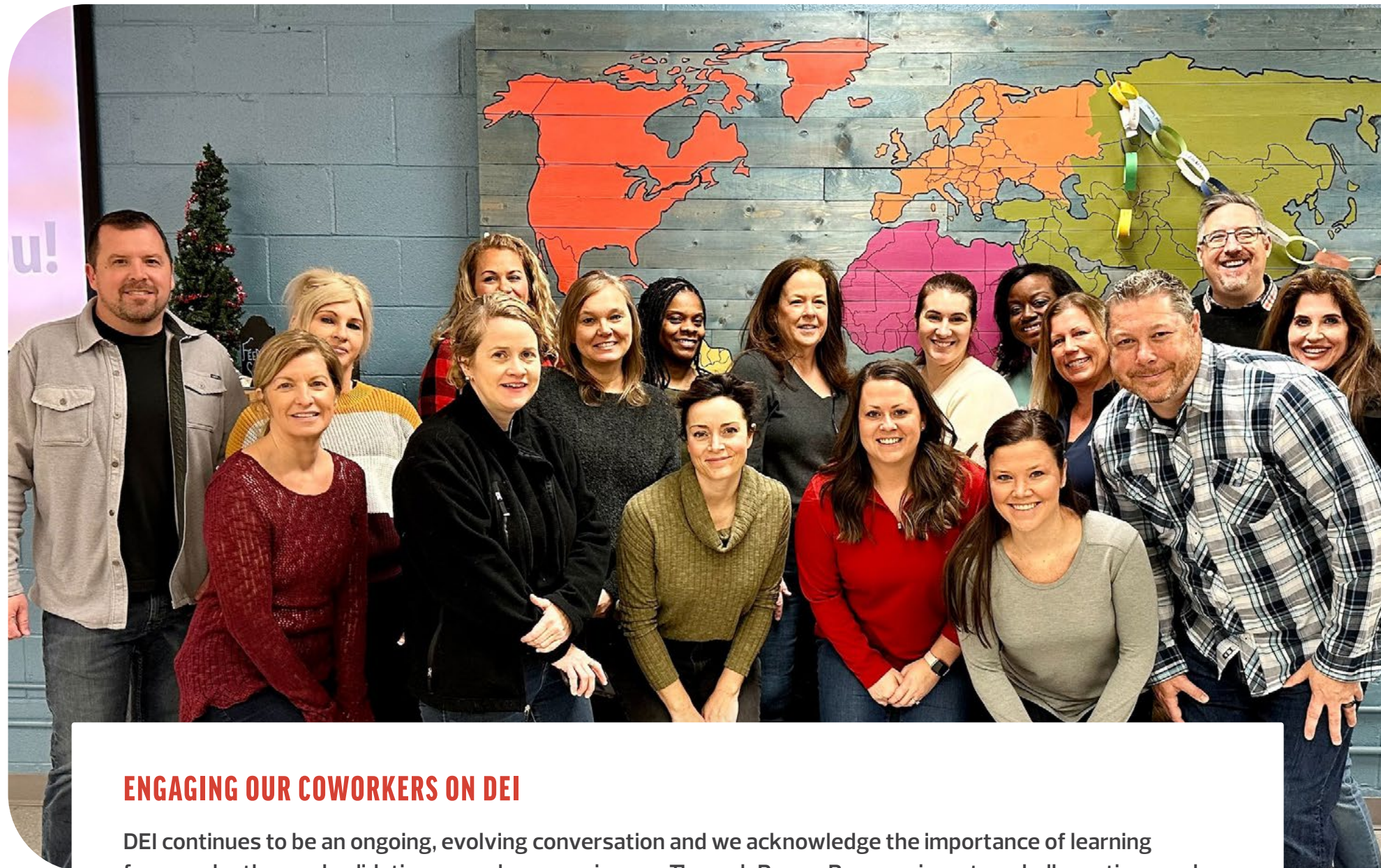
Board diversity data are based on the 10 Directors who are standing for re-election at our 5/18/23 annual meeting, Executive Committee Diversity is as of 4/7/2023 and Coworker Diversity is as of 12/31/2022.

UNITING OUR COWORKERS THROUGH DEI COMMITMENTS

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

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 2022, we focused our training sessions at the Vice President level, and built on our commitment to helping CDW leaders champion DEI and incorporate it into their daily responsibilities and interactions. Our deliberate and focused approach to training helps us ensure that our leaders are equipped to understand and implement DEI priorities and initiatives. Every CDW senior leader is required to create a DEI Action Plan for their specific function. This Action Plan is focused on three key areas – hiring, talent development and retention – and helps us advance our collective DEI efforts.

We continue to uphold several policies and procedures globally to ensure that we are embracing and fostering diverse thinking, inclusive behaviors and equal opportunities for all coworkers. In 2022, we introduced the option for coworkers to voluntarily provide – in a secure and confidential manner – their gender and sexual identity, as well as their military spouse or military caregiver status, in addition to disclosing other demographics. This identification option honors our commitment to creating a more inclusive CDW and encouraging every coworker to show up as their full, authentic self every day.



ENGAGING OUR COWORKERS ON DEI

DEI continues to be an ongoing, evolving conversation and we acknowledge the importance of learning from each other and validating coworker experiences. Through Brown Bag sessions, townhall meetings and DEI-focused newsletters, our coworkers connected regularly throughout the year to discuss and consider important DEI topics.

- The goals of our global quarterly townhalls are to increase awareness and engage coworkers in allyship.
- The quarterly DEI newsletter, Including YOU, provides thought leadership topics on all elements of DEI, but prioritizes the coworker voice and story. Coworkers in North America are invited to contribute to the newsletter, and we plan to expand readership and participation as part of our global strategy.
- In Canada, we started holding Talent Talks around DEI issues as a form of leadership development.
- In the UK, DEI-focused programs continue to promote a family ethos for all coworkers, ensuring that each member of our team has a voice and feeling of belonging.

COWORKER ADVISORY COUNCIL

The Coworker Advisory Council was launched in spring 2022. This diverse group has been convened by the DEI team to ensure that the coworker voice is reflected in inclusion efforts, programs and communication. The group meets every other month to provide insights on the coworker experience, contribute feedback on the DEI strategy and programming and share honest reflections on messaging, challenges to advancing DEI efforts and possible solutions.

LEGAL INCLUSION TEAM STRIVES TO SHAPE THE LEGAL PROFESSION

Comprised of Legal team members from the US, Canada and the UK, the Legal Inclusion Team (LIT) works beyond daily responsibilities to foster a highly diverse, equitable and inclusive environment where every legal professional, at CDW and in the broader professional community, can succeed and feel valued. LIT is strongly connected to the vision of CDW's Legal team, which is to deliver high-caliber legal and professional services in a work culture built on collaboration, customer focus, creativity and innovation.

LIT introduced The Legal Inclusion Team podcast in 2022. The podcast allows the team to connect with global listeners and engage in meaningful dialogue while elevating the CDW brand and establishing the organization as a thought leader on DEI. The podcast, which released eight episodes during the year, is publicly available on Spotify, Anchor and Apple.

The team's goals for 2023 include a continued focus on inclusivity in hiring processes and talent development, effective measurement of progress and translation of LIT activities into strategic and competitive advantages.



BUSINESS RESOURCE GROUPS ENCOURAGE SHARED LEARNING, DRIVE IMPACT

CDW's Business Resource Groups (BRGs) continue to play a vital role in the coworker experience by encouraging connection and serving as a forum for coworkers to make their voices heard, build awareness, celebrate their affinity area(s), serve their communities, bolster allyship, offer professional development opportunities and provide perspective on diversity and inclusion initiatives. Each BRG has two executive sponsors: a Vice President and a Senior Vice President or member of the Executive Committee. Coworkers are invited to join any BRG within their region, and we encourage cross-regional participation in events, like our International Women's Day event. Part of our 2023 strategy is to house all BRGs under one umbrella, which would enable coworkers to participate in any BRG, across all regions.

In North America, 3,700 coworkers participated in a BRG last year, a 14% increase over the previous year. In addition to our nine North American BRGs, coworkers in the US have also created several regional BRGs, including the Capital All Stars (Virginia), 1850 Rising (Arizona), and Cherry Hill and Eatontown (New Jersey).

In an effort to fight food insecurity, the UNITE BRG, in partnership with Canadian food banks, supported and facilitated multiple donation and volunteer events across Canada. This included individual donations, team events and on-site volunteering to sort donated items.

Participation in our six UK BRGs remained strong in 2022, with a collective focus on building allyship and family ethos. Events were designed to promote health and wellbeing through the sharing of experiences and resources for additional support.

BRGs IN ACTION

Alliance for Business Leading Equality (ABLE) created a powerful video for their premier event titled "A Day in the Life of an Individual with a Disability" that is now an onboarding component for new ABLE members. With 771 members, ABLE was also the fastest growing BRG in 2022.

Pan Asian Council (PAC) organized multiple events to commemorate Asian Pacific American Heritage Month in May. Their signature event, "The Opportunity of Change," featured a keynote address from bestselling author Karen Leong. PAC also posted quarterly profiles featuring BRG members.



Military & Allies Resource Council (MARC) developed a "Welcome Home Program" to organize and deliver care packages to CDW coworkers who are deployed, which has been very meaningful to package recipients.



Black Excellence Unlimited's (BeU) played a central role in the launch of the Legacy Excellence Program, a partnership with the Thurgood Marshall College Fund and four Historically Black Colleges and Universities (HBCUs). The BRG also organized and hosted a BeU Juneteenth virtual 5K race for equality, in addition to supporting the Big Shoulders Fund and Beyond Sports and hosting a BeU networking event that included packing meals for Rise Against Hunger. BeU is also particularly active in supporting and celebrating our coworkers at our two US distribution centers.

Business Resource Inclusion and Diversity Group for Everyone (BRIDGE) and **Hispanic Organization for Leadership & Achievement (¡HOLA!)** co-hosted an in-person event at our Western Distribution Center, where BRIDGE announced a new mission statement and board structure and ¡HOLA! led over 60 coworker career conversations.

Women's Opportunity Network (WON) developed a global event for International Women's Day that featured a discussion focused on motherhood, fertility, menopause and the juxtaposition of these experiences in the workplace to normalize the conversation and ensure that women feel supported and comfortable. The event featured CDW coworkers from the United States, Canada and United Kingdom.



CDW'S BUSINESS RESOURCE GROUP ECOSYSTEM

NORTH AMERICA

(open to coworkers in the US and Canada)

In North America, over 3,700 coworkers participated in a BRG last year, a 14% increase over the previous year.



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 enables 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 2022 to promote engagement and celebrate all the diversity coworkers bring to CDW in Canada.

UK

The UK BRGs promote a culture of inclusion and belonging by providing professional development, informal mentoring and networking opportunities to their members. BRGs also provide a forum for coworkers to build awareness, celebrate their affinity area and collaborate with other BRGs.



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.



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!



Black Coworker Network – BCN

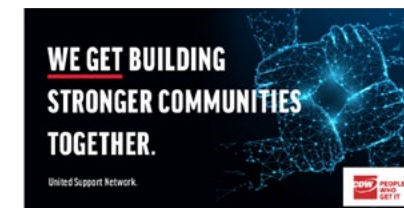
BCN aims to help coworkers to recognise and challenge conscious and unconscious bias for all coworkers, by creating an espoused culture of diversity, inclusivity and equality; actively having an awareness of how to enrich and promote race equality and diversity in our community. We want to give ethnic 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.



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)

COMMITTING TO DIVERSE TALENT

CDW aspires to be the best place for diverse talent by promoting equity in our processes for hiring, advancing, developing and retaining our coworkers and leaders. We strive to attract a diverse talent pool so 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 – from hire to retire. In addition to our focus on enhancing the diversity of our candidate pool and new coworker population, we also aim to expand diversity at the manager and director levels, which creates upward mobility toward vice president and executive leadership positions.

Once they join CDW, 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. Within our learning culture, coworkers are surrounded by comprehensive resources and support, ongoing education and skills training and 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 like CDW improve their talent pipeline and equip Black leaders with expanding networks of peers, core leadership and management capabilities, which enhances 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.

LEGACY EXCELLENCE PROGRAM ADVANCES DEI AND DIGITAL EQUITY

CDW aims to build a diverse talent pipeline where students can envision, build and grow their careers with the potential to become the next generation of CDW leaders. In February 2022, we launched the CDW Legacy Excellence Program™ (LEP), a partnership with the Thurgood Marshall College Fund and four Historically Black Colleges and Universities (HBCUs). This program allows us to act on our commitments to DEI and digital equity by investing in technology, supporting student education and building a diverse and equitable workforce within the technology industry. Our partners in this program are Lenovo, Intel and Adobe.

LEGACY EXCELLENCE PROGRAM COMPONENTS

- Leadership Fellowship
- 16 Fellows total – 4 fellows per CDW selected Premier Partner HBCUs
- “FULL Cost of Attendance” scholarship up to \$25,000 per academic year (2-year program)
- \$5,000 Annual Fellowship stipend
- Participation in (2) 10-week paid CDW LEP summer internship programs (summer 2022 & 2023), includes housing and transportation to/from Chicago
- Leadership/workforce enablement
- Executive mentorship
- Upon graduation, Fellows will be considered for full-time employment at CDW
- Student devices

SCHOLARSHIP INVESTMENT

- 20+ Scholars – Selected from ANY publicly funded HBCU
- \$5,000 tuition scholarship per academic year (up to 2 years)
- Leadership/workforce enablement
- Student devices



“Prior to my coming to work for CDW, I didn’t have a lot of skills to be successful within my department, which is project management, and still having those tangible skills that can be used in multiple roles has been really helpful. I feel like as a whole, the program really boosts my confidence. It was my first time working for a *Fortune* 500 company, so knowing that I have that experience now makes me feel even more confident.”

– Jalexis Edwards, LEP Fellow

Role Title: Services Project Management
Function: Integrated Technology Solutions (ITS)
University: Southern A&M



“A couple of ways I would describe my experience would be inviting, educational and interactive. I had a lot of opportunities to meet new people and expand my network, meet classmates and peers that I had not previously known and get to test these skills that I learned at school in a practical work environment.”

– Frankie Dorsey, LEP Fellow

Role Title: DevOps Associate Application Developer
Function: Technology
University: Southern A&M



- Additional Resources Related to This Section:
- [Diversity, Equity and Inclusion on our website](#)
 - [BRG page on our website](#)
 - [Careers section on our website](#)
 - [Careers blog on our website](#)
 - [Legacy Excellence Program page on our website](#)

BUSINESS DIVERSITY: ADVANCING DIGITAL EQUITY AND ECONOMIC EMPOWERMENT

At CDW, business diversity is a critical differentiator in our ability to continue to deliver increasingly innovative products, services and solutions to our customers.

ENHANCING OUR GLOBAL IMPACT

Business diversity is a deeply embedded, ongoing priority for CDW. Since the inception of our business supplier program in 2007, we have sought to promote diverse supplier participation representative of our customers and communities that contributes to sustainable economic growth. We are proud to have one of the most active programs in the technology industry and have been recognized by Gartner, the Billion Dollar Roundtable and WEConnect International as global champions for supplier diversity. We also embrace the responsibility to share our experience and expertise with our customers and suppliers. When they succeed, we all win.

When we invest in small and diverse businesses, we have the opportunity to drive job creation and contribute to lasting economic empowerment in our communities. An increasingly diverse global population means that minority audiences are becoming a larger target for companies and that diverse-owned businesses are comprising a larger portion of the small business sector.

In 2022, we enhanced our national strategy across the US by welcoming supply chain experts to our growing team. These regional market leaders are focused on building partnerships with local suppliers and across our customer base. Their efforts have improved our agility and increased our effectiveness in identifying and mentoring new diverse partners. Additionally, this comprehensive approach enables us to gain a deeper understanding of the unique challenges, opportunities and economies of scale present in each region. We use these real-time insights to inform and tailor our business diversity strategy, boosting both performance and impact.

CDW is committed to fostering equity and ethical behavior throughout our global supply chain, and we continue to advance our global supplier diversity strategy. In 2022, our operations in Canada and the UK exceeded their respective diverse spend targets. Collaboratively with our customers and supplier partners, we are realizing our long-held belief that community members are the drivers of prosperous, resilient local economies, and that healthy local economies create efficiencies throughout our global supply chain.

INCREASING OUR SPEND WITH DIVERSE SUPPLIERS

- We have totaled more than **\$24 billion** in transactions with small and diverse businesses since 2007.
- In 2022, CDW achieved **\$3.6 billion** in diverse spend, working with approximately **1,400** minority-owned, woman-owned, veteran-owned and small, disadvantaged businesses.
- 2022 was CDW's fourth straight year as a member of the Billion Dollar Roundtable.
- In the UK, our diverse supplier spend was **\$44 million**, which represents **18%** growth. Our diverse supplier spend in Canada grew by **11%** and totaled **\$47 million**.

BUSINESS DIVERSITY AWARDS AND RECOGNITION



US Veterans Magazine
Best of the Best Supplier
Diversity Program



Professional Woman's
Magazine Best of the Best
Supplier Diversity Program



Black EOE Journal Best
of the Best Supplier
Diversity Program



HISPANIC Network
Magazine Best of the Best
Supplier Diversity Program



DIVERSEability Magazine Best
of the Best Disability Supplier
Inclusion Program



One of America's Top
Corporations for Women's
Business Enterprises



Billion Dollar Roundtable
membership



WEConnect International
Platinum Global Champion for
Supplier Diversity & Inclusion

One of our priorities in 2023 is empowering our seller community with the knowledge and resources to engage with our customers about how each company's ESG goals intersect. These intersection points will help both companies determine how to collaborate and advance their respective strategies. We're committed to simplifying the complexity of supplier diversity for our customers and partners, and we are ready to collaboratively solve their toughest challenges.



MENTORING AND ADVOCATING FOR SMALL AND DIVERSE BUSINESSES

Mentorship and advocacy are integral components of our program. It's one way we live up to our commitment to build stronger communities through economic inclusion.

In 2022, we continued our partnership with the City University of New York (CUNY), one of the country's most diverse public higher education institutions, by welcoming the second cohort in our mentor protégé program designed to enhance diverse partners' capabilities, assist in meeting development goals and improve their abilities to compete for and win contracts. CUNY's goal is to not only increase its business with diverse suppliers, but also to help those vendors grow their businesses outside of their relationships with the university. Building on that momentum, we've collaborated with other universities to expand our efforts to help diverse businesses capitalize on their expertise to win business.

2022 marked our fourth consecutive year as a member of the Billion Dollar Roundtable (BDR), an exclusive group of US-based companies that procures more than \$1 billion annually from minority- and woman-owned businesses on a first-tier basis. In August of 2023, we're excited to welcome our fellow members to our Vernon Hills, Illinois, headquarters for BDR's 2023 summit to share best practices in pursuit of collective vision to leverage our supply chains and positively impact our world.

PROMOTING INCLUSION: MENTORING BUSINESS OWNERS WHO HAVE A DISABILITY

During the year, CDW expanded our partnership with Disability:IN, a leading nonprofit resource for business disability inclusion worldwide. As an Inclusion Works partner company, we're proud to mentor disability-owned businesses. Disability:IN's Inclusion Works program provides companies with a team of disability inclusion experts to help them create an inclusive culture while simultaneously developing a sustainable recruitment strategy.



Additional Resource Related to This Section:
[Business and Supplier Diversity page on our website](#)

SOCIAL IMPACT: EMPOWERING OUR COMMUNITIES TOGETHER

At CDW, everything we do is guided by our purpose, culture and values. We **make technology work so people can do great things**. And when it comes to the impact we have on our communities, we know greatness happens when everyone has equitable opportunities. With that in mind, our Social Impact approach empowers coworkers, partners and stakeholders to create sustainable and equitable change in the world, with a strong focus on building digital equity.

CDW Social Impact makes a concerted effort to:

- **Engage our coworkers** by encouraging and supporting them to broaden their awareness and give their time and resources to the causes that matter most.
- **Empower our communities** by building new and expanding existing nonprofit partnerships throughout the world that align with our purpose and values.
- **Elevate our efforts** by working to scale Social Impact efforts globally and provide the best experience possible for our customers, partners and stakeholders.



SOCIAL IMPACT



OUR COMMITMENT TO DIGITAL EQUITY

We believe that in our connected world, every person should be able to experience the unlimited possibilities that technology unlocks. In alignment with our belief in the transformative power of technology, we have focused our social impact commitments to address digital equity. We know that we cannot do this work alone. Through collective-impact, long-term thinking and leading with our values, we will continue to address digital equity by:

- **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 and mathematics (STEM), as well as computer science and digital literacy.
- **Building Our Workforce:** We're committed to diversity, equity and inclusion (DEI) and are actively creating a technology industry that reflects the world we live in.



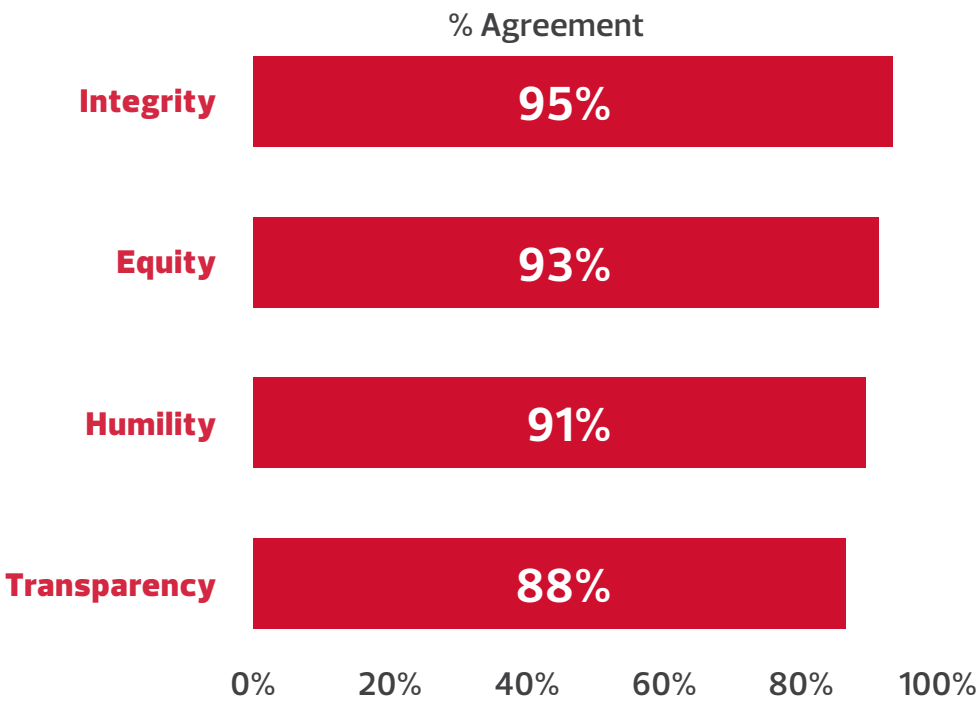
PARTNERSHIP EFFECTIVENESS SURVEY

In 2022, the Social Impact team distributed a Partnership Effectiveness Survey to our nonprofit partners to measure the success of CDW's efforts to empower our communities. Nonprofit partner perceptions exceeded the target of 80% agreement for:

- **Integrity:** I can rely on CDW's Social Impact team to follow through on commitments.
- **Equity:** The way we work together supports the best outcomes for our communities.
- **Humility:** There is mutual trust and respect between our organization and CDW.
- **Transparency:** We transparently share information with each other.

In addition, 75% of those surveyed said CDW is “our corporate partner of choice.”

EMPOWERING OUR COMMUNITIES METRICS



DIGITAL EQUITY IN ACTION AT CHILDREN’S HOSPITAL

At **Ann & Robert H. Lurie Children’s Hospital of Chicago**, ensuring that sick children get essential medical care involves clear communication between providers and patient families. Lurie Children’s Language Services program helps all families clearly understand their child’s diagnosis and treatment plan, regardless of their English language ability. While the presence of an in-person interpreter is the standard, video interpreting is sometimes a faster, more cost-effective (yet accurate and compliant) option. This system allows patients and families to connect with interpreters who know a wide range of spoken languages, as well as American Sign Language.

With CDW’s support, the hospital purchased 72 new tablets for remote video interpreting. The additional resources mean that tablet and video connectivity in this multicultural hospital environment will ensure availability for clinicians, as well as an added level of comfort for patients and their families.

CDW also sponsored Lurie Children’s Radiothon, working with Anything IT, a third-party partner, to provide 35 laptops for volunteers to use for donation processing at the event. The Radiothon raised over \$735,000 for the hospital.



Lurie Children's Campaign
for every child

**Language Services
Impact Update**
CDW- 2022

Ann & Robert H. Lurie
Children's Hospital of Chicago

Stanley Manne
Children's Research Institute

DIGITAL EQUITY PROJECTS ACROSS OUR FOOTPRINT

- CDW India's **STEP program** has evolved into a forum where college students can learn from CDW coworkers about the latest trends in the IT industry. STEP has impacted over 1,100 students, and programs include multi-day workshops, internships, hackathons and meetups.
- **CDW and Compudopt** partnered for an exploratory donation program in the Texas, Oklahoma, Louisiana and Arkansas markets. Any CDW customers that are either refreshing their old technology or have accumulated a surplus can donate the technology to Compudopt. When possible, Compudopt will refurbish and reuse donated technology, then give it to children and families who otherwise do not have access. CDW strives to increase access to technology for learners of all ages, and by partnering with Compudopt, the two organizations are supporting increased digital self-sufficiency and participation.
- In partnership with HP, CDW donated devices to the **Uncommon Grit Foundation**, a nonprofit organization that supports military veterans, first responders and their families, for post-service needs or needs of a service member's family.
- CDW and Dell were also sponsors of the **Bone Frog Open**, their largest fundraiser that is all about awareness, remembrance, patriotism, camaraderie and fun.
- CDW also became a trustee for **First Tee** in 2022, a youth development organization that helps kids and teens build their strength of character through golf. In Detroit, CDW, along with Samsung, provided essential technology enhancements to meet the needs of coaches, children and families served by First Tee.
- CDW Canada is proud to be a long-time supporter of SickKids Children's Miracle Network. We are honored that the data center at the Peter Gilgan Centre for Research and Learning was officially renamed as the **CDW Canada Data Centre** in 2022. This data center is a critical resource for the hospital and has become increasingly important, since many advances in health research are a result of computing power and the use of key data.



ENGAGING OUR COWORKERS

As part of our commitment to Social Impact, we empower CDW coworkers to support causes that matter most to them. We encourage them to give their time, talent and resources. Eligible coworkers receive **eight hours of paid time off** to volunteer at organizations that are important to them.

In addition, we offer a **Matching Charitable Gifts Program** where CDW will double the impact of coworkers' charitable donations to eligible nonprofits up to \$2,000 USD per coworker, per calendar year. In 2022, our coworkers supported over 1,400 diverse nonprofit organizations around the world and CDW contributed more than \$1 million in matching gifts contributions through our donor-advised fund.

CAPTURING OUR COWORKERS' GENEROSITY THROUGH EMPOWER MONTH

As part of our commitment to supporting the passions of our coworkers, we strive to ensure that each feels empowered to make a difference in their local communities. While giving happens all year long, CDW celebrated **Empower Month** in October to accelerate volunteerism and philanthropic efforts. Across our global footprint, coworkers had many opportunities to engage with their local communities on a deeper level. During Empower Month in 2022:

- Our coworkers completed more than 880 volunteer hours and contributed more than 1,100 monetary donations, benefiting over 540 nonprofit organizations.
- Coworkers from across Ontario, Canada, came together to support a food drive, serving the food banks in their communities. They also joined Cisco to participate in the One Tree at a Time planting event, in honor of CDW Canada's Environmental Sustainability Specialization award.
- To honor Breast Cancer Awareness Month, UK coworkers participated in the #TechInPink2022 campaign by wearing pink for a day and using a special virtual background to encourage conversations and help raise donations for the overall cause.



In 2022, our coworkers supported over 1,400 diverse nonprofit organizations around the world.

EMPOWER MONTH



OUR IMPACT DURING EMPOWER MONTH

880+ Volunteer hours

1,100+ Coworker donations

400+ Coworkers who registered for the Be the Change 5K

\$689,000 Total amount of coworker donations and CDW match

540+ Recipient nonprofit organizations

Our signature beneficiaries for our Empower Month in 2022 were:

- Children's Miracle Network Hospitals, a nonprofit that raises funds for 170 children's hospitals that support the health of 10 million kids each year across the US and Canada. Our coworkers engaged with local Children's Miracle Network hospitals in their area, and supported the organization through volunteerism and fundraising.
- Girls in Tech, a global nonprofit that aims to build a diverse and inclusive tech workforce through education, community and experiences. Girls in Tech is a new partner for CDW. CDW coworkers attended Girls in Tech's annual conference in Nashville and their CEO, Adriana Gascoigne, was the keynote speaker at the 2022 CDW Women's Opportunity Network (WON) Summit in Chicago.



FINANCE INCLUSION TEAM DELIVERS WEEK OF SERVICE ACROSS THE GLOBE

Across the US, Canada and UK, more than 265 coworkers volunteered a total of 625 hours and contributed over \$32,000 during a week of service sponsored by CDW's Finance Inclusion Team (FIT), which formed in 2021 out of our Finance organization. This was the second annual week of service sponsored by FIT, whose vision is to be "the most inclusive Finance organization, by unlocking each coworker's full potential, creating equity in our partnerships and investing in our communities."

- The **US Finance team** supported various organizations and causes, which included packing 36,700 pounds of food boxes that were distributed to communities throughout San Antonio, conducting a book drive and collecting a total of 13,600 books, and packing 312 backpacks with essential school supplies for children in under-resourced communities.
- The **UK Finance team** volunteered with several partners, including the Basingstoke Food Drive & Delivery, Basingstoke Foodbank, Camrose Centre Food Kitchen and Divine Rescue. The volunteerism included collecting 70 pounds of nonperishable food donations, staffing a food drive and delivering the donations.
- The **Canada Finance team** generously donated school supplies to the Boys and Girls Club in Durham, Ontario. In addition, the team volunteered their time at an event to pack 85 backpacks with essential school supplies for children in under-resourced communities.



► Additional Resources Related to This Section:
[Social Impact Page on our Website](#)
[Watch our Social Impact Video](#)
[Watch our Empower Month Video](#)

COWORKER ENGAGEMENT AND WORKPLACE CULTURE

DELIVERING A HOLISTIC COWORKER EXPERIENCE

At CDW, the coworker experience depends on our ability to meet our coworkers where they are and with what they need at every stage of their career journey. We strive to provide a holistic experience that is guided by a strong sense of purpose, engages our coworkers, rewards performance and empowers coworkers to pursue career development and advancement opportunities. Our culture prioritizes collaboration, belonging, individual growth and reward, and fosters an environment where every coworker has a voice and CDW listens.

Continuing to support and engage our coworkers and help them find their place in the One CDW culture is always important to us. In 2022, we also focused on integrating and engaging approximately 2,600 new coworkers in the US, Canada and India who joined us after our acquisition of Sirius in December 2021. We launched or expanded several signature initiatives in 2022 to further embed our One CDW culture and deliver on our purpose to **make technology work so people can do great things**.

Our enhanced coworker experience efforts in 2022 included:

- Launched additional engagement programs to drive greater collaboration and connectedness for hybrid and in-person working arrangements
- Expanded our efforts to make CDW a premier destination for tech talent
- Made routine tasks easier for coworkers, through simplified processes and digital tools, to understand and access their benefits, team collaborations, and learning and development opportunities
- Expanded our coworker listening program to gauge the level of engagement and satisfaction and identify areas for continuous improvement

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



COWORKER ENGAGEMENT – WE ARE BETTER TOGETHER

As the way we work has continued to evolve through flexible working arrangements, CDW has been listening, learning and evolving to sustain our coworkers and provide Life in Balance. In 2022, we introduced our Better Together initiative to build on our commitment to a vibrant, high-performance culture that focuses on Trust, Connection and Commitment while fostering inclusion and a sense of belonging. Better Together provides opportunities for greater collaboration and connectedness for all coworkers through the use of technology and Moments That Matter – events and activities best suited for in person.

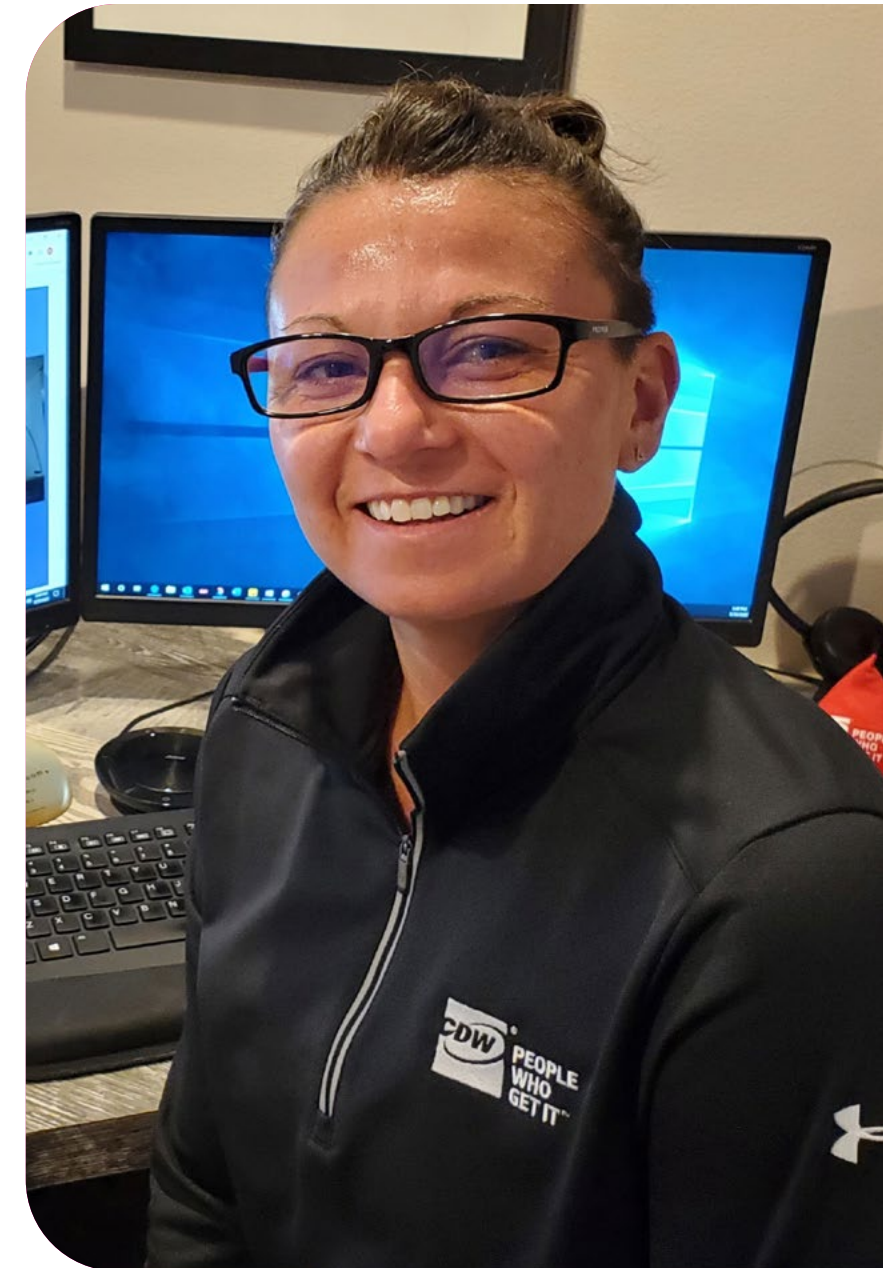
The Better Together initiative includes a wide variety of hybrid and in-person events, including team collaboration sessions, speed networking, wellness discussions and partner-sponsored events with guest speakers. In early 2022, the Better Together team created and delivered the “Learn from a Leader” fireside chat series to give coworkers the opportunity to get to know CDW leaders and learn from their advice and wisdom gained over the years. Weekly e-mail updates and a central homepage enable coworkers to plan their participation in such events – including helping them capitalize on opportunities to be in the office and collaborating with their teams.

In Canada, we completed implementation of our ReignITe plan with the full rollout of our hybrid work model, which included post-COVID-19 reopening of all offices across Canada – allowing for in-person collaboration, meetings and visitors. Across all our global locations, we continue to encourage coworkers to leverage our office spaces and facilities and find opportunities to get together. These in-person connections are foundational to CDW’s culture and are an important way for coworkers to grow their network, both internally and with our partner community.

DIGITAL TECHNOLOGY ACCELERATES COWORKERS’ ACCESS TO SERVICES AND TOOLS

As a leading multi-brand provider of information technology solutions, we know the power of technology, which enables people to do great things. Within our business, that includes deploying technology solutions to make everyday tasks simpler and to enable complex tasks to be completed with greater efficiency and precision. During 2022, we enhanced our customer relationship management (CRM) tools to serve our customers more efficiently and make collaboration with our partners easier.

In our Coworker Services function, we are deploying additional cloud-based tools and platforms to help coworkers access their employment and benefits information. We are particularly focused on providing personalized, self-service access to information that helps coworkers through a wide range of major work/life moments such as hiring and onboarding, a promotion, a change in family status, a major illness, the purchase of a first home, the birth or adoption of a child, a geographic relocation, preparation for retirement, etc. We have also made it easier and faster for coworkers to take advantage of online learning and development opportunities. For more information on our learning and development programs, see the Coworker Training, Education and Development section beginning on [page 50](#) of this report.



COWORKER LISTENING SURVEY RESULTS

Listening is central to coworker engagement and workplace culture at CDW. We invite our coworkers to make their voices heard through a variety of candid conversations, group discussions, town hall sessions and engagement surveys. We work with a third-party consulting firm to measure and benchmark coworker engagement through our pulse surveys. In 2022, we again rated in the highest tier for coworker engagement scores.

In addition to continuing to survey our legacy coworkers, in 2022, we separately surveyed our new coworkers in the US, Canada and India, who joined CDW as a result of the Sirius acquisition, to rate their engagement and integration so far. In our fourth-quarter survey of the former Sirius employees, we were pleased to see that a significant majority of our new coworkers were already feeling a strong sense of belonging and were confident in the integration into CDW. In 2023, we plan to continue our Listening Strategy to further foster our One CDW culture.

COWORKER ENGAGEMENT SURVEY RESULTS

CDW Legacy Coworkers Pulse Survey Results (US, Canada and UK)

>85% favorable responses for:

- Support
- Trust
- Inclusion
- Understanding
- Capability
- Organization

Former Sirius Employees Integration Survey Results (US and Canada)

>85% favorable responses for:

- Belonging
- Enablement
- Wellbeing, stress and workload

Former Sirius Employees Integration Survey Results (India)

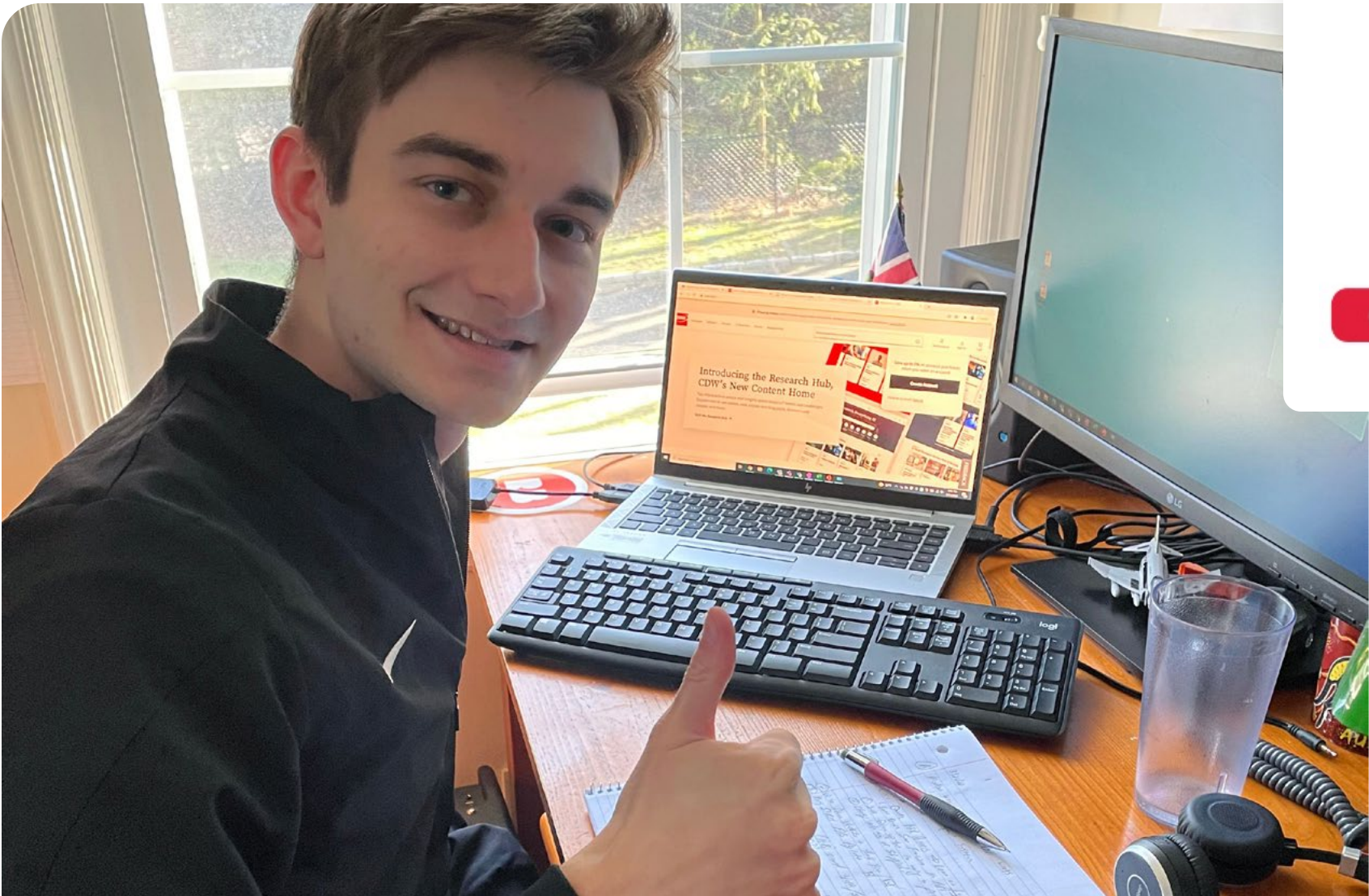
>90% favorable responses for:

- Credibility
- Respect
- Fairness
- Pride
- Performance management and career development
- Integration communications

YOU HAVE A VOICE. WE LISTEN.



COWORKER ENGAGEMENT SURVEY



'TECH TALENT ENGINE' PROJECT LAUNCHES IN 2022

CDW is continuously evaluating and upgrading its ability to attract, develop and retain technology talent. In 2022, we launched our Tech Talent Engine project with three objectives:

- Establish CDW as a destination for tech talent with a differentiated approach to attraction, retention and development
- Improve the speed and quality of hiring
- Establish differentiated career paths, a revised employee value proposition and benefits

Through consultation with various internal and external stakeholders, we evaluated candidate and coworker preferences to help us attract and develop tech talent. As a result, we identified the following strategic imperatives and implementation priorities:

- Refresh the employee value proposition to focus on Innovation, Growth and Learning
- Create a collaborative and cohesive talent planning process that engages our Coworker Services teams and the business functions they serve
- Develop proactive and creative talent marketing practices, including helping CDW's technology leaders upgrade their social media presence
- Implement candidate-centric recruiting practices, which include further reviewing job descriptions and evaluating candidate skills during the interview process



RECOGNITION FOR EXEMPLARY COWORKER PERFORMANCE

Recognition is an important part of our workplace culture, and we are pleased to honor and celebrate the exemplary work of our coworkers through three signature awards programs named for former CDW CEOs Michael P. Krasny, John A. Edwardson and Thomas E. Richards.

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 during the year, are eligible for this award, and one coworker is 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.

As announced in April 2022, CDW's 2021 Coworker of the Year, Keith Arnold, Senior Manager, Coworker Relations Business Partner, was recognized for his commitments to the wellbeing of our coworker community and the integrity of the CDW Way. Keith navigated complex crisis management cases during COVID-19 to provide resources for his coworkers, involve key stakeholders and share guidance and recommendations to ensure that our coworkers stayed safe.

Edwardson Award

The John A. Edwardson Sales Academy Award is open to all account representatives participating in Sales Academy training across all CDW US locations. The Edwardson Award recognizes outstanding coworker performance, highlights CDW's enthusiastic culture and is given to those who model best practices in performance behaviors. To be considered for nomination, account representatives must score a 95% or better on the Sales Academy graduation test, demonstrate that they embody the CDW Way and exemplify the Circle of Service that puts our customers at the center and is a foundation that CDW has been built on since its origin in the early 1980s. In 2022, 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 (ELP) 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 2022, the winning team focused on streamlining the non-preferred distributor process. The team included coworkers from Digital Experience, Product and Partner Management, Marketing, Corporate Sales, Public Sales, Hybrid Infrastructure and Services Orchestration.

This award is named in memory of Thomas E. Richards, who was CDW's CEO from 2011 to 2018. Under his leadership, CDW set new standards of excellence. Richards maintained high standards for all our coworkers, but always treated them with compassion and had an unwavering belief and ability to see the possibilities in others.



OCCUPATIONAL HEALTH AND SAFETY

Our goal is always to provide a safe and healthy work environment for every coworker. “Home Safe Every Day” continues to be our mantra, and our mission is to record zero injuries. This commitment is a core principle of The CDW Way Code and is backed by comprehensive training, engagement and compliance programs. 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 our distribution centers, offices 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 ongoing safe work reminders



Physical Safety



Training & Awareness



Treatment



Program Management

SAFETY PERFORMANCE AT A GLANCE*

CDW Injury History	2022	2021	2020
Number of Cases			
Total number of fatalities	0	0	0
Total number of cases with days away from work	11	11	2
Total number of cases with job transfer or restriction	0	0	1
Total number of other recordable cases	0	0	4
Rates			
Total Recordable (TRIR)	0.10	0.14	0.10
Lost Workday (DAFWII)	0.10	0.14	0.03
Days Away Restricted Time (DART)	0.10	0.14	0.04
Experience Modification Rate (EMR)	0.41	0.41	0.44

* All rates are calculated per 200,000 hours worked. Data for 2020 and 2021 do not include any acquisitions announced during those years, including the Sirius acquisition, which CDW completed in December 2021. Data for 2022 include all acquisitions as of December 31, 2022, including Sirius. Safety performance is related to the US only.

DISTRIBUTION CENTERS LEAD WITH SAFETY

All managers, supervisors and coworkers in our distribution centers are responsible for maintaining a safe work environment. This responsibility is reinforced through job-specific training, regular safety meetings and five-minute safety talks (Toolbox Talks), and compliance with CDW policies and best practices, including ISO 9000 (quality), 14000 (environmental management) and 28000 (security management).

Given that material handling is a primary function at our distribution centers, we offer ergonomics training on the proper use of lifting equipment and safe lifting techniques. After pausing our training due to COVID-related restrictions, in 2022, we resumed our annual safe lifting and injury prevention training, which combines classroom-based training with computer and video components. CDW continues to expand the use of videos for training, including using small, digital cameras that can be worn and placed in a variety of areas to gather real-world, on-the-job footage at the distribution centers. We also provide ergonomics training to help coworkers in CDW's offices and in their home offices.

In 2022, we introduced the first module in our new Supervisor Safety Leadership Development Series. Over 150 coworkers in our Chicago and Las Vegas distribution centers participated in sessions to further develop their safety skills and become more engaged leaders as we continue to grow our Safety Culture. In 2023, we will roll out the second module, which focuses on safety coaching techniques and the use of behavior-based safety principles to improve individual performance. In future years, CDW plans to introduce additional modules to address hazard recognition and ergonomics.

Our distribution centers 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.



UNDERSTANDING AND MANAGING RISK

In 2022, we formalized an internal safety risk assessment program – one framework for the distribution centers and one for our offices. The program acts as a risk assessment checklist and audit to determine which risks still exist and which need to be addressed. When the Safety Team identifies a risk during a walkthrough, they share a summary report with the location leader and work with the site management team to lower the risk level. This approach is consistent with our overall goal to drive toward best practices and create company standards that can be used at all locations.

DAILY TIPS KEEP SAFETY AT THE FOREFRONT

To keep safety top of mind every day, the CDW safety team developed a monthly safety calendar with different safety tips and reminders for each day of the month. In addition to the calendar of tips, supervisors and team leaders receive supporting materials, such as talking points for discussing safety in regular meetings and team huddles.

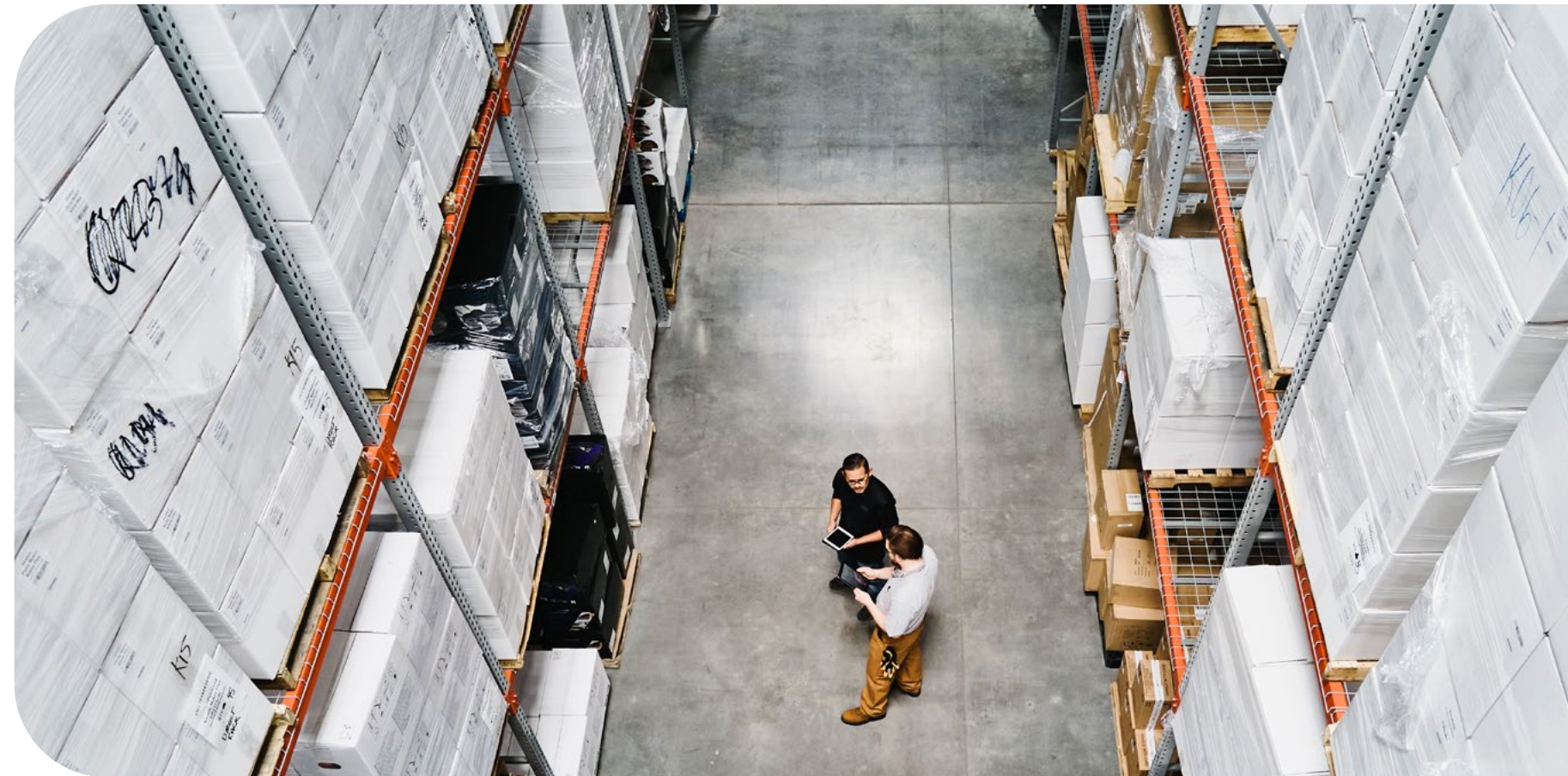
Tips shared in December 2022 include:

- Make sure to keep working areas clean to prevent slips, trips and falls.
- Make sure all electrical panel areas are free of obstruction.
- Wheels must be chocked, or trailer restraints engaged at all times during the loading or unloading of trailers.
- Fall Protection is necessary when stepping out onto the rack structure.

ON-SITE ATHLETIC TRAINERS DELIVER TREATMENT AND PROGRAMS

To help our coworkers maintain good health and avoid injuries, our Chicago area distribution center employs full-time athletic trainers who provide on-site fitness sessions, treatments and telemedicine appointments. The trainers lead hundreds of sessions annually for stretching and physical fitness to help coworkers stay safe and healthy at work and off the job. The athletic trainers also assist with a variety of safety tasks, including walkthroughs on the distribution center floor and targeted training programs.

In 2022, on-site athletic trainers at our Chicago area distribution center completed nearly 700 coworker appointments and treatments.



USING TECHNOLOGY TO SAFEGUARD COWORKER SAFETY AND SECURITY

The mission of CDW's Global Security, Safety and Business Continuity (GSSBC) team is to safeguard our coworkers, manage risk and maintain a resilient enterprise. GSSBC's comprehensive strategy is focused on efficient and effective detection and response as we monitor our facilities (inside and outside), supply chains and coworker safety and security as they travel for business and go about their daily lives.

As part of this strategy the team leverages a 24-hour Global Security Operations Center (GSOC) and several technology solutions, including a company smartphone app and mass notification system. These solutions provide coworkers with relevant information along with means to quickly communicate safety and security incidents and concerns 24 hours a day.

In 2022, the Global Security Operations Center managed more than 3,300 events near coworkers' homes and office locations. This includes alerting coworkers of external events such as natural hazards, transportation disruptions and other security concerns.



COWORKER TRAINING, EDUCATION AND DEVELOPMENT

At CDW, our coworkers are our superpower and we continually seek new ways to invest in our most valuable resource – our coworkers. Through comprehensive training, education and development offerings, we continue to create and expand the tools coworkers need to thrive in all stages of their careers.

SETTING A FOUNDATION FOR CONTINUOUS LEARNING FOR ALL COWORKERS

Our goal is to provide coworkers with a rewarding, inspiring work experience and opportunities for professional growth and advancement as they start, build and accelerate their careers. Our investment in coworkers begins with our onboarding and orientation programs for new hires. This includes our LAUNCH orientation program, which sets the foundation for a continuous learning journey from day one. In 2022, we enhanced these programs and further standardized them across our US, Canada and UK operations. We also elevated our onboarding efforts as we integrated approximately 2,600 coworkers who joined us after our acquisition of Sirius in December 2021.

We have also expanded development and growth opportunities for coworkers interested in accelerating their development at CDW. For example, the Coworker Professional Development program offers coworkers a series of online training sessions to help them:

- Build professional skills to excel as an individual contributor
- Acquire competencies necessary for career advancement
- Increase confidence to contribute to, and impact, departmental and organizational objectives
- Identify additional areas of development alongside leaders

We offer an extensive library of learning and development resources from multiple sources to provide coworkers with flexible access to professional development opportunities and the ability to customize their learning paths. The online portal features a robust catalog of web-, blended and classroom-based curricula, and provides a road map for career progression.



DEVELOPING CURRENT AND FUTURE 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. We focus on developing and nurturing internal talent by providing the resources our coworkers need to advance in their professional journeys.

Our **Emerging Leaders Program (ELP)**, which is an important feeder to our leadership pipeline, is in its seventh year as an organization-wide program. Each year, senior leaders nominate high-performing candidates to participate in the 10-month program. The ELP focuses on developing leadership capabilities, communication, problem-solving, relationship-building and project management skills. Participants partner across cross-functional teams to identify and conceptualize solutions for CDW's real-world business challenges.

In 2022, we extended the kickoff training from two days to a full week to create a more holistic experience for the participants and sponsors. The in-person meeting format allowed everyone to build camaraderie and helped us set the stage for the curriculum ahead. We had more than 120 coworker participants from the US, Canada and UK and 16 senior manager and director sponsors. Enhancements to the program in the past year included:

- Added Lean Six Sigma Yellow Belt Certification to the program
- Instructed participants on a new model for giving coworkers feedback in a more timely and constructive manner
- Expanded self-paced, user-directed coursework through multiple online professional training development platforms
- Held regular meetings to explore different areas of the business and connect the participants with a wide range of current CDW leaders

At the end of the 10-month program, participants present their work, which includes a pilot of their proposed solution and a recommendation to CDW executives for consideration in the strategic planning process. Teams are asked to work with their respective business units to hand off findings for implementation.



Our other signature leadership development programs are summarized below.

Leadership Academy: Onboards and supports first-year managers in a year-long learning journey. New managers complete a blended curriculum of activities that include expert insights, collaboration with their direct leader, cohort-based workshops and participation in on-demand and virtual learning to provide the tools and skills needed to effectively lead their teams at CDW.

LeadIT: All CDW leaders have access to the LeadIT Toolkit, which offers more than 80 on-demand, best-practice tools to support leaders throughout the coworker talent lifecycle.

Leadership, Exploration and Development (LEAD): Available to coworkers in Canada, LEAD includes trainer-led sessions held over a nine-month period to provide emerging leaders with foundational skills to be successful leaders at CDW.

LIFT Mentorship program: In our CDW Canada offices, coworkers have been paired with both peer mentors and leadership mentors, creating impactful mentor-mentee partnerships aimed at accelerating participants' personal and professional development.

ITS AND SALES TRAINING PROGRAMS DRIVE COWORKER SKILLS DEVELOPMENT

Our Sales and Integrated Technology Solutions (ITS) functions are industry differentiators for CDW. We offer a wide variety of award-winning training and development programs to enable these coworkers to continue to develop their technical and customer service skills. These programs are summarized below.

Sales Academy: New coworkers hired into our inside sales team in the US and Canada attend our in-depth Sales Training Academy program. We utilized an interactive digital learning platform to ensure we are creating rewarding, engaging experiences that align with participant expectations. This program ensures our coworkers have everything they need to excel in their role, including hybrid 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, continued learning and frequent performance reviews over the next 18 months. During this time, coworkers develop their selling and technology capabilities to drive customer relationships, advancing their skills to handle more complex technical and business scenarios.

Sellers Edge: This sales consultation training provides professional skills development and reinforcement for all of CDW's sales professionals. The workshops help our sales teams continue to develop the skills and knowledge necessary to be trusted advisors to CDW's customer base. Topics include enterprise account planning, managing complex conversations, various areas of business acumen and continued technical development for all our sellers.

Associate Consultant Engineer (ACE): This apprenticeship-style program aims to develop our entry-level consulting engineers. It includes flexible coursework that allows coworkers an "accelerate and grow" experience.

Skills Optimization Program: Aimed at experienced engineers, the Skills Optimization Program features more than 30 technical tracks to develop and prepare our delivery engineers with the technical skills they need to help CDW's customers today and in the future.



PAY AND EQUAL REMUNERATION

Our competitive compensation and performance-focused pay practices are designed to incentivize and reward excellence for all coworkers. Our belief in the limitless potential of our coworkers is embedded within our market-competitive total compensation package, which motivates our coworkers to grow professionally and financially in their roles.

As a people-driven organization focused on anticipating and meeting the needs of our customers, upward mobility and professional growth are critical components of the coworker experience.

Building on our commitment to coworker equity, we offer professional development opportunities at all levels. Our continued success depends on the ongoing identification and nurturing of our next generation of leaders. For more information, see the Coworker Training, Education and Development section beginning on [page 50](#) of this report.

Our Global Career Framework, implemented in 2022, helps provide clarity among coworkers on how their role fits within our organizational structure, and offers a roadmap to promotional and lateral career opportunities. This framework ensures that we are transparent with our coworkers about the importance and contributions of their current roles, as well as their potential for growth and new responsibilities.

In addition to enabling our current coworkers to achieve their full potential, our compensation practices aim to attract like-minded professionals from outside our organization who want to bring their best authentic selves – and best ideas – to join us.

PAY EQUITY

The diversity – in all dimensions – of our coworker population positively impacts everything we do. We believe in equal opportunities and equitable compensation for coworkers with similar responsibilities, skills and experience, regardless of an individual's personal background, gender, ethnicity or other protected characteristics.

As an organization, our approach and commitment to pay equity remains unchanged and is a consideration in every aspect of our approach to compensation, from hiring to promotion. We are committed to continuous improvement in our equal pay and remuneration practices for the benefit of all coworkers.



We believe in equal opportunities and equitable compensation for coworkers with similar responsibilities, skills and experience, regardless of an individual's personal background, gender, ethnicity or other protected characteristics.



COWORKER BENEFITS

Through our total rewards benefits package, we strive to empower all coworkers to perform at their best, both personally and professionally. We are committed to providing access to resources that promote the emotional, physical and financial health of our coworkers and their families.

Our inclusive suite of benefits is designed to meet the evolving needs of our coworkers at every stage of their personal and professional lives. Our competitive, comprehensive offerings feature a number of family-oriented benefits and a variety of wellness incentives and programs. Many services can be delivered virtually, providing coworkers and their families with increased flexibility.

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, features a library of on-demand educational videos and includes an interactive tool to help coworkers compare health plans and navigate benefits offerings. In addition, our Total Rewards portal seeks to help US coworkers maximize their benefits. We have similar systems in our operations outside the US and are in the process of further investing in and harmonizing digital tools to simplify the coworker experience and enable coworkers to focus on doing great things for our customers and partners.



HOLISTIC APPROACH TO WELLNESS

CDW's holistic approach to wellbeing is rooted in our coworker-driven culture, and the resources we offer encompass four dimensions of wellness: physical, emotional, financial and social.

- We promote **physical wellness** by providing educational resources about health issues, promoting healthy food choices and offering discounts on fitness tracker devices. In recognition of the importance of preventive care, we offer a variety of resources tailored to nurture the body and mind, such as discounted fitness center memberships and weight management programs.
- We provide US coworkers with **emotional wellness** support through our Employee Assistance Plan (EAP), which offers resources on topics such as career development, financial or legal support and stress and anxiety management. Coworkers also have access to confidential, individualized coaching to help them achieve their personal and professional goals. In 2022, we began offering emotional health support training on a quarterly basis with an experienced counseling psychologist and executive coach. Outside the US, our efforts include providing additional mental health and wellness support to coworkers in Canada and training our coworker wellbeing champions on how to identify and respond to signs of emotional distress and substance abuse.
- We believe in the limitless potential of our coworkers and support their **financial wellness** through market-competitive total compensation packages. For more information, see the Pay and Equal Remuneration section on [page 53](#) of this report.
- We recognize that feeling connected at work is a significant contributor to coworkers' **social wellness**. One of the benefits embedded in working at CDW is being part of a global community, and through a variety of communications channels and our active network of [Business Resource Groups \(BRGs\)](#), we encourage our coworkers to create shared experiences.

We regularly assess and update our benefits based on coworker feedback, industry benchmarking and other factors to ensure that our total rewards package positions us as an attractive choice for potential coworkers. In 2022, we enhanced our short- and long-term disability benefits and increased the amount of paid time off for primary caregiver, parental and bereavement leave for our US coworkers. In addition, CDW worked with a leading healthcare advocacy and decision support partner to offer expert medical opinion services to anyone enrolled in a company-sponsored medical plan.



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

SUPPLY CHAIN RESPONSIBILITY

CDW's partners and suppliers are a critical extension of our company and vital to our success. We work with partners who can deliver a superior experience for our customers, align with our go-to-market strategies, and effectively collaborate to expand our growing solutions, services and international capabilities. Our relationships with more than 1,000 leading and emerging vendor partners enable us to provide customers with access to over 100,000 products and services, combined with CDW's technical resources and logistics capabilities.

ENSURING A SECURE SUPPLY CHAIN

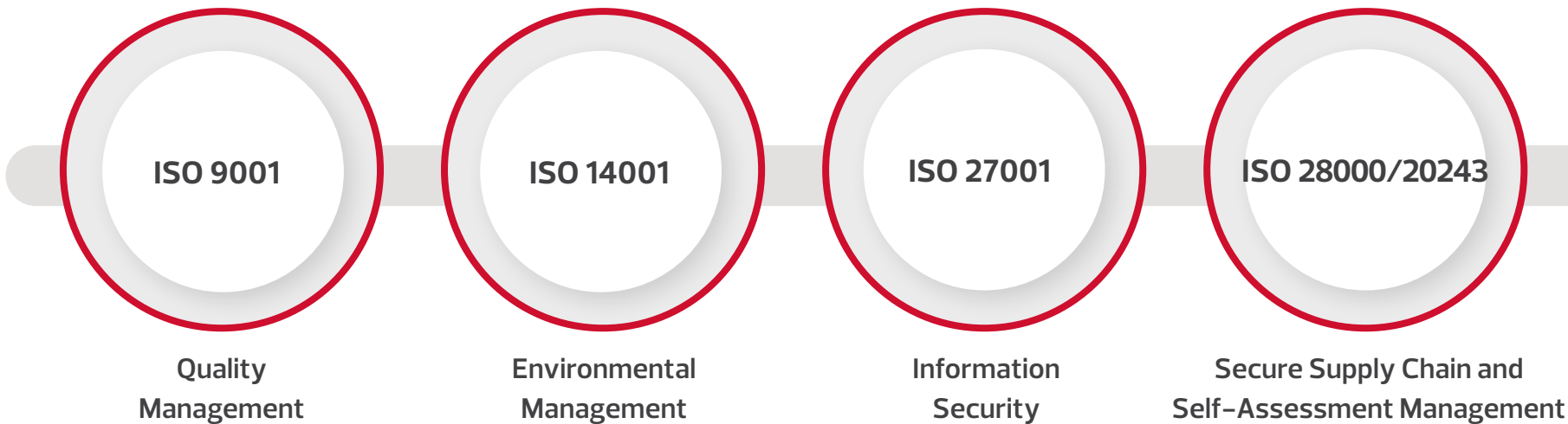
The security of our supply chain is measured by our adherence to International Standards Organization (ISO) criteria. We have earned ISO certifications for quality management (ISO 9001), environmental management (ISO 14001), information security (ISO 27001) and secure supply chain and self-assessment management (ISO 28000/20243).

CDW participates in third-party ISO audits that enable us to evaluate and demonstrate that we have effective, secure processes and vendor partner relationships in place. In early 2022, we received unconditional ISO recertification of our overall secure supply chain management program.

The certification and recertification process, the audit program and the resulting ISO certifications are critical to CDW because they:

- Provide evidence that we have implemented processes and procedures throughout the organization to ensure we have a secure supply chain program
- Prevent service and product delivery disruptions to our customers
- Ensure products coming into CDW are genuine and not counterfeit
- Increase our opportunities to win contracts that require ISO certifications
- Maintain our competitive edge

CDW'S SECURE SUPPLY CHAIN PROGRAM



FOSTERING A RESPONSIBLE SUPPLY CHAIN

In addition to holding ourselves to high standards, we have high expectations of our partners as well.

Our expectations for honesty, integrity and ethics are defined 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). In alignment with The CDW Way Code, the Partner Code of Conduct sets the standards of behavior for partners while conducting business with CDW and our coworkers, agents, subcontractors and customers. The Partner Code addresses four 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
- **Environment**, which affirms our commitment to operate in a manner that is protective of the environment by identifying impacts and proactively minimizing adverse effects on the community and natural resources and complying with all applicable laws, regulations and standards
- **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.



SHARING OUR ESG JOURNEY WITH MANY PARTNERS

In 2022, more than ever, ESG considerations have been central to our discussions and collaborations with our partners. The most notable areas of ESG-related partner engagement in 2022 included: ESG participation on partner committees; enhanced identification and availability of environmentally certified products; transportation and logistics measures that drive efficiency and reduce emissions; diversity, equity and inclusion; and mutual opportunities for social impact.

Having a secure and responsible supply chain is a fundamental element of our business, and policies and other documentation, auditing and ongoing engagement are critical to our success. One sign of our commitment and accelerated progress is that we improved our EcoVadis score and received a Silver rating (in the top 25%) in 2022. We scored well in all four areas – environment, labor and human rights, ethics and sustainable procurement – and were recognized for strong performance on a number of environmental topics. In addition, we have engaged with EcoVadis to help us evaluate the ESG performance of our key partners and encourage engagement on an ongoing basis. We are committed to continuing to advance our efforts.

CDW is a participant in many top partner ESG and sustainability industry programs. Here is a sampling of our 2022 partner engagements related to ESG:

Environmentally certified products: We are working with our top technology partners to promote their environmentally certified products and solve for our customers' outcomes around their ESG goals and priorities. Our goal is to be able to offer our customers a full stack of solutions that addresses a broad spectrum of environmental considerations. For more information, see the Environmental section on [page 16](#) of this report.

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 ideas 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 13](#) 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. Enhancing diversity in the supply chain and other ESG topics are often discussed during the annual summits. The theme of the 2022 Partner Summit was "Built to Lead." See the next page for more information on this event.

Philanthropy and volunteerism: CDW coworkers collaborating with partners enables us to amplify 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 34](#) of this report.

Business diversity: CDW is a member of the Billion Dollar Roundtable – and spent more than \$3.6 billion with minority-owned, woman-owned and small, disadvantaged businesses in 2022 and more than \$24 billion with such businesses since the formal business diversity program started in 2007. For more information, see the Business Diversity section beginning on [page 31](#) of this report.

One sign of our commitment and accelerated progress in ESG is that we improved our EcoVadis score and received a Silver rating (in the top 25%) in 2022.



PARTNER SUMMIT 2022: 'BUILT TO LEAD'

In November 2022, CDW's Partner Summit returned to Las Vegas for the first in-person event with our top partners since 2019. Leaders from across the organization, including coworkers from our ESG and Social Impact teams, shared how CDW and our relationships with leading partners are "Built to Lead" in the technology space.

The annual Partner Summit, which celebrated its 20th anniversary in 2022, brings together CDW partners to engage in valuable discussions regarding the latest trends, strategies, tactics and resources that impact our mutual business opportunities. ESG-related topics, including clean-tech solutions, business diversity and community engagement, are often topics of discussion.

At the Summit, we recognized top-performing partners that provide exemplary support to CDW teams, enabling industry-leading outcomes for customers. CDW Partner of the Year Award winners are selected based on input and recommendations from our Sales, Product and Partner Management, Marketing and Integrated Technology Solutions organizations. Additional data points considered for the awards include sales growth, overall profitability and market strategy alignment.

2022 Partners of the Year

- Apple
- Cisco
- Honeywell
- Locus
- NetApp
- Newline Interactive
- TD SYNEX





GOVERNANCE

Inspiring Trust and Confidence in All Our Stakeholders

At CDW, we know 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.

[61. Corporate Governance](#)

[65. Ethics and Compliance](#)

[67. Data Privacy and Information Security](#)



CORPORATE GOVERNANCE

CDW’s commitment to good corporate governance is unwavering – from our Board to our Executive Committee to all levels of our organization. The governance structure of the company is designed to be a working structure for principled actions, effective decision-making and appropriate monitoring of both compliance and performance.

CORPORATE GOVERNANCE HIGHLIGHTS

Management proposal at 2023 Annual Meeting to provide stockholders with the right to call a special meeting.

- ✓ Annual election of all directors

✓ Lead Independent Director

✓ All of our directors, other than the Chair of our Board, are independent and the independent directors regularly meet in executive session

✓ 100% independent Audit, Compensation and Nominating and Corporate Governance Committees

✓ All of our Audit Committee members qualify as “audit committee financial experts” under SEC rules

✓ 15 year Board term limit to promote Board refreshment
- ✓ Our Board of Directors has approved a management proposal to allow stockholders the right to call special meetings

✓ 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 stockholder rights plan or poison pill

¹ Changes incorporated in 2022 and early 2023.

The Company included a proposal in the 2023 proxy that would grant CDW shareholders the right to call a special meeting. This resolution, which is subject to the procedural requirements outlined in the proposal, is consistent with prevailing corporate governance trends and aligns with CDW shareholder interests. This proposal is subject to vote at the 2023 CDW annual meeting. If the proposed amendment is approved by the shareholders, the Company Bylaws will be amended to specify the procedures for shareholder-requested special meetings, with provisions consistent with feedback from CDW shareholders and prevailing market trends.

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. We have 10 directors standing for re-election at our May 18, 2023, annual meeting, and nine of these directors (other than our Chair, President and Chief Executive Officer) are independent.

In January 2023, Christine Leahy, CDW President and Chief Executive Officer, was unanimously appointed Board Chair. The previous Board Chair, David Nelms, continues to serve on the Board as Lead Independent Director. Nelms became the company's Board Chair on January 1, 2020, and has been a member of the Board of Directors since 2014.

Also in early 2023, the Board elected Marc Jones as director. Jones currently serves as Chairman, President and Chief Executive Officer of Aeris Communications, Inc. His technology expertise will be valuable to our Board as CDW continues innovating for our customers, investing in our coworkers and growing our business.

CDW promotes Board refreshment by maintaining a limit on Board members' service. Upon careful review and consideration, the Board increased the service limit from 12 to 15 years in 2022. This increase allows for Board stability and continuity, while maintaining a strong refreshment process, ensuring a balance of tenures, perspectives and skill sets.

BOARD DIVERSITY BRINGS INNOVATIVE THINKING AND UNIQUE PERSPECTIVES TO OUR ORGANIZATION

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. Members of our Board have diverse experiences across a broad range of industries. They are highly skilled and together their complementary viewpoints strengthen the Board's oversight of CDW on behalf of our shareholders. In addition, we are committed to maintaining gender and racial diversity on our Board, and the four new directors the Board has appointed over the last five years are diverse. Of our 10 directors standing for re-election at our May 18th, 2023, annual meeting, 40% are women and 40% are professionals of color.



We are committed to maintaining gender and racial diversity on our Board. Over the last five years, the Board has appointed four new directors, all of whom are diverse. Of the 10 directors standing for re-election at our May 2023 annual meeting, 40% are women and 40% are professionals of color.





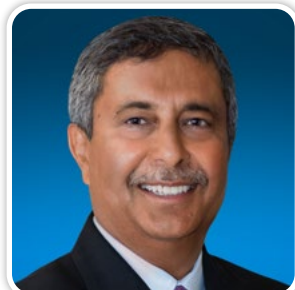
VIRGINIA C. ADDICOTT



LYNDA M. CLARIZIO



MARC E. JONES



SANJAY MEHROTRA



JOSEPH R. SWEDISH



JAMES A. BELL



ANTHONY R. FOXX



CHRISTINE A. LEAHY



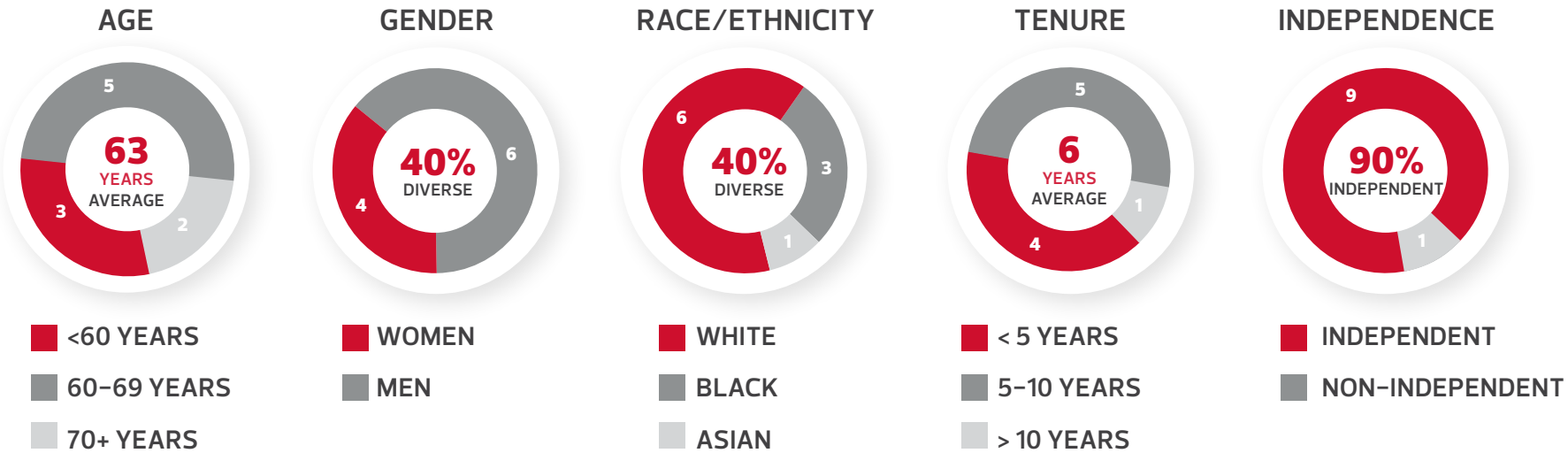
DAVID W. NELMS



DONNA F. ZARCONE

BOARD DIVERSITY AND TENURE

FACTS AND FIGURES



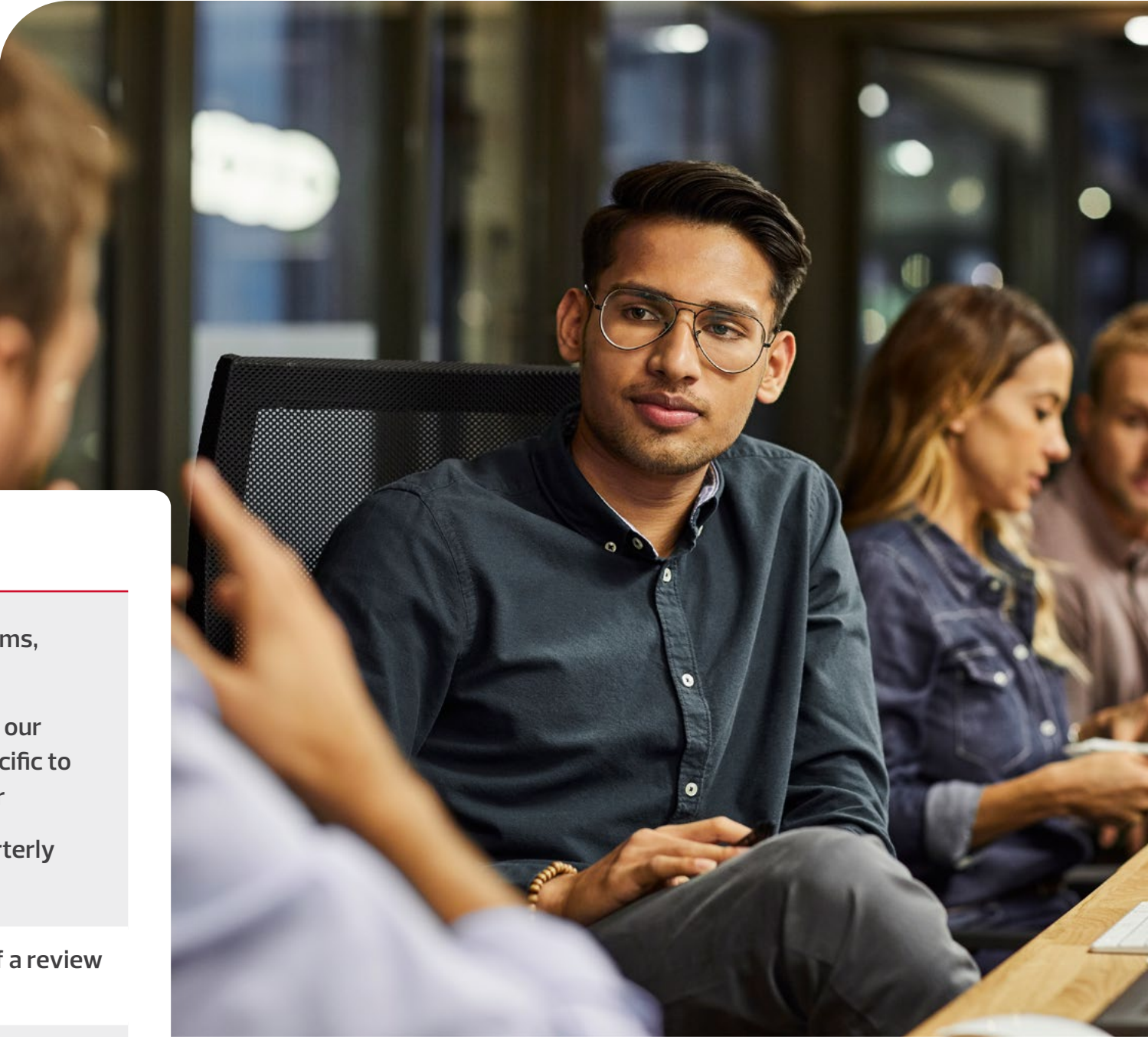
BOARD SKILLS AND EXPERIENCE

Skill	Description
Senior Leadership	Experience as a senior leader in a complex organization
Public Company Board Service	Service on other public company boards
Global	Broad leadership experience with multinational companies or in international markets
Technology Innovation	Managing technology strategies and driving technological change and innovation within an organization
Finance, Accounting and Risk Management	Experience with finance, accounting, debt or capital markets, M&A, strategic investments or enterprise risk management including cybersecurity
People and Culture	Experience managing a large and/or global workforce and building a high performance culture
Government and Regulatory	Government service or extensive interactions with the government and government agencies

All data and information in the Board Diversity and Tenure charts and Board Skills and Experience table are based on the 10 Directors who are standing for re-election at our May 18, 2023, annual meeting.

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.

Our Board understands the importance of our inclusive, performance-driven culture to our ongoing success. Our Chair, President and Chief Executive Officer is actively engaged with our Chief People Officer and Senior Vice President, Coworker Success 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 Chair, 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.



COMMITTEE

ESG OVERSIGHT RESPONSIBILITIES

Audit	<div>Reviews the company’s compliance and ethics and risk management programs, including cybersecurity</div> <div>Oversees the company’s internal audit responsibilities, including a review of our internal audit plan and findings, our process to capture and validate data specific to ESG and the performance and independence of our third-party audit partner</div> <div>Oversees enterprise risk management (ERM) responsibilities, including quarterly reviews of activities and findings with CDW’s ERM leader</div>
Compensation	Annually reviews compensation trends and developments and the results of a review of risks of our compensation practices and policies
Nominating and Corporate Governance	<div>Oversees our ESG program</div> <div>Periodically reviews our Corporate Governance Guidelines along with developments in corporate governance, and recommends changes, which require full Board approval</div>

ETHICS AND COMPLIANCE

We understand the level of trust that our coworkers, shareholders, customers, partners, communities and other stakeholders place in us, and we accept our responsibility for maintaining that trust. Our ethics and compliance program is built around our efforts to guard and protect that trust, while ensuring that we adhere to The CDW Way Code and follow all legal and regulatory requirements.

The 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. Further, the 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.

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

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

THE CDW WAY CODE APPLIES TO EVERY CDW COWORKER AND BOARD MEMBER, NO MATTER WHAT JOB THEY HOLD. IT APPLIES TO ALL CDW ACTIVITIES AND ALL CDW LOCATIONS. EVERY COWORKER IS RESPONSIBLE FOR UNDERSTANDING THE CODE AND HOW IT APPLIES TO THEIR ROLE.

TOUGH DECISION? ASK YOURSELF:

CAN I?

- Is there a company policy prohibiting it?
- What does The CDW Way Code say?
- Is it legal?
- Am I the right person to make the decision?

SHOULD I?

- Would I be proud to explain this to my customers, family, friends, manager or fellow coworkers?
- Is it consistent with The CDW Way?

AM I SURE?

- Do I need to seek help or advice from someone else?
- Have I looked at this decision from every angle?

We have controls in place for anyone, inside or outside CDW, 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. In addition, during the year we introduced data privacy training to supplement our existing information security training. These trainings are required for all global employees. As part of our commitment to our ethics program and our coworkers, we are continuing to add robust, topic-specific training modules and offerings in 2023 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 2022, we updated and enhanced our policy process, developed a targeted training and communication plan and instituted enhancements to our data privacy program and finalized our data privacy strategy. In 2023, we updated our partner Code to incorporate certain environmental and working conditions. Looking ahead, we are focused on continuing to execute against this road map 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](#)
[Partner Code of Conduct](#)

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 enact and uphold robust data privacy and information security programs and strategies.

As our organization continues to grow, we prioritize close connectivity with our stakeholders and a unified approach to ensure secure growth while addressing risk consistently across the business. We codify this approach through a comprehensive set of global policies, along with related procedures and requirements – all of which are aligned with CDW's enterprise risk management program.

In 2022, we reintroduced and enhanced our information security function under one robust, enterprise-wide organization known as **CDW Global Information Security**, led by a new Global Chief Information Security Officer, in alignment with our commitment to fostering a globally integrated and locally empowered mindset. Our strategy relies on people, process and technology in order to achieve our vision of one team, unified under a global approach, providing integrated information security capabilities.

Our global information security capabilities are resilient against current and emerging cyber threats and serve as a strong case study for our customers.

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

EVOLVING OUR DATA PRIVACY PROGRAMMING

Our information security team works closely with our ethics and compliance team, which oversees our privacy program. These teams, along with CDW's Cybersecurity and Data Protection Steering committees, ensure the secure collection, use and protection of data throughout our global operations.

Aligned with our commitment to ensuring strong ethics and compliance, we continued to build on our data privacy strategic framework in 2022 with the rollout of a formalized mission, principles and objectives for ensuring strong data ethics.

Through global collaboration and a proactive, adaptable approach, our data privacy program strives to:

- Enable CDW's continued growth
- Support a strong culture of thoughtful and responsible data use
- Improve and implement controls, policies and processes to ensure privacy compliance

Additional data privacy highlights for 2022 included:

- Introduced our global data privacy training program across all geographies and CDW companies; coworker participation was strong during the rollout
- Implemented key tools and process improvements, including a third-party privacy management tool to enable centralized privacy notice management and enhanced visibility around data activities across the organization

Our data privacy mission is to build and maintain the confidence of our community members by advancing a culture of strong data ethics and effective compliance while strengthening CDW's business through responsible data use and innovation in service to our customers.

EMPOWERING COWORKERS TO GUARD PRIVACY

Just as important as implementing the proper tools, policies and processes, we maintain a sharp focus on providing coworkers with a clear understanding of the role they play in ensuring responsible data use at CDW. By empowering coworkers to **GUARD** personal and confidential information, we maintain a strong first line of defense against privacy breaches.

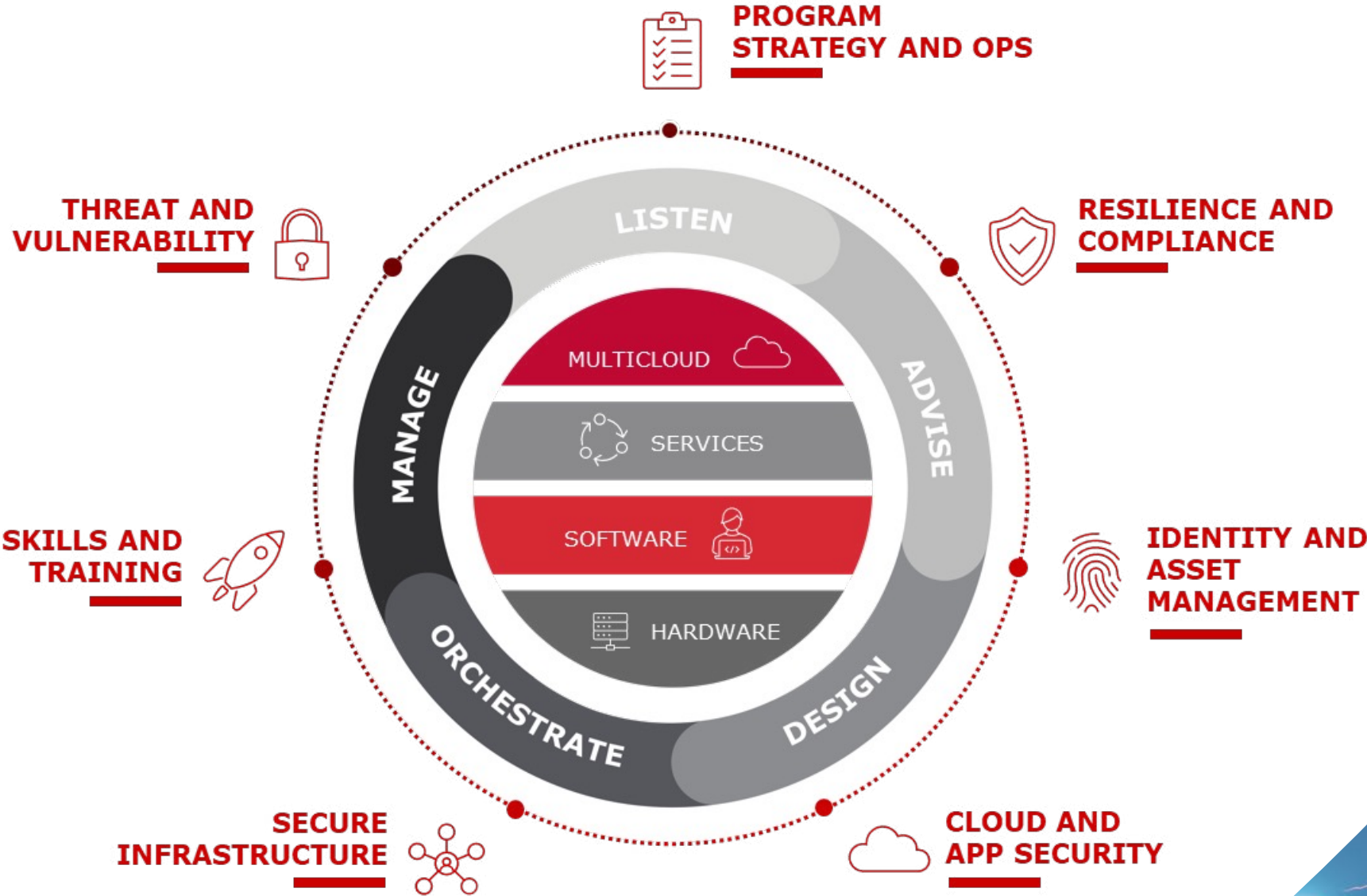
- G**ather only necessary information
- U**se only for permissible reasons
- A**ccess only for authorized coworkers
- R**espect the people behind the data
- D**elete data when no longer needed



**CYBERSECURITY SOLUTIONS:
A CORE CDW COMPETENCY**

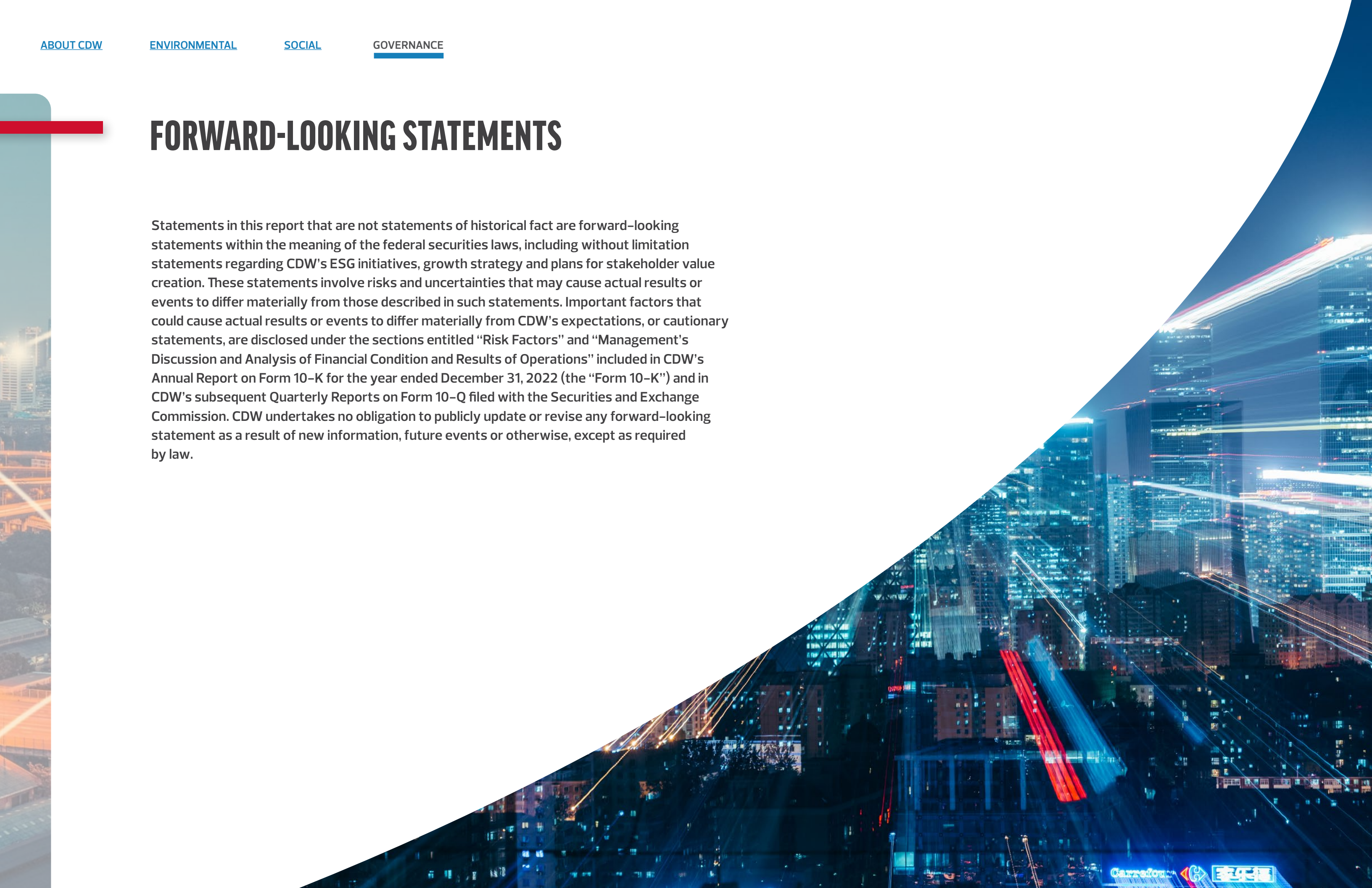
Our continued commitment to robust customer privacy and data security programs in our business reinforces our credibility to help customers address their own cybersecurity needs. Our services help our customers with information risk management, business information security, cybersecurity engineering and threat detection. The graphic on this page summarizes how we how we organize and deliver our cybersecurity solutions.

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.



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, 2022 (the "Form 10-K") and in CDW's subsequent Quarterly Reports on Form 10-Q filed with the Securities and Exchange Commission. 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

2022 ESG REPORT



CONTACT US

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