

2024 CSR Report

A NOTE FROM OUR CEO

"At Compucom, corporate social responsibility is central to our values. As a leader in the tech industry, we believe in achieving profitability while positively impacting society and the environment. By integrating environmental care, ethical governance, and sustainable procurement, we aim to build a balanced and sustainable future through innovative technology solutions. This commitment drives our success and helps our customers achieve their sustainability goals. Together, we can make a meaningful difference." – **Kevin Shank, CEO**



It's About Making a Meaningful Difference

Compucom's environmental and social impact is important to our customers, partners, employees, and the communities where we live and work. During 2023, we developed and implemented an enhanced Corporate Social Responsibility (CSR) Program focused on environmental, social, and governance (ESG) criteria.

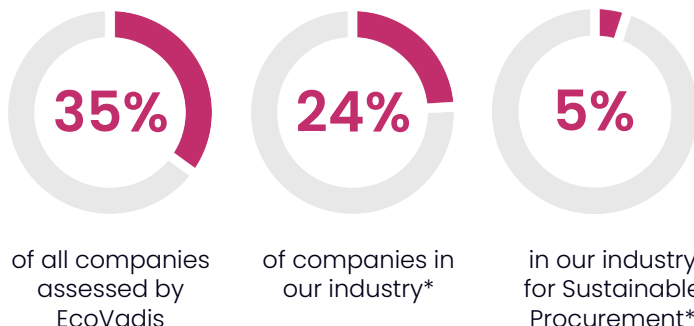
Our CSR program increased sustainability investments, effort, and commitment throughout our business. It helped us achieve a **bronze-level 2024 EcoVadis rating**, an internationally recognized assessment, across four core sustainability themes.



Environment, Ethics, Labor & Human Rights, and Sustainable Procurement

While achieving this rating is affirming, we're already focused on what more can be done. We have ambitious plans, including a goal of **Net Zero emissions of greenhouse gases** by 2050, and we are actively participating in Canada's Net Zero Challenge. Improving our operations and services to reduce our collective carbon footprint, along with our customers and partners, is more than a goal, it's something we must do.

We scored in the top



It helps that ESG fits naturally with the three pillars of our culture:

- Do the right thing
- Act like an owner
- Have fun doing it

We're proud of how our employees live these values each day. From the enthusiastic participation in volunteer hours and affinity groups to the significant improvements in our sustainability goals and scores this year, it's clear Compucom associates are aligned with our values and take them to heart.

Throughout the year ahead, we have planned events and discussions, some led by our partners and customers, as we look to inspire a continued focus on our sustainability progress within the workplace, our communities, and our private lives.

It's integral to our culture that our associates' ideas to maximize sustainability efforts are valued and encouraged. We look forward to what we can accomplish together with our employees, partners, customers, and communities to make a meaningful difference and the world a better place.



*based in North America with 1,000 or more employees

A BROADER DEFINITION OF SUSTAINABILITY

Good for the planet. Good for business.

When discussing sustainability, thoughts naturally turn to recycling, greenhouse emissions, and climate change. While these pressing issues warrant our attention, the true meaning of creating a sustainable and resilient future for our planet and its citizens encompasses a lot more.

Corporations that only consider the bottom line miss the big picture — to their detriment. What good will maximizing profits be if there are no longer healthy communities of consumers to make purchases? True sustainability is a comprehensive set of ideals that consider the planet and people.

Helping Customers and Partners with Sustainability Goals

In 2023, 44% of organizations have started requiring business partners across their supply chain to meet specific sustainability criteria.

As an IT infrastructure company, we play an essential role in minimizing e-waste. Our Device Lifecycle Services are designed to improve and maximize sustainability.

"In a broader context, sustainability is an organization's ability to operate in a manner that ensures long-term social, economic, and environmental health and viability. While traditionally focused on environmental issues, the modern understanding of sustainability includes comprehensive practices and strategies that enable a business to thrive indefinitely without negatively impacting future generations."



Sherisse Egbochuku,
Corporate Compliance
Manager, Sustainability
Affinity Group Team Lead



It all starts with sourcing devices from suppliers with shared sustainability goals and values. We ensure those devices are properly configured and kept working efficiently and seamlessly for your employees. As devices reach retirement age, we extend their life through repair and reuse and, finally, provide e-waste recycling with our ITAD services.

Through our services alone, we help our customers reach environmental sustainability goals throughout the lifecycle of their devices. But that's just part of how we can contribute to our partners' and customers' sustainability.

The Four Pillars of Sustainability

The following sections explain how we address the more extensive definition of sustainability through the EcoVadis four key pillars: **Environment, Ethics, Labor & Human Rights, and Sustainable Procurement**. Each section also discusses our plans for future improvement.

OUR COMMITMENT TO THE ENVIRONMENT

We're committed to operations that minimize waste, save energy, and lower carbon emissions.

For over 20 years, we have ensured the reuse of technology assets through remarketing and reselling and other responsible sustainability practices. During this time, we have:

- Recycled **3 million pounds** of e-waste
- Donated over **2000 assets** to philanthropic programs

Current Focus and Progress

In 2023, by focusing on energy consumption, greenhouse gases, air pollution, product use and end-of-life, and environmental efforts we were able to drive significant changes throughout our business. These efforts included:

- Creation of our new Environmental Policy that includes commitments and qualitative and quantitative objectives on major environmental issues
- Maintenance of the ISO 14001 certification at our main configuration center

Sustainable Practices at Our Configuration Centers

We have two Advanced Configuration Centers (ACCs) that serve the US and Canada. Our Paulsboro, New Jersey ACC is our central hub for device lifecycle services. It maintains an ISO 14001:2015 certification for fulfillment, configuration, repair, refurbishment, and IT asset disposition.

For 2023, the combined data from our US and Canada ACCs (on the right) illustrates the impact of our sustainable practices.

Goals Met and Future Plans

Our plans for improving our environmental sustainability include:

- Implementing a new system for field support dispatch that uses better intelligence to reduce travel time
- Investigating the adoption of electric vehicles for our field support fleet
- Engaging a third-party consultant to assist with our greenhouse gas (GHG) accounting initiative
- The successful transition to sustainable tableware alternatives, including compostable, paper, and reusable options at all of our facilities (May 2024)
- Implementing energy-efficient LED lighting in all our global locations (USA, Canada, Mexico, and India) by 2025 (75% of goal as of June 2024)



100K+

Total devices repaired for customers

875K+

Total pounds recycled for our customers

75K+

Total devices sold/remarketed



OUR COMMITMENT TO ETHICS

We're committed to high ethical standards, transparency, and fairness in our business practices.

Current Focus and Progress

We focus on preventing corruption and anti-competitive practices, as well as responsible information management. This past year, we drove significant improvements in this area, in part due to the implementation of the following:

- Annual sustainability risk matrix assessments
- Our enhanced Anti-Corruption Due Diligence Program

Leading with Ethics and Integrity

The principles of a strong ethical culture must be continually reinforced, and employees and contractors should know what's expected. Our Code of Ethics offers clear and straightforward guidance for acting ethically and with integrity in daily activities as a representative of Compucom. Further efforts illustrating our commitment to ethics and integrity throughout our business include:

- Ensuring employees and contractors complete annual compliance and ethics training, with modules reviewed and updated annually

Information Privacy Compliance

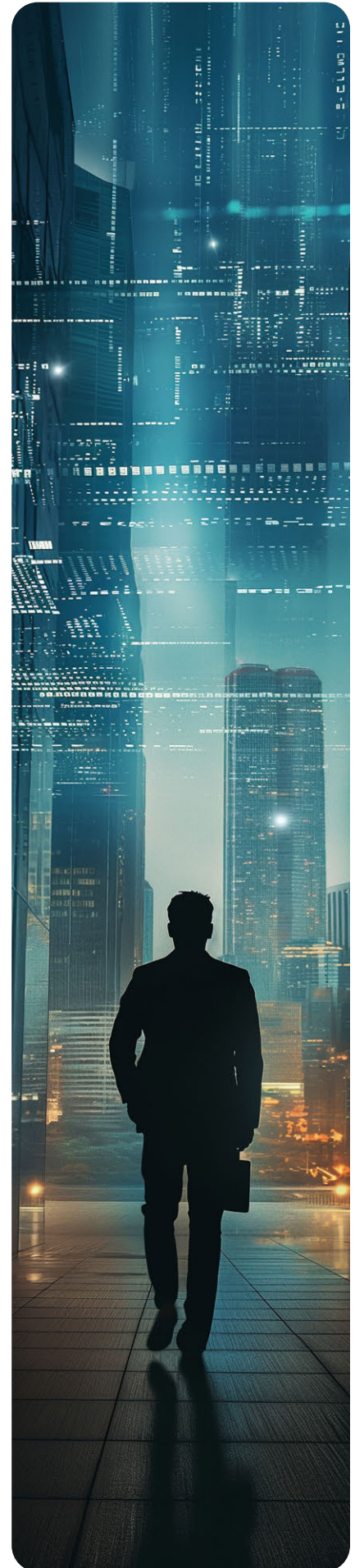
Our customers trust us with their data and privacy because we make it a priority at our facilities and within our services. Our [Privacy Compliance Policy](#) ensures adherence to all applicable data privacy laws, with dedicated policies for California and Mexico. Additionally, we are registered with the [Data Privacy Framework Program](#) (DPF) created by the US Department of Commerce, the European Commission, the UK Government, and the Swiss Federal Administration. Being part of the DPF facilitates reliable personal data transfers from the EU, UK, and Switzerland to the US, ensuring compliance with EU, UK, and Swiss data protection laws.

Secure Device Recycling

For devices that can't be resold or reused, we use certified [Responsible Recycling Practices Standard](#) (R2) electronic recyclers to protect our customers and their brands from data breaches.

Future Plans

We will continue to adapt to the ever-changing threat landscape and remain vigilant about keeping our customers' information safe. We will also continue working with third-party experts to implement industry-leading solutions that will help us maintain our commitment to high ethical standards, transparency, and fairness.



OUR COMMITMENT TO LABOR & HUMAN RIGHTS

We're committed to promoting a safe, fair, and inclusive workplace where everyone is treated with respect and dignity.

Current Focus and Progress

We focus on health and safety, career management, fair labor practices, human rights, and diversity, equity, and inclusion (DEI). Our efforts in this area for this past year have driven improvements across our organization. Part of this was due to our creation of an Emerging Leaders Development Program to propel the professional development of new and upcoming leaders within our company.



Employee Engagement through Affinity Groups

Building a sense of community is essential for a successful, sustainable company. All employees should feel accepted and supported for who they are. More than 500 of our employees are members of six associate-led Affinity Groups (AGs) that foster a true sense of community while building awareness across the organization.



Women
in Technology



Neurodiversity
in Compucom



Blacks
in Compucom



PRIDE
at Compucom



Sustainability
at Compucom



Veterans
at Compucom

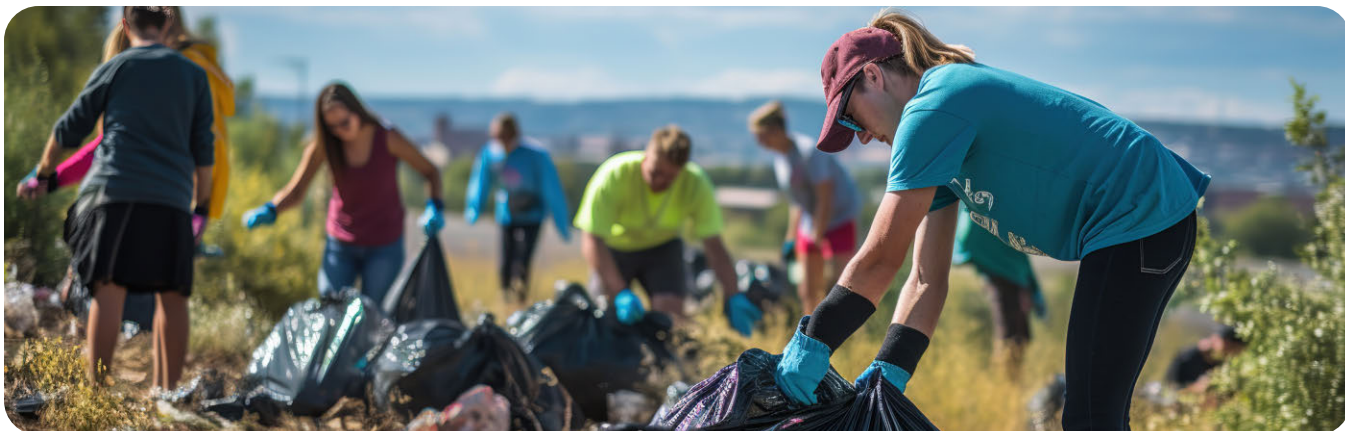
Learning Opportunities

Learning and skill development make employees more effective in their roles, and providing these opportunities demonstrates a commitment to employee growth – boosting motivation and engagement and resulting in higher job satisfaction and retention.

Our new Emerging Leaders Development Program is just one example of the training available to associates. Over this past year, many associates took advantage of learning opportunities with the following results:

- 56,967 total learning hours
- 4,821 unique learners
- 6,845 unique courses accessed
- 11.11 average learning hours per learner





Compucom Cares: Paying it Forward in Our Communities

We recognize the importance of supporting the many communities where we live and work in the US, Canada, Mexico, India, and around the world. The Compucom Cares program encourages and recognizes our associates volunteering and performing other civic or socially responsible activities within the communities where Compucom operates and where our remote-based associates live.

In 2023, Compucom associates donated over 5,000 volunteer hours to 11 local, regional, and national causes they are passionate about.



"In embracing unique perspectives, we unlock the true potential of our organization. Celebrating diversity not only enriches our workplace but also drives innovation and growth. Being recognized by Newsweek as one of the greatest workplaces for diverse is a testament to our commitment to inclusion and the strength it brings."

Troy Baldwin, Sr. Director Portfolio Management,
Leader of the PRIDE Affinity Group



Welcome Recognition

This year, we were proud to be included on [Newsweek's America's Greatest Workplaces for Diversity 2024](#) list.

"Winning this award validates the innovative strategies we have implemented to create an inclusive environment for all. It reflects our dedication to building a workforce and community that mirrors the diversity of the world we live in."

– **Heather Lockhart**, Chief Marketing Officer,
Executive Sponsor of the Women in Technology Affinity Group



Future Plans

We are committed to advancing diversity initiatives and the health and well-being of our associates. Our goal is to increase representation at all levels, foster an inclusive corporate culture, and enhance overall employee satisfaction and engagement. We will do this by focusing on motivating and engaging our workforce while maintaining a safe, fair, and inclusive workplace.

OUR COMMITMENT TO SUSTAINABLE PROCUREMENT

We're committed to carefully selecting our suppliers based on shared sustainability values.

Current Focus and Progress

We're focused on supplier environmental and social practices and integrating sustainability into procurement decisions and practices. This past year, our team pulled out all the stops, dramatically improving our sustainable procurement strategy and placing us in the top 5% of our industry for sustainable procurement in our EcoVadis assessment. These efforts included:

- Updating our strategic sourcing policy
- Creating a new vendor code of conduct
- Implementing a green purchasing initiative



of our industry for sustainable procurement in our EcoVadis assessment*

Vendor Code of Conduct

To support our sustainability goals and those of our customers, we created a new [vendor code of conduct](#) that clarifies requirements for all vendors, subcontractors, and staffing agencies. The code covers honest and ethical conduct, environmental responsibility, confidentiality and protecting information, and health and safety, among other standards of legal and ethical conduct.

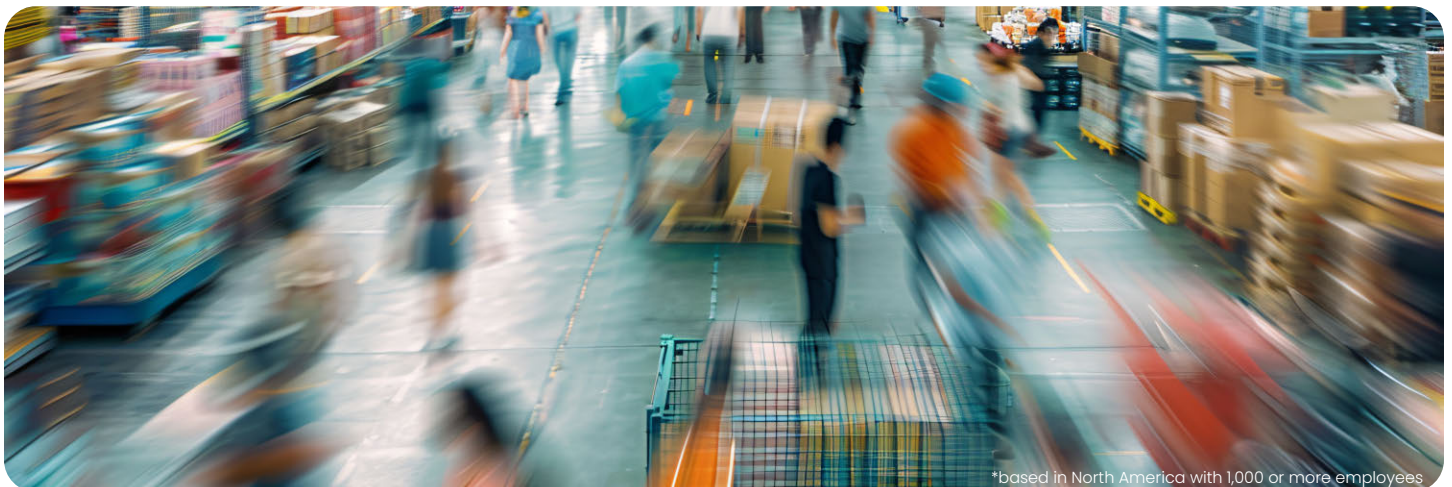
Committed to Supplier Diversity

Support of diversity in the workplace is part of our values and culture. When seeking new suppliers for business opportunities, we strive to find companies with the same commitment to diversity. Our supplier diversity program guides us to companies that support the growth of women, minorities, veterans, LGBTQIA+, disabled, Indigenous, HUBZone, and small business owners.

Goals Met and Future Plans

The [sustainability ripple effect](#) created by companies insisting that suppliers and partners also adhere to sustainable practices can have a powerful impact. Our efforts moving forward include:

- Completing a new vendor sustainability assessment
- Finishing the establishment of our Supplier Diversity Program
- Launching a portal and supplier tracking database for easy access to certified diverse suppliers by 2025



*based in North America with 1,000 or more employees

