

2024 Business Resilience Report



About CDW

CDW Corporation (Nasdaq: CDW), a Fortune 500 company and member of the S&P 500 Index, is a leading multi-brand provider of information technology solutions to over 250,000 business, government, education, and healthcare customers. We have capabilities to provide integrated technology solutions in approximately 150 countries for customers with primary locations in the United States, United Kingdom, and Canada. Our broad array of offerings ranges from discrete hardware and software products to integrated IT solutions and services that include on-premise and cloud capabilities across hybrid infrastructure, digital experience, and security.

CDW AT A GLANCE¹

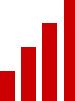
Headquarters
Vernon Hills, IL, USA



15,000+
Coworkers



\$21 Billion
Annual Net Sales



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



250,000+ Customers
in 150 Countries



3 Distribution
Centers²



¹ As of December 31, 2024.

² Two in the U.S.; one in the UK.

Business Resilience Overview

At CDW, we collaborate with our world-class technology partners every day to **make amazing happen** for our customers, coworkers, communities, and company. We are driven by our purpose to **make technology work so people can do great things**.

We view business resilience as a strategic imperative anchored in disciplined risk management, responsible innovation, and capturing business opportunities. Our program drives value by fostering customer resilience, investing in our coworkers, uplifting the communities we serve, and promoting operational excellence. This approach prioritizes transparency, agility, and compliance in a rapidly evolving global environment.

About This Report

For 2024, we streamlined our framework and report with a new, comprehensive data table for ease of use, along with our ongoing disclosures aligned to the Sustainability Accounting Standards Board (SASB) and Task Force on Climate-related Financial Disclosures (TCFD). We will build on this framework in our 2025

report, structured around the four pillars for our business resilience strategy: customers, coworkers, communities, and company. These pillars reflect priorities from our recently completed Double Materiality Assessment (DMA) and our ongoing engagement with customers and other stakeholders.

While our approach to reporting may look different, our unwavering commitment to business resilience remains steadfast and grounded in core business strategy, opportunities, and outcomes.

Together with our customers, coworkers, and communities, we made amazing happen in 2024.

“

Powered by our coworkers and united by our purpose, we are committed to delivering value for our customers while building a resilient business and future. We move forward with passion and integrity, focused on mitigating risk, strengthening disclosures, and empowering our coworkers and communities to do great things.

Christine A. Leahy
Chair and Chief Executive Officer



2024 Business Resilience Snapshot



Introduced a structured **artificial intelligence (AI) governance framework** with a dedicated Center of Excellence and executive-level involvement to ensure shared ownership and oversight



Refreshed **global privacy policies and training** to reinforce ongoing alignment with GDPR, HIPAA, CCPA, UK, and Canadian regulations



Introduced the **Local Impact Program** across the U.S., UK, and Canada, encouraging volunteerism and offering \$1,000 grants for nonprofit service



Strengthened our climate resilience approach by conducting **climate risk assessments** and focusing on our decarbonization journey



Reduced Scope 1 and Scope 2 emissions by **42%** compared to the 2022 baseline year and achieved a Scope 3 emissions absolute reduction of 25% in 2024

Recognitions & Certifications



Earned an **EcoVadis gold medal** and ranked in the top 5% globally



Achieved or maintained **ISO Standard certifications**, including ISO 14001 (Environment), 20000 (Services), 9001 (Quality), 27001 (Information Security), 20243 (Counterfeit Avoidance), and 28000 (Secure Supply Chain)



Received a **B rating in Climate** from **CDP**, reflecting transparency and climate resilience leadership

By the Numbers

CARING FOR COWORKERS AND COMMUNITIES

70% of coworkers engaged in professional development activities through online learning platform, collectively completing **14,000+ courses**

\$5.14 billion total economic impact through strategic partnerships with small and community-based businesses



\$1.4 million invested in **1,318 nonprofit partners** advancing digital access, education, and workforce development

REDUCING OUR ENVIRONMENTAL IMPACT

295,000+ devices (e.g., laptops, hard drives, monitors) from CDW customers were processed through our IT Asset Disposition (ITAD) program



2.2 million+ pounds of recovered e-waste were diverted from landfill and illegal export



100% of U.S. shipments were delivered by carriers enrolled in the U.S. EPA SmartWay Transport Partnership

92% waste diversion rate from CDW's U.S. distribution centers



Delivering Value for Our Customers

CDW provides products and solutions to customers that build resilience and efficiency, secure supply chains, and mitigate climate-related risk. We collaborate with our customers and partners to realize the full impact the technology sector can have to help build a more resilient future.

Driving Sustainability Through Technology

As a valued, strategic partner, CDW is committed to providing our customers with the services and solutions needed to modernize and drive efficiency and resilience in their own operations. Demand continues to increase for products and solutions that help:

- Conserve energy
- Reduce value chain emissions
- Support full lifecycle management
- Protect data

- Ensure supply chain reliability, transparency, and efficiency

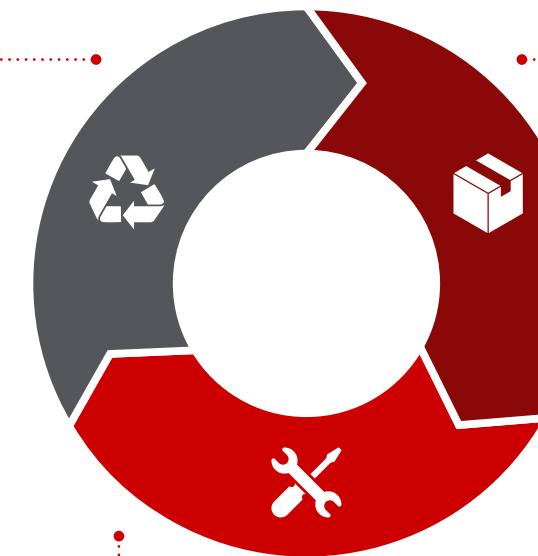
We also help our customers securely, seamlessly, and responsibly integrate AI and emerging technologies into their operations, empowering their teams to harness these tools and unlock new possibilities.

Our holistic approach strives to help customers ship better, work smarter, recycle responsibly, and chart a path toward a more resilient future.

CDW'S HOLISTIC APPROACH TO BUSINESS RESILIENCE

IT Asset Disposition

- Redeploy functioning devices that still meet the organization's needs
- Remarket retired assets to be resold or donated, ensuring devices are boxed with proper kitting
- Recycle assets that are no longer functioning or suitable for redeployment or remarketing, extracting valuable materials for use in the manufacturing of new goods



Procurement and Supply Chain

- Ship with responsible, 100% recyclable packaging
- Reduce carbon footprint from travel with local and remote tech services available for assistance

Energy-Efficient Solutions and Services

- Lower energy consumption with eco-friendly devices
- Reduce power and water use with CDW data center cooling solutions

Supporting Sustainable Progress Through Technology Solutions

We help our customers advance their own sustainability goals through a growing portfolio of energy-efficient solutions and data center power usage assessments, as well as cloud-based solutions that improve customers' energy efficiency.

A wide range of our products have environmental certifications, including many that are:

- ENERGY STAR Certified
- TCO Certified
- Electronic Product Environmental Assessment Tool (EPEAT) compliant

More information about these offerings, as well as articles and case studies, can be found on our [website](#).

Delivering the Promise of Technology Through Custom Solutions

Through our industry verticals, CDW helps customers translate their vision into meaningful outcomes by implementing technology solutions that drive measurable progress. In healthcare, these solutions improve patient outcomes by strengthening care quality and efficiency. In K-12 education, they expand learning opportunities through digital tools that enable more collaborative, personalized student experiences.

Helping Customers Achieve Their Cybersecurity Goals

CDW's privacy and data security expertise has made us a trusted resource for our customers as they address their own cybersecurity needs. Our team of over 500 security professionals, including more than 100 Identity and Access Management (IAM) specialists, safeguards critical operations through:

- A comprehensive range of cyber assessments
- Tailored cybersecurity solutions that align with current needs and future objectives
- Hands-on expertise to navigate challenges
- Ongoing monitoring, maintenance, and reporting services

REVIEW OUR 2024 DATA SUMMARY FOR INFORMATION ON:



- CDW Partner Code of Conduct
- The CDW Way Code
- Position on Human Trafficking and Slavery



Empowering Our Coworkers

At CDW, our long-standing **One CDW** philosophy unites coworkers across geographies, roles, and backgrounds and is the foundation for collaboration, connection, and success. Our people-first, performance culture supports retention and enables engagement so our coworkers can thrive and deliver positive outcomes for our business, customers, and partners.

Coworker Training and Development

CDW's training and development programs strengthen our business resilience by helping coworkers adapt quickly to new technologies and stay ahead of evolving industry needs, driving our competitive position. Our Global Career Framework provides transparency into career progression and helps coworkers see how their roles fit into the organization, as well as map pathways for future opportunities. To help our coworkers develop their skills and advance at CDW, we offer professional development and skills training programs, including

28 learning paths through LinkedIn Learning accessible to coworkers at all levels.

We also provide training specific to job function, role, or progress along the leadership path. For example, our Sales and Integrated Technology Solutions (ITS) programs support coworkers with the technical expertise and customer service skills needed to drive long-term success.

SALES & ITS PROGRAMS

- ACE Program
- Evolve IT
- NanoTech
- Sales Academy
- Sales Residency
- Sellers Edge
- Tech Academy

LEADERSHIP DEVELOPMENT PROGRAMS

- Emerging Leaders Program
- Leadership Academy
- LEAD - Leadership, Exploration, and Development Program
- LIFT Mentorship

As we position CDW to be an AI-native, innovative workplace, we aspire for our coworkers to translate AI into measurable impact in their roles every day, delivering greater efficiency, speed, and insights. Our AI learning initiatives include a 20-day LinkedIn Learning Challenge, the launch of Microsoft 365 Copilot, and hackathons to generate ideas for consideration and adoption.

These initiatives support our efforts to foster a culture of curiosity and collaboration, empowering coworkers to adopt an innovative mindset to explore new technologies, experiment with creative solutions, and identify opportunities that drive continuous improvement across our business.

Fostering Coworker Connections

We encourage coworkers to connect and engage across the organization through town halls, brown bag lunches, topic-specific programs and initiatives, and events sponsored by our Business Resource Groups, which are open to all coworkers. These initiatives foster a welcoming, respectful, and fair environment, which promotes innovation and business growth.

Our Better Together global hybrid work strategy continues to evolve based on coworker feedback and business priorities. In response to this feedback, we introduced role-based “Cornerstone Activities” that guide planning around team gatherings to encourage in-person connection opportunities that enable relationship-building, collaboration, and learning. We also introduced new networking opportunities for interns, coworkers, and leaders, including New Coworker Networking, Leaders Connecting with Leaders, and Better Together Virtual Connection events.

CDW's 15 Business Resource Groups (BRGs) are an integral part of our One CDW strategy for coworker development and connection. Our BRGs are open to all coworkers and provide opportunities for networking, mentoring, and leadership development. BRGs support cross-functional collaboration across regions and provide opportunities for coworkers to give back to their communities.



Health, Safety & Wellbeing

We prioritize the health, safety, and wellbeing of our coworkers across the globe. In 2024, we continued to refine our proactive approach to risk reduction and apply a consistent approach to our health and safety policies, procedures, programs, and methods of sharing information.

Coworker safety is a core principle of The CDW Way Code. We help coworkers uphold a shared responsibility for maintaining a safe work environment with comprehensive and job-specific training programs. Our offerings focus on raising awareness about preventative measures, such as safe lifting exercises and athletic training sessions, and continuing education on priority and emerging safety topics provided through scenario-based simulations. In 2024, we had more than 1,200 touchpoints with coworkers.

We also look out for the physical, social, emotional, and financial wellbeing of our coworkers through our comprehensive total rewards package. In 2024, we announced the following new benefits for U.S. coworkers, which took effect in early 2025:

- Hospital indemnity insurance
- Legal plan services
- Additional health plan option
- Prescription drug savings service

We also transitioned from paid time off to flexible time off, which allows salaried coworkers to take paid time off as needed while balancing their responsibilities. Learn more about our coworker benefits on our [website](#).

Safeguarding Coworkers with Advanced Technology

CDW's Global Security, Safety, and Business Continuity (GSSBC) team is responsible for safeguarding coworkers, managing risk, and maintaining a resilient enterprise. GSSBC monitors the interior and exterior of CDW facilities to detect and respond to threats. The team's efforts also help safeguard our supply chains and our coworkers' safety and security, whether they are traveling for business, working on-site, or working at home.

GSSBC maintains a 24-hour Global Security Operations Center (GSOC), which managed 618 events in 2024. We use a mobile app that provides instant contact options to connect coworkers to the GSOC and enables mass notifications. Through a separate radio app, individuals or groups have an encrypted communication channel with GSOC. This app streamlines response time and decision-making during emergencies.

 **SAFETY PERFORMANCE DATA IS AVAILABLE IN OUR [2024 DATA SUMMARY](#).**



Supporting Our Communities

Through coworker empowerment, values-led leadership, and strategic partnerships, we create digital opportunities and strengthen the communities we serve.

CDW believes everyone should have opportunities and access to the unlimited possibilities that technology unlocks. Together, we build a connected world.

Coworker Impact

We empower coworkers to expand their awareness and contribute their time and resources to the causes they care about most, in alignment with our social impact strategy, company culture, and business objectives. Eligible coworkers receive eight hours of paid time off each year for volunteer work through company-organized events or their own initiatives.

Launched in 2024, our **Local Impact Program (LIP)** deepens engagement and expands collective impact by mobilizing coworkers across the U.S., UK, and Canada, offering the opportunity to earn a \$1,000 grant for a nonprofit of their choice by organizing a qualifying volunteer group activity. In the program's first year, more than 750 CDW coworkers volunteered nearly 2,900 hours of their time participating in events such as environmental cleanups, electronic recycling events, and various donation drives. CDW's grant contributions totaled more than \$85,000.

Through the company's Matching Charitable Gifts Program, CDW doubled the impact of coworkers' charitable donations to eligible nonprofits (up to \$2,000 per coworker, per calendar year). The program provided support for more than 1,300 nonprofits, with nearly \$685,000 donated by CDW coworkers and over \$683,000 in matching gifts contributions from CDW in 2024.



Strategic Partnerships

We invest time building partnerships with our local, small business suppliers and working side-by-side with them to serve our mutual customers. This aspect of our business is a critical differentiator and continues to drive positive change.

Our Strategic Partnerships program seeks to provide all businesses and suppliers access to purchasing opportunities while promoting supplier participation reflective of our communities and customers. We aim to impact every community we serve and contribute to efforts to strengthen the local economy.

We consider our suppliers to be partners who represent and extend our brand. Accordingly, we work with these businesses to help them:

- Drive job creation
- Grow at scale
- Collaborate with customers to craft personalized solutions
- Establish connections within our network

CDW HELPS LAUNCH SOLAR COMMUNITY HUB WITH DELL TECHNOLOGIES

In partnership with Dell Technologies, Computer Aid International, and Small Projects Foundation, CDW helped bring a solar community hub to Newlands, South Africa, in 2024. Constructed from two recycled shipping containers, this solar-powered facility provides underserved communities with access to technology, skills training, and essential services that drive economic and educational growth.

The Newlands hub equips residents with the digital skills needed to participate in the global economy. Beyond technology access, the hub serves as a community resource supporting local schools, offering workforce development programs, and expanding healthcare services. By investing in digital opportunities, CDW and our partners are fostering lasting change and creating new paths to prosperity for the people of Newlands.





Building a Resilient Business and Future

CDW advances efforts to strengthen our business resilience, navigate evolving regulatory requirements, and capture commercial opportunities, working alongside our customers to drive meaningful progress.

Climate Resilience

Our climate resilience approach is grounded in two focus areas:

- Reduce CDW's impact on climate through carbon reduction projects facilitated by our Climate Committee.
- Reduce climate impact on CDW by assessing climate risks, conducting scenario planning, and developing risk management plans.

These activities strengthen our ability to adapt and thrive, making CDW future-ready in an evolving climate landscape.

We continue to advance our greenhouse gas (GHG) emissions management by deploying tools that strengthen data accuracy, insight sharing, and internal controls. Understanding our largest emissions sources has enabled us to create a focused reduction road map that prioritizes actions with measurable impact. We also monitor emerging regulations, stakeholder expectations, and technology trends to maintain compliance and readiness.

CLIMATE RESILIENCE PROGRESS

Understanding the Landscape

- Completed initial Scope 3 emissions screen
- Identified emissions hot spots
- Kicked off Climate Task Force and stakeholder focus groups

Developing the Strategy

- Received approval for climate targets from SBTi
- Assessed climate risk and opportunities
- Developed roadmap for emissions reductions
- Created climate action governance structure
- Launched Climate Committee

2022

2023

2024

Exploring the Target

- Completed detailed Scope 3 inventory
- Selected climate target
- Modeled potential emissions reductions

CDW'S EMISSIONS REDUCTION TARGETS AND PROGRESS

We have established the following targets approved by the Science Based Targets initiative (SBTi):

- **Reduce impact in our operations:** CDW commits to reduce absolute Scope 1 and Scope 2 GHG emissions by 42% by 2030.*
- **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.*

Beyond our enterprise-wide targets, our UK business has committed to achieving net-zero emissions by 2040 through its [carbon reduction plan](#).

In 2024, we met two of our targets by reducing Scope 1 and Scope 2 emissions by 42%* and achieving a Scope 3 emissions absolute reduction of 25%*. In addition, suppliers representing 72% of CDW's purchased goods and services emissions had science-based targets.

* Compared to base year 2022

Other recent milestones include the following:

- Completed renewable energy purchases for select U.S. facilities
- Maintained 100% renewable electricity use across our UK operations
- Transitioned our entire UK fleet to hybrid vehicles
- Strengthened our data collection systems to improve emissions tracking and reporting
- Expanded internal stakeholder training related to climate and emissions management
- Engaged with our distribution and OEM partners to support data collection, reduce emissions, and encourage additional target-setting

See our [2024 Data Summary](#) and [2024 TCFD Disclosure](#) to read more.

Our Climate Committee

Our global **Climate Committee**, launched in 2024, leads carbon reduction and climate-risk initiatives focused on increasing efficiency across our operations and supply chain. The committee also collaborates with partners to expand sales of efficient products and services that reduce Scope 3 emissions and advance our climate goals.

Operational and Energy Efficiencies

We prioritize environmental management, energy management, energy efficiency, waste reduction, recycling and sustainable distribution, and transportation throughout our operations.

Our three distribution centers (two in the U.S. and one in the UK) as well two UK offices hold ISO 14001 certification, the international standard for Environmental Management Systems. In addition, our largest global offices and our UK Logistics Technology Centre have received LEED (U.S. and Canada), BOMA (Canada), and BREEAM (UK) certifications.

We also consider factors such as energy certifications when evaluating new and existing real estate options, most of which are leased. When updating or building new offices, CDW seeks to source furniture and fixtures that are sustainable and cost effective.

Our energy efficiency measures include indoor and outdoor LED lighting, motion sensor lighting and conveyor systems in our distribution centers, and smart HVAC systems that adjust to changing conditions. In addition, we have a rigorous decommissioning process in place when we update a facility. This includes recycling or reusing our IT equipment to divert waste from landfills.

We prioritize energy-efficient technologies, including certified networking equipment, computers, and peripherals, as well as work with partners with robust operational and energy efficiency performance plans when purchasing data center networking equipment. In addition, we maintain a three- to five-year window of visibility to identify, assess, and plan for implementation of additional energy efficiency improvements, in keeping with our ISO 14001 environmental management certification.

Materials Efficiency

Across the enterprise, CDW is improving materials efficiency throughout the full product lifecycle. In addition to our many recycling and reuse programs, we are making the largest impact in two areas:

REDUCING WASTE FROM PACKAGING AND OTHER MATERIALS AT OUR DISTRIBUTION CENTERS

- We work to reduce waste to landfill from packaging material, cardboard, paper, wood, and plastic pallets by reusing vendor packaging, redesigning cartons for dimensional fit, increasing recyclability of packaging, and implementing waste diversion practices.
- We work with vendor partners to increase the recyclability of product packaging, the use of biodegradable materials, and alternative or reusable signage.

MANAGING ELECTRONIC WASTE WITHIN OUR OPERATIONS AND AMONG OUR CUSTOMERS

- When replacing obsolete technology, we collaborate with our IT Asset Disposition (ITAD) program partners to ensure proper device wiping, followed by redeployment, remarketing, or recycling.
- Our ITAD services include removal and safe disposal of retired assets; field technicians for de-install; packing and palletization assistance; secure transport and chain of custody; audit of assets with detailed reporting; certified Data Erasure/Destruction services; and electronics recycling.

REVIEW OUR 2024 DATA SUMMARY FOR INFORMATION ON:

- Business Resilience Performance Data
- 2024 SASB Disclosure
- 2024 TCFD Disclosure
- ISO Certifications
- Conflict Minerals Statement



Managing Our Business Responsibly

Strong corporate governance and ethics and compliance practices are critical to our sustained success and ability to create long-term shareholder value and trust.

Corporate Governance

CDW upholds an unwavering commitment to strong corporate governance oversight that is shared across all levels of our organization, including our Board of Directors. We view the governance of our company as a working structure that guides principled actions, effective decision-making, and appropriate monitoring of performance and compliance.

The CDW Board of Directors oversees the company's strategic direction and long-term interests, guided by its [Corporate Governance Guidelines](#). These guidelines establish key governance principles, outline board composition, and define the responsibilities of its independent committees: Audit, Compensation, and Nominating and Corporate Governance.

CDW is committed to maintaining a highly independent, skilled, and well-rounded board whose collective expertise supports effective oversight. Of its 11 directors, 10 are independent, and all committees are composed entirely of independent directors. The Board's complementary experience across industries promotes innovative thinking and strengthens oversight on behalf of shareholders.

Read more about our Board, the responsibilities of our Board Committees, and other governance highlights in our [2025 Proxy Statement](#).

Ethics & Compliance

CDW's ethics and compliance program is designed to uphold the trust of our coworkers, shareholders, customers, partners, and communities. We safeguard that trust by adhering to [The CDW Way Code](#) and by meeting all legal and regulatory obligations. These standards also guide responsible decision-making across all emerging technologies.

Further, the CDW Way Code:

- Applies to all coworkers and our Board of Directors
- Defines our standards for corporate behavior
- Provides direction and insight on the ethical and legal issues coworkers may face
- Focuses on the importance of organizational and individual accountability to maintain trust in our partnerships

Upon hire and then annually, coworkers receive training and complete acknowledgement of compliance with the Code. We regularly review the Code and monitor coworker compliance with ongoing training and annual acknowledgement.

The CDW Way Code is available in a digital format for enhanced accessibility and easier navigation. The Code is offered in English, Spanish, and French Canadian.

Reporting Ethics Concerns

Our Ethics Hotline, operated by an independent third party, is available to anyone inside or outside CDW who wishes to report or address concerns. The Hotline can be used to confidentially and anonymously (if desired) ask questions, seek advice, and/or report possible violations. When a report is received, our ethics and compliance group completes an assessment to determine the party best suited to investigate or address its contents. We investigate all reports promptly, thoroughly, and fairly, and take appropriate action whenever necessary.

Ensuring a Responsible Supply Chain

We collaborate closely with our partners to meet high standards and enable responsible stewardship across our value chain. This includes implementing and adhering to comprehensive policies and engaging in ongoing dialogue with suppliers.

Engaging Our Partners

We partner with EcoVadis to assess and report our sustainability performance, and we integrate its assessment tools into our supply chain responsibility program. 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. 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.

Cybersecurity, Data Protection & Privacy

We maintain robust global data privacy and information security programs and strategies designed to protect information assets for our business, coworkers, customers, and partners. We meet or exceed various data protection regulations and requirements for proper collection, use, storage, and deletion of data.

Guided by our global policies, programs, and procedures, we:

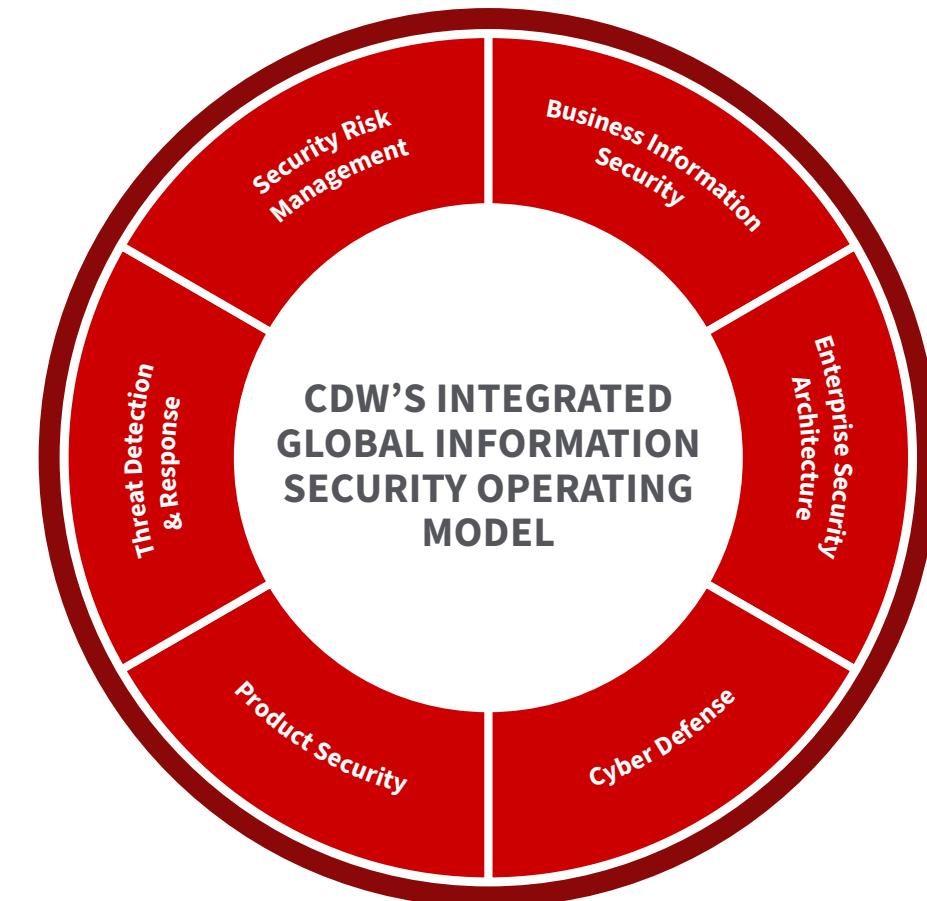
- Prioritize transparency to uphold stakeholder trust
- Maintain a unified approach to secure enterprise growth
- Drive global consistency across our capabilities
- Balance strategic, risk-appropriate solutions that enable customization of local and regional policies, as well as customer-focused approaches

Our data privacy and information security programs continuously advance to meet evolving global requirements and scale seamlessly across geographic locations.

Managing Priorities Through Our Integrated Global Information Security Operating Model

Our Integrated Global Information Security Operating Model is designed to enable secure, sustainable growth for the enterprise through focused, yet agile priorities – underpinned by a strong governance structure. The model also positions us to identify opportunities to expand and operationalize our security capabilities as a service to our coworkers.

Multiple teams maintain responsibility for various facets of information security through our Integrated Global Information Security Operating Model. Collectively, these teams' individual areas of oversight protect the enterprise from current and emerging threats.



Security Awareness Training

In addition to equipping our coworkers with the proper tools, policies, and processes, coworkers complete annual training to uphold acknowledgement and understanding of various security topics and established policies. Additional training modules on applicable customer and regulatory compliance requirements are assigned to those whose job functions require advanced knowledge.

Our Strategy for Responsible AI Use

We strive to embed AI into our core business processes to drive growth, enhance operational efficiency, and strengthen brand leadership. While generative AI adds powerful tools to our toolbox, its use requires organizational oversight and guidance.

We have established a cross-functional team that drives our internal AI agenda and determines how CDW should leverage AI to improve productivity, efficiency, and capability. Under its direction, we developed an agile governance framework that aligns with leading standards for ethical and transparent AI deployment.

Our AI governance model includes a dedicated Center of Excellence and executive-level involvement. Together, they promote shared responsibility and consistent oversight of AI use across CDW. In addition, our AI strategy outlines applications and use cases for coworkers and customers, with resources, trainings, and other offerings to help our coworkers and customers select and incorporate AI tools responsibly.

We also recognize the energy demands of AI and actively seek to balance this impact by leveraging the efficiencies AI provides in other areas.



REVIEW OUR 2024 DATA SUMMARY FOR INFORMATION ON:

- CDW Privacy Notice and Supplemental Disclosures
- CDW Political Contributions Policy
- ISO Certifications

2024 Data Summary

Key Metrics

ENVIRONMENTAL	2022 (baseline)	2023	2024
Scope 1 Emissions (MT CO ₂ e)	2,833	3,538	2,495
Scope 1 (Stationary Combustion) (MT CO ₂ e)	2,470	2,159	1,927
Scope 1 (Fugitive Emissions) (MT CO ₂ e) ¹	N/A	1,023	200
Scope 1 (Fleet) (MT CO ₂ e)	364	356	368
Scope 2 Emissions (Location-Based) (MT CO ₂ e)	19,806	19,614	17,804
Scope 2 Emissions (Market-Based) (MT CO ₂ e)	19,560	18,606	10,472
Scope 1 and Scope 2 Emissions (including Scope 2 Market-Based) (MT CO₂e)²	22,393	22,144	12,967
Scope 3 Emissions (MT CO₂e)	5,630,948	5,565,031	4,864,559
Category 1: Purchased Goods & Services (MT CO ₂ e)	3,638,997	3,830,293	3,471,072
Category 2: Capital Goods (MT CO ₂ e)	11,532	46,328	23,712
Category 3: Fuel- and Energy-Related Activities Not Included in Scope 1 or Scope 2 (MT CO ₂ e)	5,569	5,950	5,610
Category 4: Upstream Transportation & Distribution (MT CO ₂ e)	26,222	28,692	16,607
Category 5: Waste Generated in Operations (MT CO ₂ e)	446	221	220
Category 6: Business Travel (MT CO ₂ e)	4,367	7,526	8,819
Category 7: Employee Commuting (MT CO ₂ e)	7,122	13,771	11,448
Category 9: Downstream Transportation & Distribution (MT CO ₂ e)	3,841	2,573	2,080
Category 11: Use of Sold Products (MT CO ₂ e)	1,847,550	1,546,767	1,254,030
Category 12: End of Life Treatment of Sold Products (MT CO ₂ e)	85,302	82,909	70,961
Total Scopes 1, 2 & 3 Emissions (MT CO₂e)³	5,653,341	5,587,175	4,877,526
Total energy consumed (GJ)	226,699	303,328	216,215
Percentage grid electricity	75%	58%	79%
Percentage renewable energy	4%	10%	27%

Note: Due to rounding, figures presented may not add up to totals provided.

¹ Scope 1 (Fugitive Emissions) were measured for the first time in the 2023 inventory.

² 2024 data, including both market-based and location-based Scope 1 and Scope 2 emissions, subject to third-party limited assurance. Refer to our GHG emissions verification statement.

³ The reported emissions were identified and calculated in accordance with applicable standards and guidance from the World Resources Institute's (WRI) and World Business Council for Sustainable Development's (WBCSD's) Greenhouse Gas Protocol for Corporate GHG Accounting and Reporting. CDW uses the operational control approach.

2024 Data Summary

HEALTH AND SAFETY¹		2022	2023	2024
Fatalities		0	0	0
Number of cases with days away from work		11	4	4
Number of cases with job transfer or restriction		0	1	4
Number of other recordable cases		0	3	1
Total Recordable Incident Rate (TRIR)		0.10	0.07	0.08
Days Away From Work Injury and Illness (DAFWII) Rate		0.10	0.04	0.03
Days Away Restricted Time (DART) Rate		0.10	0.05	0.07
Experience Modification Rate (EMR)		0.41	0.43	0.33
OPERATIONAL EFFICIENCY		2024		
Waste diversion rate from CDW's U.S. distribution centers		92%		
U.S. shipment spend handled by carriers with climate goals		98%		
U.S. shipments delivered by carriers enrolled in the U.S. EPA SmartWay Transport Partnership		100%		
LEED-certified CDW facilities (including our first Platinum property in 2024)		25%		
ISO CERTIFICATIONS		2024		
		CANADA	UK	U.S.
ISO 9001 (Quality)		X	X	X
ISO 14001 (Environment)			X	X
ISO 20000 (Services)			X	
ISO 27001 (Information Security)		X	X	X
ISO 20243 (Counterfeit Avoidance)				X
ISO 28000 (Secure Supply Chain)				X
IT ASSET DISPOSITION PROGRAM		2024		
Devices processed from CDW customers		295,070		
E-waste diverted from landfill and illegal export (lbs)		2,279,722		
COWORKER ATTRACTION, RETENTION & DEVELOPMENT		2024		
Number of learning courses completed		14,000+		
Global Matching Gifts Program		1,318 nonprofits supported 1,286 coworkers participating \$1.4M donated (includes coworker giving and CDW match)		
Coworker volunteerism		CDW coworkers volunteered at 85 Local Impact Program events across the U.S. and UK		

¹ All rates are calculated per 200,000 hours worked. Safety metrics are related to U.S. operations only.

2024 Data Summary

ECONOMIC IMPACT		2024
Jobs supported at U.S. small and local businesses ¹		26,121
Wages and benefits earned through jobs at U.S. small and local businesses ¹		\$1.62 billion
Total economic impact ¹		\$5.14 billion
GOVERNANCE, ETHICS & COMPLIANCE		2024
Board of Directors Composition		2025 Proxy Statement
Board of Directors Skills Matrix		2025 Proxy Statement
SUSTAINABILITY RATINGS/SCORES		
CDP		B
EcoVadis		Gold - 77
MSCI		BBB

¹ Data is from RIMS II Data from the Bureau of Economic Analysis (BEA) by industry (NAICS).

Additional Resources & Disclosures

REPORTS

- [2024 SASB Index](#)
- [2024 Taskforce of Climate-related Financial Disclosures \(TCFD\) Report](#)
- [2024 Annual Report](#)
- [2025 Proxy Statement](#)
- [2025 CDP Corporate Questionnaire](#)
- [GHG Emissions Verification Statement](#)

POLICIES AND STATEMENTS

- [CDW Ethics Policy: The CDW Way Code](#)
- [CDW Partner Code of Conduct](#)
- [CDW Conflict Minerals Statement](#)
- [CDW Political Contributions Policy](#)
- [CDW Privacy Notice](#)
- [Additional U.S. State Privacy Disclosures](#)
- [Additional United Kingdom, European Economic Area \(EEA\) & Switzerland Privacy Disclosures](#)
- [Additional Canada Privacy Disclosures](#)
- [CDW Trust Center](#)
- [Corporate Governance Guidelines](#)
- [Position on Human Trafficking and Slavery](#)

PROGRAMS AND SOLUTIONS

- [Business Resilience](#)
- [IT Asset Disposition \(ITAD\) program](#)
- [One CDW: Business Resource Groups](#)
- [Social Impact](#)
- [Strategic Partnerships](#)
- [Sustainable Solutions](#)

2024 SASB Index

CDW's 2024 Sustainability Accounting Standards Board (SASB) Index is being provided for CDW Corporation (together, with its subsidiaries, unless the context otherwise indicates, "CDW" or the "Company," "our," or "we"). This disclosure consists of two SASB standards that we have determined to be most relevant for our business: Software and IT Services and Multiline and Specialty Retailers & Distributors. All disclosures are based on Version 2023-12 of the SASB standards. Unless otherwise noted, all data and descriptions apply to our entire enterprise and are as of or for the year ended December 31, 2024.

SOFTWARE AND IT SERVICES

SASB CODE	ACCOUNTING METRIC	UNIT OF MEASURE	RESPONSE
Environmental Footprint of Hardware Infrastructure			
TC-SI-130a.1 / CG-MR-130a.1	(1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable	Gigajoules (GJ), Percentage (%)	2024 Data Summary
TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data centre needs	n/a	2024 Business Resilience Report , Operational and Energy Efficiencies: Page 12
Data Privacy & Freedom of Expression			
TC-SI-220a.1	Description of policies and practices relating to targeted advertising and user privacy	n/a	At CDW, we understand that privacy is an important part of the trust placed in us. CDW has a privacy program through which we regularly assess our compliance with various privacy laws and regulations, conduct Privacy Impact Assessments and provide training and education on privacy to our coworkers. Our Global Data Privacy Policy, by which all coworkers must abide, ensures that we follow privacy principles. Please see the CDW Privacy Notice and CDW Cookie Notice .
TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Presentation currency	No material losses as a result of legal proceedings associated with user privacy. 2024 Form 10-K, Legal Proceedings: Page 22
TC-SI-220a.4	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	Number, Percentage (%)	From time to time, the Company may receive requests from law enforcement and other governmental agencies to provide customer information for matters over which these authorities have jurisdiction. The Company is legally required to provide this information when it receives valid legal process from such authorities. We also may share information with third parties to comply with lawful requests pursuant to valid legal process in civil proceedings. Due to the nature of our business, our access to customer information is generally limited. However, a small number of these requests result in customer information being shared with law enforcement. If a question exists about the legitimacy or scope of a request, we challenge it. We do not find that our business model lends itself to a material volume of requests due to the limited nature of the information we possess. Data omitted due to confidentiality.

2024 SASB Index

SASB CODE	ACCOUNTING METRIC	UNIT OF MEASURE	RESPONSE																		
Data Security																					
TC-SI-230a.1 / CG-MR-230a.2	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of users affected	Number, Percentage (%)	There were no material data breach incidents warranting disclosure in 2024. We actively monitor our data security risks and vulnerabilities (see TC-SI-230a.2) and we have a formalized and established crisis management plan in place in the event of a breach.																		
TC-SI-230a.2 / CG-MR-230a.1	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	n/a	2024 Form 10-K , Cyber Security: Page 21																		
Recruiting & Managing a Global, Diverse & Skilled Workforce																					
TC-SI-330a.2	Employee engagement as a percentage	Percentage (%)	CDW did not conduct a coworker engagement survey in 2024. During this period, we continued to gather feedback through regular in-office experience surveys while preparing to launch a more frequent, pulse-based engagement tool that will provide real-time insights and enable faster action. 2024 Form 10-K , Coworker Engagement: Page 8																		
TC-SI-330a.3 / CG-MR-330a.1	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	Percentage (%)	Demographic data is reported using U.S. federal EEO-1 race/ethnicity and gender classifications based solely on employee self-identification and is provided for Executives. For purposes of this report, Executives include individuals at a management level ¹ classified as Enterprise Operating Committee and above. This disclosure is informational only and does not reflect or imply any employment preference, quota, or decision-making criteria based on demographic characteristics. All employment decisions are made without regard to race, color, religion, sex (including sexual orientation, gender identity, and pregnancy), national origin, age, disability, or any other status protected by law. <table border="1"> <thead> <tr> <th>MANAGEMENT LEVEL¹</th> <th>FEMALE</th> <th>MALE</th> <th>NOT SPECIFIED</th> </tr> </thead> <tbody> <tr> <td>Enterprise Operating Committee</td> <td>40%</td> <td>60%</td> <td>0%</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>MANAGEMENT LEVEL¹</th> <th>WHITE</th> <th>HISPANIC/LATINO</th> <th>BLACK</th> <th>ASIAN</th> </tr> </thead> <tbody> <tr> <td>Enterprise Operating Committee</td> <td>60%</td> <td>7%</td> <td>7%</td> <td>27%</td> </tr> </tbody> </table>	MANAGEMENT LEVEL ¹	FEMALE	MALE	NOT SPECIFIED	Enterprise Operating Committee	40%	60%	0%	MANAGEMENT LEVEL ¹	WHITE	HISPANIC/LATINO	BLACK	ASIAN	Enterprise Operating Committee	60%	7%	7%	27%
MANAGEMENT LEVEL ¹	FEMALE	MALE	NOT SPECIFIED																		
Enterprise Operating Committee	40%	60%	0%																		
MANAGEMENT LEVEL ¹	WHITE	HISPANIC/LATINO	BLACK	ASIAN																	
Enterprise Operating Committee	60%	7%	7%	27%																	
Intellectual Property Protection & Competitive Behaviour																					
TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations	Presentation currency	We have an internal policy regarding fair competition (Antitrust), which guides coworkers on compliance with such laws. We proactively monitor changes in competition laws and maintain up-to-date policies and procedures for compliance with these laws. No material losses as a result of legal proceedings associated with anti-competitive behavior. 2024 Form 10-K , Legal Proceedings: Page 22																		
Managing Systemic Risks from Technology Disruptions																					
TC-SI-550a.1	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	Number, Days	Performance issues and disruptions (outages) are viewed through two distinct lenses. First, we view them as a service; we monitor outages for customers as a service (i.e., downtime associated with a given product owned by a third party). Second, we monitor outages we are directly accountable for and that are associated with products, software or services we provide. In both instances, we actively monitor for outages and have dedicated customer support available for manually reported disruptions not already identified by our proactive monitoring. While all outages are important, we have a formalized process in place to prioritize and address issues. We actively monitor our responsiveness and overall process to enable efficient and effective solutions for future outages.																		

¹ The 2024 management-level Enterprise Operating Committee and above is composed of CDW's 15 top leaders as of December 31, 2024.

2024 SASB Index

MULTILINE AND SPECIALTY RETAILERS & DISTRIBUTORS

SASB CODE	ACCOUNTING METRIC	UNIT OF MEASURE	RESPONSE
Managing Systemic Risks from Technology Disruptions (continued)			
TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	n/a	<p>Please see our Business Continuity Program Overview for more information. Our operations supporting public cloud-based services follow the same program and have distinct, shared responsibility models with the public cloud provider.</p>
Product Sourcing, Packaging & Marketing			
CG-MR-410a.1	Revenue from products third-party certified to environmental or social sustainability standards	Presentation currency	<p>We provide over 100,000 products and services from more than 1,000 partners, with a portfolio of products having an environmental and/or social sustainability certification by third parties. Historically, the top three certifications by revenue are ENERGY STAR Certified, TCO Certified, and Electronic Product Environmental Assessment Tool (EPEAT) Compliant.</p> <p>The sale of these certified products supports environmental efforts such as energy efficiency and value-chain emissions reduction. CDW is well positioned to enable customer resilience over environmental and social factors when selecting, deploying, utilizing and disposing of technology products.</p> <p>2024 Business Resilience Report, Delivering Value for Our Customers: Pages 4-5</p>
CG-MR-410a.2	Discussion of processes to assess and manage risks or hazards associated with chemicals in products	n/a	<p>Products are set up through the unique identifier creation process and are classified in accordance with applicable dangerous goods regulations for tracking purposes.</p> <p>The CDW Dangerous Goods shipping program conforms to industry best practices and the following regulatory standards:</p> <ul style="list-style-type: none"> • US Department of Transportation's (DOT) Hazardous Materials Regulations (49 CFR Parts 100–180) – US only • USPS Publication 52, Hazardous, Restricted and Perishable Mail Regulations – US only • ICAO Technical Instructions (as referenced in the IATA Dangerous Goods Regulations) • The European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR) – UK only • UN38.3 Test Summary Report/Lithium-ion cells or batteries test summary in accordance with Sub-Section 38.3 of UN Manual of Tests and Criteria <p>Lithium Batteries</p> <p>To enable compliance on all shipments, CDW has built a strong lithium battery transport program. CDW limits our onsite inventory to only small lithium cells and batteries, including those packed with and contained in equipment. CDW prohibits all standalone lithium cells and batteries from being transported via aircraft. Further, CDW has coworkers who are trained and certified on hazardous materials handling to package and label lithium batteries in accordance with the relevant regulations. CDW regularly trains distribution center coworkers in the handling of hazardous waste.</p>
CG-MR-410a.3	Discussion of strategies to reduce the environmental impact of packaging	n/a	<p>CDW is committed to reducing the environmental impact of packaging by supporting strategies of responsible consumption through materials efficiency, reducing waste to landfill, and keeping materials in circulation through recycling, reuse and redeployment.</p> <p>2024 Business Resilience Report, Materials Efficiency: Page 13</p>

2024 SASB Index

SASB CODE	ACCOUNTING METRIC	UNIT OF MEASURE	RESPONSE
CG-MR-000.A	Number of: (1) retail locations and (2) distribution centres	Number	The total area of CDW's distribution centers is more than 1 million square feet. CDW operates two distribution centers in the US and one distribution center in the UK. CDW does not own or operate physical retail stores or locations.
CG-MR-000.B	Total area of: (1) retail space and (2) distribution centres	Square metres (m ²)	

Omissions and Modifications

In accordance with SASB Standards Application Guidance, the below table reflects CDW's omissions for certain 2024 SASB metrics.

SOFTWARE AND IT SERVICES

SASB TOPIC	SASB CODE	ACCOUNTING METRIC	REASON FOR OMISSION
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.2	(1) Total water withdrawn, (2) total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress	Not a priority topic for CDW.
	TC-SI-220a.2	Number of users whose information is used for secondary purposes	Data necessary for metric were not available, as the data are currently tracked in a disaggregated and non-uniform manner.
Data Privacy & Freedom of Expression	TC-SI-220a.5	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	Not applicable to CDW's business model.
Recruiting & Managing a Global, Diverse & Skilled Workforce	TC-SI-330a.1	Percentage of employees that require a work visa	Data omitted due to confidentiality.
Managing Systemic Risks from Technology Disruptions	TC-SI-550a.1	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	Data necessary for metric were not available as data required for this metric are not tracked separately from nonrelevant data.
			CDW monitors customer outages as a service, as well as outages CDW is accountable for regarding our own products and services. The outages CDW is accountable for are not discernible or tracked separately.
Activity Metric	TC-SI-000.A	(1) Number of licences or subscriptions, (2) percentage cloud-based	Not applicable to CDW's business model.
	TC-SI-000.B	(1) Data processing capacity, (2) percentage outsourced	Not applicable to CDW's business model.
	TC-SI-000.C	(1) Amount of data storage, (2) percentage outsourced	Not applicable to CDW's business model.

2024 SASB Index

MULTILINE AND SPECIALTY RETAILERS & DISTRIBUTORS

SASB TOPIC	SASB CODE	ACCOUNTING METRIC	REASON FOR OMISSION
Labour Practices	CG-MR-310a.1	(1) Average hourly wage and (2) percentage of in-store and distribution centre employees earning minimum wage, by region	Data omitted due to confidentiality.
	CG-MR-310a.2	(1) Voluntary and (2) involuntary turnover rate for in-store and distribution centre employees	Data omitted due to confidentiality.
	CG-MR-310a.3	Total amount of monetary losses as a result of legal proceedings associated with labour law violations	Data omitted due to confidentiality. No material losses as a result of legal proceedings.
Workforce Diversity & Inclusion	CG-MR-330a.2	Total amount of monetary losses as a result of legal proceedings associated with employment discrimination	Data omitted due to confidentiality. No material losses as a result of legal proceedings.



Contact Us

For more information about our business resilience efforts, visit cdw.com/BusinessResilience or contact the [Global Business Resilience Team](#).

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 business resilience 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 most recently filed periodic reports on Form 10-K and in CDW's subsequent Quarterly Reports on Form 10-Q and in other filings with the Securities and Exchange Commission ("SEC"). 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 business resilience 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 expectations. In addition, the standards by which certain business resilience goals are measured are evolving and subject to assumptions that could change over time.