



# 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

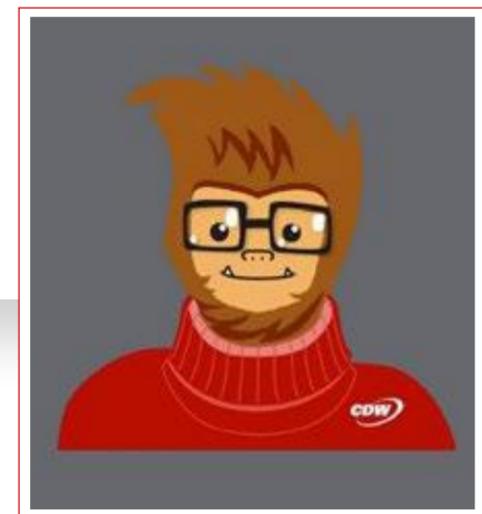
Our Coworker Success (CWS) model, introduced in 2023, equips our workforce with the tools and support necessary to create exceptional outcomes for our coworkers. A pivotal development in 2023 was the introduction of the Coworker Success ServiceNow portal, available to coworkers in the US, Canada and 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.

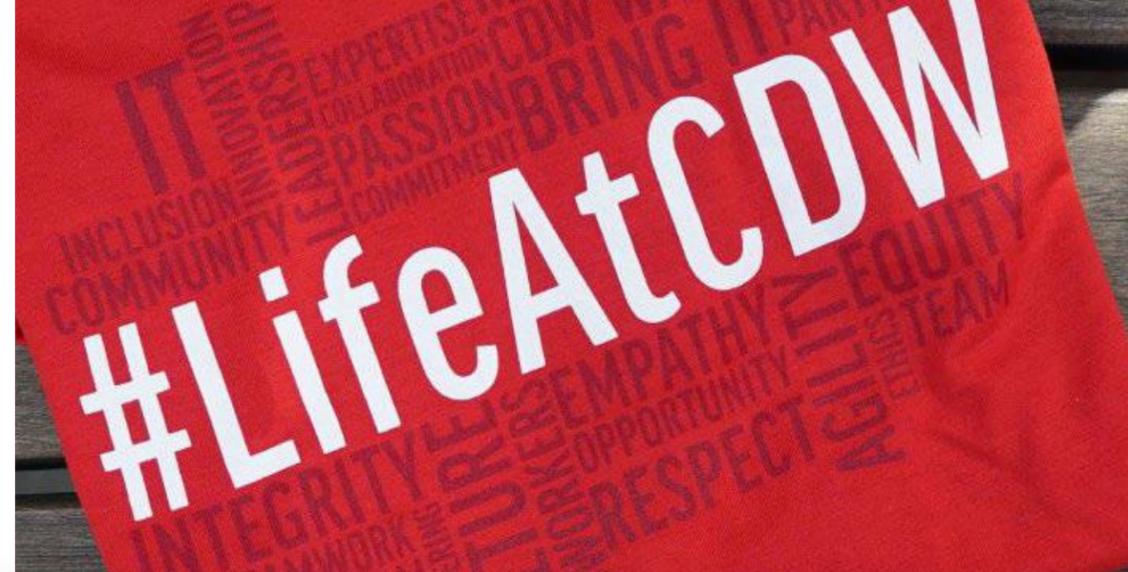
We also introduced in-office experience surveys in 2023. These surveys capture insights from coworkers visiting our offices, contributing to our continuous efforts to enhance spaces, technology and interpersonal connections, underpinning our Better Together hybrid work approach.





## 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

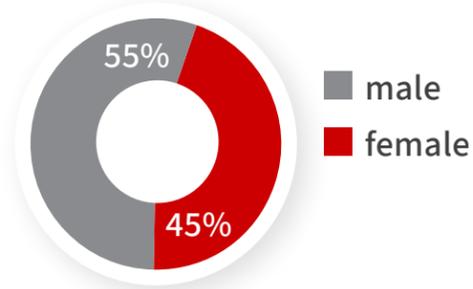
Embed our focus on diversity, equity and inclusion in our business practices with customers, partners and the communities we serve.



## DEI IMPACT AT A GLANCE

### BOARD DIVERSITY

Gender Diversity  
(Out of 11 directors)

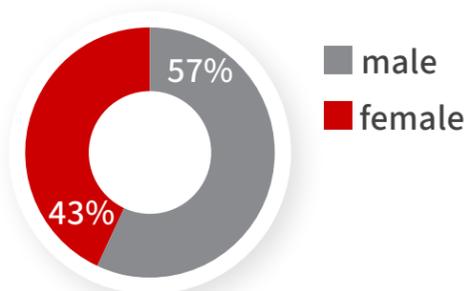


Racial Diversity  
(Out of 11 directors)



### EXECUTIVE COMMITTEE DIVERSITY

Gender Diversity  
(Out of top 14 leaders)

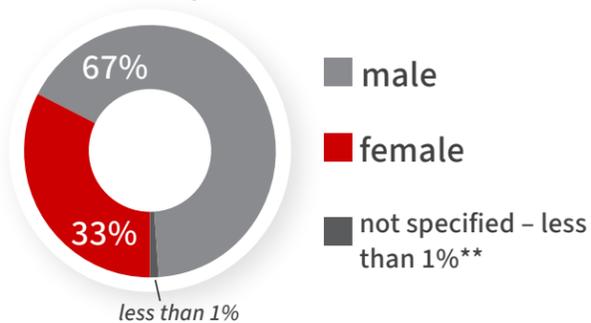


Racial Diversity  
(Out of top 14 leaders)

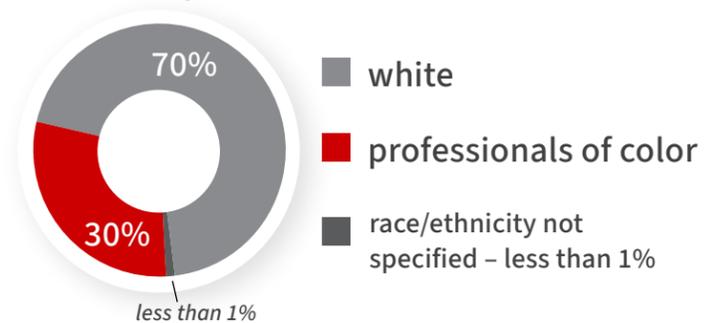


### COWORKER DIVERSITY

Gender Diversity – Global\*



Racial Diversity – US\*



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

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\*\*“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

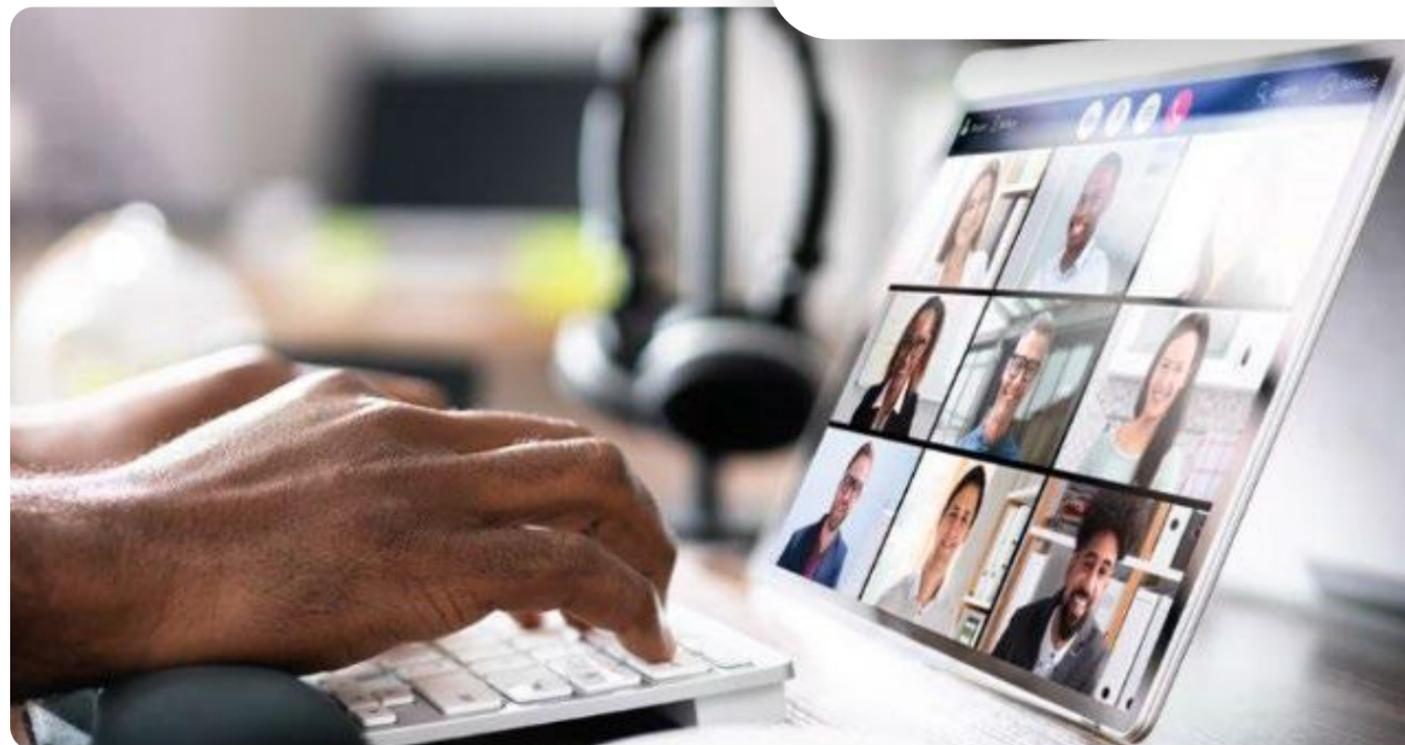
**CDW UK is a registered Disability Confident Employer – the second level of the Disability Confident government initiative designed to help recruit and retain great people.**



## 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:

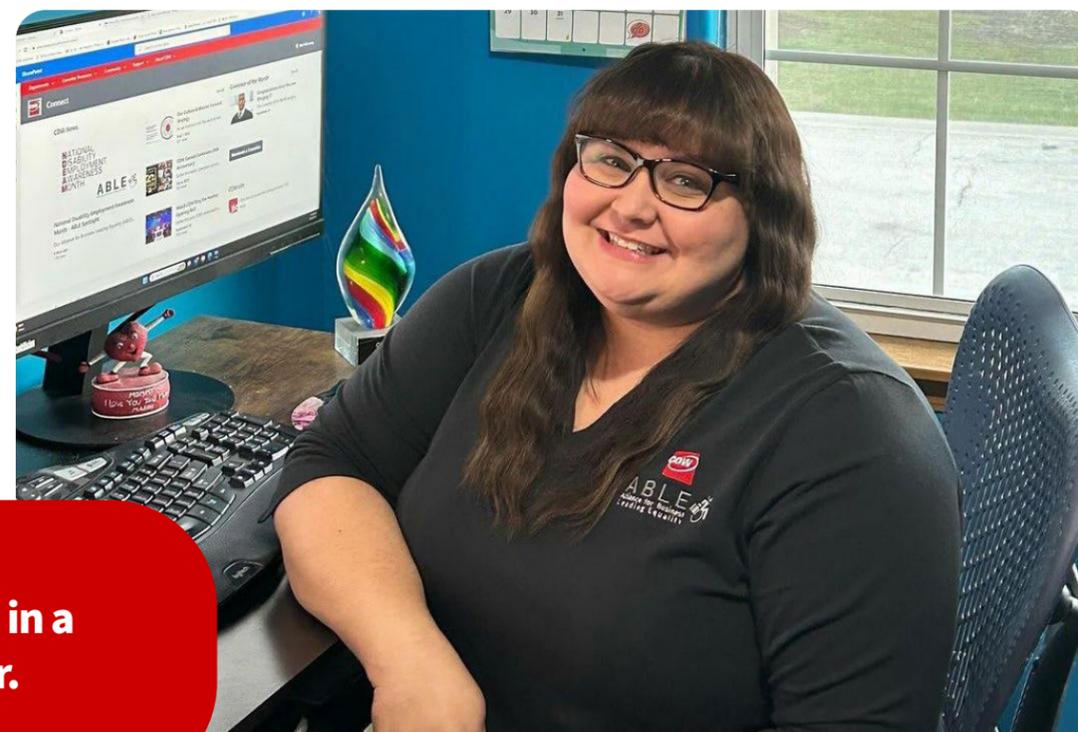
- Create a global BRG community
- Engage BRG collaboration across functions and locations
- Bring international BRGs under one umbrella for oversight, support and leadership development
- Maintain coworker engagement and allyship
- Enhance a sense of belonging and connect to the One CDW mindset

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

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.

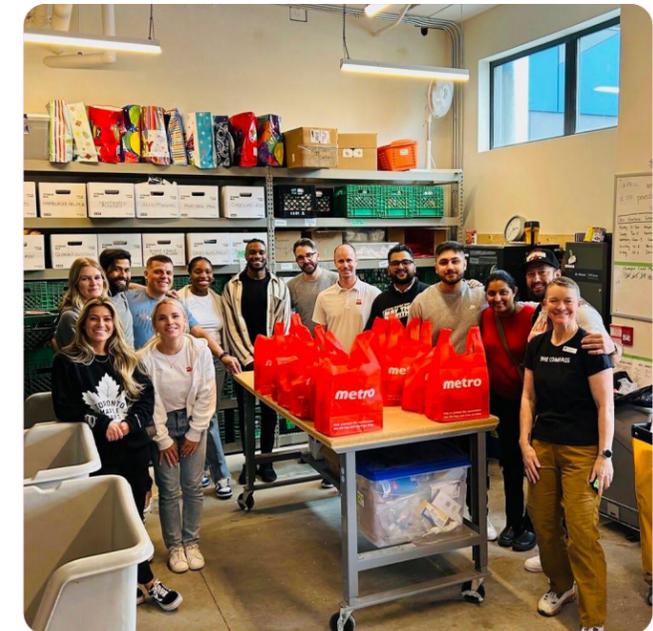
Alongside the appointment of a DEI manager in 2023, the UK’s BRGs are engaging in strategy sessions to align both across the region and with our North American BRGs to further unite CDW’s inclusion and belonging strategy and enhance its impact. CDW UK will also launch a new BRG in 2024, Thrive, focused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





## 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.

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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.

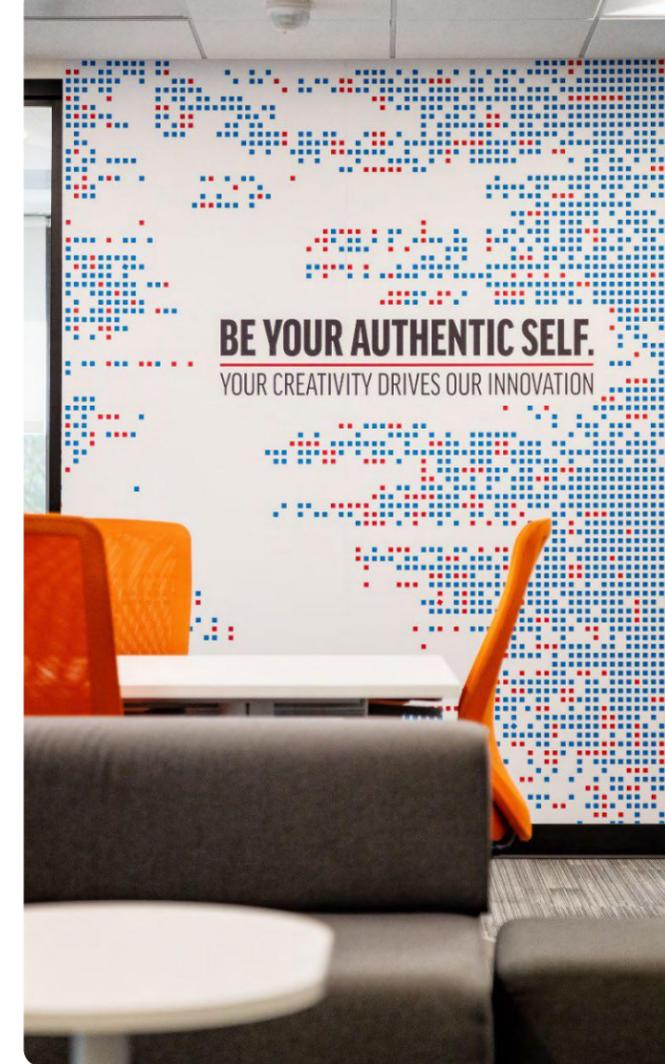


## OUR COMMITMENT TO AN INCLUSIVE WORKFORCE

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.

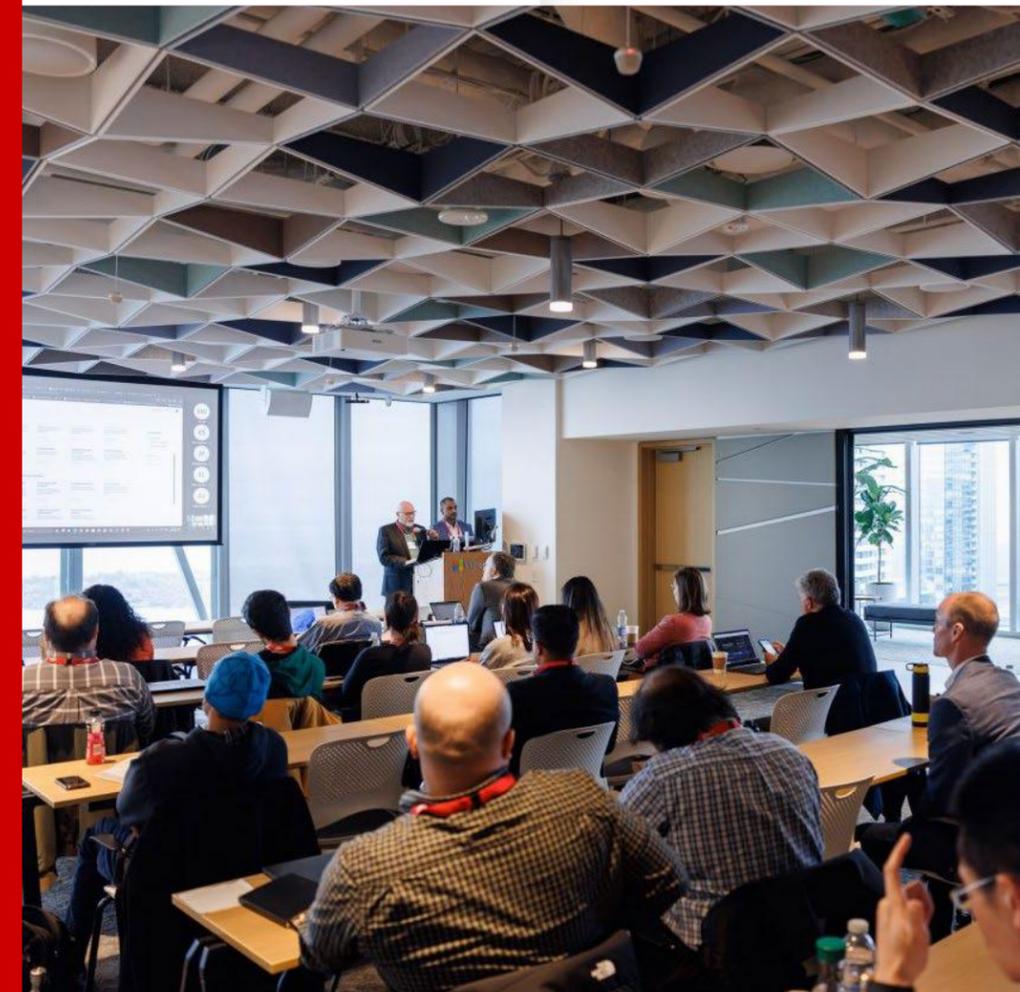
### Professional Development at a Glance

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

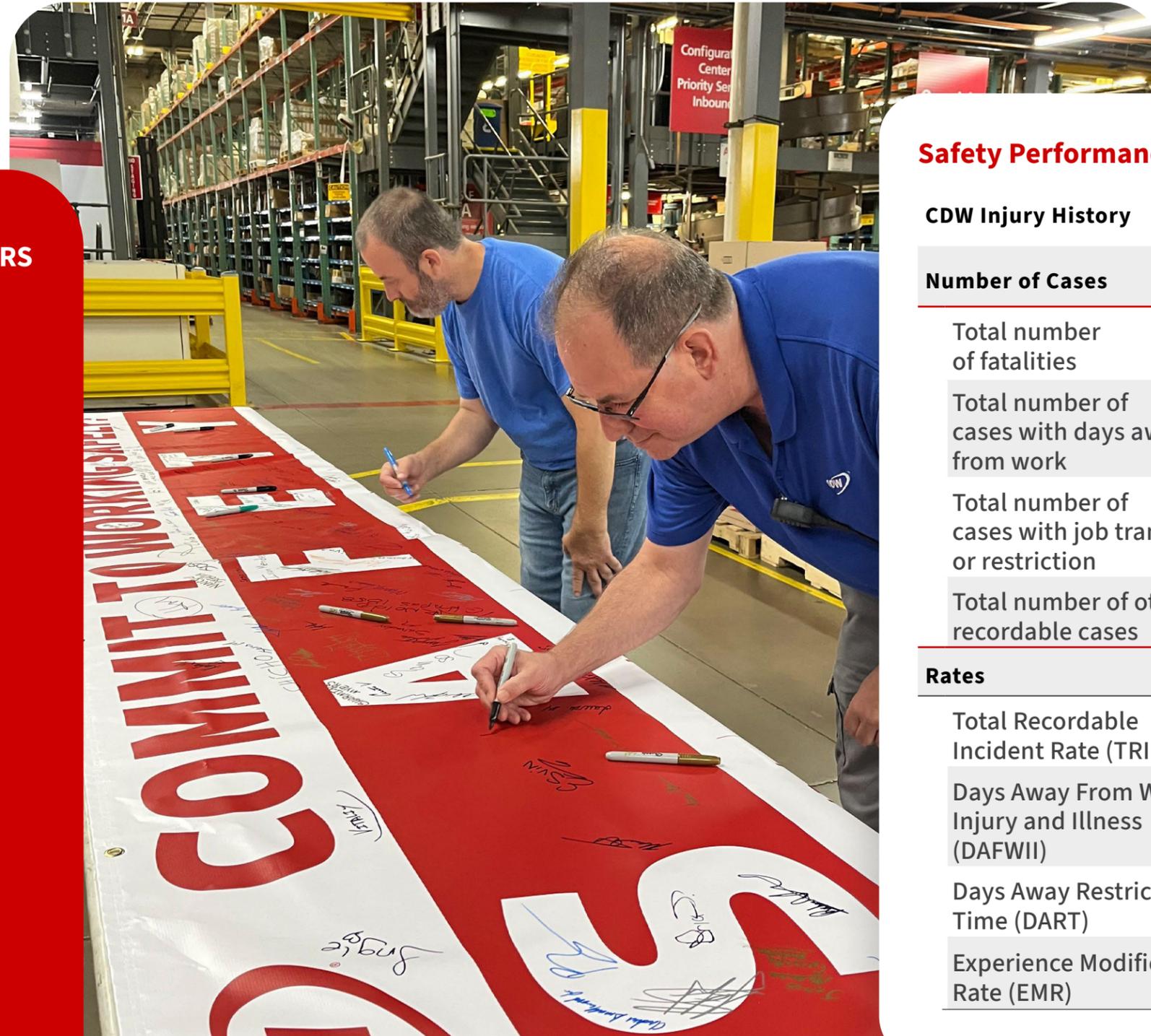
**994** athletic trainer treatment sessions

**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.