



**Make  
amazing  
happen.**



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# About CDW

Sustaining and Advancing a Successful Business

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## Message from Christine A. Leahy

Every day, our CDW coworkers live our purpose to **make technology work so people can do great things**. As we continue to expand our breadth of capabilities and expertise, I am proud our culture remains rooted in this purpose as we strive to **make amazing happen** for our customers, partners and each other.

In 2023, we continued to make progress in several key areas of our environmental, social and governance (ESG) program. This included enhancing our overall ESG governance structure, establishing our Climate Action Committee to drive our global climate strategy, conducting a stakeholder assessment to define and elevate our ESG priorities and setting enterprise-wide carbon emission reduction targets in line with climate science.

We also heightened collaboration across our enterprise and external network to provide additional support to partners and customers pursuing their own ESG priorities and goals. To support this effort, we developed resources for our sellers to facilitate customer discussions that are oriented toward ESG solutions. We also enhanced our digital platforms in both North America and Europe to enable customers to easily search for and buy third-party ESG-certified products.

And importantly, we stayed committed to coworker success, training and development, social impact, and diversity, equity and inclusion. Fostering a sense of belonging is critical to our coworker-centric culture and allows us to be better together, which is why diversity, equity and inclusion remains a core muscle of our global organization.

We understand the value of continuity and staying true to our purpose, yet we also understand the imperative of change. We have been focused on making the necessary enhancements to enable coworker, customer and partner success and drive stronger performance that benefits all stakeholders. These critical changes position CDW to deliver greater impact as we “accelerate out of the curve” in the year ahead.

I am incredibly proud of our coworkers and excited about our future path as we look to build on our achievements and continually enhance the value we deliver to all CDW stakeholders. Let’s **make amazing happen!**

If you have any questions about this report, please let us know at [cdwesg@cdw.com](mailto:cdwesg@cdw.com).



**Christine A. Leahy**  
Chair and Chief Executive Officer



Make amazing happen.



# CDW's 2023 ESG Milestones and Highlights



## PEOPLE

Earned a **top score** on Disability:IN's Disability Equality Index and named to their list of "Best Places to Work for Disability Inclusion"

Aligned our Business Resource Groups (BRGs) ecosystem globally, resulting in a **15% increase** in coworker participation in North America compared with 2022

Introduced our **Better Together** global hybrid work model, creating opportunities to elevate our connections, culture and growth

Increased global volunteer efforts; approximately **1,100** coworkers volunteered **8,300+** hours, an increase of more than 430 participants and 4,000 service hours compared with 2022



## PLANET

Announced our **near-term, enterprise-wide emissions reduction targets** to reduce impact in our operations and value chain – in line with the Science Based Targets initiative (SBTi)

Outperformed our waste diversion goal of **90%+ for the fifth year in a row** at our two US distribution centers

Created our **Climate Action Committee** to oversee projects and implement best practices in support of our GHG emissions reduction targets

Consolidated two locations in Arizona into one new **LEED Gold-certified building**, providing a state-of-the-art workplace environment



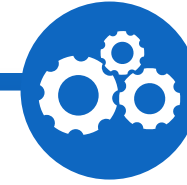
## PARTNERSHIPS & PORTFOLIO

Received strong reviews from ESG ratings organizations such as EcoVadis, which increased CDW to a **Gold rating**, placing us in the top 3% of all assessed companies

Expanded our portfolio of **environmentally certified products** and significantly increased ESG collaboration with our vendor partners, distribution partners and customers

Increased our multibillion-dollar spend with certified, small, diverse vendor partners as a member of the **Billion Dollar Roundtable**

Implemented our **Partner Data Exchange (PDX)** initiative to establish modern data integration standards and definitions to better collect and validate product, pricing, supply chain and customer data



## PRACTICES

Increased **engagement with our Board** on ESG-related progress and initiatives through quarterly governance updates, regular ESG snapshots and an annual ESG strategy review

Updated **The CDW Way Code** and launched an interactive digital version for all coworkers

Rolled out **anti-bribery and anti-corruption training**

Introduced a new **Integrated Global Information Security Operating Model**

## CDW OVERVIEW AND PURPOSE

CDW Corporation (Nasdaq: CDW), a *Fortune* 500 company and member of the S&P 500 Index, provides integrated information technology (IT) solutions and services to more than 250,000 business, government, education and healthcare customers in the United States, the United Kingdom and Canada to help navigate an increasingly complex IT market and maximize return on technology investments.

Our broad array of products and services ranges from hardware and software to integrated IT solutions such as security, cloud, hybrid infrastructure and digital experience.

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

RANKED NO. 166 ON THE  
**FORTUNE 500**

## CDW At A Glance\*

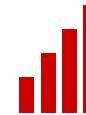
**Headquarters**  
Illinois, USA



**Coworkers**  
~15,100



**Annual Net Sales**  
~\$21 Billion



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



**250,000+ Customers**



**Serving Customers in**  
150+ Countries



**Distribution Centers**  
3\*\*



\*As of December 31, 2023 \*\*2 in the US; 1 in the UK



# Recognitions

The following awards and ratings recognize our commitment to a proactive ESG agenda and our dedication to making a positive impact for all our stakeholders and the world we share with them.

## OVERALL ESG AWARDS AND RATINGS



Recognized by **EcoVadis** for having a top-tier sustainability management system – in the top 3% of all companies assessed



**2024 America's Greenest Companies**  
By *Newsweek*

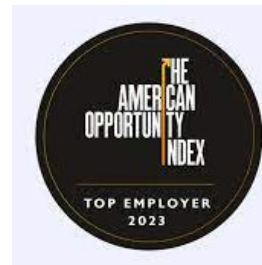


**2024 Top-Rated ESG Companies**  
By *Sustainalytics*

## WORKPLACE AWARDS



**2023 World's Best Employers**  
By *Time*  
**2023 World's Best Employers**  
By *Forbes*



**2023 Top 100 Employer of Choice**  
*The American Opportunity Index*



**2024 America's Best Large Employers**  
By *Forbes*



**2023 Best Technology Companies**  
By *Fairygodboss*



**2024 Best Places to Work in IT**  
By *Computerworld*



**America's Greatest Workplaces for Women 2024**  
By *Newsweek*

## DIVERSITY, EQUITY AND INCLUSION AWARDS



**2023 Best Employers for Diversity**  
By *Forbes*

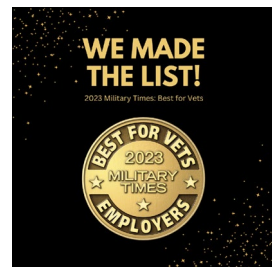
**2023 Best Employers for New Graduates**  
By *Forbes*



**2023 Best Place to Work for Disability Inclusion**  
By *Disability Equality Index*



**2024 Military Friendly Companies (Silver designation)**  
By *Military Friendly*



**2023 Best for Vets: Employers**  
By *Military Times*

## BUSINESS DIVERSITY AWARDS



**Billion Dollar Roundtable Member**



**2023 Top Corporations for Women-Owned Businesses**  
By *Women's Business Enterprise National Council*



**2023 Top Global Champion Platinum Award**  
By *WEConnect International*



**2023 Best Corporations for Veteran's Business Enterprises**  
By *National Veteran-Owned Business Association*



# ESG at CDW

At CDW, we **make amazing happen**. With our continued evolution and growth, we advanced our brand in 2023 to better reflect the full scope and scale of who we've become. Our refreshed brand aligns with our culture and values and represents the value we deliver to our customers. In short, CDW works with its partners to help customers do more with technology.

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

As the ESG landscape evolves, we have continued to refine our ESG strategy to more closely align with stakeholder expectations, commercial business opportunities and the regulatory environment.

## ESG VISION

**To connect people, ideas and solutions that drive the long-term success of our business and stakeholders**

## ESG PURPOSE

**To empower our business and stakeholders to do great things and amplify our sustainable impact**



### PEOPLE

We use our reach, scale and capabilities to create opportunities for people and communities.



### PLANET

We strive to be sustainable and efficient in our operational practices and seek to positively impact the environmental performance of our value chain.



### PARTNERSHIPS & PORTFOLIO

We help others advance their own ESG efforts by providing products that address environmental and societal needs, and collaborate to amplify the collective impact of the technology sector.



### PRACTICES

With every interaction, we strive to inspire trust and confidence in CDW among all our stakeholders.

# Identifying Our Priority ESG Topics

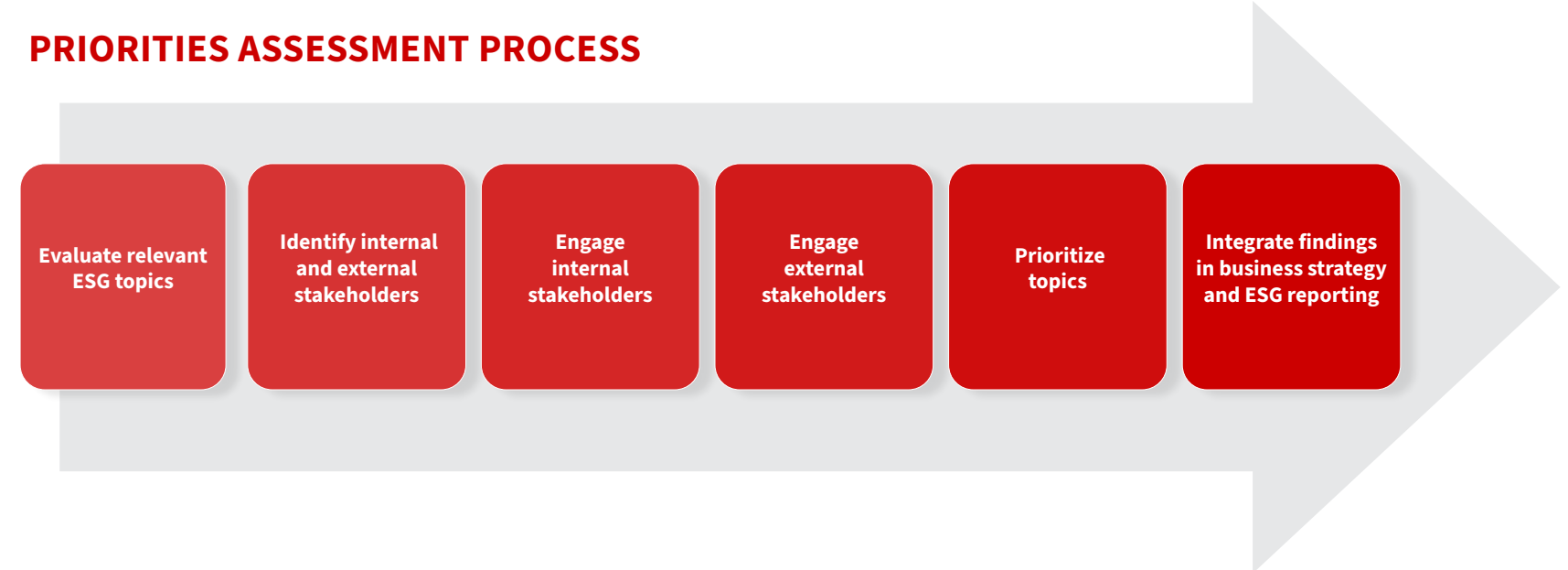
Also in 2023, we conducted a stakeholder priorities assessment to update our ESG priority topics, which have or can potentially have a direct impact on CDW or its stakeholders. Our approach was to identify priority ESG topics where CDW is well positioned to make the greatest impact and sustainably add value for our stakeholders. For the purposes of the assessment, a topic was considered priority to CDW based on the following criteria:

- It significantly impacts our business strategically, operationally, reputationally and/or financially.
- It significantly contributes to CDW, and our value chain’s impact on the environment, economy and/or people.
- It is critical to our stakeholders as they expect us to act on the issue as part of our operations.

The assessment process, which included six discrete activities ranging from initial information-gathering to extensive stakeholder engagement, involved the following stakeholder groups:

- Coworkers
- Customers
- Communities
- Investors
- Partners
- Regulators

## PRIORITIES ASSESSMENT PROCESS

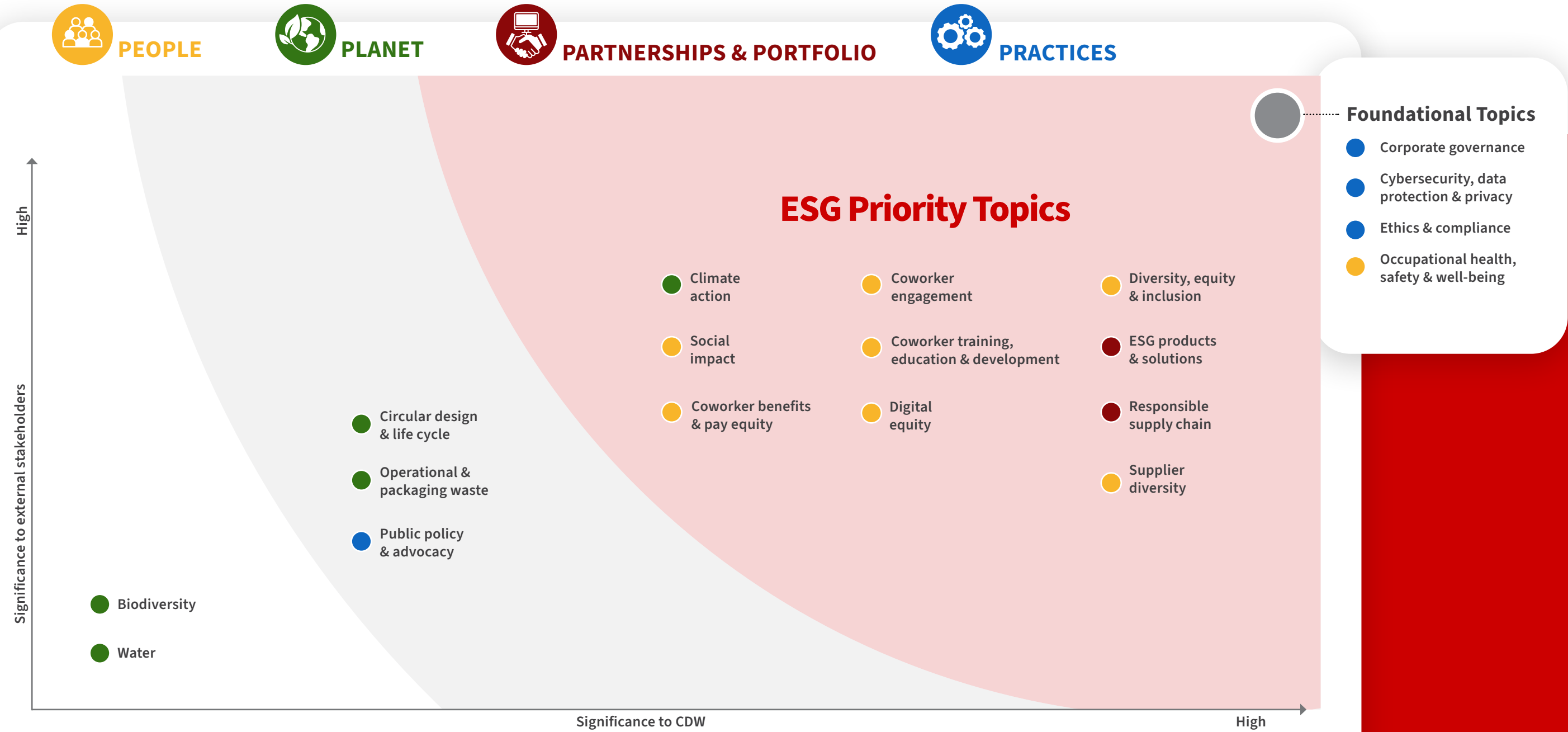


Topics for consideration were developed and refined by referencing leading ESG standards and frameworks such as the Sustainability Accounting Standards Board (SASB), Task Force on Climate-related Financial Disclosures (TCFD) and Global Reporting Initiative (GRI), peer benchmarking, internal and external stakeholder engagement and publicly available information.

We identified four “foundational topics,” which we defined as topics that are assumed priorities and organizational imperatives that form the foundation for our other ESG priorities. From there, we followed our assessment process to identify our ESG priorities.

The comprehensive assessment confirmed that the ESG topics we have been focused on in recent years continue to be relevant. Several topics – most notably, Climate Action and ESG Products and Solutions – rose to greater prominence in the updated assessment.

### CDW'S ESG PRIORITIES MATRIX



Topics in each category are in alphabetical order. The stakeholder priority assessment was used to determine our ESG priority topics, which are based on criteria from the GRI and SASB that define priority/material as topics that represent the organization's most significant impacts on the economy, environment and people, including impacts on their human rights. To provide clarity that the commonly used term "materiality" is different than the one used for filings with the US Securities and Exchange Commission (SEC), we communicate these topics as "ESG priority" topics.

## ALIGNING WITH THE UN SUSTAINABLE DEVELOPMENT GOALS

Our ESG journey and priorities are focused on how CDW can make the greatest impact and sustainably add value for our stakeholders.

In early 2023, we made the strategic decision to align our ESG efforts with eight of the UN Sustainable Development Goals (SDGs). We specifically chose the goals for which we believe our people, partnerships and portfolio, and practices enable us to make a meaningful contribution to a better world. Relevant UN SDGs goals are featured on the introductory page of each section in this report.



# Furthering Accountability and Oversight Through ESG Governance

We made significant progress in 2023 in integrating ESG into the business strategy and daily activities of more groups and functions within our organization. We are further integrating ESG and climate into our risk management framework, and we are providing more tools and training for our customer- and partner-facing coworkers to have meaningful conversations across our value chain. To drive collaboration and accountability, we have refined our ESG governance structure to drive more awareness, collaboration and accountability across CDW.

Accountability starts at the top, with our Board of Directors, with whom we have increased the cadence of ESG-related updates on progress and initiatives.

- The Board receives quarterly updates – regarding timely news about the US Securities and Exchange Commission (SEC) and key trends relevant to CDW.
- Board members also receive a quarterly ESG snapshot, featuring CDW’s impact and/or progress in a particular area of ESG.
- CDW’s Vice President & Deputy General Counsel and the Director, Head of Global ESG conduct an annual ESG program/strategy review with the Nominating and Corporate Governance Committee.

## ESG GOVERNANCE STRUCTURE OVERVIEW

### Board of Directors

Oversight of ESG activities

### Executive Leadership

Leadership and direction for the ESG strategy

### Global ESG Team

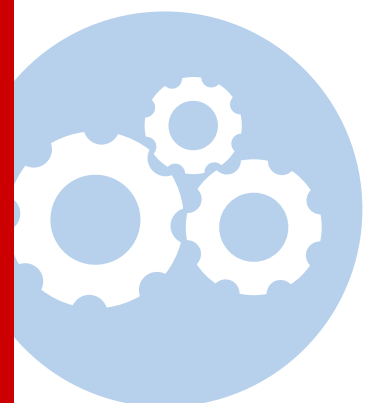
Enabler for ESG integration into our business

### Business Leaders and Enterprise Risk Management

Cross-functional leadership of major initiatives

### ESG Working Groups

Subject matter expertise and implementation



## ESG GOVERNANCE STRUCTURE

### BOARD OF DIRECTORS

#### Nominating and Corporate Governance Committee

The Nominating and Corporate Governance Committee of our Board of Directors provides oversight of CDW's ESG programs and policies. The Committee reviews the Company's environmental, social and governance programs and policies with management annually and receives quarterly ESG program updates or as important matters arise.

### EXECUTIVE LEADERSHIP

#### CEO

The CEO provides executive leadership and direction on priority ESG topics and provides the North Star to CDW and its key stakeholders. The CEO drives accountability to help ensure that our ESG programs deliver value for the company and our key stakeholders.

#### ESG Steering Committee

The ESG Steering Committee draws from CDW's Executive Leadership, covering the breadth of the business globally. The Committee provides leadership oversight of the ESG strategy, giving direction on ESG goals, risks and opportunities, programs, policies and disclosures on priority ESG topics, including climate.

### GLOBAL ESG TEAM

The Senior Vice President, General Counsel and Corporate Secretary serves as the Executive Sponsor for the Global ESG Team. Members of the Global ESG Team serve as connectors throughout the business to continue to grow the ESG culture at CDW and implement a strategy that:

- Focuses the company's efforts on its priority ESG topics
- Manages ESG risk
- Keeps the company aligned with ESG regulatory and disclosure requirements
- Implements ESG programs that deliver value to our key internal and external stakeholders

### BUSINESS LEADERS AND ENTERPRISE RISK MANAGEMENT

Business leaders are responsible for being engaged in the ESG process and providing strategic direction for integrating ESG activities that will benefit their business units and their stakeholders. Through the Integrated Risk and Resilience Committee, our Enterprise Risk Management (ERM) team stays informed of ESG risks and risk management processes, including those related to climate.

### ESG WORKING GROUPS

ESG Working Groups consist of cross-functional subject matter experts who are responsible for driving ongoing implementation of key ESG initiatives.

#### ESG Solutions Group

consists of leaders on our Product and Partner Management (PPM) team who work to integrate ESG into our PPM relationships and practices.

**Climate Action Committee** is a cross-functional, global group of CDW leaders who will oversee identification, development and implementation of decarbonization activities that contribute to CDW's climate goal and report progress against key performance indicators.

## ENGAGING WITH OUR STAKEHOLDERS ON ESG

As the ESG program at CDW has continued to mature, there is a strong and growing network of coworkers across the organization committed to integrating ESG into our business. Key topics such as climate action, asset disposition/electronics recycling, supply chain responsibility, annual ESG reporting and further exploration of opportunities for ESG products and solutions are being addressed through engagements across functions and regions at CDW.

Externally, we continue to focus on engaging with the investment community, ESG ratings organizations, customers, vendor partners, distribution partners and communities. Specific to 2023, we significantly increased engagement with our partners and customers to help them achieve their ESG goals.

## SUMMARY OF CDW'S ESG ENGAGEMENT WITH STAKEHOLDERS

Stakeholder groups	Primary topics of discussion	How we engage
<b>Investment community</b>	Governance and ethics; ESG frameworks (SASB and TCFD); climate action; ESG products and solutions and third-party environmentally certified products; diversity, equity and inclusion; economic performance; supply chain responsibility	Conference calls; ESG-related reports and other disclosures; investor meetings
<b>ESG ratings organizations</b>	Board and leadership team diversity; disclosures (quality, timeliness and completeness); ESG frameworks alignment (SASB and TCFD); governance & ethics; sustainable operations and climate action; pay & equal remuneration; supply chain responsibility	Direct outreach to analysts; ESG-related reports and other disclosures; ESG disclosure online reporting portals
<b>Coworkers (current and potential)</b>	Community engagement/social impact; coworker benefits; coworker engagement and workplace culture; coworker training, education and alignment; development of talent; diversity, equity and inclusion; economic performance; governance & ethics; occupational health & safety; pay & equal remuneration; social media	Business Resource Groups; The CDW Way Code; CDW careers website; community engagement/volunteer projects; Coworker Success outreach and dashboards; e-mail and digital signage communications; industry organizations such as Tech for Good and Women in Tech; intranet postings; recruiting materials; town hall meetings; training sessions
<b>Customers</b>	ESG products and solutions and third-party environmentally certified products; business diversity; climate action; data privacy & information security; digital equity; governance & ethics; supply chain responsibility	1-on-1 meetings; participation in supply chain sustainability assessments; industry organizations and conferences
<b>Partners</b>	Board and leadership diversity; business diversity; climate action; community engagement and social impact; data privacy & information security; digital equity; economic performance; governance & ethics; supply chain responsibility	1-on-1 meetings; community engagement projects; industry organizations such as Tech for Good and Women in Tech; Partner Code of Conduct; Partner Summit; Partner sustainability and ESG councils
<b>Communities</b>	Business diversity; coworker benefits; community engagement/social impact; digital equity; economic performance; governance & ethics	Community engagement projects; coworker volunteerism; nonprofit Board service; philanthropy



# People

## Empowering Our Coworkers to Make a Difference



At CDW, our coworkers embrace and advance our One CDW culture every day. Consistent with our purpose and values, we prioritize providing healthy and safe work environments where coworkers can achieve their personal and professional best. We actively listen and engage our coworkers to foster inclusion, wellbeing and growth. Our global social impact strategy empowers our coworkers to support the causes that matter most to them.



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# Enhancing Our Culture Through Coworker Engagement

At CDW, we prioritize a balanced coworker life with diverse programs and tools, reflecting our values of trust, connection and commitment. We engage our coworkers and listen to their needs through focus groups, surveys and learning opportunities. Initiatives like the Coworker Success digital workflow portal, Better Together hybrid work approach and performance recognition awards exemplify our commitment to collective success.

## EMPOWERING COWORKER SUCCESS AND OPERATIONAL EXCELLENCE

Our Coworker Success (CWS) model, introduced in 2023, equips our workforce with the tools and support necessary to create exceptional outcomes for our coworkers. A pivotal development in 2023 was the introduction of the Coworker Success ServiceNow portal, available to coworkers in the US, Canada and India. This digital hub serves as a one-stop solution, empowering coworkers to effortlessly access vital information. Within this portal, coworkers can search an online library of information and submit online requests directed to the CWS support team.

The CWS team has also collaborated internally to reimagine the coworker experience through the ongoing integration of a unified platform. This initiative seeks to consolidate multiple disparate HR systems and databases into a singular global platform that is available in English, Spanish and French Canadian. The platform aims to streamline work and decision-making through the standardization of hundreds of Coworker Success processes, programs and procedures along the “hire-to-retain” coworker journey. This initiative reinforces our dedication to a coworker-centric environment, promoting efficiency, autonomy and informed decision-making to create an optimal workplace experience.



## Harold the Conversational Chatbot

Harold the Squatchbot, our chatbot implemented in 2022 to manage technology requests, enhances operational efficiency by addressing common technological inquiries like password resets and account unlocking. With our most recent update, coworkers can also send common questions such as where to find the holiday calendar or paid time off balance to Harold through our internal messaging platform. Harold either responds with a solution or promptly routes tickets to the relevant teams. The chatbot also proactively shares important information such as cyber threat alerts. Harold operates 24/7 and can manage multiple issues simultaneously, ensuring an exceptional coworker experience.





## BETTER TOGETHER HYBRID WORK STRATEGY

CDW's Better Together initiative continues to build on our commitment to a vibrant, high-performance culture 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, events and activities.

In 2023, we introduced our Better Together global [hybrid work](#) model to create opportunities to elevate our connections and growth. The overall framework, grounded first in serving our customers, empowers functional leaders to establish working norms that prioritize meaningful interaction and predictability while retaining flexibility within their teams. Better Together enables us to attract and retain top talent, fuel our high-performance mindset and embrace our commitment to our customers, partners and each other.

To gain insights on our progress with our Better Together approach, we conducted virtual focus group sessions that enabled coworkers to anonymously express their thoughts and react to each other's feedback.

As a result, we developed and launched the following resources:

- A leadership playbook reinforcing our guiding principles
- Virtual training sessions and live panel discussions facilitating peer-to-peer learning
- Coworkers serving as internal change agents to assist in navigating challenges

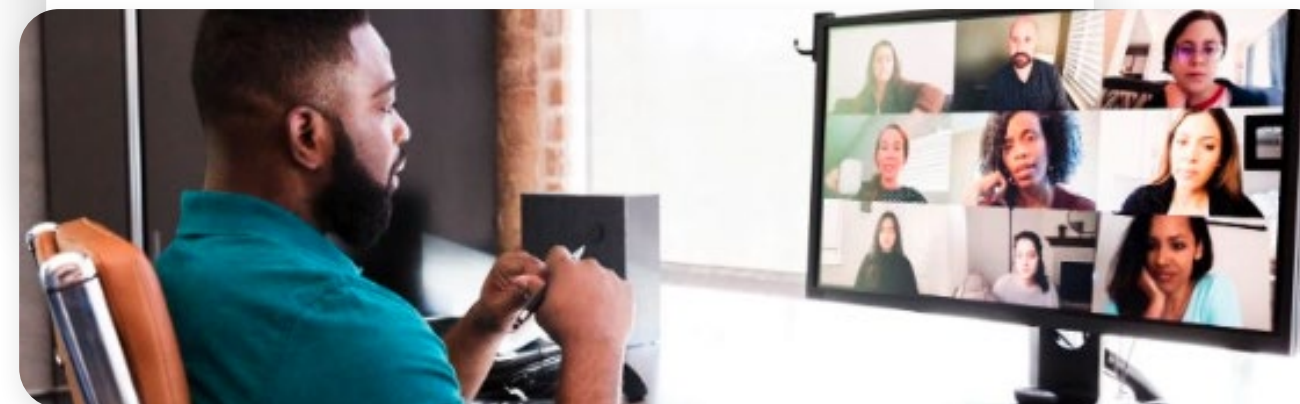
We continue to evolve our Better Together approach, enhance the coworker experience and foster intentional connections. In 2023, we hosted over 100 Better Together events, offered in-office and virtually. Event topics encompassed various moments that matter, including updates on benefits offerings, wellness activities and networking sessions with leaders. Coworkers can easily access information about these events through digital platforms such as:

- "Your CDW Office Experience" page on the Better Together intranet site for real-time updates on major upgrades and renovations to our offices.
- Better Together Connect Page to view connection opportunities – both in-office and virtual.
- Better Together Viva Engage Community to ask questions, get tips and connect with others.

## WeListen@CDW Encourages Coworker Feedback

Nurturing the distinctive culture that defines CDW demands a systematic and comprehensive approach, achieved through our dedicated Listening Strategy. Gathering feedback through surveys has consistently been a part of this strategy. In October 2023, we initiated a new global survey, WeListen@CDW, which encompasses all coworkers across the enterprise. This survey, managed by a trusted third party, provides a secure platform for coworkers to express their perspectives. Of our coworker population, 89% actively participated, highlighting their invaluable feedback as a key ingredient to our high-performance culture and continued success as a company.

We also introduced in-office experience surveys in 2023. These surveys capture insights from coworkers visiting our offices, contributing to our continuous efforts to enhance spaces, technology and interpersonal connections, underpinning our Better Together hybrid work approach.





## 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. The award is named for Michael P. Krasny, who was CDW's founder and CEO through 2001.

As announced in June 2023, CDW's US 2022 Coworker of the Year, **Stacy Krueger**, Senior Manager, Services Process Transformation, was recognized for her ability to solve complex problems and empower others through thoughtful mentorship. Additionally, **Jon Steggles**, ESG Strategic Lead UK, was recognized as UK 2023 Coworker of the Year and **Reid Nilson**, Principal Field Solutions Architect Canada, was recognized as Canada 2023 Coworker of the Year.

Krasny, a visionary leader, built CDW on fundamental principles and values that continue to guide the company's success: A passion for technology, the belief that happy coworkers make happy customers and an unrelenting commitment to always do whatever it takes to meet the needs of customers.

### 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 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 2023, **eight coworkers** received the award, which is named for John A. Edwardson, CDW's CEO from 2001 to 2011.

Edwardson was passionate about establishing a strong foundation for our newest sales professionals, actively engaging with every cohort by sharing best practices and ensuring CDW's culture and customer-centric approach were brought to life.

### 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 2023, the winning team focused on maintaining CDW culture in a hybrid work world. The team was able to implement a living document that would help continue the strong culture that CDW has fostered for years. With the organization dispersed throughout the globe, this team focused on how we can stay connected. The winning team included **coworkers from various sales teams, Canada and Coworker Success**.

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 expectations for all our coworkers, but always treated them with compassion and had an unwavering belief and ability to see the possibilities in others.



# Promoting Diversity, Equity and Inclusion for All

CDW takes a comprehensive approach to diversity, equity and inclusion (DEI), and our actions related to fostering an inclusive culture reflect our values of trust, connection and commitment. We recognize the importance of these efforts for our business, our customers and our partners. These efforts help us contribute to and promote a technology industry where belonging is an everyday experience. In 2023, we focused on examining the meaning of inclusion and highlighting the importance of our global culture.



## CDW'S DEI STRATEGIC FRAMEWORK

### WHO WE ARE AND HOW WE WORK

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

### HOW WE GROW

Position CDW as the best place for talent where there is equity in our processes for hiring, advancement, development and retention of all coworkers and leaders regardless of dimension of diversity.

### HOW WE DO BUSINESS

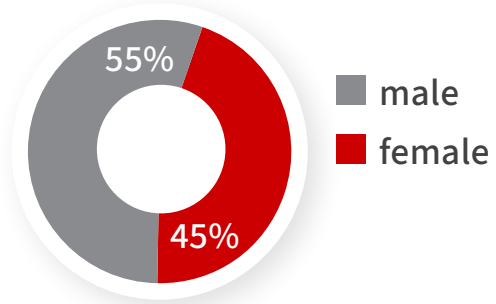
Embed our focus on diversity, equity and inclusion in our business practices with customers, partners and the communities we serve.



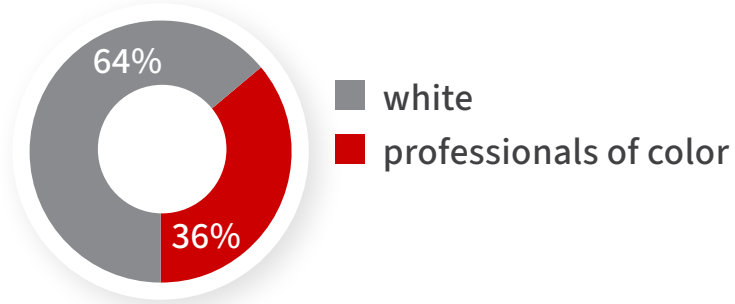
## DEI IMPACT AT A GLANCE

### BOARD DIVERSITY

Gender Diversity  
(Out of 11 directors)

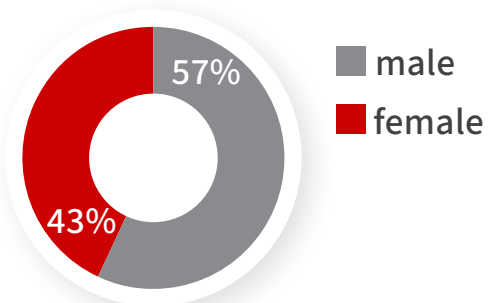


Racial Diversity  
(Out of 11 directors)



### EXECUTIVE COMMITTEE DIVERSITY

Gender Diversity  
(Out of top 14 leaders)

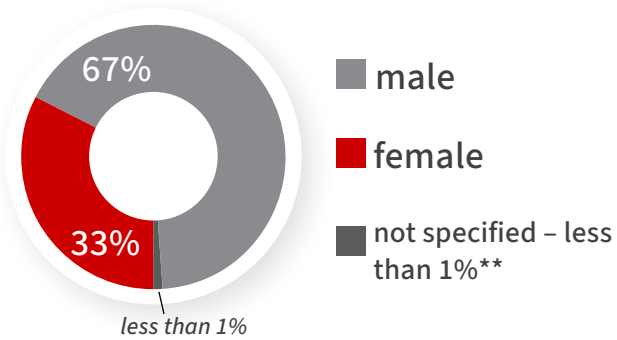


Racial Diversity  
(Out of top 14 leaders)

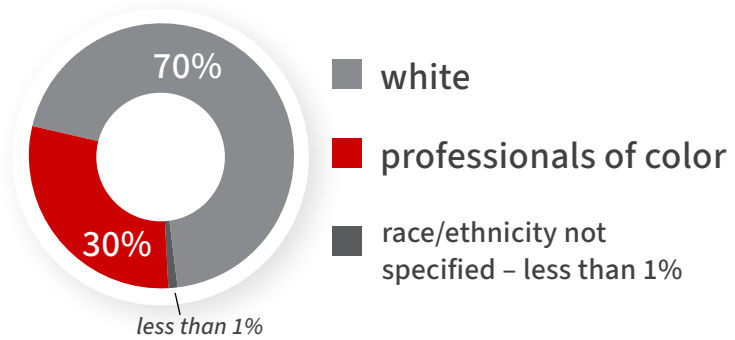


### COWORKER DIVERSITY

Gender Diversity – Global\*



Racial Diversity – US\*



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

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

\*\*“Gender not specified” option only applies to the US and Canada





## FOSTERING A COWORKER-CENTRIC CULTURE

CDW's commitment to diversity, equity and inclusion is critical to nurturing our coworker-centric culture and creating the future-ready talent that our business needs. We strive to create an environment consistent with our values that encourages inclusion and emphasizes the importance of belonging. When coworkers feel that they can bring their authentic selves and unique perspectives to work, we all become better collaborators and bolder innovators as we work together to **make amazing happen**.

We continue to offer learning and engagement opportunities related to inclusion and belonging that are available to all coworkers, including:

- Townhall meetings
- Quarterly "Including YOU" newsletter
- Affinity events organized by our Business Resource Groups (BRGs)
- Third-party learning platforms
- Programming and initiatives led by our functional DEI coalitions

**CDW UK is a registered Disability Confident Employer – the second level of the Disability Confident government initiative designed to help recruit and retain great people.**



## CDW Receives Top Score on Disability Equality Index

In 2023, CDW earned a top score on Disability:IN's Disability Equality Index and was named to the "Best Places to Work for Disability Inclusion" list. We are proud to be recognized for our ongoing work to advance inclusion practices.

Over the past year, cross-functional teams collaborated to strengthen and streamline the coworker experience. Our intentional inclusion of coworkers from various stakeholder groups – including DEI, Coworker Success and Facilities – embodies the One CDW approach.





## LEGACY EXCELLENCE PROGRAM

CDW's Legacy Excellence Program™ (LEP), a partnership with the Thurgood Marshall College Fund and four Historically Black Colleges and Universities (HBCUs), helps us build and maintain a diverse talent pipeline and act on our commitments to promote diversity, inclusion and digital equity. The LEP offers students financial support, mentorship and participation in CDW's 10-week, paid summer internship program. Our inaugural cohort completed their second summer internship in 2023, and our second cohort will begin a new, one-year program in May 2024. We have awarded scholarships to 50 students from the Thurgood Marshall College Fund's participating publicly funded universities, covering the 2022–2023 and 2023–2024 academic years.

Of the students in our first LEP cohort, 100% who were offered a full-time position when the program ended signed offer letters to join CDW's full-time workforce.



### CDW's LEP Honored by Alabama A&M

**Alabama A&M University, one of the partner schools for the Legacy Excellence Program, honored CDW and the LEP at its 2023 annual scholarship gala. CDW and the LEP received a Fiscal Year 2022 Diversity Partner Award from the university.**



### BUSINESS RESOURCE GROUPS ALIGN TO ENHANCE IMPACT

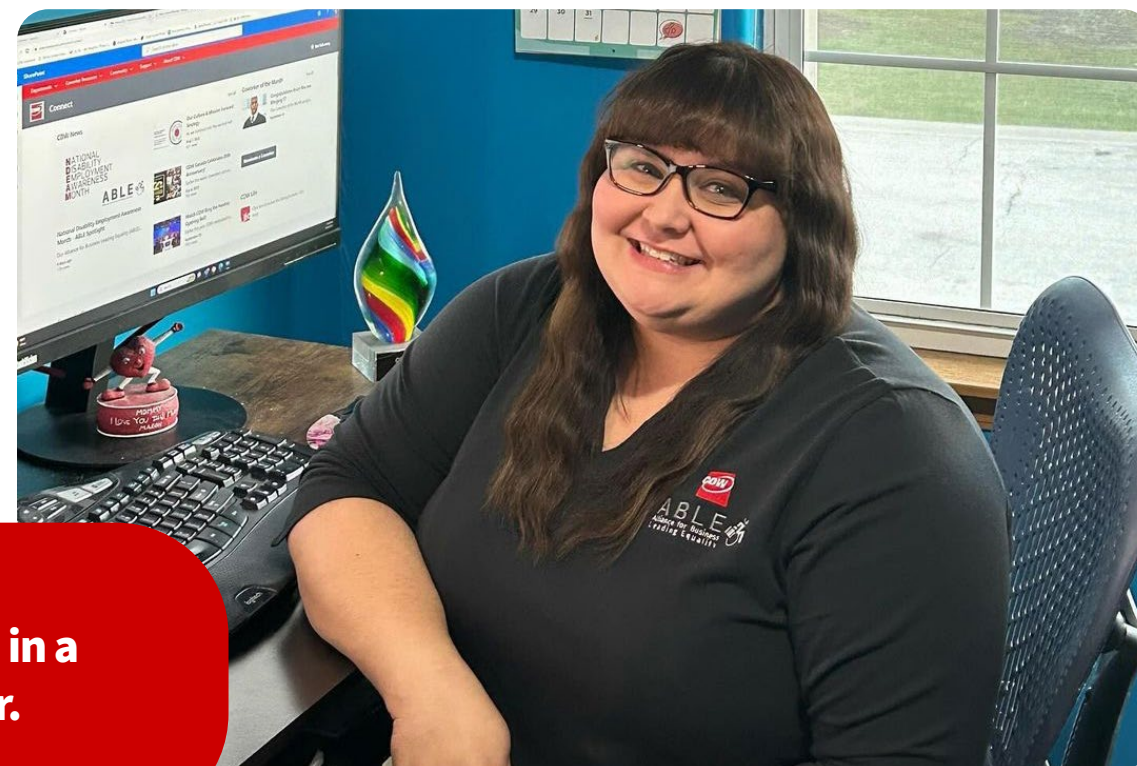
CDW’s Business Resource Groups (BRGs) are vital to the coworker experience. The coworker-led groups encourage connection, allyship and belonging, in addition to providing professional development opportunities across the globe. In 2023, we began the process of uniting all BRGs within one ecosystem, which will:

- Create a global BRG community
- Engage BRG collaboration across functions and locations
- Bring international BRGs under one umbrella for oversight, support and leadership development
- Maintain coworker engagement and allyship
- Enhance a sense of belonging and connect to the One CDW mindset

In 2024, our priority is to continue developing and implementing our global strategy, which embeds DEI into all facets of our business model. This strategy will be informed by benchmarking.

In September 2023, CDW Canada celebrated 20 years in the market by launching The Giving Back Initiative – a program dedicated to giving back to the communities that have supported us. Through the efforts of various teams, individual coworkers and Canadian BRGs, we supported 20 charities across Canada, giving back to the communities that have supported us over the past 20 years.

Alongside the appointment of a DEI manager in 2023, the UK’s BRGs are engaging in strategy sessions to align both across the region and with our North American BRGs to further unite CDW’s inclusion and belonging strategy and enhance its impact. CDW UK will also launch a new BRG in 2024, Thrive, focused on health and wellbeing.



**In North America, over 4,050 coworkers participated in a BRG last year – a 15% increase over the previous year.**





## BRGs in Action

- **UNITE** organized a series of social impact events across Canada in partnership with organizations like Big Brothers Big Sisters, Meals on Wheels, CIBC Run For the Cure and various food banks to amplify our culture of volunteerism.
- **Black Excellence Unlimited (BeU)** hosted a Stronger Together virtual event as part of CDW's Juneteenth celebration. The event featured music, a panel discussion on hip-hop and a session on improving health equity in underserved communities.
- The **Pan Asian Council (PAC)** competed in the annual Chicago Dragon Boat Race, which embraces the rich history and vibrant culture of the ancient Chinese tradition spanning over 2,000 years.
- Our **Business Resource Inclusion and Diversity Group for Everyone (BRIDGE)** hosted a special fireside chat with CEO Chris Leahy.
- **BRAVE** hosted several events and initiatives to commemorate Pride Month, including a support group, educational session about gender studies and a keynote speech titled "Building Resilience Through Radical Self Worth."
- **ABLE UK** offered an autism awareness event for coworkers.





## CDW'S BUSINESS RESOURCE GROUP ECOSYSTEM

### NORTH AMERICA

Business Resource Groups (BRGs) in North America are open to coworkers in the US and Canada.



**Alliance for Business Leading Equality (ABLE)** is on a mission to inspire and encourage coworkers to come forward and celebrate our differences; to show how adversity can become a superpower and to educate coworkers on the experiences lived through visible and hidden disabilities.

We cultivate an environment of inclusion and acceptance at CDW, where people feel comfortable disclosing a disability and empowered to overcome any barriers they face. We strive to enable everyone to be the best version of themselves while at work.

Through compassion, empathy, and open mindedness, we can make a difference.



**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.



**PRIDE+'s** mission is to build an inclusive working world, accepting and welcoming our PRIDE+ community, while providing a safe space for all coworkers. We intend to create an open discourse by bringing diverse voices to the table to share lived experiences and points of views, enhancing the feeling of belonging and psychological safety within the community.

Overall, love and equality win.



**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. WON and WIN collaborate on global events and share best practices.



In addition to being able to participate in the North America BRGs, coworkers in Canada formed **UNITE** in 2022 to promote awareness, education and dialogue on DE&I topics, to support local and national causes that align with the group's mission, and to provide opportunities for personal and professional growth for its members.

### 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)** promotes, recognizes, and celebrates 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 the Armed Forces and wider community into corporate roles, for CDW's collective success.

AFN is a welcoming 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)** aims to provide a platform for coworkers to recognize and challenge conscious and unconscious bias, by advancing a culture of belonging, allyship and opportunity for all; 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.



**Alliance for Business Leading Equality (ABLE)** is on a mission to inspire and encourage coworkers to come forward and celebrate our differences; to show how adversity can become a superpower and to educate coworkers on the experiences lived through visible and hidden disabilities.

We cultivate an environment of inclusion and acceptance at CDW, where people feel comfortable disclosing a disability and empowered to overcome any barriers they face. We strive to enable everyone to be the best version of themselves while at work.

Through compassion, empathy, and open mindedness, we can make a difference.



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lived experiences and points of views, enhancing the feeling of belonging and psychological safety within the community.

Overall, love and equality win.



**Thrive** aims to empower, inspire and equip every coworker with the opportunities and resources needed to prioritize their wellbeing. We are dedicated to cultivating a workplace culture that recognizes and values the importance of physical and mental health, fostering an environment where individuals feel supported in their pursuit of overall wellness.

By championing initiatives that promote wellbeing, we strive to create a workplace where each coworker can thrive both personally and professionally.



**Women's International Network (WIN)** is an evolving and inclusive platform for ALL coworkers that places a strong emphasis on building a diverse and inclusive workplace culture. We are committed to creating a community and culture that empower women in their progression both personally and professionally, while promoting and valuing equality, belonging, talent and leadership capability.



## OUR COMMITMENT TO AN INCLUSIVE WORKFORCE

CDW aspires to be the best place for talent by promoting equity in our processes for hiring, advancing, developing and retaining coworkers. We strive to attract a diverse talent pool and believe that inclusion of all perspectives yields better problem-solving and solutions for our customers.

After joining CDW, our coworkers are empowered to reach their highest potential, and we provide a variety of tools and development opportunities to help them achieve their career aspirations. Our learning culture surrounds coworkers with comprehensive resources and support, ongoing education and skills training and advancement opportunities at all levels. To read more about the opportunities we offer, please see the [Coworker Training, Education and Development](#) section of this report.

We offer programs to help current and future leaders build inclusive teams and develop their leadership skills, including Leading Women Executives (LWE) and Chicago Urban League's IMPACT Leadership Development.



### ADDITIONAL RESOURCES ON OUR WEBSITE RELATED TO THIS SECTION:

- [Diversity, Equity and Inclusion \(US\)](#)
- [Diversity, Equity and Inclusion \(UK\)](#)
- [Diversity, Equity and Inclusion \(Canada\)](#)
- [BRG page](#)
- [Careers section](#)
- [Careers blog](#)
- [Legacy Excellence Program page](#)



# Coworker Training, Education and Development

At CDW, our coworkers **make amazing happen** for our customers, and we are committed to consistently evaluating and updating the opportunities we offer for their continuous career advancement. As a growth-oriented organization, our coworkers recognize the significance of embracing a lifelong learning mindset in the rapidly evolving field of technology. We enable our coworkers to stay abreast of the latest technological and professional development capabilities through pertinent and meaningful content.

## SUPPORTING OUR COWORKERS' CONTINUOUS DEVELOPMENT

Our extensive training, education and development opportunities help boost our coworkers' ability to flourish at every phase of their careers. All coworkers participate in continued development, including compliance training, technical acumen or other professionally aligned skill development to ensure they have the knowledge and assets needed to be successful today and in the future.

## GLOBAL ONBOARDING PROGRAM SETS FOUNDATION FOR LEARNING

Our commitment to coworker training, education and development begins at the date of hire with our global onboarding program. Reimagined in early 2023, the program, which is organized through a centralized intranet site, establishes a foundation for continuous learning from day one. This enhanced program ensures accessibility for all new coworkers worldwide, offering both enterprise and region-specific content. Structured with checklists, essential information for internal connections and recommended activities, it guides coworkers in launching their careers. By the end of 2023, the site garnered nearly 14,000 visits, with a commendable 90% satisfaction rating. We also offer a distinct onboarding program that facilitates the effective onboarding of new executives.

## Professional Development at a Glance

In 2023, we enhanced our coworker professional development program by enabling LinkedIn Learning, providing tailored content for critical functions and consistently promoting new learning areas to foster ongoing coworker development.

**79%**  
of coworkers  
activated their  
LinkedIn Learning  
licenses

**+25,900**  
courses completed

**+596,700**  
videos watched





## SALES AND INTEGRATED TECHNOLOGY SOLUTIONS TRAINING PROGRAMS PROMOTE SKILL DEVELOPMENT

CDW offers a wide variety of training and development programs that enable coworkers in the Sales and Integrated Technology Solutions (ITS) functions to continue developing their technical and customer service skills.

**Sales Academy:** New coworkers hired into our inside sales team in the US and Canada attend our in-depth Sales Academy. We utilize 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 roles, including hybrid classroom-based training, on-the-job experience and one-on-one coaching. Each sales coworker is given a scorecard of accomplishments and an individualized development plan, which is regularly reviewed throughout the 5½-month program. University graduates in the UK attend our 12-month learning program, which culminates in an apprenticeship.

**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 subsequent 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. Successful completion of the Residency program results in a promotion to Account Manager.

**Sellers Edge:** This sales consultation training provides professional skills development and reinforcement for all CDW 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 is an entry point for coworkers who aspire to pursue a career as a technologist. The program includes flexible coursework that allows coworkers an “accelerate and grow” experience. When participants successfully demonstrate their knowledge of key industry standards and consulting skills, they earn certifications, which are recorded in their professional development plan.

**Evolve IT:** Formerly known as the Skills Optimization Program, the newly enhanced Evolve IT is available to all talent and features multiple tracks to develop and prepare coworkers with the technical skills they need to help CDW's customers today and in the future.

**Tech Academy:** Available to coworkers in Canada, our 12-month rotational training program equips recent graduates with foundational skills for a rewarding career. Tech Academy integrates industry certifications, rotational training and professional development to nurture technical and consulting abilities.

## Talent Management

Our integrated Talent Management function collaborates across pillars like Leadership Development and HR Strategy to orchestrate comprehensive career development strategies. Anchored by an annual performance management process, and supported by talent reviews and succession planning, these initiatives enable our talent objective of ensuring the right person is in the right place at the right time. By leveraging these talent management processes, we proactively identify, nurture and retain high-potential coworkers while strategically preparing for leadership transitions and addressing talent gaps.





## DEVELOPING CURRENT AND FUTURE 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. Examples of our leadership development opportunities are summarized below.

- **Emerging Leaders Program (ELP):** This global program acts as an important feeder into our leadership pipeline. 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. 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.

- **Leadership Academy:** First-year managers are supported in their transition to leading others in a year-long learning journey. The 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 multiple on-demand, best-practice tools to support leaders through the coworker life cycle.

- **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. Relunched in 2023 with a focus on equity, LEAD aims to foster a mindset of inclusivity and growth in our future leaders.
- **LIFT Mentorship:** In our CDW Canada offices, coworkers are paired with both peer mentors and leadership mentors, creating impactful mentor-mentee partnerships aimed at accelerating participants' personal and professional development.





# Occupational Health, Safety and Wellbeing

We are committed to providing a safe and healthy work environment every day for every coworker across the globe. In 2023, we continued to refine our proactive approach to risk reduction and to incorporate a consistently global perspective into our health and safety policies, procedures and information sharing. In addition, we are providing more resources and support to help coworkers manage all dimensions of their health and wellness.

## CONTINUING OUR SIGNATURE SAFETY PROGRAMS

“Home Safe Every Day” continues to be our mantra, and our mission is zero injuries. This commitment is a core principle of The CDW Way Code, and every coworker is responsible for working safely and maintaining a safe work environment. We offer comprehensive and job-specific training, including regular safety meetings and five-minute safety talks (Toolbox Talks), to reinforce this responsibility. We also monitor compliance with CDW policies and best practices, including ISO 9000 (quality), 14000 (environmental management) and 28000 (security management) certifications.

The occupational health and safety training programs we offer include:

- Distribution Center and Office Ergonomics
- Floor Management Safety Leadership Training
- Material Handling Equipment Safety
- “Observe, Coach, Reinforce” Safety Observation Program
- Safe Lifting & Injury Prevention
- Workplace Violence Prevention and Response
- Workplace Safety and Security 101
- Supervisor Safety Leadership Development Series

In 2023, we improved our training programs by incorporating more interactive and hands-on learning, including guidance on how to respond to real-life or re-created scenarios. We added stretching videos

and subject matter expert commentary to our Floor Management Safety Leadership Training programs to make the content more relevant and actionable for our distribution center leaders. Our new Workplace Safety and Security 101 course includes sections focused on key safety fundamentals followed by customized training based on work location and job responsibilities. The course is currently available to coworkers in the US, with expanded availability to coworkers across the globe planned for 2024.

We continue to employ full-time athletic trainers at our Vernon Hills (Chicago area) distribution center. These healthcare professionals provide onsite athletic training services for work-related or non-work-related aches and pains. Such services can include injury evaluation, manual therapies, soft tissue massage, education of therapeutic corrective exercises and injury-preventive interventions. Their services are also available to off-site coworkers through telemedicine appointments.





**2023 SAFETY INITIATIVES BY THE NUMBERS**

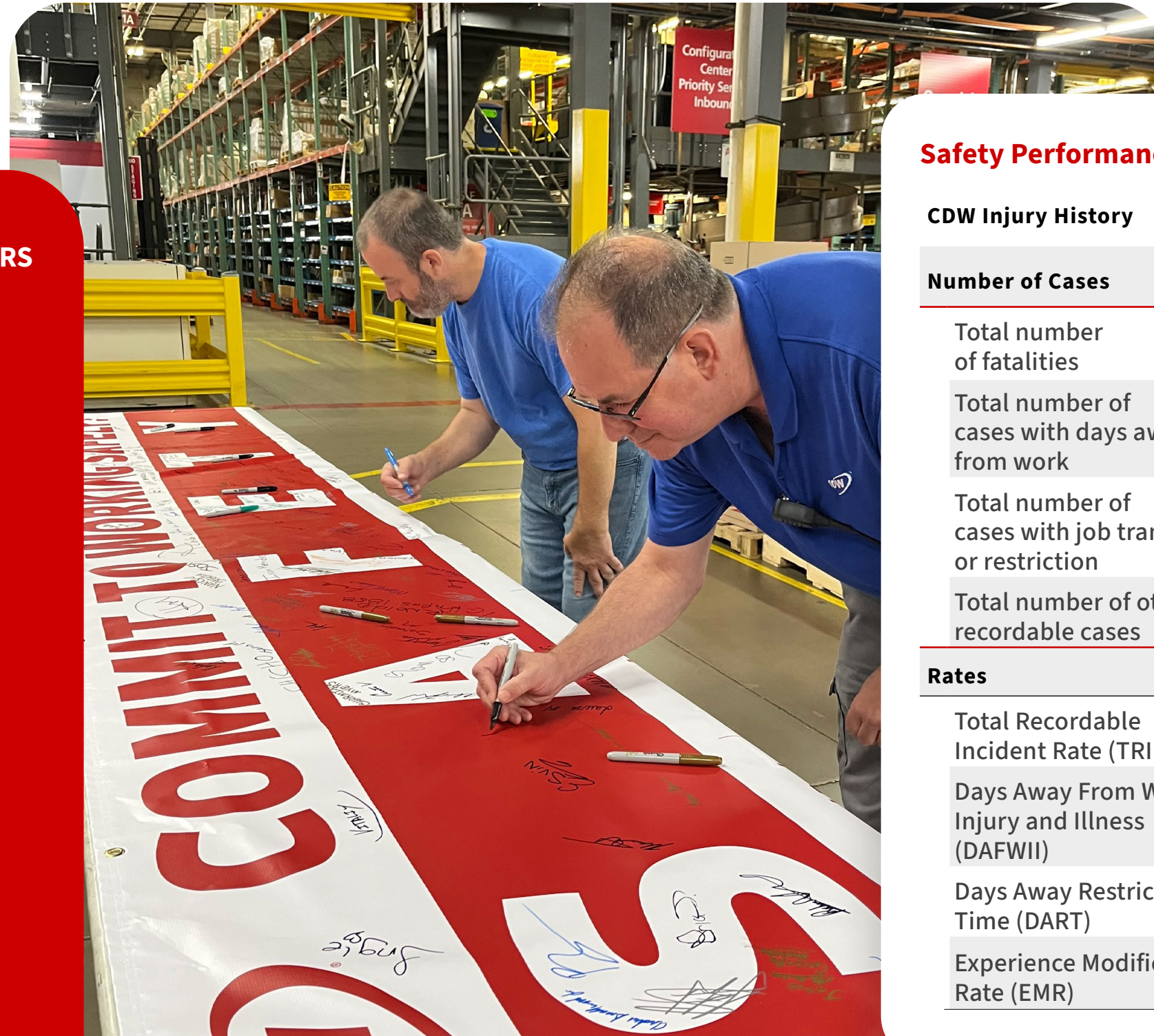
**994** athletic trainer treatment sessions

**32** Ergonomic/Safe Lifting Lab training sessions at distribution centers

**32** safety-focused training sessions at distribution centers

**220** Toolbox Talks

**44%** injury reduction across US distribution centers



**Safety Performance at a Glance\***

CDW Injury History	2023	2022	2021
<b>Number of Cases</b>			
Total number of fatalities	0	0	0
Total number of cases with days away from work	4	11	11
Total number of cases with job transfer or restriction	1	0	0
Total number of other recordable cases	3	0	0
<b>Rates</b>			
Total Recordable Incident Rate (TRIR)	0.07	0.10	0.14
Days Away From Work Injury and Illness (DAFWII)	0.04	0.10	0.14
Days Away Restricted Time (DART)	0.05	0.10	0.14
Experience Modification Rate (EMR)	0.43	0.41	0.41

\* All rates are calculated per 200,000 hours worked. Data for 2021 do not include any acquisitions announced during that year, including the Sirius acquisition, which CDW completed in December 2021. Data for 2022 and 2023 include all acquisitions as of December 31, 2023. These safety performance data are related to the US only.





## IDENTIFYING AND MITIGATING RISK

We continue to utilize digital inspections for safety risk assessments. The digital inspections allow us to capture data on incident trends and instantly share reports with management. If the Safety Team identifies a risk, the site management team is empowered to mobilize quickly to identify and implement a solution. For example, in 2023, we noted variations in safety signage in our two US distribution centers. In response, CDW settled on standard safety sign formats and updated the signage to make it consistent at both locations.

## USING ADVANCED TECHNOLOGY TO PROTECT COWORKER SECURITY AND STREAMLINE EMERGENCY COMMUNICATION

CDW's Global Security, Safety and Business Continuity (GSSBC) team is charged with safeguarding coworkers, managing risk and maintaining a resilient enterprise. GSSBC focuses on efficient and effective detection of, and response to, threats as we monitor the inside and outside environments of our facilities. GSSBC's efforts also help safeguard our supply chains and our coworkers' safety and security, whether they are traveling for business, working on-site or even at home – when there is a severe weather threat, for example.

The team leverages a 24-hour Global Security Operations Center (GSOC) and several technology solutions, including:

- The **Guardian app**, available for CDW coworkers' smartphones. The app includes instant contact options to connect coworkers to the GSOC team, as well as mass notification alerts and other resources.
- A **radio app** that enables coworkers to connect with GSOC, an individual or a group through an encrypted communication channel. The app, which may replace some handheld radios, streamlines response time and decision-making during emergencies.

GSSBC's priorities for 2024 include continuing to leverage technology to further improve safety procedures, including thorough, consistent reporting and more sensory-inclusive warning systems.



**In 2023, the Global Security Operations Center managed more than 375 events at or near coworkers' homes, distribution centers and office locations, including alerts about external events such as natural hazards, transportation disruptions and security concerns.**



## A Holistic Approach to Wellbeing

CDW's holistic approach to wellbeing is rooted in our coworker-driven culture. We offer resources and benefits for our coworkers that address four dimensions of wellness: Physical, Emotional, Financial and Social.

### Physical

- Educational resources
- Discounts on fitness tracker devices
- Healthy food choices

### Emotional

- Employee Assistance Plan (US and UK) and other mental health/wellness support
- Confidential, individualized coaching
- Emotional health support training
- Coworker wellbeing champion training

### Financial

- Market-competitive total compensation packages
- Financial wellness support and coaching

### Social

- Various internal communication channels (e.g., intranet, newsletters, etc.)
- Coworker Success communications
- Business Resource Groups





# Coworker Benefits and Pay Equity

Our total rewards benefits package offers access to resources that promote the physical, emotional, financial and social health and wellbeing of our coworkers and their families.

## COWORKER BENEFITS

CDW's competitive, comprehensive offerings are designed to meet the evolving needs of our coworkers and feature several family-oriented benefits and a variety of wellness incentives and programs. Many services can be delivered virtually, providing increased flexibility.

We evaluate our benefits offerings annually, and in 2023, we made additional investments in support of our coworkers. Highlights include reducing the benefits waiting period for new hires and increasing the length of paid leave for primary parental caregivers and for bereavement.

We provide coworkers and their families with knowledge and resources to help them make the best health and wellness choices. In 2023, our regular cadence of communications was augmented by the integration of benefits-related topics into our chatbot. This self-service tool enhances the user experience and creates operational efficiencies by providing immediate answers to common questions and routing more sophisticated inquiries to the appropriate team for follow-up. Learn more about how CDW is harnessing the power of digital technology to elevate the coworker experience in the [Coworker Engagement](#) section of this report.

## PAY AND EQUAL REMUNERATION

Our competitive compensation and performance-focused pay practices are designed to incentivize and reward excellence, as well as motivate our coworkers to grow professionally and financially in their roles.

Upward mobility and professional growth are critical components of the coworker experience, and development opportunities are offered at all levels. Our Global Career Framework continues to provide clarity for coworkers on how their roles fit within our organizational structure and offers a road map to future career opportunities.

## PAY EQUITY

We believe in equal opportunities and equitable compensation for coworkers with similar responsibilities, skills and experience, regardless of an individual's gender, ethnicity or other protected characteristics. Our commitment to pay equity is a consideration in every aspect of our approach to compensation, from hiring to promotion.



### ADDITIONAL RESOURCES ON OUR WEBSITE RELATED TO THIS SECTION:

- [CDW Benefits Communication Portal](#)
- [CDW UK Pay Gap Report](#)



# Social Impact: Coworkers

At CDW, everything we do is guided by our purpose, culture and values. Empowering communities is core to our company culture.

Our commitment to making a lasting difference is underpinned by our foundational beliefs that everyone should have equitable opportunities and be able to experience the unlimited possibilities that technology unlocks. As a leader in the technology sector, we believe it's our responsibility to do what we can to make this a reality by:

- Providing access to technology
- Supporting education initiatives
- Building a workforce reflective of our world

With a steadfast focus on digital equity, we continue to drive meaningful progress across the strategic imperatives of our global Social Impact program by doing the following:

- Engaging our coworkers by encouraging and supporting them to broaden their awareness and give their time and resources to the causes that matter most to them.
- Empowering our communities by building new and expanding existing nonprofit partnerships throughout the world that align with our purpose and values.
- Elevating our impact by scaling social impact efforts globally and providing the best experience for our customers, partners and stakeholders.

## GLOBAL SOCIAL IMPACT STRATEGY OVERVIEW

We lead with our values in everything we do.



We seek to create sustainable and equitable change in the world by:



We will continue to advance digital equity by:



**To learn more about CDW's digital equity efforts and the collective impact of our social impact partnerships, read the [Social Impact: Partnerships](#) section of this report.**



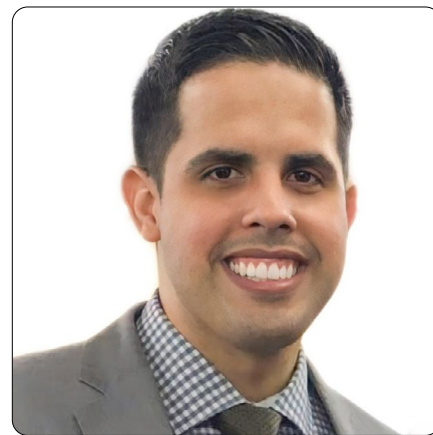
### ENGAGING OUR COWORKERS

We engage and empower our coworkers to support the causes that matter most to them. Eligible coworkers receive eight hours of paid time off each year for volunteer work. In 2023, 1,100 coworkers around the world contributed 8,329 hours of volunteer time – an increase of more than 430 participants and 4,000 service hours over 2022.

In addition, through the company’s Matching Charitable Gifts Program, CDW will double the impact of coworkers’ charitable donations to eligible nonprofits (up to \$2,000 per coworker, per calendar year). In 2023, our coworkers supported 1,263 nonprofits around the world, and CDW contributed \$531,666 in matching gifts contributions through our donor-advised fund.

### Coworker Reflections on Social Impact Participation

Our Matching Charitable Gifts Program is designed to amplify the impact of coworkers, and each donation is accompanied by a personal story. We encourage coworkers to share their experiences via multiple channels to increase global awareness, inclusion and pride in Social Impact participation.



**MIRA USA:** For the past 13 years, Ronald Padilla (Senior Coworker Success Business Partner) has supported MIRA USA, a nonprofit that promotes the social integration of immigrants in the United States. “Knowing that my efforts directly

contribute to positive change fills me with immense pride,” said Ronald.



**Special Olympics Chicago:** For over three years, Jack DiRenzo (CoreTrust Senior Account Manager) has led CDW’s fundraising and volunteer efforts for the Polar Plunge, which benefits Special Olympics Chicago. “I have learned more about teamwork, empathy, positivity and kindness

working alongside the athletes of Special Olympics Chicago than I think I could have anywhere else,” said Jack.

### 2023 GLOBAL MATCHING GIFTS PROGRAM

**1,263**  
nonprofits supported

**1,316**  
coworkers participating

**2,714**  
unique donation submissions

**\$667,976**  
donated by CDW coworkers



### SERVING OUR COMMUNITIES

Throughout our global footprint, colleagues come together to positively impact their local communities. Here’s a snapshot of some of the ways CDW colleagues maximized their impact in 2023.

**2023 GLOBAL VOLUNTEER PROGRAM**

<b>8,329</b> hours volunteered	<b>1,100</b> coworkers volunteered
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**Meals on Wheels Toronto:** Coworkers in Canada helped Meals on Wheels deliver nutritious meals to community members facing food insecurity.



**BRIDGE Cleanup Day:** Our BRIDGE Business Resource Group led a Cleanup Day initiative, and was joined by coworkers at several CDW offices across the US.



**Global Finance Week of Service:** Finance coworkers volunteered for several nonprofit organizations in multiple countries as part of CDW’s annual Global Finance Week of Service.



**Bernie’s Book Bank:** The configuration team from our Vernon Hills Distribution Center organized a back-to-school book drive and regularly volunteers at Bernie’s Book Bank in support of the nonprofit’s mission to create pathways to success through book ownership.



**Three Square Food Bank:** Western Distribution Center coworkers packed meals at the Las Vegas food bank multiple times throughout the year to help children affected by food insecurity.

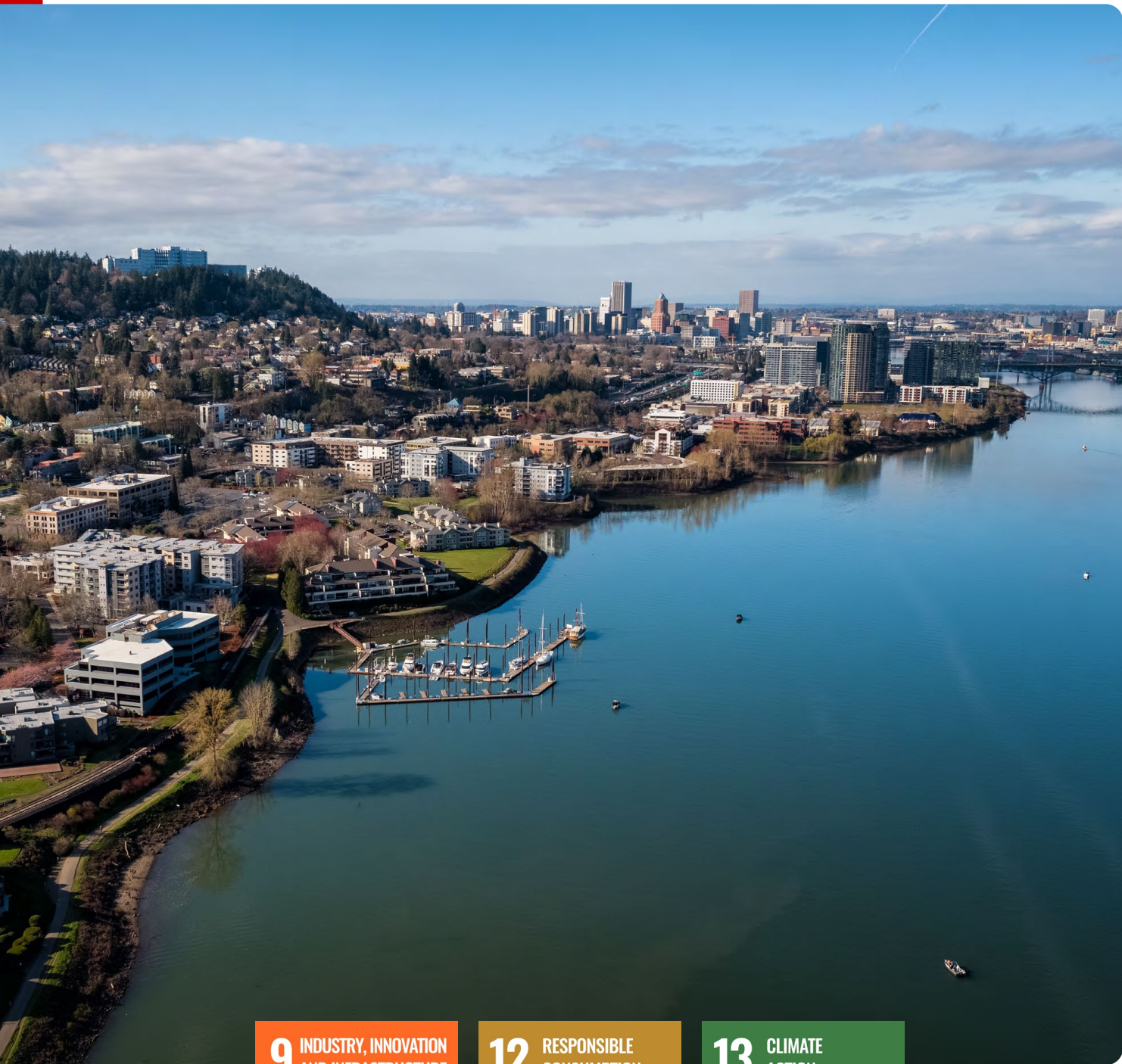


**Volunteering with The Sick Children’s Trust**

In 2023, CDW UK coworkers collaborated to support The Sick Children’s Trust, a charity that provides families with a seriously ill child in the hospital a warm and comfortable place to stay. CDW teams spent hundreds of hours volunteering at the various houses across the UK, including cooking comforting meals for families staying there.

“I felt privileged being able to support those brave families who are going through harrowing moments as their child is in intensive care,” said Carmen Van der Aa, IT Project Coordinator, CDW UK. “Cooking a simple meal doesn’t take much, but it can mean offering a bit of breathing space to parents in need of comfort and support.”

**81%** of global colleagues believe CDW provides them with opportunities to make a positive impact in their community, according to a randomized pulse survey conducted in January 2023.



# Planet

## Driving Progress in Environmental Sustainability



CDW’s approach to environmental issues is to be sustainable and efficient in our operational practices and seek to positively impact the environmental performance of our value chain. Our environmental policies, procedures and facilities management guide our day-to-day operations. In 2023, we significantly elevated our efforts to do our part to address the broader issue of climate change by implementing greenhouse gas (GHG) emissions reduction targets. We furthered our collaboration with partners and bolstered sales enablement efforts for ESG solutions, empowering our customers to advance climate action deliberately and strategically.

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# Climate Action

CDW is committed to reducing greenhouse gas (GHG) emissions from our own operations and working with our partners and customers to take on the broader challenge of addressing climate change. In our operations, we seek to reduce emissions by focusing on our fuel consumption and electricity usage. However, given the non-manufacturing nature of our operations, our own facilities and operations do not represent a significant climate footprint. In fact, our scope 3 (value chain) GHG emissions represent the vast majority of our total GHG emissions, as reported in our [2021–2023 Greenhouse Gas Emissions Data](#).

Our primary opportunities to address climate change lie in working with our partners and customers to reduce their emissions and meet their environmental goals. 2023 was our most impactful year to date in formalizing our approach to climate action. We developed an internal structure to build expertise and drive engagement. This included the work of the Climate Task Force, a cross-functional and geographically diverse internal team that led the development of our global climate strategy and establishment of our carbon reduction targets.

Under the leadership of the Climate Task Force and with support from senior leadership, we committed to set near-term, company-wide emissions reductions in line with climate science with the Science Based Targets initiative (SBTi). In 2023, we announced those emissions reduction targets. CDW has submitted the targets for validation and is awaiting approval from SBTi. In addition to our enterprise-wide targets, our UK business has its own carbon reduction targets. This commitment supports and builds upon our company-wide climate ambitions.

## CDW's Targets for GHG Emissions Reductions

In 2023, we announced our three-part GHG emissions reduction targets. CDW has submitted the targets for validation and is awaiting approval from SBTi. Our targets are:

- **Reduce impact in our own operations:** CDW commits to reduce absolute scope 1 and scope 2 (operational) GHG emissions by 42% by 2030 from a 2022 base year.
- **Engage our supply chain:** CDW commits that suppliers representing 80% of 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 from a 2022 base year.





## OUR PROCESS FOR ESTABLISHING GHG EMISSIONS REDUCTION TARGETS

CDW utilized a formalized approach to create our GHG emissions reduction targets. In partnership with our climate expert advisors, we completed a nine-month process to conduct research, identify potential targets, develop proposed targets, secure executive approval and present the targets to our Board, and, ultimately, announce the targets.



## TIMELINE FOR CREATING OUR EMISSIONS REDUCTION TARGETS

**November 2022** →

Established cross-functional Climate Task Force

**January 2023** →

Conducted scope 3 inventory and focus groups to identify emissions reduction options

**February 2023** →

Selected proposed targets based on scenarios

**April 2023** →

Presented targets and initiatives to ESG Steering Committee

**June–August 2023**

Received approval for the targets from CEO and presented to Board

For more information on the process used to establish our targets, see this [case study](#).



## MOVING FORWARD ON CLIMATE ACTION

Now that our climate strategy and GHG emissions targets are in place, we have evolved our Climate Task Force into an ongoing Climate Action Committee. This cross-functional, global group of CDW leaders is charged with continuing to refine and advance our climate decarbonization strategy. The committee will oversee the identification, development and implementation of decarbonization activities that contribute to CDW's climate goals, and is responsible for reporting progress to our executive team and Board of Directors.

In 2024, the Climate Action Committee will focus on developing the workstreams and subcommittees of subject matter experts needed to help us deliver on our goals. In collaboration with Enterprise Risk Management, we began a climate risk assessment to identify and assess climate-related physical and transition risks and conducted climate risk scenarios as defined by the Task Force on Climate-related Financial Disclosures (TCFD). Throughout the year, we plan to develop methods to manage these risks. For more information on our climate actions, see our TCFD report in the [Resource Center](#) of our ESG website.



### Additional Resources Related to This Section:

- [2021–2023 Greenhouse Gas Emissions Data](#)
- [ESG Disclosures – Resource Center](#)



# Sustainable Operations

CDW operates with strong commitments to environmental management, energy efficiency, waste reduction and recycling, and sustainable distribution and transportation. All CDW distribution centers (two in the US and one in the UK) and two of our UK offices hold ISO 14001 certifications, the international standard for Environmental Management Systems. Additionally, our largest office locations globally, as well as our UK distribution center, have energy certifications – LEED in the US and Canada, BOMA in Canada and BREEAM in the UK.



## New Tempe Office Building Sets High Standard for Environmental Efficiency

CDW has an ongoing focus on consolidating offices into new, more energy-efficient buildings. In 2023, we consolidated two locations in Arizona into one new building at Hayden Ferry Lakeside in Tempe. The new LEED Gold building provides a state-of-the-art workplace environment that harmoniously incorporates sustainability principles, advanced technology and aesthetics.

The building's eco-friendly attributes include: LED lighting, auto-darkening windows to block direct sunlight, use of recycled materials, ample capacity for electric vehicle charging and more. The building is located within easy walking distance of public transportation, extensive bike routes and downtown housing. Within CDW's real estate portfolio in North America, the LEED Gold office in Tempe stands as one of 10 LEED Gold-certified offices and one of 16 LEED-certified sites across the continent.



# Energy Efficiency

We track our energy usage and continue to seek ways to drive further efficiency in our operations. As part of our ISO 14001 environmental management certification, we maintain a three- to five-year window of visibility to identify, assess and plan for implementation of additional energy efficiency improvements. Even though our ability to directly impact our energy usage is somewhat limited by the fact that we lease the majority of our global real estate footprint, we take sustainability factors and energy certifications into consideration when we evaluate new real estate options.

Our energy efficiency measures include indoor and outdoor LED lighting, motion sensor lighting and conveyor systems in our distribution centers that turn off in response to inactivity, and “smart” HVAC systems that adjust according to business hours and seasonal temperatures. We also capitalize on opportunities to involve coworkers in brainstorming and new initiatives to address environmental issues.

Consistent with our commitment to offer a broad portfolio of environmentally certified products, we are mindful of the energy needed to power our own technology. We prefer to purchase environmentally certified networking equipment, computers and peripherals. We specifically seek to purchase data center networking equipment from partners with carbon-neutral plans.

When replacing obsolete technology, we utilize our own IT Asset Disposition (ITAD) program for proper device wiping, followed by redeployment, remarketing or recycling. For more information on our ITAD program, see [page 51](#) in the ESG Products and Solutions section of this report.

Investment in CDW’s order management system has enabled dynamic sourcing, which supports efforts to pick the quickest and shortest route to delivery. Currently, approximately 94% of our US shipments are delivered by carriers enrolled in the US EPA SmartWay Transport Partnership, which helps companies advance supply chain sustainability by measuring, benchmarking and improving freight transportation efficiency. Further, more than 80% of our US shipment spend is handled by carriers with climate goals. CDW UK has multiple transportation efficiency efforts in place, including using Net Zero couriers, bulk purchasing and delivery, and reducing air travel through in-country services. Our UK logistics teams are already taking advantage of couriers’ early adoption of low emission vehicles, including those powered by hydrogenated vegetable oil for line haul and electric vehicles for last-mile deliveries. Additionally, our UK operations have established a 2040 target of using only logistics suppliers whose fleet is composed of >90% zero emission vehicles.

## CDW’s 16 LEED-Certified Facilities in North America

### LEED Gold

- Arizona (Tempe)
- California (Irvine)
- Florida (Tampa)
- Illinois (Elk Grove Village)
- Texas (Austin)
- Virginia (Reston)
- Washington (Seattle)
- British Columbia (Vancouver)
- Ontario (Toronto, 1 Toronto Street)
- Ontario (Toronto, 185 The West Mall)

### LEED Silver Facilities

- Illinois (Chicago, 625 West Adams)
- Tennessee (Nashville)

### LEED-Certified Facilities

- Florida (Boca Raton)
- Maryland (Columbia)
- Minnesota (Bloomington)
- Ohio (Cleveland)



## UK Team Drives Environmental Performance and Transparency

Our UK team is driving continuous improvement in environmental performance. In 2023, the team invested in an industry-leading carbon accounting platform that has increased data transparency, accuracy and pace of reporting. It acts as the launchpad to identify further emissions reduction programs while measuring their impacts in real time and underpins the monitoring of the UK 2040 Carbon Net Zero goal. Other ongoing areas of focus include energy efficiency, responsible water and waste management, and shared sustainability initiatives with our partners.



## By the Numbers: UK's Environmental Results

- First IT value-added reseller to achieve **EcoVadis' Carbon Leader Status**, securing a rating of 90/100 for environmental action
- **100%** of electricity and gas consumption derived from renewable sources
- **50,000-gallon capacity** rainwater harvesting system at the Service Operations Centre
- **59%** of the UK fleet has transitioned to hybrid vehicles, with the remainder scheduled for changeover in the first half of 2024
- Solar photovoltaic panels installed at **two locations**, a 55 kWh array at the National Distribution Centre and a 10 kWh at the Service Operations Centre
- **Motion-sensing and LED lighting** at all campuses
- **Replacement of external lighting** at the Service Operations Centre with LED technology
- **100%** packaging and waste recycling
- Removal of single-use plastics at **all office campuses**
- **>£2.5M** of recycled digital assets annually



## Materials and Materials Efficiency

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

Our three distribution centers focus on reducing waste to landfill from packaging material, cardboard, paper, wood and plastic pallets, while still meeting and exceeding customer expectations. We continue to explore a spectrum of environmentally conscious packaging solutions, from renewable materials to innovative designs, to determine the most impactful sustainability benefits. Expanded engagement with our vendor partners in recent years has enabled us to continuously increase the recyclability of product packaging. We are also striving to use more biodegradable materials and alternative or reusable signage.

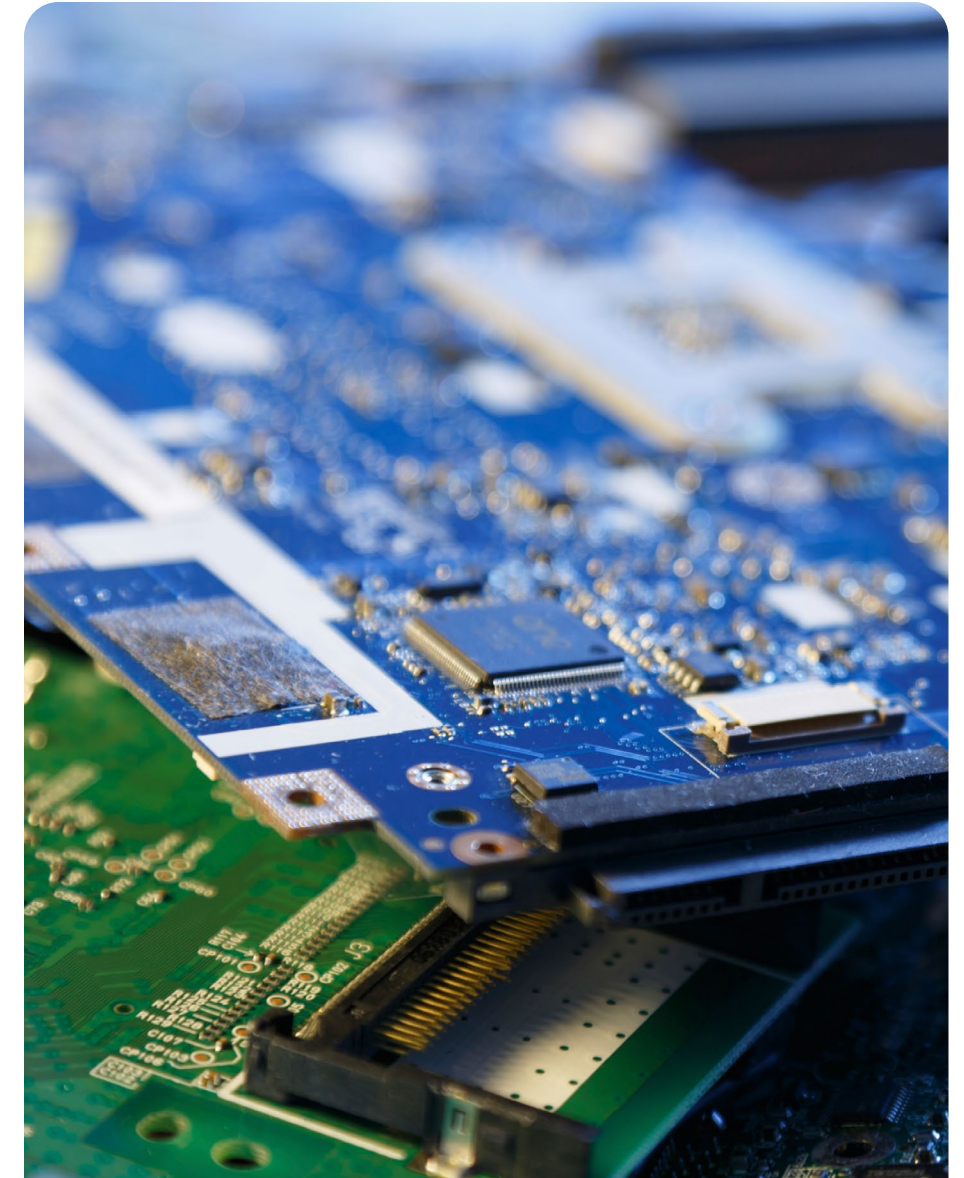
**OVER THE LAST FIVE YEARS, CDW'S US DISTRIBUTION CENTERS HAVE RECYCLED:**

**1,700 tons  
of packaging material**

**7,494 tons  
of cardboard**

**306 tons  
of paper**

**Wood and plastic pallets**



**Our US distribution centers both achieved greater than 92% waste diversion from landfill in 2023. This is the fifth year in a row that the two distribution centers outperformed their waste diversion goal of 90%+.**



# Partnerships & Portfolio

Amplifying Our Collective Impact



At CDW, we believe in the power of partnerships, access and technology to create lasting and transformative impact. Our expertise in and commitment to providing tailored, responsible solutions for shared sustainability goals are paramount. We solve challenges and uphold relationships with integrity, humility and transparency, offering a superior experience that solidifies our position as a preferred choice for our customers, partners and stakeholders.



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# ESG Products and Solutions

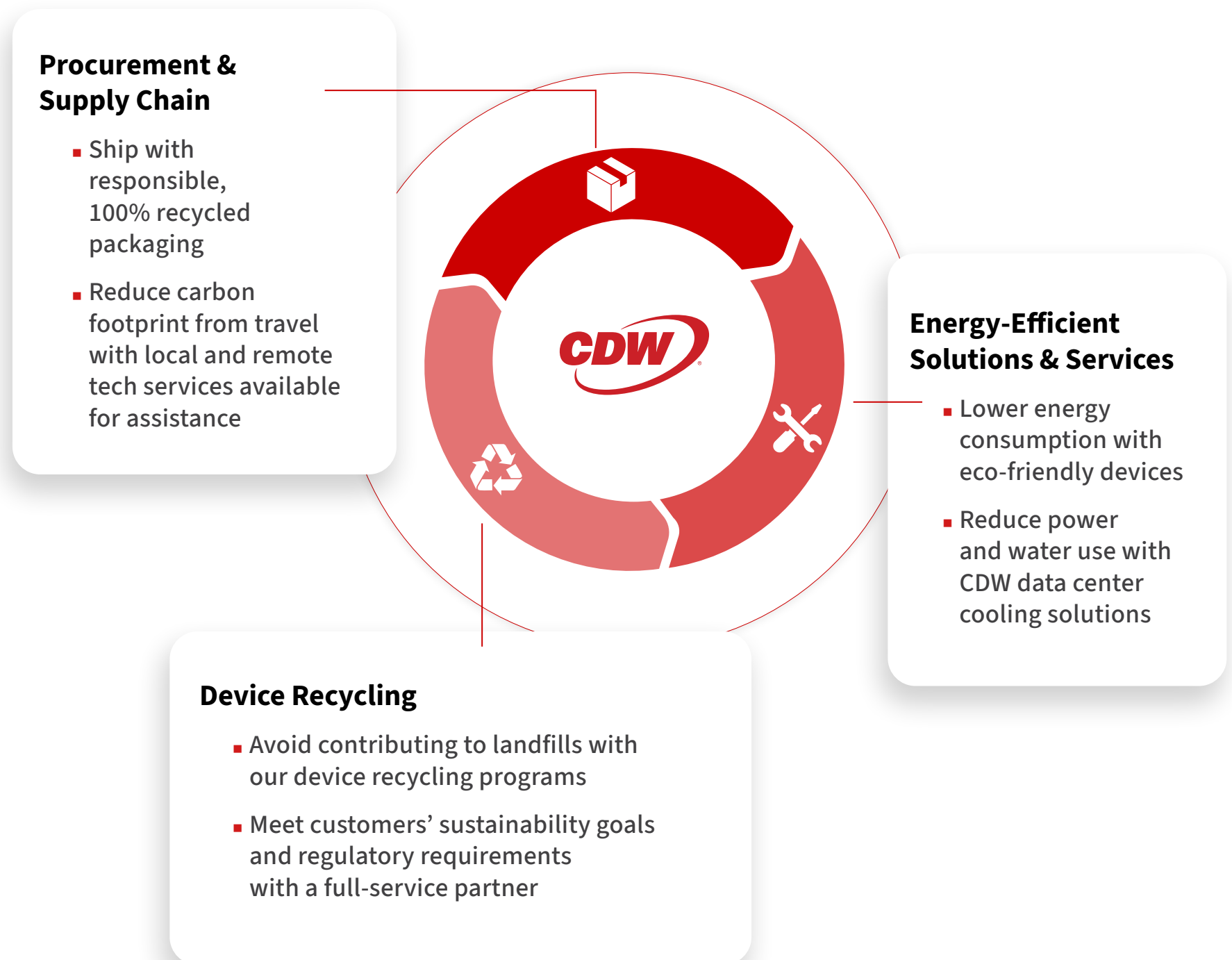
Customer demand for products and solutions that help conserve energy, reduce value chain emissions, support a circular economy, protect data and ensure supply chain reliability, transparency and efficiency continues to rise. To address these challenges, our teams have mobilized internally and elevated collaboration with our customers and technology partners to meet increasing demand and growth for environmentally certified and socially responsible products. As a result, we are well positioned to help customers address environmental and social factors when selecting, deploying, utilizing and disposing of technology products.

## A FULL STACK OF ESG PRODUCTS AND SOLUTIONS

CDW offers over 100,000 products and services from more than 1,000 leading and emerging vendor partners, with many products and solutions. Our goal is to be able to offer customers a full stack of solutions to help them address their ESG priorities, primarily through an extensive portfolio of environmentally certified products (ENERGY STAR Certified, TCO Certified, and Electronic Product Environmental Assessment Tool (EPEAT) Compliant), and a broad range of cloud-based solutions that improve energy efficiency.

Our ESG program, internal training and education, and extensive collaboration with our customers and vendor partners enable us to deliver on our potential to help customers address their ESG needs. This enhanced capability comes at a time when technology is mission-critical to the success of businesses of all sizes, government agencies, education and healthcare.

## OUR APPROACH TO DELIVERING SUSTAINABLE PRODUCTS AND SOLUTIONS





## DRIVING INTERNAL AND EXTERNAL ENGAGEMENT

As our ESG program has matured over the last several years, there is a strong network of coworkers across the organization – in leadership, the Global ESG team, Product and Partner Management (PPM), Sales and Integrated Technology Solutions (ITS) and Supply Chain functions, and distribution centers – who are working to integrate ESG into our everyday business. We empower our account managers with sustainability information and trends insights to enable them to facilitate customer discussions that are oriented toward ESG solutions. We have also introduced new customer relationship management (CRM) tools to enhance our ability to help customers identify ESG products and solutions.

One of the primary means of success is having our teams engage directly with customers and partners on ESG topics. We have ongoing conversations with our customers' procurement teams, ESG/sustainability professionals and other subject matter experts to understand how we can help

them meet their ESG priorities and goals. We have also elevated our websites in both North America and Europe to enable customers to search for and buy third-party, ESG-certified products. For more information on our Sustainable Solutions, see [page 52](#).

Our PPM team is working closely with our partners to develop go-to-market strategies that will help address customers' ESG needs and goals. In 2023, our PPM team and ESG teams increased collaboration with our top vendor partners, meeting regularly to maintain the exchange of information between our teams, as well as with our partners. The PPM team is responsible for facilitating collaboration between CDW and our Partner Advisory Board, which consists of approximately 25 participants who are our most strategic partners and aligned with our mission and goals. ESG-related topics – including climate action, supplier diversity, cybersecurity solutions and supply chain transparency – are part of the advisory board's interactions.

## Managing Sustainability Implications of Windows 10 Migration

Microsoft has announced that it will be ending support for Windows 10 in October 2025, which may render some devices obsolete. In addition, new devices will need to be deployed to accommodate the Windows 11 operating system. CDW is working with its device manufacturing [partners](#) to meet the growing demand for the newer technology. Given our portfolio of environmentally certified products, we are well positioned to help customers acquire the new products and solutions they need to take advantage of the security and productivity benefits provided by Windows 11.

One of the outcomes of this transition will likely be that millions of old devices may be taken out of use and need to be disposed of in a responsible way. CDW's IT Asset Disposition (ITAD) services play an integral role in helping customers manage the end of product life cycles and safely, securely and cost effectively dispose of their old equipment. Our program includes device wiping, removal, evaluation and recycling, and customers can earn residual credit on their CDW account for any devices of value. For more information on our ITAD program, see "CDW'S ITAD Program Reduces E-Waste" on [page 51](#).





## CDW's ITAD Program Reduces E-Waste

CDW's IT Asset Disposition services embody a strategic approach to technology upgrades that aligns with the demands of data protection, fiscal responsibility and ecological integrity. Since 2022, ITAD's services have processed over 144,000 devices from CDW customers and diverted more than 1 million pounds of e-waste from landfills and illegal export.

Our ITAD services address the three key core components of an effective asset disposition program:

- **Redeployment** of devices that are still functional and meet the organization's requirements that can be allocated to other employees or for different uses. This contributes to sustainability by extending the useful life of IT equipment.
- **Remarketing** retired IT assets to be resold to the open market or perhaps donated. CDW ensures that devices are boxed with proper kitting and sold to wholesale buyers.
- **Recycling** by breaking down IT equipment into its basic components to extract valuable materials, which can be recycled into the manufacturing of new goods. This is often the last resort when assets are no longer functional or suitable for redeployment or remarketing.

CDW's ITAD program works with asset disposition partners across the globe including AnythingIT and Procurri, which hold certifications such as R2v3 and e-Stewards. Knowing that many businesses struggle to reconcile IT sustainability with concerns about data privacy, cost and environmental responsibility, CDW and its partners provide:

- Data security to ensure data is irretrievably erased before disposal, remarketing or redeployment
- Compliance support for adhering to EPA guidelines and sustaining a zero-waste-to-landfill policy
- Seamless logistics support for the removal and processing of outdated equipment
- Financial incentives for recovered value from resold hardware, which can further fund technological investments through CDW

Visit our [website](#) for more information about CDW's ITAD services.

In 2023, ITAD's combined impact with our partners totaled:

- **105,795 devices** processed from CDW customers
- **786,590 pounds** of e-waste diverted from landfills/illegal export





## SUSTAINABLE SOLUTIONS WEBSITE ELEVATES ACCESS TO ESG PRODUCTS, SOLUTIONS AND INSIGHTS

In 2023, CDW launched a dedicated [Sustainable Solutions](#) section of our website to showcase CDW's sustainability offerings and enable customers to search for and order ESG products and solutions. The site exemplifies how CDW supports and delivers sustainable procurement and supply chain solutions, energy-efficient solutions and services, and device life cycle management. The search function also allows customers to identify ENERGY STAR, EPEAT and TCO-certified products.

Additionally, the site includes links to ESG-related services, including our ITAD program for proper device wiping, removal and recycling services for devices that are no longer in use. We also feature third-party maintenance programs to extend asset life and our Printer Supplies Program to help customers manage their printer use and protect trees.



## Helping Customers Manage Their Printer Use

CDW's Managed Print Services (MPS) customers receive complimentary enrollment in PrintReleaf, a leading third-party provider of environmental offsets aimed at nurturing and expanding the global forestry system. This initiative seamlessly connects MPS customers with opportunities to:

- Track paper consumption
- Analyze paper usage
- Participate in reforestation projects

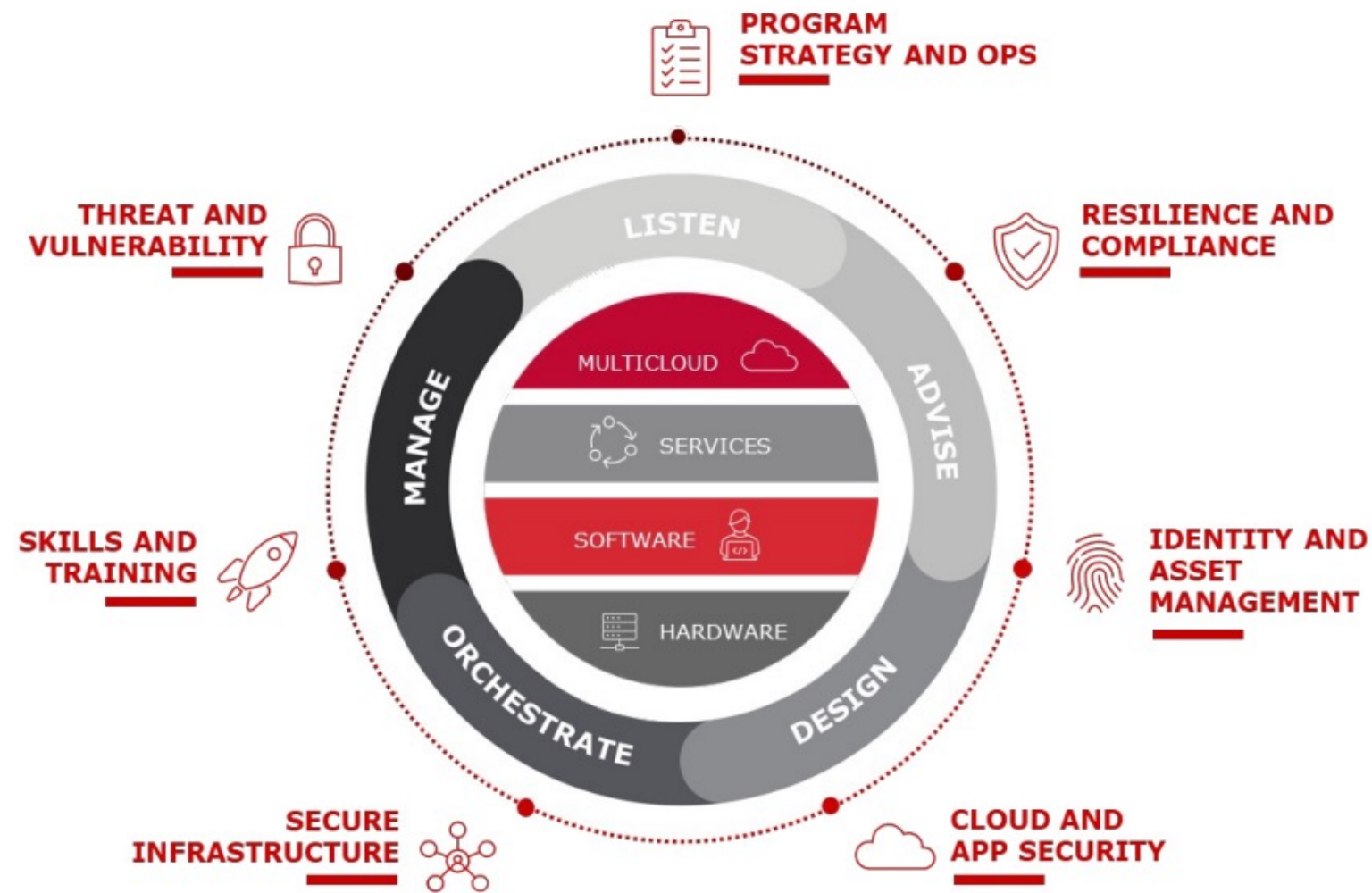
Since CDW's enrollment in PrintReleaf in 2018, our MPS customers have collectively offset more than 1.7 billion standard pages of paper consumption and supported the reforestation of over 208,000 trees.

Visit our [website](#) for more information on our comprehensive print management services.

**With articles and case studies on key ESG topics and links to key partners' sustainable solutions webpages, the Sustainable Solutions section of our website provides a platform for CDW and our customers and vendor partners to work together toward shared sustainability goals. Visit our [Sustainable Solutions website](#) for more information.**



## CDW'S COMPREHENSIVE CYBERSECURITY SOLUTIONS



### Our Cybersecurity Solutions and Services

Our continued commitment to effective privacy and data security programs in our business reinforces our credibility to help customers address their own cybersecurity needs. We support customers in achieving their security goals by offering a comprehensive range of cyber assessments, designing tailored cybersecurity solutions that align with current needs and future objectives, providing hands-on expertise to navigate challenges, and offering ongoing monitoring, maintenance and reporting services.

With a dedicated team of over 500 security professionals, including 100+ Identity and Access Management (IAM) specialists, and partnerships with over 150 industry-leading providers, we deliver integrated solutions that safeguard critical operations for a wide range of businesses, schools, government agencies and healthcare organizations.

#### Additional Resources Related to This Section:

- [CDW's Sustainable Solutions](#)
- [CDW's IT Asset Disposition Services](#)
- [CDW's Comprehensive Print Management Services](#)
- [CDW's Cybersecurity Solutions and Services](#)



# Responsible Supply Chain

CDW's 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. 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.

## OUR APPROACH TO PARTNER ENGAGEMENT

Ensuring a secure and responsible supply chain is a fundamental aspect of our business operations. Implementing and adhering to comprehensive policies, conducting regular audits and engaging in ongoing dialogue are crucial to our continued success. One sign of our commitment and accelerated progress is that we improved our EcoVadis score and earned a Gold rating. This places CDW in the top 3% of all assessed companies and the top 5% of assessed companies in the category of sustainable procurement.

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, CDW Partner Code of Conduct and our [Position on Human Trafficking and Slavery](#). For more information about The CDW Way Code, see the [Ethics and Compliance](#) section of this report.

**We continue to elevate ESG considerations in our supplier engagement initiatives and prioritize close collaboration with both manufacturers and distribution partners to ensure responsible stewardship along the value chain.**

## PARTNER CODE OF CONDUCT

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; and
- **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.

In 2023, we continued to formalize and expand our partner engagement opportunities to further promote security and transparency along the supply chain. During the year, we continued to leverage our **Partner Advisory Board (PAB)** to actively incorporate the voices of our most strategic partners into our plans and foster engagement and alignment in our partner strategies while promoting the sharing of best practices. The PAB, which meets twice per year, creates opportunities for ongoing collaboration between CDW and our partner community on impactful topics such as the strategic direction of our supply chain programming, our customer-centric strategies, and key investments, initiatives and programs.

Additionally, we implemented our **Partner Data Exchange (PDX)** initiative to establish modern data integration standards to better collect and validate partner data. By ensuring a consistent approach to partner data integration, the PDX aims to amplify awareness and transparency regarding key supply chain metrics while maximizing our partners' investment with CDW.



**The CDW Partner Advisory Board provides the opportunity for formal, dedicated engagement among a cross-section of our partner community and CDW leadership. CDW invites participants who represent the most strategic partners and provide technology solutions aligned with CDW's mission and goals to join the Board.**



## PARTNER SUMMIT 2023 DEMONSTRATES ‘THE WINNING FORMULA’

In November 2023, CDW hosted its annual Partner Summit event in Las Vegas, where over 1,000 partners and 330 coworkers came together to engage in valuable discussions regarding the latest trends, strategies, tactics and resources that impact our mutual business opportunities. Under the theme of “The Winning Formula,” we demonstrated how CDW’s focus, strategy and expertise make us the best choice for our partners to invest their time, talent and resources. Additionally, we facilitated several ESG-related sessions on topics such as business and supplier diversity, social impact, diversity and inclusion, and sustainable technology solutions.

To show our appreciation for those who attended, CDW donated a portion of the event registration fees to Compudopt, one of our valuable community partners, in support of our commitment to achieving digital equity. The donation will help enable technology access and education to under-resourced youth and their communities.

Additionally, 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.



### Our 2023 Partners of the Year

- Adobe
- AMD
- Arctic Wolf
- Climb
- Ingram Micro
- Microsoft
- NewBold Technologies
- Palo Alto Networks

### 2023 PARTNER SUMMIT HIGHLIGHTS

**1,000+** partner attendees

**20+** partner meetings with CDW executives

Networking discussions with **360** partners and CDW senior leaders

**4** hours of engaging general session content

**25** highly attended breakout sessions

**10** topic-specific “pit stops” to engage with partners on focused areas of interest, including ESG





## OUR APPROACH TO CUSTOMER ENGAGEMENT

Just as important as collaborating with our original equipment manufacturer, supplier and distribution partners to ensure responsible partnerships, we remain focused on engaging with our customers to help solve their challenges and meet their goals. Key initiatives include participating in the EcoVadis sustainability assessment and having meaningful discussions with our customers with respect to our performance, expanding access to new product offerings with environmental certifications, upgrading our data centers to reduce emissions and operating costs, and partnering with industry organizations in support of our customers' social impact objectives.

## INCREASING PARTNER ENGAGEMENT THROUGH ECOVADIS

In addition to partnering with EcoVadis to assess and disclose our own sustainability performance, we made significant progress on integrating the ratings platform and assessment tools into our supply chain responsibility program in 2023. Through these efforts, CDW is able to better assess performance across our partner network against key sustainability metrics in crucial areas such as environment, ethics, labor and human rights, and sustainable procurement. Additionally, the platform allows us to request relevant partner information, monitor supply chain performance over time and engage with our partner network to ensure we are collectively meeting our risk, disclosure and performance targets.

**Our EcoVadis network represents 80% of CDW's supplier spend with original equipment manufacturers and distribution partners that have received sustainability performance scorecards from EcoVadis.**

## Engaging with Key Partners

Our approach to external ESG engagement is to be a connector of ideas and leverage multiple collaboration points with key partners and customers, and in the technology industry overall. We actively collaborate with partners through ESG/ sustainability councils or individual engagements, such as Lenovo's 360 Circle, Cisco's Partner Sustainability Community and Dell's ESG Executive Partner Council. These interactions serve as platforms for sharing best practices and implementing collaborative projects for achieving shared goals.



### Additional Resources Related to This Section:

- [The CDW Way Code](#)
- [Partner Code of Conduct](#)



## Business Diversity

Business diversity remains a deeply embedded, ongoing priority for CDW. It is a critical differentiator in our ability to deliver for our customers while driving positive change.

### ADVANCING OUR DIVERSE SUPPLY CHAIN

Since the inception of our business diversity program in 2007, CDW has 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, are inspired by this work and embrace the responsibility to share our experience and expertise with our customers and suppliers.

We work with small and diverse businesses to drive job creation and contribute to lasting economic empowerment. CDW is helping local economies grow at scale by fostering a fair and competitive environment for all businesses, regardless of size or background. Our localized approach emphasizes increasing our utilization of our diverse supplier network, which includes approximately 1,500 diverse-owned businesses.



The agility, innovation and range of solutions offered by our business diversity program play a vital role in meeting customers' needs. CDW's market leaders lend their regional supplier diversity and supply chain expertise to collaborate with our customers and supplier partners to craft personalized solutions. We help our customers meet their small and diverse business goals by connecting them with suppliers within our network that match their needs. Our experience combined with our vendor partners' expertise help companies solve technical challenges, design efficient processes and deliver sustainable solutions.

CDW continues to advance our global supplier diversity strategy. We became a corporate member of Minority Supplier Development UK (MSDUK), the UK's leading supplier diversity organization, in 2023 and hosted a variety of seller trainings to grow awareness of our diverse supply base. In Canada, we met with numerous diverse-owned suppliers, including two key indigenous suppliers, to help increase their access to CDW. These relationships increase each partner's reach to serve CDW customers nationally, while also enriching our procurement process and offerings in the market. Additionally, since 2022, CDW Canada has championed business diversity as a committee member of Women Business Enterprises Canada Council (WBE Canada), a nonprofit that advocates for inclusion of Canadian women business enterprises (WBEs) in supply chains in the country and abroad.

**CDW sponsored a booth at the 2023 Women's Business Enterprise National Council (WBENC) conference in Nashville, Tennessee, creating opportunities for 15 woman-owned technology partners to interact with America's top corporations.**



### 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

### INCREASING OUR SPEND WITH DIVERSE SUPPLIERS

- We have totaled \$27.2 billion in transactions with small and diverse businesses since 2007.
- In 2023, CDW achieved \$3.2 billion in diverse spend, working with a network of approximately 1,500 minority-owned, woman-owned, veteran-owned and small, disadvantaged businesses.
- 2023 was CDW's fifth straight year as a member of the Billion Dollar Roundtable.
- In the UK, our diverse supplier spend was \$49 million, which represents 11% growth.
- Our diverse supplier spend in Canada grew by 2% and totaled \$48 million.



## ELEVATING AND PROVIDING ACCESS FOR SMALL AND DIVERSE BUSINESSES

Mentorship and advocacy are integral components of our program. CDW provides formal and informal mentorship to grow and scale diverse businesses. In 2023, we doubled the size of our mentor-protégé program, which is designed to enhance diverse partners' capabilities, assist in meeting development goals and improve their ability to compete for and win contracts. The program promotes access by working directly with diverse partners to share guidance and training on topics such as how to process orders and cultivate a relationship with a next-level leader.

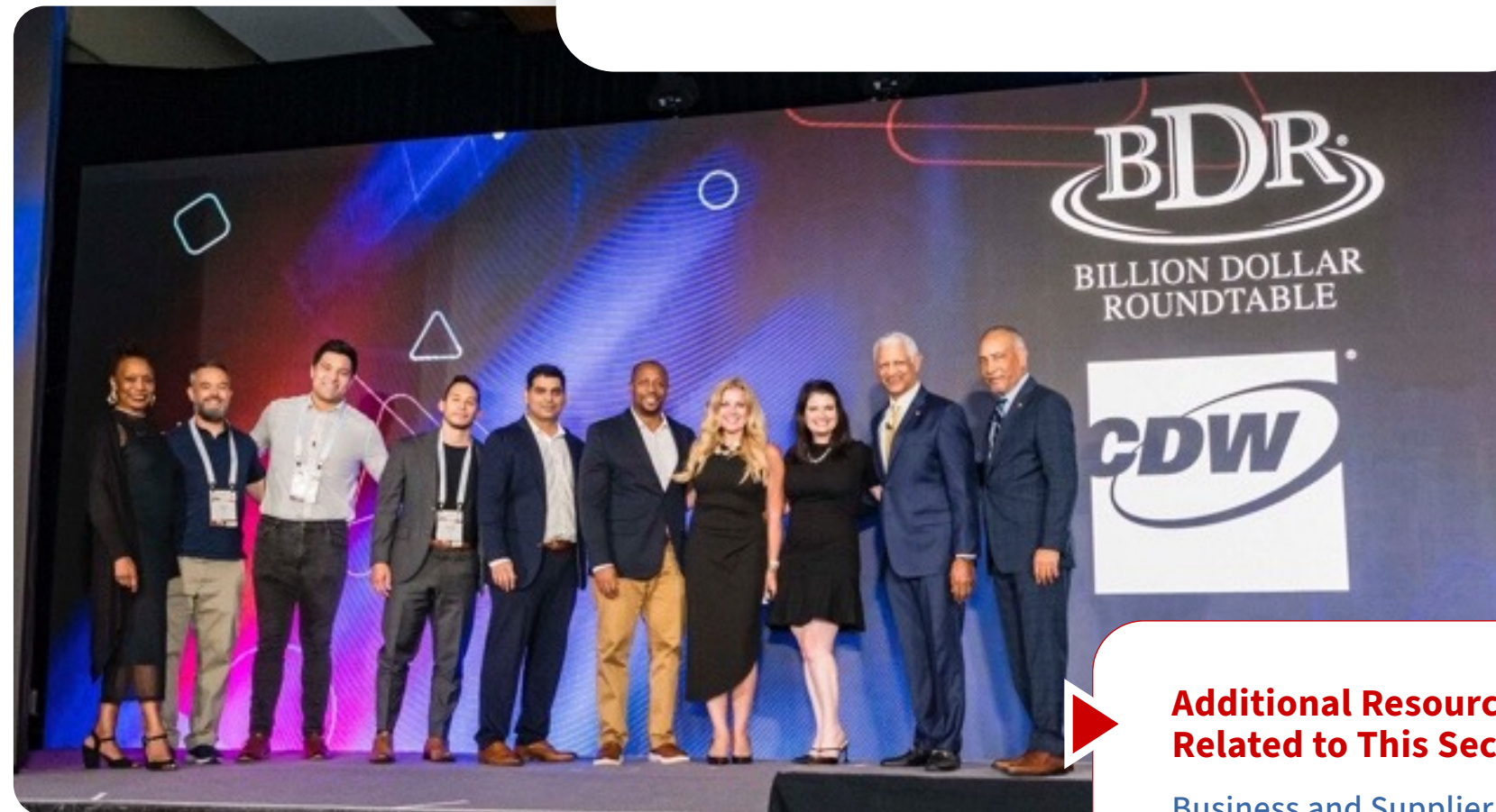
## CDW HOSTS 2023 BILLION DOLLAR ROUNDTABLE SUMMIT

In 2023, CDW marked its fifth 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 2023, we hosted fellow members in Chicago for BDR's 2023 summit. The two-day event celebrated the induction of seven new members and included the exchange of best practices. The summit's theme, "Beyond Spend," focused on the broader impact of supplier diversity on businesses, communities and society.

## BUSINESS DIVERSITY PROGRAM IMPACT IN 2023

- **Total jobs supported:**  
**24,474**  
Jobs supported at US small and diverse businesses
- **Total wages supported:**  
**\$1.5 billion**  
Wages and benefits earned through jobs at US small and diverse businesses
- **Total economic impact:**  
**\$4.8 billion**



### Additional Resource Related to This Section:

[Business and Supplier Diversity at CDW](#)



## Social Impact: Partnerships

We are committed to building new and expanding existing nonprofit partnerships throughout the world that align with our purpose and values. Consistent with our belief in the transformative power of technology, we have focused our social impact commitments on digital equity.

We know that we cannot do this work in isolation. 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 and inclusion and are actively creating a technology industry that reflects the world we live in.

## CDW Social Impact



In 2023, CDW distributed over \$1.6 million through the company's donor-advised fund, which includes matching gifts and over \$1.1 million invested in 70 nonprofit partners.



## PROMOTING DIGITAL EQUITY

- **All Star Code workshop:** CDW has supported All Star Code, a nonprofit committed to closing the racial opportunity gap in tech, since 2021 through funding its core programming, serving as a host site partner of the Summer Intensive Program and providing laptops, hotspots, headphones and software so students bear no financial burden. In summer 2023, CDW coworkers volunteered during All Star Code's partner programming workshops to virtually connect with students across the US; Chicago-area participants were invited to the CDW Adams office for a day of learning and professional development.
- **Per Scholas tour:** Coworkers across the US support Per Scholas, a nonprofit that strives to advance economic equity through rigorous training for tech careers and connect skilled talent to leading businesses. In 2023, a cohort of Per Scholas students toured our Vernon Hills distribution center, attended workshops hosted by our recruitment team and engineers, and heard from CDW coworkers who are Per Scholas alumni.
- **Compudopt:** To advance Compudopt's mission to bridge the digital divide and reduce e-waste through the refurbishment and distribution of gently used, donated computers, CDW has provided technology, volunteer time and support through our grant program. Most recently, CDW hosted a coworker computer drive with donations directed to Compudopt and engaged volunteers at several Compudopt locations to assist with the handling and deployment of tech donations.

**At CDW, we are committed to addressing digital equity. Our digital inclusion efforts focus on providing access, supporting education and building the workforce of the future.**





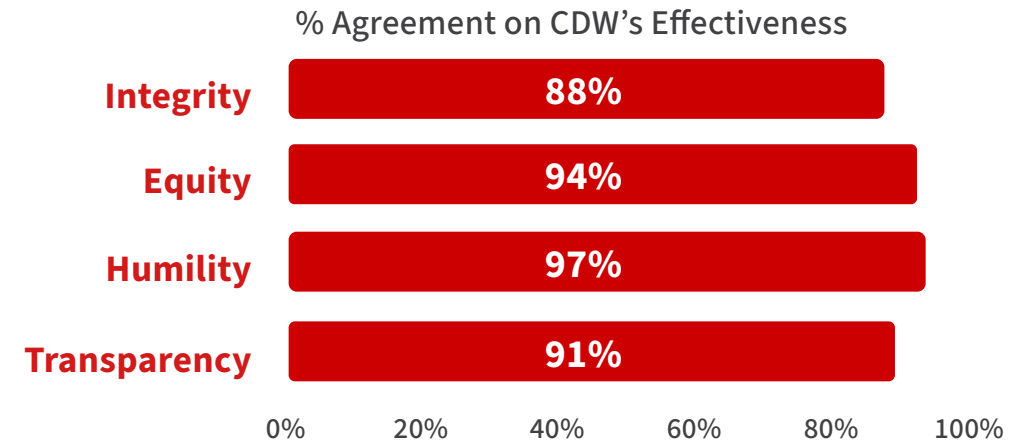
### Partnership Effectiveness Survey Gathers Nonprofits' Input

The Social Impact team distributed its second annual Partnership Effectiveness Survey to CDW's nonprofit partners. The survey measures 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, 77% of respondents confirmed that CDW is their corporate partner of choice.

### Nonprofit Partner Survey Results





## SCALING OUR GLOBAL EFFORTS

We are working to scale Social Impact efforts globally and provide the best experience possible for our customers, partners and stakeholders.

- **American Red Cross:** CDW continues to partner with the American Red Cross as a member of the national Disaster Responder program through a pledged contribution to Disaster Relief, helping serve people affected by more than 65,000 disasters each year.
- **Big Brothers Big Sisters Toronto:** CDW Canada partnered with Lenovo to donate essential technology hardware to Big Brothers Big Sisters Toronto to support their mission to mentor youth. This donation helped them address the increasing requirement to offer virtual engagement models to better serve their participants.
- **Chennai Flood Relief:** CDW coworkers in India participated in relief activities related to the Chennai floods in December 2023.
- **The Prince's Trust:** A Gold patron of The Prince's Trust, CDW UK contributed to the charity in support of vulnerable young people. The funds help provide young people with the confidence-building support, training and employment opportunities they deserve.



## LAUNCHING PROJECT ELEVATE

In 2023, CDW conducted a listening tour and discovery phase for Project Elevate, an initiative designed to surface innovative ways to address **digital equity** while aligning the work to our business strategy and brand campaign. Project Elevate, which is expected to launch in 2024, will seek to address critical needs, create business value and leverage CDW's corporate assets and expertise.

The work will prioritize:

- **Digital equity impact:** Bridging the gap between those who have affordable access, technological skills and support to effectively engage in society and those who do not.
- **Values alignment:** Enhancing CDW's partner-oriented and highly engaged culture by bringing our values to life.
- **Integrated impact:** Leveraging CDW's unique business model and expertise to work collaboratively with coworkers, partners and the community to achieve impact at scale.

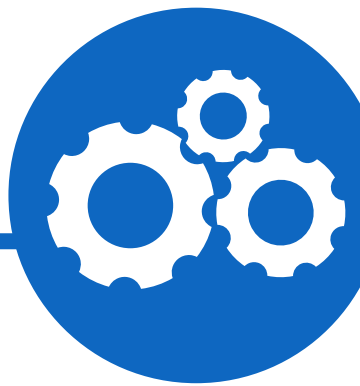






# Practices

Inspiring Trust and Confidence in All Our Stakeholders



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

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# Corporate Governance

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

## CORPORATE GOVERNANCE HIGHLIGHTS

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





## OUR BOARD OF DIRECTORS

The CDW Board of Directors is responsible for providing oversight of the strategic and operational direction of CDW and supporting our long-term interests. To provide a framework for effective governance, our Board has adopted Corporate Governance Guidelines, which outline the operating principles of our Board. The guidelines also outline the composition and working processes of our Board and its committees.

CDW strives to maintain a highly independent, balanced and diverse group of directors that collectively possess the expertise to ensure effective oversight. We have 11 directors, 10 of whom (other than our Chair, President and Chief Executive Officer) are independent.

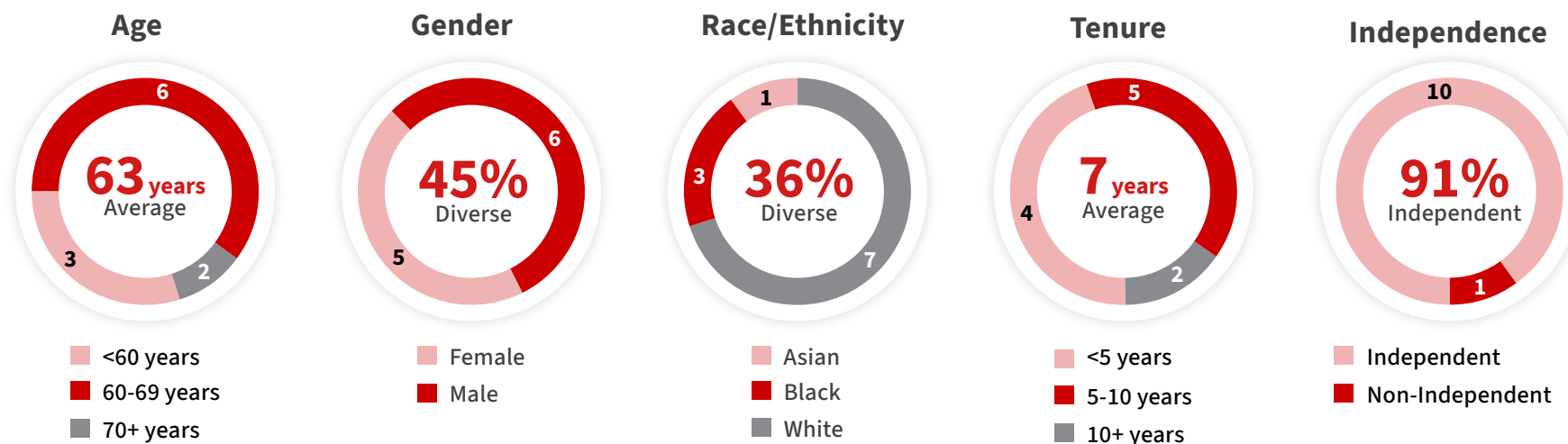
In January 2023, Christine Leahy, CDW President and Chief Executive Officer, was unanimously appointed Board Chair. The previous Board Chair, David Nelms, continues to serve on the Board as Lead Independent Director.

Also in July 2023, the Board elected Kelly J. Grier as director. Ms. Grier recently retired as US Chair and Managing Partner (CEO) and Americas Managing Partner of Ernst & Young LLP (EY), a leading global professional services firm. Her experience helping organizations navigate complex global macroeconomic trends, coupled with her financial acumen and passion for culture, inclusion and innovation, make her a valuable addition to our Board. Over the last six years, CDW has appointed five new directors, all of whom are diverse.

CDW promotes Board refreshment by placing a limit of 15 years on Board members' service. This policy allows for Board stability and continuity, while maintaining a strong refreshment process, ensuring a balance of tenures, perspectives and skill sets.

Our Corporate Governance Guidelines generally restrict the number of public company boards on which our directors may serve. A director who is currently an executive officer of a public company may serve on a total of two public company boards (including our Board) and a director who is not currently an executive officer of a public company may serve on a total of four public company boards (including our Board).

## BOARD DIVERSITY AND TENURE



**CDW strives to maintain a highly independent, balanced and diverse group of directors that collectively possess the expertise to ensure effective oversight.**

All data and information in the Board Diversity and Tenure charts and Board Skills Matrix are based on the 11 Directors who are standing for re-election at our May 21, 2024 annual meeting.



## BOARD SKILLS MATRIX

	Senior Leadership	Public Company Board Service	Global	Technology Innovation	Finance, Accounting and Risk Management	People and Culture	Government and Regulatory
Addicott	•	•	•	•	•	•	
Bell	•	•	•		•	•	•
Clarizio	•	•	•	•	•	•	
Foxx	•	•		•	•	•	•
Grier	•	•	•	•	•	•	•
Jones	•	•	•	•	•	•	•
Leahy	•	•	•	•	•	•	•
Mehrotra	•	•	•	•	•	•	•
Nelms	•	•	•	•	•	•	•
Swedish	•	•		•	•	•	•
Zarccone	•	•	•	•	•	•	
<b>Total</b>	<b>11</b>	<b>11</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>11</b>	<b>8</b>

## BOARD OF DIRECTORS



VIRGINIA C. ADDICOTT



JAMES A. BELL  
*Audit Committee Chair*



LYNDA M. CLARIZIO



ANTHONY R. FOXX



KELLY J. GRIER



MARC E. JONES



CHRISTINE A. LEAHY  
*Board Chair*



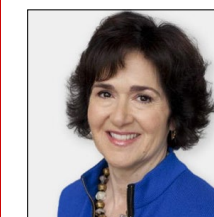
SANJAY MEHROTRA  
*Compensation Committee Chair*



DAVID W. NELMS  
*Lead Independent Director*



JOSEPH R. SWEDISH



DONNA F. ZARCONE

*Nominating and Corporate Governance Committee Chair*

“Our Board consists of highly skilled, diverse directors with experience across a broad range of industries. Together, our complementary viewpoints promote innovative thinking and strengthen the Board’s oversight of CDW on behalf of our shareholders.”

Chris Leahy, CDW Chair and Chief Executive Officer



# Ethics and Compliance

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

The CDW Way Code, which applies to all coworkers and our Board of Directors, is the basis for how we work at CDW and aligns with our culture of trust, connection and commitment. It defines our standards for corporate behavior and provides direction and insight on the

ethical and legal issues coworkers may face. Further, the Code focuses on the importance of organizational and individual accountability as we work to maintain the trust of our fellow coworkers, customers, shareholders and other stakeholders.

When coworkers begin their careers with us, they receive training on The CDW Way Code as part of their onboarding process. Coworkers are also required to complete an annual acknowledgement and periodic training on the Code. We regularly review the Code for possible updates, as well as oversee related training and annual acknowledgement. In 2023, we added topics on international trade and privacy and introduced a new digital format that improves the organization, readability and utility of the Code.

## Digital CDW Way Code Presents Resources in Simplified, Accessible Format

In 2023, we launched a digital version of The CDW Way Code. This refreshed design was created to enhance the user experience and provide improved readability and navigation for our coworkers. Its mobile device functionality and interactive format enhance accessibility, and the search function helps coworkers find information quickly. Available in English, Spanish and French Canadian, the digital code links to appropriate policies and additional detail on key topics, driving more interaction and engagement.

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

## THE CDW WAY

**We run our business with passion and integrity**

**We keep our commitments**

**We include stakeholders in the decision process**

**We empower others to do their jobs**

**We treat others with respect**

**We live our “philosophies of success” every day**

**We resolve conflict directly**

**We listen**

**We make things happen**



## ADDITIONAL MEASURES TO MAINTAIN COMPLIANCE

In 2023, we rolled out new anti-bribery and anti-corruption training, which all coworkers across the globe are required to complete. As part of our commitment to our ethics program and our coworkers, we plan to add new robust, topic-specific training modules and offerings in 2024 and beyond.

CDW is committed to maintaining an effective compliance program. We periodically use a third-party partner to assess our program, verify we are meeting specific requirements, and provide insights and suggestions for continuous improvement. Through this process, we developed a three-year strategic road map to help ensure we are properly identifying and addressing risk throughout CDW, and we are making progress on this strategy. In 2023, we updated our Partner Code to incorporate certain environmental, labor and human rights provisions. In 2024, we plan to assess our three-year progress and refresh the roadmap as we strive to elevate our program and maintain strong engagement with coworkers.

We conduct all political engagements in a transparent, legal and ethical manner and in accordance with The CDW Way Code. CDW does not make political contributions within or outside the United States. For more information, see our [Political Contributions Policy](#) on our website.

## YOUR VOICE HAS POWER

### IT MATTERS WHEN YOU SPEAK UP

#### How ITs Done

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



#### Talk to either:

- Your manager or supervisor



- Coworker Services  
[coworker@cdw.com](mailto:coworker@cdw.com)



- Ethics & Compliance  
[cdwway@cdw.com](mailto:cdwway@cdw.com)

#### Or contact the Ethics Helpline:

- Report online [EthicsPoint - CDW](#)



- or Call 877.7.CDWWAY or 877.723.9929

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



#### RETALIATION IN ANY FORM IS STRICTLY PROHIBITED

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

### WHAT HAPPENS WHEN YOU SPEAK UP

1

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

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

2

#### WE REVIEW

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

3

#### WE TAKE APPROPRIATE ACTION

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



## ENSURING ADHERENCE TO INTERNATIONAL STANDARDS ACROSS THE ENTERPRISE

We have earned multiple International Organization for Standardization (ISO) certifications, and CDW also 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.

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

## SUMMARY OF CDW'S ISO CERTIFICATIONS

CERTIFICATION	CANADA	UK	US
ISO 9001 (Quality)	●	●	●
ISO 14001 (Environment)		●	●
ISO 20000 (Services)		●	
ISO 27001 (Information Security)	●	●	●
ISO 20243 (Counterfeit Avoidance)			●
ISO 28000 (Secure Supply Chain)			●



### ADDITIONAL RESOURCES RELATED TO THIS SECTION:

- [The CDW Way Code](#)
- [Partner Code of Conduct](#)
- [Political Contributions Policy](#)



# Cybersecurity, Data Protection and Privacy

The respect and protection of information assets for our business, coworkers, customers and partners is one of our most important responsibilities. It is essential to our business, and upholding stakeholder trust is why we enact robust data privacy and information security programs and strategies.

We continue to prioritize close connectivity with our stakeholders and a unified approach to further secure and sustainable enterprise growth while addressing risk across the business. We codify this approach through a set of global policies, along with related programs, procedures and requirements – all of which are designed further protect the company from cyber risks and threats.

We remain focused on driving global consistency across our capabilities while balancing strategic, risk-appropriate solutions that enable customization of local and regional policies, as well as customer-focused approaches.

## OUR APPROACH AND OPERATING MODEL

Our information security function operates under the enterprise-wide organization known as CDW Global Information Security, led by our Global Chief Information Security Officer (CISO). The processes overseen by our Global Information Security Team are integrated with our enterprise risk management program, including routine reporting on cyber risk through different levels of the enterprise risk management governance structure and alignment on risk management frameworks and processes.

Our security function is well-positioned to operate effectively across key stakeholder groups through:

- Core enterprise efforts to protect our business, as well as our customers’ and partners’ data
- Services and solutions that support our customers’ cybersecurity goals
- Digital trust initiatives that provide stakeholder trust and confidence in our strategy, program and outcomes

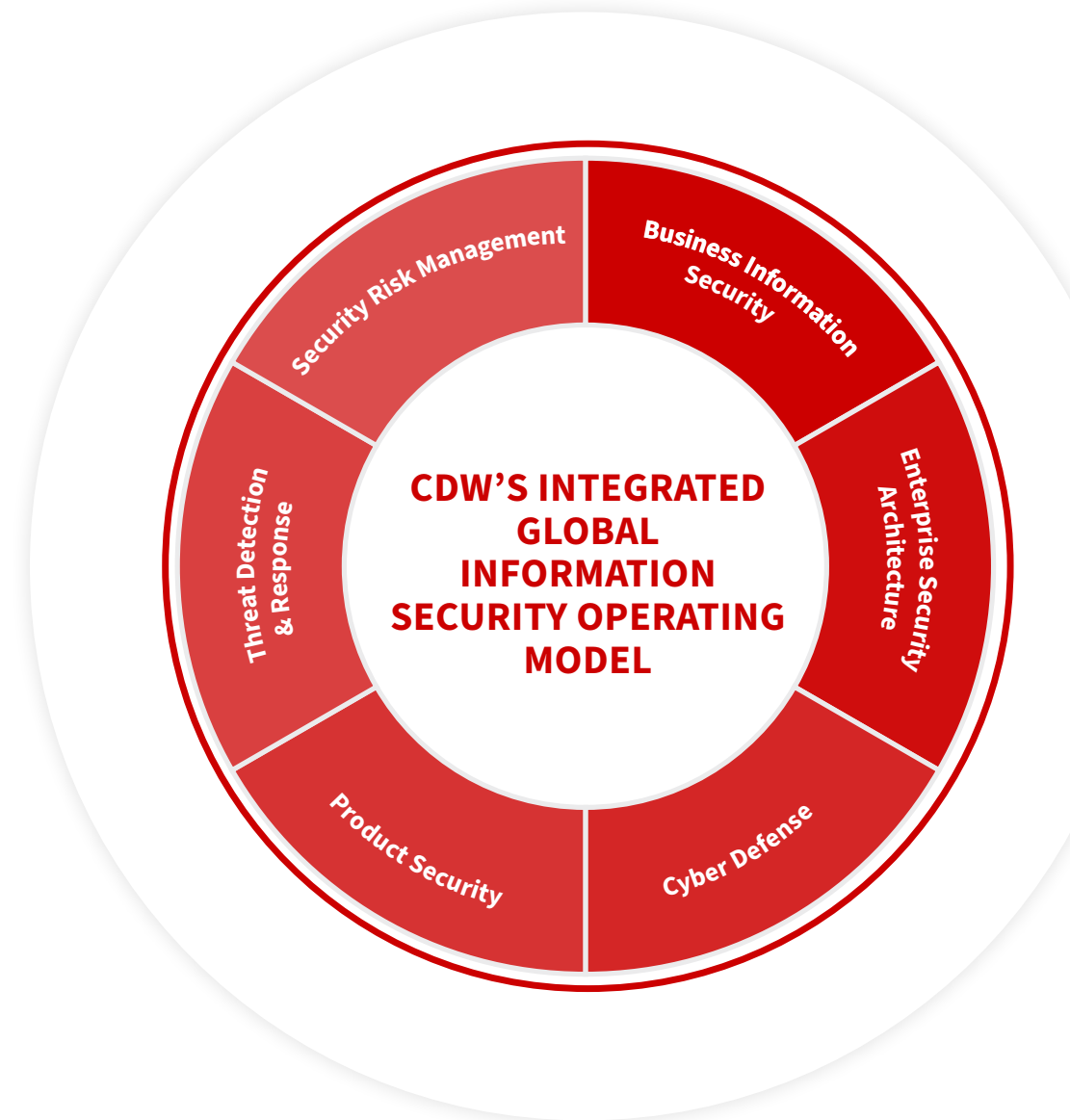
We also introduced a new Integrated Global Information Security Operating Model for the organization in 2023, aimed at strengthening our ability to effectively address the evolving external threat landscape. The model seeks to enable secure, sustainable growth for the enterprise through focused, yet agile, priorities – underpinned by a strong governance structure. Additionally, the model positions us to identify opportunities to expand and operationalize our security capabilities as a service to our coworkers.

Additional data privacy and information security priorities and highlights for the year included:

- Ensured CDW’s incident response plans meet current and anticipated regulatory requirements applicable to our business, which included formalizing a dedicated incident response disclosure subcommittee in 2023
- Expanded our external partnerships to increase third-party testing and validation

of our internal controls and security program enhancements

- Facilitated closer alignment and regular touchpoints among our US, UK and Canadian information security leaders to promote the sharing of global best practices and actionable intelligence findings







## MAINTAINING COMPLIANCE FOR DATA AND PROGRAMS

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

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



## DEVELOPING OUR COWORKERS THROUGH TRAINING AND ENGAGEMENT

Just as important as implementing the proper tools, policies and processes, we maintain a sharp focus on providing coworkers with a clear understanding of the role they play in ensuring responsible data use and security best practices at CDW.

By empowering coworkers to GUARD personal and confidential information, we maintain a strong first line of defense against privacy breaches.

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

Additionally, we deploy annual training for coworkers to ensure acknowledgement and understanding of various security topics and established policies, as well as select training on applicable customer and regulatory compliance requirements necessary for certain job functions.



## **FORWARD-LOOKING STATEMENTS**

Statements in this report that are not statements of historical fact are forward-looking statements within the meaning of the federal securities laws, including without limitation statements regarding CDW's ESG initiatives, growth strategy and plans for stakeholder value creation. These statements involve risks and uncertainties that may cause actual results or events to differ materially from those described in such statements. Important factors that could cause actual results or events to differ materially from CDW's expectations, or cautionary statements, are disclosed under the sections entitled "Risk Factors" and "Management's Discussion and Analysis of Financial Condition and Results of Operations" included in CDW's Annual Report on Form 10-K for the year ended December 31, 2023 (the "Form 10-K") and in CDW's subsequent Quarterly Reports on Form 10-Q filed with the Securities and Exchange Commission. CDW undertakes no obligation to publicly update or revise any forward-looking statement as a result of new information, future events or otherwise, except as required by law.

Information included in, and any issues identified as material or any derivatives of the word material for purposes of, this report may not be considered material for SEC reporting purposes. Within the context of this report, the term "material" (or any derivatives of the word material, including "materiality") is distinct from, and should not be confused with, such term as defined for SEC reporting purposes. Website references and hyperlinks throughout this report are provided for convenience only, and the content on the referenced websites is not incorporated by reference into this report, nor does it constitute a part of this report.

While CDW is actively working to achieve its environmental, social, and governance ("ESG") goals, these goals are forward-looking statements that reflect expectations as of the date of this statement, not historical facts or guarantees of future performance, achievement, or results. There is no guarantee that CDW will meet either its goals or increasing stakeholder ESG expectations. In addition, the standards by which certain ESG goals are measured are evolving and subject to assumptions that could change over time.



# Make amazing happen.

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## CONTACT US

For more information about our ESG efforts,  
visit [cdw.com/ESG](https://cdw.com/ESG) or contact us at [cdwesg@cdw.com](mailto:cdwesg@cdw.com).