

## 2024 CDW Limited Business Resilience Supplement





“At CDW UK and International, our coworkers are united in driving meaningful progress in protecting the planet, delivering exceptional service for our customers and partners, and empowering one another to achieve our full potential as One CDW. Looking ahead, we will continue to leverage our collective expertise and scale to amplify our sustainable impact and foster industry-wide collaboration.”

- Penny Williams,  
Managing Director,  
CDW UK and International

## CDW Overview and Purpose

CDW Limited is wholly owned by CDW Corporation (Nasdaq: CDW), a Fortune 500 company and member of the S&P 500 Index. CDW Limited has a shared DNA with the CDW Corporation and is an integrated information technology (IT) solutions and services provider. Our UK and International business supports thousands of organisations spanning private enterprise, government, education and healthcare customers across the United Kingdom and 170+ countries, excluding the US and Canada. Our team of 1,736 coworkers help our customers navigate an increasingly complex IT market and maximise their return on technology investments.

### CDW Limited At A Glance<sup>1</sup>

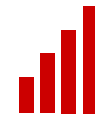
**Headquarters**  
**London, UK**



**Coworkers**  
**1,700+**



**Annual Net Sales**  
**~£1.1bn**



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



**Serving Customers in**  
**170+ Countries**



<sup>1</sup> As of December 31, 2024.

**CDW's purpose is to make technology work so people can do great things.**

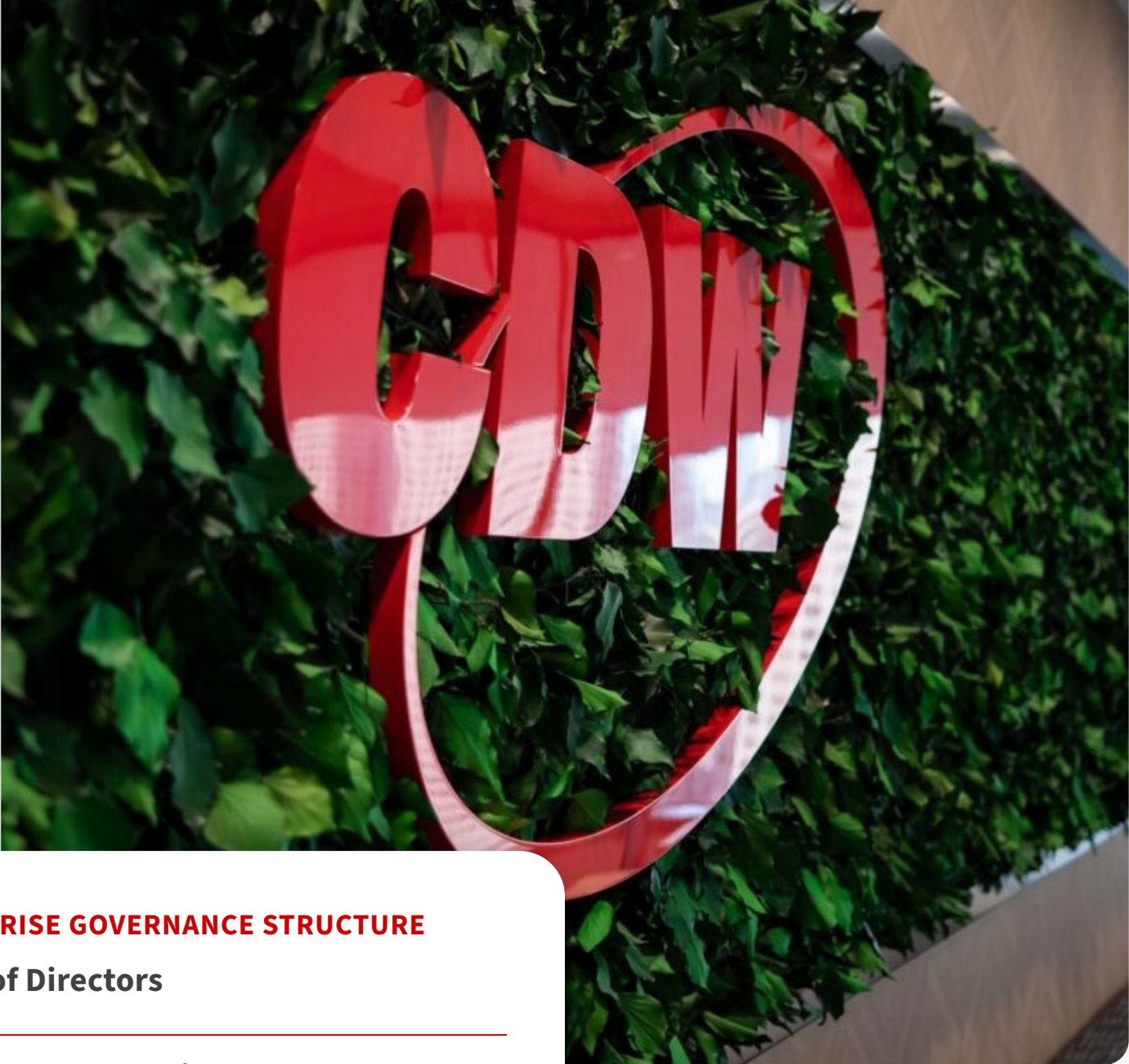
# Programme Strategy and Organisational Structure

Our business resilience program is guided by the principles of The CDW Way and our values of trust, connection and commitment. We focus on the topics, challenges and opportunities where CDW Limited is positioned to sustainably add value for our stakeholders.

As the landscape evolves, we have continued to refine our strategy to more closely align with stakeholder expectations, commercial business opportunities and the regulatory environment. This approach helps position CDW Limited as a performance-driven organisation, supporting global ambitions while driving regional progress and delivering long-term business value.

Our approach is defined, designed, orchestrated and governed through a global organisational structure (see visual).

CDW leverages the structure for ideation and ensuring compliance with a portfolio of mandatory and voluntary disclosures spanning the sustainability arena. This includes UK-based regulations such as Procurement Act 2023 and Procurement Policy Note PPN 006, as well as globally recognized frameworks like CDP, EcoVadis, the Sustainability Accounting Standards Board (SASB), and the Task Force on Climate-related Financial Disclosures (TCFD).



## ENTERPRISE GOVERNANCE STRUCTURE

Board of Directors

Executive Leadership

Global Team

Business Leaders and  
Enterprise Risk Management

Working Groups




# Designations, Signatory Agreements and Certifications

## DESIGNATIONS

- **EcoVadis Silver and Carbon Leader Status:** CDW Limited ranks in the top 15% of evaluated businesses, demonstrating robust implementation of sustainability measures. 
- **Disability Confident Committed Employer:** CDW Limited maintains Level 1 of the Disability Confident government initiative designed to help recruit and retain great people regardless of disability. 
- **Accredited Living Wage Employer by the Living Wage Foundation:** Accredited in 2023 and renewed in 2024, CDW Limited believes its coworkers and contractors should earn a wage that covers their everyday needs. 
- **Cheshire and Merseyside Social Value Award:** CDW Limited has been recognised as an anchor institution committed to creating healthier, more sustainable and resilient places and communities; providing fair employment and good work for all; protecting and improving our environment; and promoting social innovation.
- **HP Amplify Impact 3-Star Partner:** CDW Limited has been recognised for its sustainability programming centered on climate resilience, human rights and digital opportunities. 

## SIGNATORY AGREEMENT

- **Armed Forces Covenant:** CDW Limited commits to supporting the welfare, employment and education of the armed forces community and their families ensuring they do not face a disadvantage compared to other citizens. As a Bronze award holder within the government’s Employer Recognition Scheme, CDW Limited pledges to support the armed forces, including current or prospective coworkers who are members of the community.
- **Mind’s Mental Health at Work Commitment:** This pledge reaffirms CDW Limited’s dedication to supporting the mental wellbeing of its workforce. 
- **Wellbeing of Women’s Menopause Workplace Pledge:** CDW Limited supports coworkers experiencing symptoms of menopause through policy and a support group. 
- **Police Industry Charter:** CDW Limited is dedicated to enhancing public safety through innovative technology, transparency and collaborative partnerships. 

## ISO CERTIFICATIONS AND CYBER SECURITY ACCREDITATIONS

These certifications provide assurance of expertise, consistency of service and the reliability you can trust.

- ISO 9001: Quality Management
- ISO 14001: Environmental Management
- ISO 20000: IT Service Management
- ISO 27001: Information Security Management

CDW Limited complies with both levels of Cyber Essentials, a government-backed certification scheme that focuses on ensuring data, wherever it resides and whatever it covers, is safe from cyber attacks.

- Cyber Essentials
- Cyber Essentials Plus

# Integrating Environmental Sustainability Into Our Business

CDW is committed to advancing climate priorities that align with the sustainability needs of our customers, partners and investors. We are focused on strengthening business resilience, capturing commercial opportunities and meeting evolving regulatory requirements.

Our two-pronged approach strives to:

- Reduce CDW's impact on climate through carbon reduction projects facilitated by our Climate Committee.
- Reduce climate impact on CDW through climate risk assessments and scenario planning and developing risk management plans in collaboration with a third-party expert.

CDW has gained Science Based Targets initiative (SBTi) approval for the following three near-term emissions reduction goals spanning our global operations:

- **Reduce impact in our operations:** CDW commits to reduce absolute Scope 1 and Scope 2 greenhouse gas (GHG) emissions by 42% by 2030.<sup>1</sup>
- **Engage our supply chain:** CDW commits that suppliers representing 80% of its purchased goods and services emissions will have science-based targets by 2028.
- **Collaborate to reduce impact in our value chain:** CDW commits to reduce total Scope 3 GHG emissions from remaining categories by 25% by 2030.<sup>1</sup>

In addition to the above targets, CDW Limited has a 2040 carbon net zero target aligned to UK government contracting regulations (specifically PPN 006).

## EMISSIONS REDUCTION ACTIVITIES

CDW Limited continues its decarbonization journey, advancing a portfolio of emission reduction activities in pursuit of our carbon net zero target and enterprise-wide emissions reduction targets. Recent progress includes:

- Deriving 100% of our electricity from renewable sources<sup>2</sup>
- Installing a 55-kWh solar panel array at our Service Operations Centre
- Installing motion-sensing and LED lighting at all campuses
- Enhancing tracking methods of Scope 3 Category 7 (employee commuting)
- Reducing Scope 3 Category 5 emissions (waste generated in operations) by 97.5% from a 2020 baseline by diverting waste from landfill and activating our ITAD programme
- Completing the transition of our UK business' fleet of automobiles to hybrid electric vehicles (HEVs)<sup>3</sup>

**In alignment with the Task Force on Climate-related Financial Disclosures (TCFD) framework, CDW Limited conducted climate risk assessments and scenario planning to better understand and address potential impacts of climate risk on our operations. Read more in our [TCFD Report](#).**

<sup>1</sup> Compared to baseline year 2022.

<sup>2</sup> All facilities are leased, working with lessors for multi-tenant facilities and utility suppliers for sole tenant facilities, to use renewable electricity backed by recognized certification schemes.

<sup>3</sup> Excludes vans in fleet.

**RESPONSIBLE ENVIRONMENTAL  
MANAGEMENT PRACTICES**

CDW Limited continued to enhance our data systems through the use of our carbon accounting platform, which helps improve data collection efficiency to align with the pace of mandatory disclosure timelines. Our tools continue to provide the insights needed for progress tracking and decision making.

As we work to ensure our operations adhere to our standards for environmental sustainability, we prioritize the following areas: environmental management, energy management, energy efficiency, waste reduction, recycling and sustainable distribution and transportation.

Responsible environmental management practices serve as the foundation of our sustainable operations. Recent enhancements in our UK operations<sup>1</sup> include:

- Maintaining a zero waste to landfill policy
- Recycling 450,000 kg of retired digital assets, valued at >£4.7m, for international customers in 2024

Our commitment to waste management extends to our packaging. Our outer boxes contain between 80% to 90% recycled content. We improved volumetric sizing to reduce cardboard use and the volume of pack-fill materials. Additionally, we began the transition to paper-based packaging materials, including box tape, document envelopes, bags and pack-fill for UK deliveries.<sup>1</sup>

**SUSTAINABILITY FEATURES AT OUR REGIONAL HEADQUARTERS**

The Quoin Building, home to our new regional headquarters in Manchester, was selected by CDW, in part, for its modern facilities, environmental features and convenient access to public transportation. The building, which earned an “Excellent” rating from BREEAM and garnered other environmental and wellness accolades, includes the following sustainability features:

- Minimised and efficient water consumption
- Fabric upgrades for high-energy efficiency
- Improved daylighting to office areas
- Recyclable waste storage area
- Highly accessible area for public transport and local amenities
- Low carbon, highly efficient air source heat pump



<sup>1</sup> Coverage of packaging and waste recycling programs cover the distribution center and Huntington offices only.



# Life at CDW

Through our One CDW talent strategy, we cultivate a welcoming, respectful, accountable and fair culture where every coworker can thrive. Our focus is on growth, engagement and shared success while meeting the current and evolving needs of our customers.

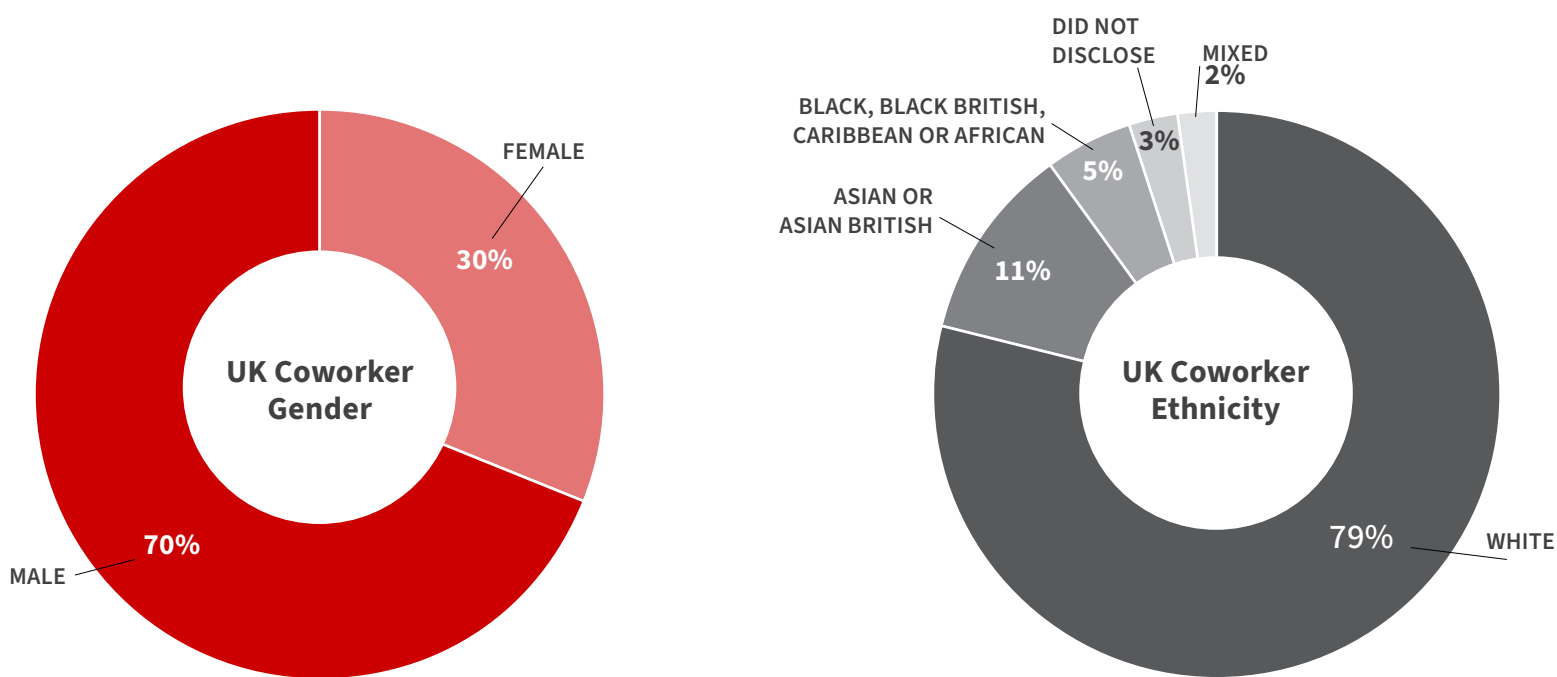
Recognition is a central element of our workplace culture, and we celebrate achievements through a portfolio of signature programmes, including our Spotlight Dinners and Coworker of the Quarter and Coworker of the Year awards.

- **Spotlight dinners** serve as a quarterly celebration of our highest-performing sales team members. Each dinner is hosted by a member of our Executive Team and sponsored by an OEM partner.
- **Coworker of the Quarter and Coworker of the Year** programmes are open to all non-quota bearing coworkers. The Coworker of the Year is our most prestigious award, granting access to our President’s Achievement Club. The winner is selected by our Executive Team from winners of the quarterly coworker awards.

In 2024, Joshua Williams, Senior Corporate Counsel, received the honour for his proactive approach, attention to detail and collaborative spirit, particularly his support of new coworker onboarding and cross-regional Legal initiatives.



## COWORKER COMPOSITION<sup>1</sup>



<sup>1</sup>Data as of June 2024.

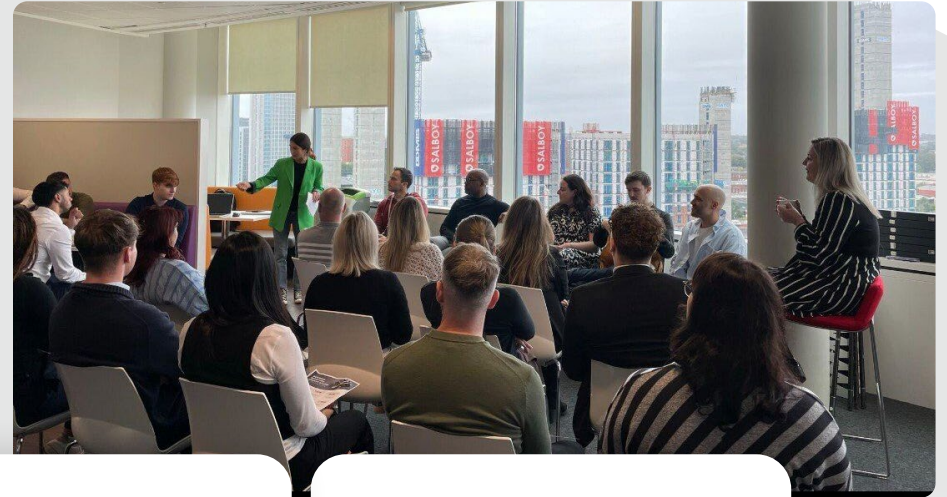


# Fostering Connections Through Business Resource Groups

CDW Limited encourages a welcoming and respectful culture and creates meaningful connections across teams. Our Business Resource Groups (BRGs) help ensure every coworker has the tools and opportunities to grow and succeed by offering networking opportunities, informal mentoring and professional and leadership development.

Our BRGs, which are open to all coworkers, experienced **29% year-over-year growth** in member numbers in 2024, with one in four coworkers participating in at least one BRG.

**One in four CDW UK coworkers participate in at least one BRG.**



**BCN**  
Black Coworker Network at CDW

**PRIDE+**  
Business Resource Group at CDW

**WIN**  
Women's International Network at CDW

**AFN**  
Armed Forces Network at CDW

**ABLE**  
Business Resource Group at CDW

**THRIVE**  
Business Resource Group at CDW





# Developing Early-In-Career Talent

We provide a portfolio of development programmes to help build skills, capability and confidence.

## **Work Experience Programme:**

This immersive, weeklong experience spans the customer journey and offers students the opportunity to spend time at one of our local offices where they learn about the tech industry and our business. They are also mentored by CDW coworkers, gaining real-world insight into every business function. The programme, which features a technology-based capstone project, included eight student participants in 2024 and is expanding to three CDW locations in support of 36 students in 2025.

## **Service Desk Apprenticeship:**

This programme provides early career access to a cohort of 16- and 17-year-olds interested in IT support roles. The 12-month apprenticeship combines blended learning, classroom teaching and on-the-job experience, culminating in a Level 3 Apprenticeship as an Information Communication Technician. The apprenticeship's 100% retention rate is significantly higher than the industry average of 42%.

## **Sales Academy:**

This 12-month learning programme encompasses sales-related topics ranging from negotiation to commercial and financial acumen. Participants benefit from ongoing support and guidance, peer mentorship and more. Successful completion of the programme results in a Level 3 Apprenticeship in IT Technical Sales. To date, 92 graduates have subsequently joined one of our sales teams to continue their journey.

## **Finance Graduate Programme:**

Launched in 2024, this three-year placement programme includes annual rotations across accounting, financial planning and analysis (FP&A), and business reporting, culminating in a Level 7 Apprenticeship qualification. The inaugural cohort features two finance graduates aiming to enhance academic achievements with practical career development. Entry requirements to the biennial intake include a qualifying business degree with a minimum 2:1 classification.

“

**“My favourite part of my journey at CDW was all the wonderful people I met and the insights they shared about their careers.”**

**– 2024 Work Experience Programme Participant**

# Serving Our Communities

We have built a strong culture of caring, giving and community service. We empower coworkers to expand their awareness and contribute their time and resources to the causes they care about most.

Our Social Impact focus continues to sharpen across the UK and Internationally. In 2024, we supported more than 50 nonprofit organisations, both as a business and through individual contributions. CDW Limited’s corporate volunteering increased by 100% as we continued to build enduring partnerships in the communities we serve.

CDW partnered with **Jangala** to help the nonprofit organisation prepare for use and deliver its Get Box products to people across the UK who are at risk of digital exclusion. CDW technical experts defined and implemented a scalable solution to automate the pre-validation process on every device. CDW coworkers accumulated 288 volunteer hours, assisting with the pre-staging of the Get boxes and arranging onward delivery, providing recipients with pervasive, secure and reliable Wi-Fi through the Get Box product.



**In 2024, CDW Limited coworkers amassed 4,738 volunteer hours supporting 50 local nonprofits, a 100% year-over-year increase. In addition, charitable donations made through our giving platform totaled £46,000, representing a 35% year-over-year increase.**

## THE KING’S TRUST

CDW coworkers continued to support The King’s Trust in 2024 by participating in fundraising activities throughout the year. Funds raised support underserved young people across the UK, helping them to live, learn and earn.

The Trust believes every young person aged 11 to 30 should have the chance to succeed and helps those from disadvantaged communities and those facing great adversity.

CDW’s support provides more than 500 young people a year with digital skills, training and access to networks, giving them insight into our industry and the confidence to pursue a technology career. Our One CDW values shape the partnership, building a platform for coworkers to create positive change within communities through volunteering, fundraising and mentorship.

Volunteer activities included:

- **Million Makers:** CDW coworkers raised £85,808.25 for The Trust through this annual entrepreneurial challenge that includes silent auctions, sporting endeavors, bake sales and other fundraising activities. CDW finished fourth in funds raised across all organisations supporting the programme.
- **Palace to Palace:** CDW teams from Rugby, Peterborough, Manchester and London came together to support The Trust at the Palace Walk and Palace to Palace cycle event in October, doubling the number of 2023 participants and raising £7,748.75, placing 7th on the fundraising leaderboard.



# Championing Signature Charities

We take our social responsibility seriously and are pleased to support and partner with charities that do impactful work for our communities and the people who live in them.

**The Sick Children’s Trust:** For more than 40 years, The Sick Children’s Trust has supported families in their time of need. The Trust’s 10 “Homes from Home” provide families with warm and welcoming accommodations minutes from their child, and someone to talk to during their stressful time. CDW volunteers spent 101 days working at the homes, preparing meals for families. We also led a project that secured a £100,000 investment to update the Trust’s Wi-Fi provision across four houses, orchestrating the programme from technical design to deployment.

**Help for Heroes:** CDW supports the UK’s leading veteran charity’s critical work using artificial intelligence (AI) integrated technology and specialised training. The integration of AI will improve efficiency, creating a better beneficiary journey whilst also enabling veterans to build valuable skills and knowledge in AI – an increasingly vital area of knowledge in today’s digital landscape. This partnership reflects CDW’s commitment to the Armed Forces Covenant and its mission to support veterans, reservists and their families – whilst advancing digital opportunities.





# Partnering To Create Opportunity

Our commitment to making a lasting difference is underpinned by our foundational beliefs that everyone should have opportunities and access to the unlimited possibilities that technology unlocks.

## ENGAGING OUR PARTNERS

Vendor 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.

CDW Limited aims to amplify our positive impact and foster industry-wide collaboration, leveraging our expertise and scale. We have established partnerships spanning leading OEMs and distributors that facilitate shared learnings and help ensure we are at the forefront of advancing the technology sector.



Key partnerships include:

### **HP Inc. Sustainability Thought Leadership Roundtable:**

An invite-only collaborative that empowers participants to engage and partner across the value chain in support of sustainable business.

### **CRN Sustainability in Tech Advisory Board:**

An invitation-only collaboration of leaders from OEMs, distributors and resellers focused on delivering industry-wide change across the sustainability arena.

### **TechUK Public Services Board:**

A senior forum for public sector tech suppliers that creates a positive environment for the UK tech industry to collaborate across the whole of Government to enable the delivery of world-class, affordable public services.

### **Lenovo 360 Circle:**

A community of network partners driving collaboration and alignment among global stakeholders to meet sustainability objectives and foster collective responsibility. CDW is a founding member and actively participates in each of the Circle's focus groups.

### **Dell Management Challenge:**

A team of CDW coworkers joined the adventure race event aimed at optimising management and team performance whilst delivering positive charitable outcomes. Collectively, the participating businesses raised more than £70,000 – the most in the event's history – for the Motor Neurone Disease Association over three days in June.



## ADDITIONAL RESOURCES

- [Carbon Reduction Plan](#)
- [CDW Modern Slavery Statement 2025](#)
- [Gender Pay Gap Report](#)
- [One CDW webpage](#)
- [Position on Human Trafficking and Slavery](#)
- [Social Impact – Charities webpage](#)



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