

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.

2. Diversity, Equity and Inclusion

10. Business Diversity

13. Social Impact

20. Coworker Engagement and Workplace Culture

25. Occupational Health and Safety

29. Coworker Training, Education and Development

32. Pay and Equal Remuneration

33. Coworker Benefits

35. 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

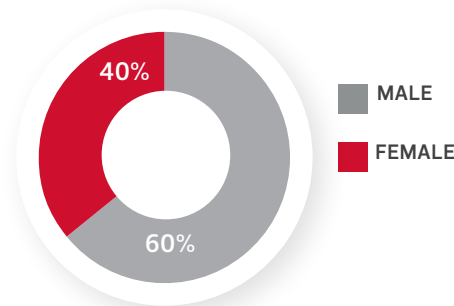
Embed our focus on diversity, equity and inclusion in our **business practices** with customers, partners and the communities we serve



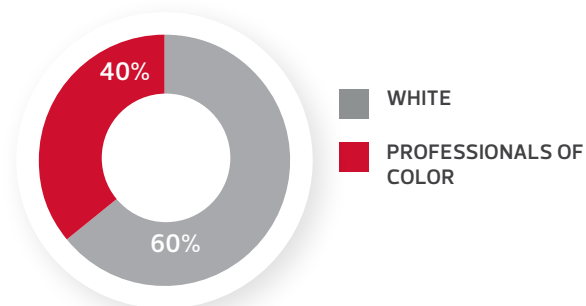
DIVERSITY, EQUITY AND INCLUSION (DEI) AT CDW AT A GLANCE

BOARD DIVERSITY

GENDER DIVERSITY
(OUT OF 10 DIRECTORS)

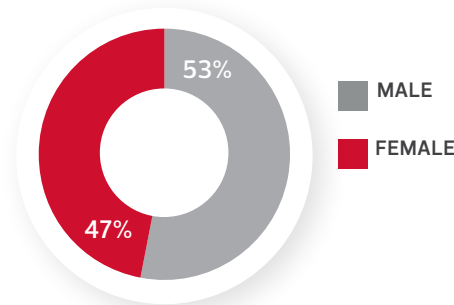


RACIAL DIVERSITY
(OUT OF 10 DIRECTORS)

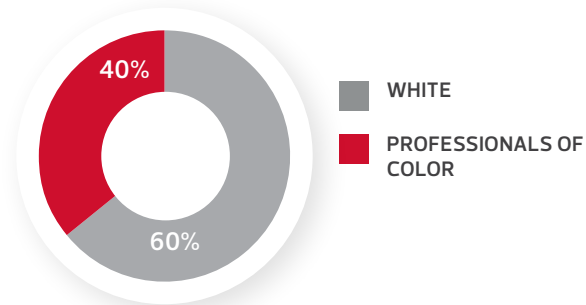


EXECUTIVE COMMITTEE DIVERSITY

GENDER DIVERSITY
(OUT OF TOP 15 LEADERS)

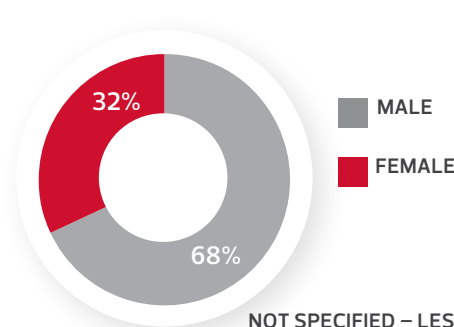


RACIAL DIVERSITY
(OUT OF TOP 15 LEADERS)



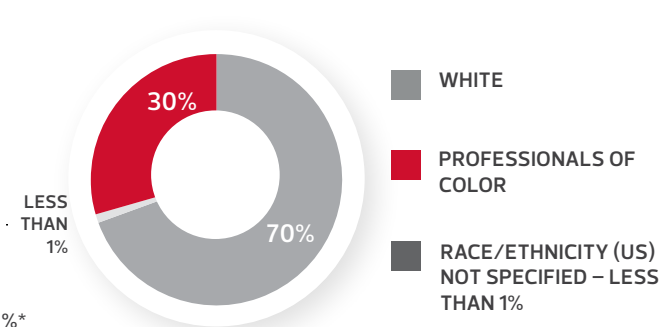
COWORKER DIVERSITY

GENDER DIVERSITY – GLOBAL



NOT SPECIFIED – LESS THAN 1%*
*“Gender not specified” option only applies to the US and Canada

RACIAL DIVERSITY – US*



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

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

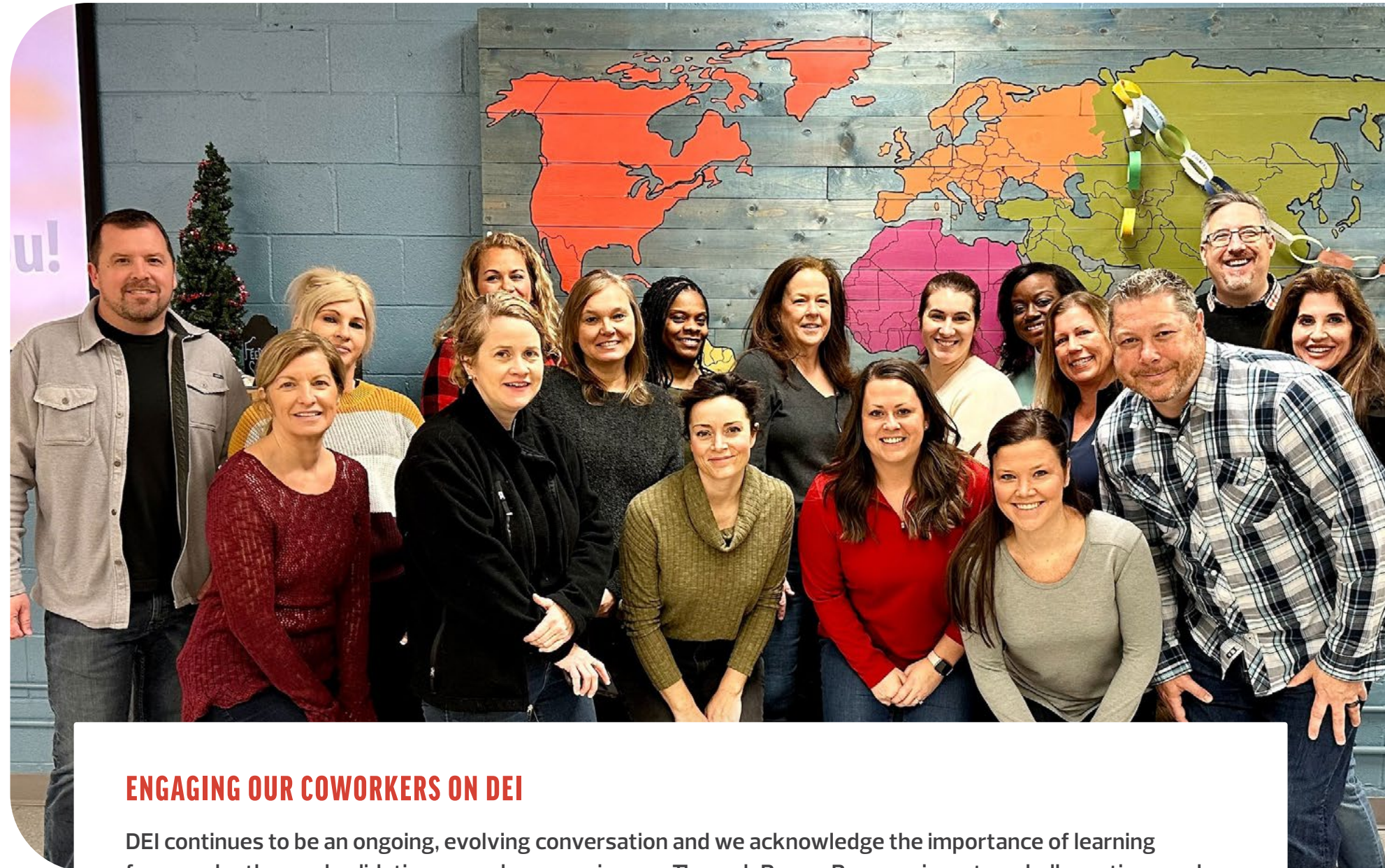
Board diversity data are based on the 10 Directors who are standing for re-election at our 5/18/23 annual meeting, Executive Committee Diversity is as of 4/7/2023 and Coworker Diversity is as of 12/31/2022.

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.



#CDWSocial #CDWCommunity #BreakTheBias #IW2022
 International Women's Day | WOMEN'S International Network | CDW PEOPLE WHO GET IT

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.



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



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



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



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



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



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



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

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.

US coworkers also lead several regional BRGs.



Capital All Stars (VA)



Cherry Hill (NJ)



Eatontown (NJ)



1850 Rising (AZ)

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.



Black Coworker Network – BCN

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



Disability Support Network – DSN

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

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



PRIDE+

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



United Support Network – USN

USN unites people, building strength in our communities and ensuring for a space where our EU National coworkers are supported within the UK. We focus on all aspects of life and drive to ensure the one CDW community ethos.

EU National coworkers, along with USN allies, are committed to a positive experience and community-focused environment following the removal of UK from the EU.



Women's International Network – WIN

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

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.



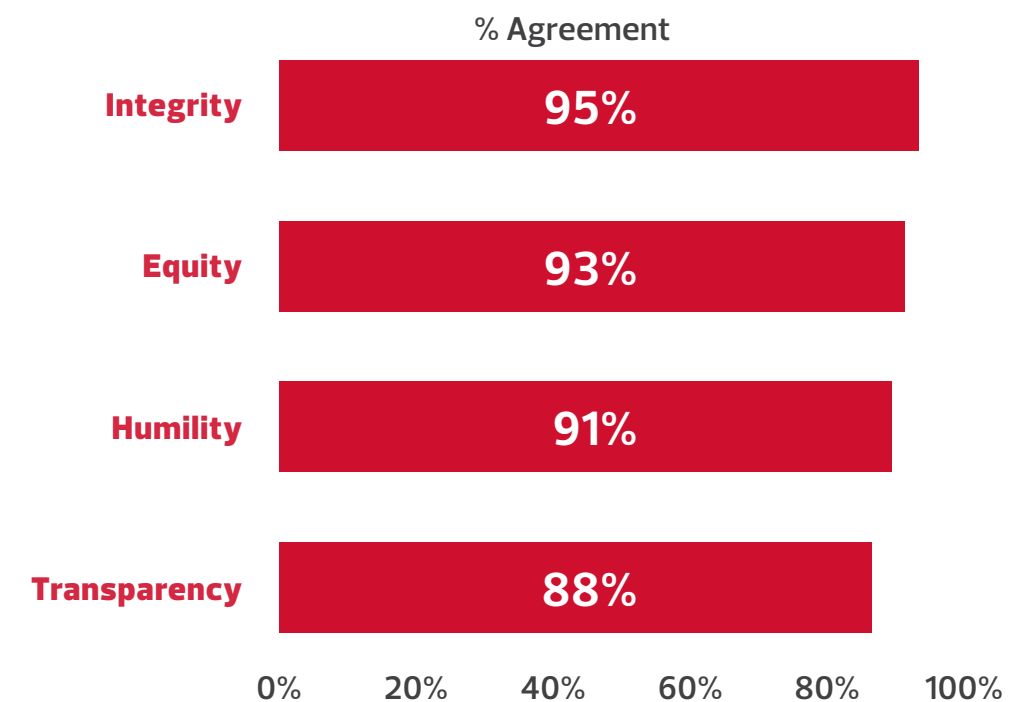
PARTNERSHIP EFFECTIVENESS SURVEY

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.

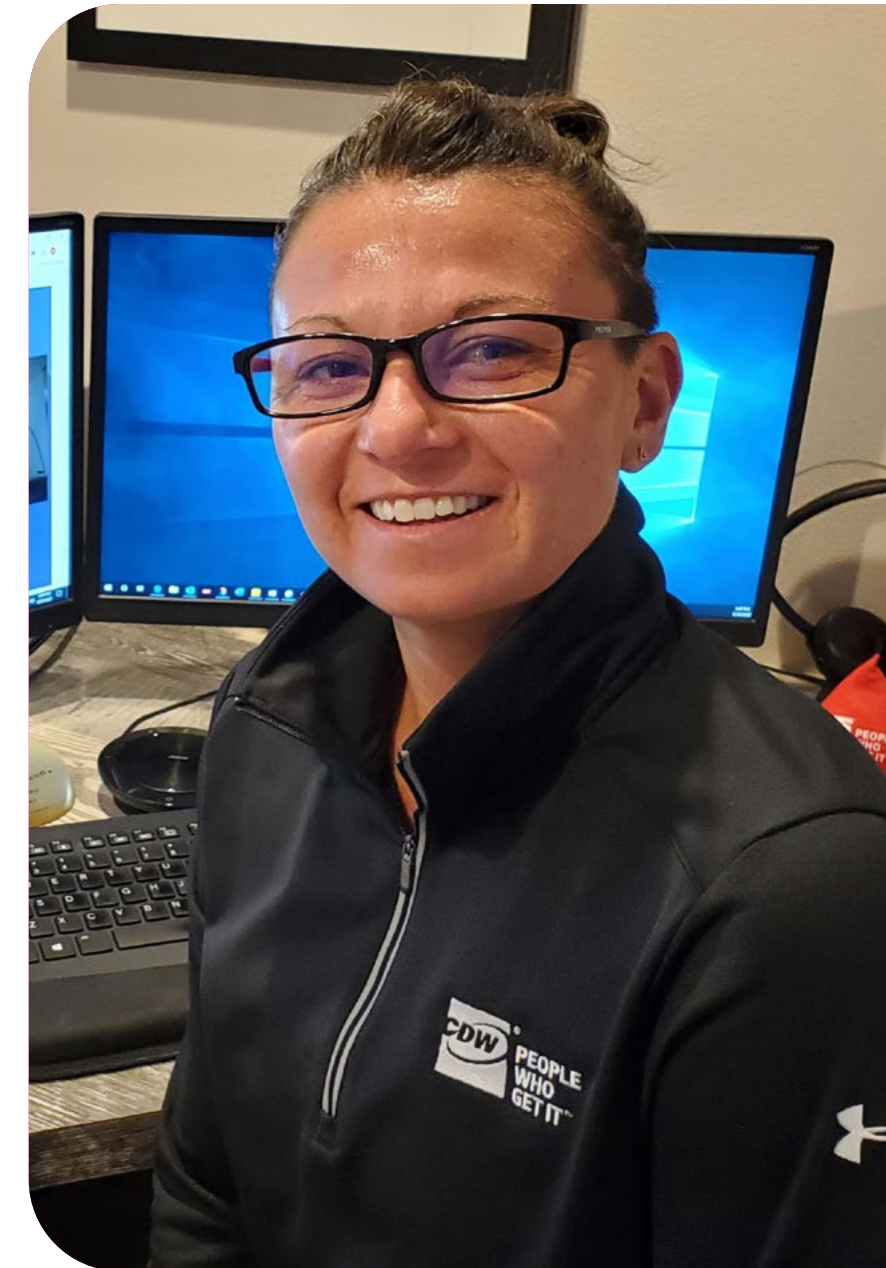
The Better Together initiative includes a wide variety of hybrid and in-person events, including team collaboration sessions, speed networking, wellness discussions and partner-sponsored events with guest speakers. In early 2022, the Better Together team created and delivered the “Learn from a Leader” 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 ReignTe 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.



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.

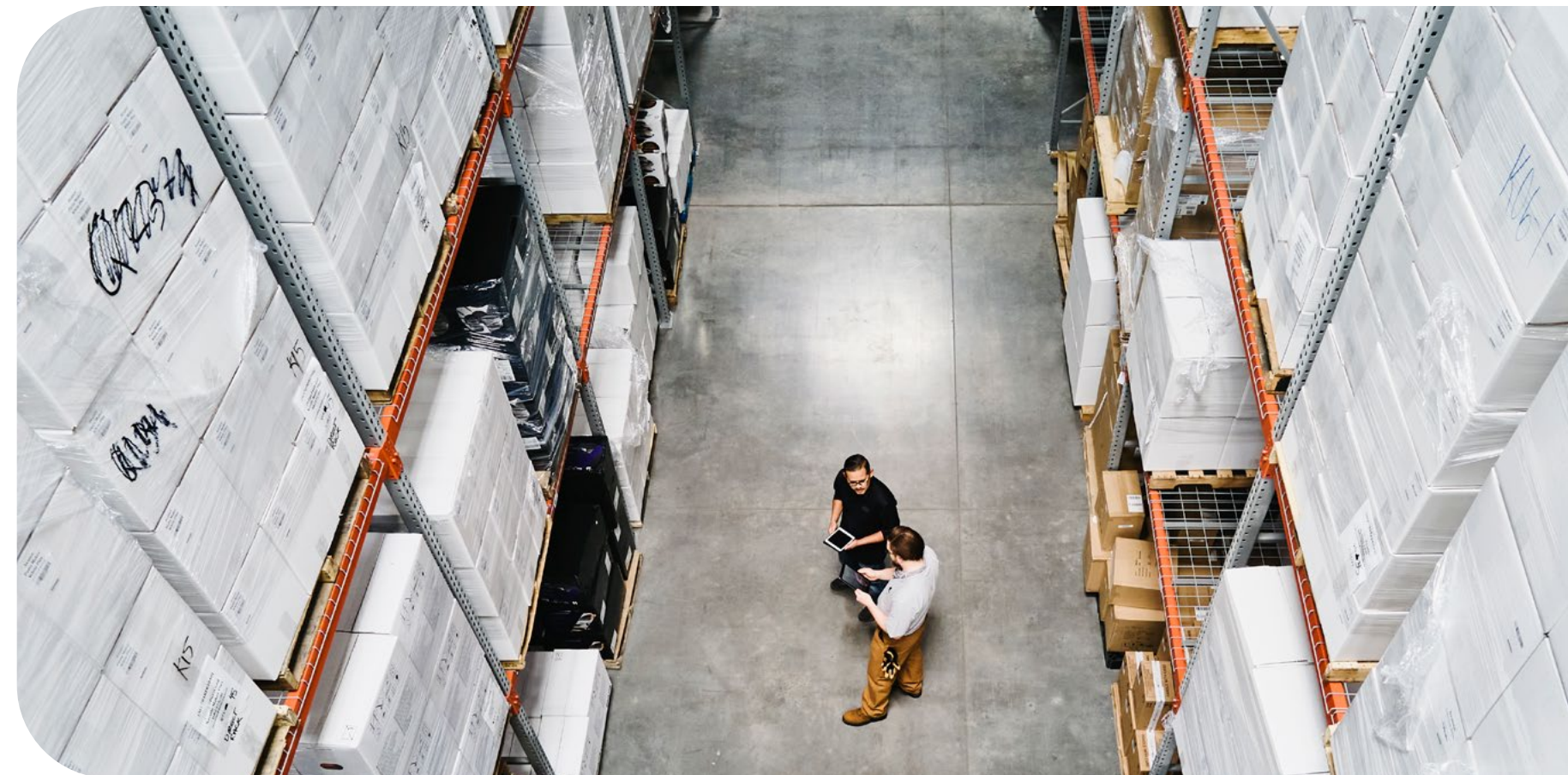
Tips shared in December 2022 include:

- 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.

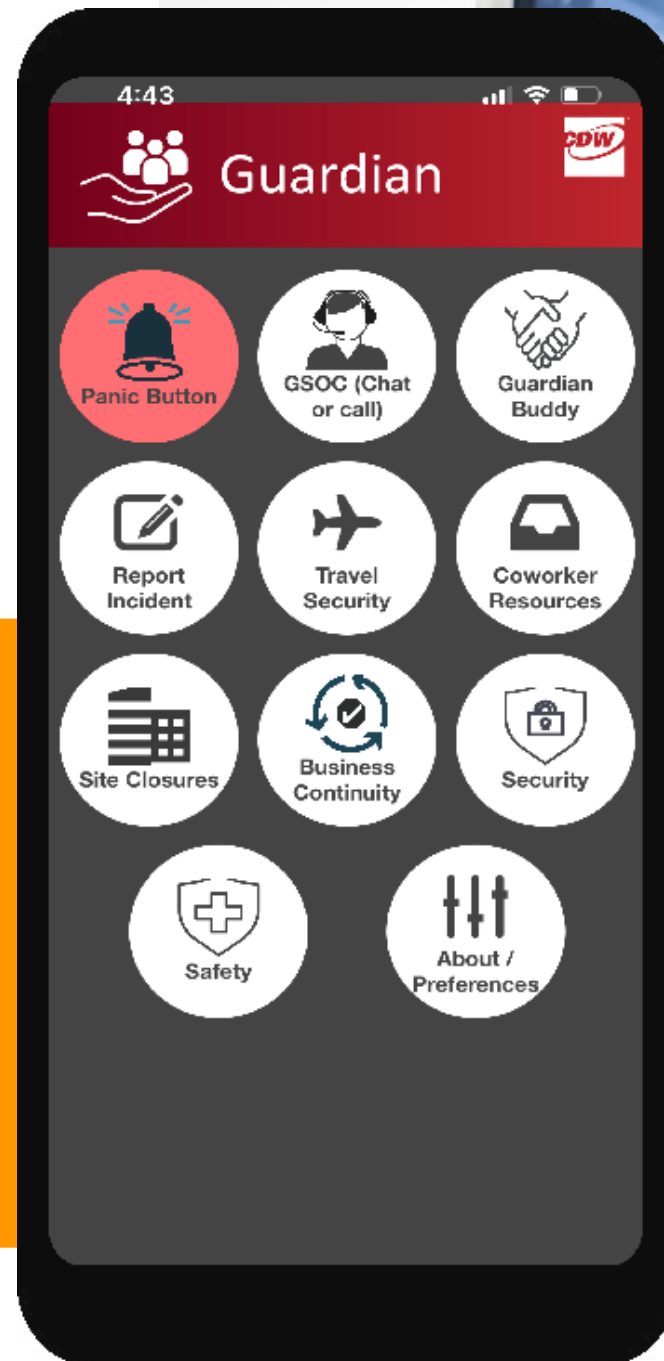


USING TECHNOLOGY TO SAFEGUARD COWORKER SAFETY AND SECURITY

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.

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.
- 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](#)

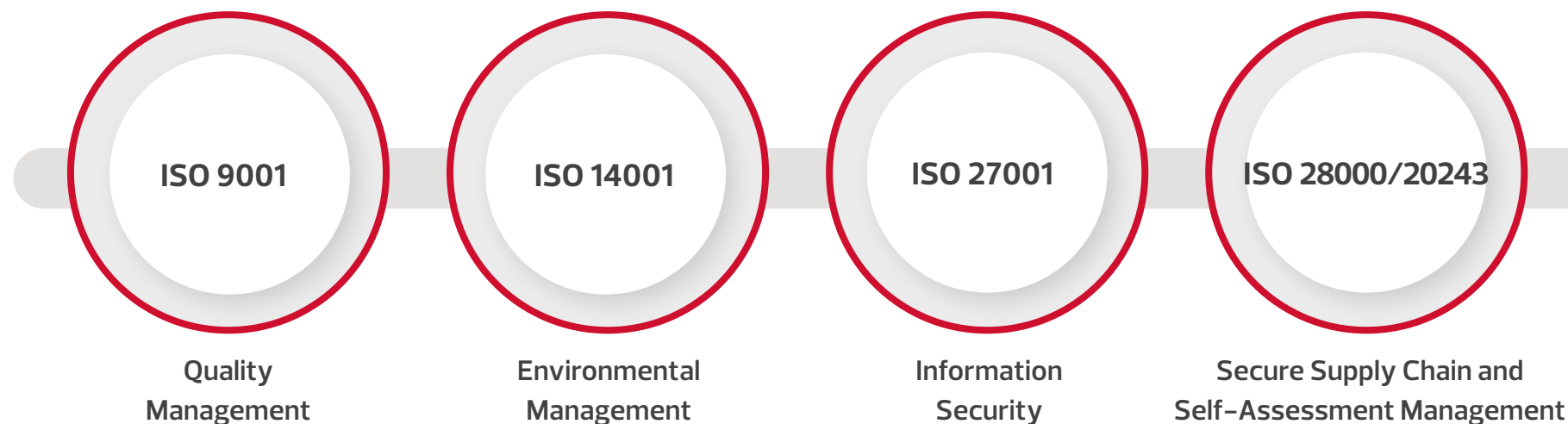
SUPPLY CHAIN RESPONSIBILITY

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'S SECURE SUPPLY CHAIN PROGRAM



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

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.

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.

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."

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.

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.

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

