

IT MATTERS

2020 ESG PERFORMANCE SUMMARY

At CDW, we continue to build upon our long history of providing value to stakeholders, rewarding careers to our coworkers and support to the communities where we work and live.

In 2021, we enhanced our environmental, social and governance (ESG) disclosures with our latest [ESG report](#) and our first [Sustainability Accounting Standards Board \(SASB\)](#) and [Task Force on Climate-related Financial Disclosures \(TCFD\)](#) reports.



Sustaining...

A SUCCESSFUL BUSINESS

CDW helps customers navigate through complex technology options and implement the best solution for their needs. We deliver technology that moves your mission forward.

Accelerating Adoption of Sustainable and Socially Responsible Technology

- **\$4.4 billion** in FY2020 revenues from environmentally certified and energy-efficient products;
- PrintReleaf program to offset equivalent of **more than 342 million standard pages of paper consumption** by supporting reforestation of **more than 41,000 trees**;
- Technology solutions that **help schools** cross digital divide and **enable healthcare sector** to offer efficient COVID-19 testing, virtual care options and vaccine distribution; and
- **Collaboration tools** that enable flexible, scalable and efficient work and learning solutions for our customers.
- Comprehensive portfolio of IT network **security services** to address an evolving threat landscape.

A HEALTHY PLANET

Our environmental efforts are inspired and led by coworkers from across our business.

Commitment to Reducing Waste to Landfill

Goal: 90% or better waste diversion rate at U.S. distribution centers

Achieved: +90% waste diversion for the second straight year in 2020

Over the last 5 years, our U.S. distribution centers have recycled:

- **2,688 tons** of packaging material
- **8,252 tons** of cardboard
- **603 tons** of paper
- **Thousands** of wood and plastic pallets



Alignment with Best Practices

All CDW distribution centers are **ISO 14001 certified**, and our largest office locations and U.K. distribution center have energy certifications – **LEED** in the U.S. and **BREEAM** in the U.K.

+95% of our U.S. shipments are delivered by carriers enrolled in the **U.S. EPA SmartWay Transport Partnership**, which measures freight transportation efficiency.

CDW AT A GLANCE

as of December 31, 2020

Headquarters

Vernon Hills, IL, U.S.A.



Coworkers

~10,000



Annual Net Sales

\$18.5 Billion



Products and Services

100,000+ from 1,000+ Brands



Customers

250,000+



Operations in 10 Countries

servicing 150+ Countries



Distribution Centers

3*



* 2 in the U.S.; 1 in the U.K.



Engaging...

■ COWORKERS

Care and Concern for Our Coworkers Drive Everything We Do

+90% of coworkers say*:

- Coworkers go beyond what is required to help CDW succeed
- Coworker health and safety is a top priority at CDW
- CDW is a good place to work
- Teams constantly look for ways to better serve our customers
- Leaders offer the support coworkers need to deal with COVID-19 pandemic

* According to November 2020 Pulse Survey results

Diversity, Equity and Inclusion (DEI) at CDW

- **Strategic Framework:** How We Work, How We Grow, How We Do Business
- **Our CEO is a female, and 71% of Executive Committee members** are women/people of color
- **12 Business Resource Groups** to promote inclusion and understanding



2020 Safety Performance at a Glance*

- Total Recordable (TRIR): **0.09**
- Lost Work Day (DWFII): **0.03**
- Days Away Restricted Time (DART): **0.04**
- Experience Modification Rate (EMR): **0.44**

* All rates are calculated per 200,000 hours worked

Best-in-Class, Award-Winning Training and Development

- **Emerging Leaders Program**, which develops coworkers to advance their careers and transition into leadership roles within the next 12 to 18 months after starting the program.
- **New Leader Academy**, which provides new leaders with the tools and techniques needed to be engaging and effective leaders at CDW.
- **Sales Training Academy** and **Sales Residency** programs to build sales, customer relationships and technology capabilities for new and early-in-career coworkers.
- **Associate Consultant Engineer (ACE)** program, a unique apprenticeship-style program designed to nurture development of entry-level consulting engineers.

■ COMMUNITIES

Focus Areas for Community Engagement

- Education and workforce development
- Health and wellness
- Military and veterans

Plus... Coworker-led community activities

Measures of Our Commitments

- **32 years of support** for the Children's Miracle Network
- **25,000 hours** of U.S. coworker community service over the last 5 years

■ PARTNERS

In person or virtually, **CDW's annual Partner Summit** is an opportunity for more than 1,000 key vendor partners and coworkers to come together to network, learn and grow.

Driving Best-in-Class Business Diversity

We have a significant economic impact on small and diverse businesses:

- **\$2.6 billion** CDW purchases
- **11,739** jobs supported
- **\$937 million** wages supported

Source: [CDW 2020 Economic Impact Report](#)
data provided by supplier.io



Inspiring...

■ TRUST AND CONFIDENCE IN ALL OUR STAKEHOLDERS

Board Diversity

- **40%** female
- **30%** racially diverse

Corporate Governance

- **Annual election** of directors
- Directors are limited to **12 years of service** to promote **Board refreshment**
- **9 out of 10 directors*** are independent, including our Chairman
- Sole **non-independent director is our CEO**

* as of our May 2021 Annual Meeting



Global Data Privacy focuses on four critical areas

- Risk management
- Compliance
- Cybersecurity
- Assurance

Cybersecurity is an organizational core competency that is supplemented by third-party security partners. There were **no significant data breach incidents** warranting disclosure reported in 2020.

OUR ESG DISCLOSURES AND RELATED DOCUMENTS

[2020 ESG Report](#)
[SASB Disclosures](#)
[TCFD Report](#)

[ESG website](#)
[Corporate governance documents](#)
[The CDW Way Code](#)

