2025
Corporate Social Responsibility Report

compucom

Technology Driven.
People Powered.

Environmental
and Social
Impact: A Core
Commitment

A Note from Our CEO

Driving Meaningful
Progress

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ENVIRONMENTAL & SOCIAL IMPACT: A CORE COMMITMENT

A Note From Our CEO:

Kevin Shank, CEO Compucom

"At Compucom, corporate social responsibility is a driving force behind our innovation and growth. As a technology leader, we are committed to building a balanced and sustainable future where profitability goes hand-in-hand with positive social and environmental impact.

Our business approach is shaped by key focus areas: Environmental Stewardship, Ethics and Privacy, Employee Wellbeing, and Responsible Sourcing. These priorities are woven into every layer of our operations — from strategy to service delivery.

Through Compucom Cares, our Community Outreach initiative, we extend this commitment beyond the workplace, actively supporting our communities and amplifying our commitment to people and the planet.

This purpose-driven approach fuels our success and empowers our customers to achieve their own sustainability goals. Together, we're creating meaningful, measurable change."

ENVIRONMENTAL STEWARDSHIP	ETHICS AND PRIVACY	EMPLOYEE WELLBEING	RESPONSIBLE SOURCING	COMMUNITY OUTREACH
FieldVision Began development of a new dispatch system that leverages enhanced intelligence to reduce travel time and emissions	*Responsible Recycling Practices Standards (R2)* **100% of e-waste handled securely and sustainably,** protecting our customers and their brands from data breaches and environmental risks	**500+ associates** are members of associate-led Affinity Groups (AGs) — WiT at Compucom, Neurodiversity at Compucom, Blacks in Compucom, PRIDE at Compucom, Sustainability at Compucom, Veterans at Compucom	**TOP 1%** of our industry in **sustainable procurement practices** — TOP 19% GLOBALLY, ecovadis Sustainability Rating April 2025, TOP 12%	**cares**
526 K lbs. of e-waste recycled	**99.9%** of associates **completed training** for code of conduct awareness	**89%** of associates **completed skills training** in 7420 unique courses	**Total diverse supplier spending** increased by **$7.4 Million** across Facilities, IT, and Product businesses	**4476 hours** Supporting multiple initiatives including hurricane relief in Western North Carolina and the Los Angeles fires
over **89%** of **total waste diverted from landfills** from company operations				**6205 lbs.** of onions, potatoes, and canned tomatoes **sorted** at Volunteer Day for Second Harvest
69 K serialized devices **resold/remarketed** for our customers				**200 saplings planted** in Tulapur, Pune by 50 India associates

Driving Meaningful Progress

Our environmental and social impact matters — to our customers, partners, associates, and the communities where we live and work. That's why our Corporate Social Responsibility (CSR) program is fully integrated into our operations and championed by our executive leadership. This top-down commitment ensures we drive meaningful progress in contributing positively to both people and the planet.

Pursuing Excellence: EcoVadis 2025 Results

It's not all talk with us. Each year, we undergo an EcoVadis sustainability assessment, demonstrating our commitment to responsible business practices. This ongoing effort strengthens our ESG (Environmental, Social, and Governance) performance to match global standards and supports customers and partners in achieving their own sustainability goals. Our consistent year-over-year improvement underscores our dedication to continuous improvement and transparency. This year, we scored:

TOP 19% GLOBALLY

ecovadis
Sustainability Rating
April 2025

TOP 12% IN INDUSTRY

- **Overall Score:** In the top 19% globally and the top 12% in our industry
- **Sustainable Procurement:** Top 1% (up from the top 5% last year)
- **Labor and Human Rights:** Top 16%
- **Ethics:** Top 19%

While this year's scores and rating again affirm that we're making meaningful progress, we recognize that sustainability is a journey, not a destination. Our long-term vision includes ongoing efforts such as achieving Net Zero greenhouse gas emissions by 2050 and we are proud to be active participants in Canada's Net Zero Challenge.

"The modern understanding of sustainability is an organization's ability to operate in a manner that ensures long-term social, economic, and environmental health and viability."

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

A Broader Definition of Sustainability

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.

Often referred to as the "Triple Bottom Line," the three main pillars of corporate sustainability are:

1. **Planet:** Environmental Sustainability
   Focus: Reducing ecological impact and preserving natural resources.

2. **People:** Social Sustainability
   Focus: Respecting human rights, equity, and community wellbeing.

3. **Profit:** Economic Sustainability
   Focus: Ensuring long-term financial performance and responsible governance.
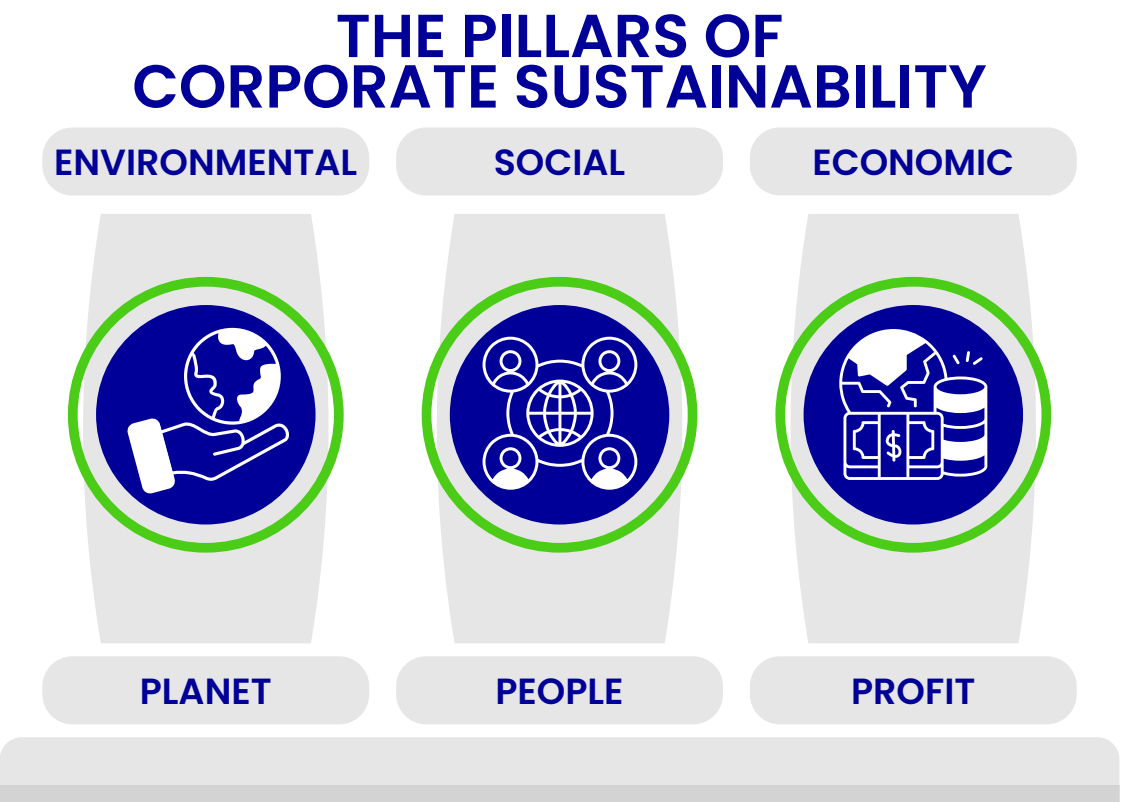
THE PILLARS OF CORPORATE SUSTAINABILITY

ENVIRONMENTAL · SOCIAL · ECONOMIC

PLANET · PEOPLE · PROFIT

CSR is Supported by Our Framework, Governance, & Culture

At Compucom, Corporate Social Responsibility (CSR) is a strategic imperative woven into the fabric of our organization. Our sustainability governance framework ensures that CSR principles are deeply integrated into our business strategy, organizational culture, and everyday operations. This approach enables us to meet — and often exceed — the growing expectations of our customers for ethical, transparent, and responsible business practices.

Leadership-Driven Impact

Effective CSR starts at the top. Our governance structure is anchored by strong executive leadership, with active engagement from our CEO and senior leaders. This top-down commitment drives alignment, accountability, and measurable impact across the organization.

Executive Leadership Team Sponsor
Chief Legal Officer

↓

Sustainability Program Lead
Assistant General Counsel

Sustainability Committee ← → **Sustainability Affinity Group**

↓

GHG Subcommittee

Executive Leadership Team Sponsor and Sustainability Program Lead

The *Executive Leadership Sponsor*, our Chief Legal Officer, provides strategic oversight and ensures alignment with corporate governance and ESG priorities. Day-to-day sustainability efforts are led by the Assistant General Counsel, who serves as the *Sustainability Program Lead*. Through the Corporate Compliance function, this role leads a team that manages execution, drives cross-functional collaboration, engages stakeholders across the business, and oversees customer sustainability engagement.

Sustainability Committee

The *Sustainability Committee* — comprising leaders from key departments and regions — meets quarterly to guide strategy, align organizational priorities, and monitor performance. The committee also conducts an annual review of the internal sustainability report to promote transparency and continuous improvement.

Departments represented on this committee include Legal, Sales, Information Security, Human Resources, Procurement, Facilities and Delivery Centers, and Information Technology.

GHG (Green House Gases) Subcommittee

Supporting these efforts is the GHG Subcommittee, a cross-functional team of operational leads responsible for gathering emissions data and identifying actionable reduction strategies. This group meets regularly to share progress and coordinate actions.

Sustainability Affinity Group

The *Sustainability Affinity Group* is our associate resource group and is open to all Compucom associates interested in learning about and supporting sustainability. A core team — led by the Sustainability Program Lead, Executive Sponsor, and dedicated volunteers — meets biweekly to drive internal engagement and coordinate community-focused initiatives. Additionally, the Compucom Cares program empowers associates to volunteer for causes they care about — many of which contribute to environmental and social impact in the communities where we live and work.

Integrated Sustainability Governance

Together, these layers of governance ensure that sustainability is not only strategically managed but also embedded into operations, collaboration, and value delivery to customers.

A Culture That Sets Us Apart

It helps that CSR fits naturally with the three main values of our culture: do the right thing, act like an owner, and have fun doing it.

We're proud of how our associates live these values each day. From the enthusiastic participation in volunteer hours and affinity groups to the significant year-over-year improvements in our sustainability goals and scores.

It's clear Compucom associates are aligned with our values and take them to heart.

Act like an owner

OUR CULTURE

Do the right thing

Have fun doing it

Helping Customers with Sustainability Goals

As of 2024, 47% of global executives stated their companies require suppliers and business partners to meet specific sustainability criteria.

As an IT infrastructure company, we play an essential role in minimizing e-waste for our customers. 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 our customers and their employees.

As devices reach retirement age, we extend their life through repair, reuse, remarketing, 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.
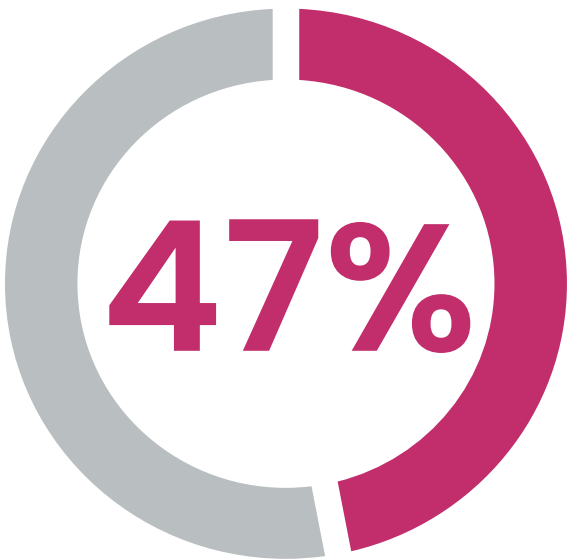
47%

of global executives stated their companies require suppliers and business partners to meet specific sustainability criteria

Our Five CSR Focus Areas

Our Corporate Social Responsibility (CSR) Program is built around five key focus areas that reflect the three core pillars of sustainability — Environmental, Social, and Economic. These focus areas guide our actions, shape our culture, and ensure we operate responsibly while creating long-term value for stakeholders.

Environmental Stewardship

We recognize our responsibility to protect the planet for current and future generations. Environmental stewardship at Compucom means taking responsible, proactive care of the environment as part of how the company operates. Our priorities in this area include:

- **Lower emissions:** Reducing greenhouse gas emissions across operations and services.
- **Less Waste:** Promoting responsible disposal, recycling, and diversion of electronic and general waste.
- **Smarter Tech Lifecycles:** Extending the life of IT assets through reuse, refurbishment, and ethical end-of-life management.

Ethics and Privacy

Trust is the foundation of our relationship with our customers and society. Our approach to ethics and privacy includes:

- **Integrity First:** Upholding ethical conduct and anti-corruption practices in all business activities.
- **Secure Data Practices:** Safeguarding sensitive information through robust privacy and cybersecurity measures.
- **Fair Competition:** Ensuring transparent, compliant, and competitive business practices.

Employee Wellbeing

One of our slogans is that we're technology-driven and people-powered. Our people truly are our greatest asset. We strive to create a workplace where everyone feels safe, supported, and empowered to grow. Our focus on employee wellbeing includes:

- **Healthy Workplaces:** Fostering a culture of safety, well-being, and support for all associates.
- **Inclusive Culture:** Embracing diversity and belonging through inclusive practices and policies; recognizing employees who exemplify our values.
- **People-Centered Growth:** Supporting career development, continuous learning, and open dialogue.

Responsible Sourcing

We believe our values should extend across our entire supply chain — it's not just how and what we buy, but who we buy from. Through responsible sourcing, we promote sustainability, inclusion, and ethical practices in procurement. Our priorities include:

- **Sustainable Procurement:** Considering the sustainable procurement practices of vendors as part of the selection process.
- **Inclusive Procurement:** Embracing supplier diversity to ensure our supply chain reflects our values.

Community Outreach

We're committed to making a positive impact beyond the workplace by empowering our associates to give back to the communities where they live and work.

Through our **Compucom Cares** initiative, we support local communities via volunteerism, charitable giving, and strategic partnerships that amplify our social impact.

As part of this commitment, associates are encouraged to use Compucom Cares hours — dedicated paid time off for volunteering — allowing them to contribute to causes they care about while on company time.

CSR IN ACTION

The following sections highlight our commitment to sustainability and social responsibility through the key pillars of Environmental Stewardship, Ethics & Privacy, Employee Wellbeing, Responsible Procurement, and Community Outreach efforts.

Each section showcases major accomplishments from the past year and outlines our strategic roadmap for continued progress and impact.

Our Commitment to Environmental Stewardship

We're committed to operations that demonstrate environmental stewardship, risk mitigation, and climate action.

Sustainable Practices at Our ACCs

We have two Advanced Configuration Centers (ACCs) that support our customers across the United States and Canada. Our Paulsboro, New Jersey facility serves as the central hub for device lifecycle services in the US, while our Markham, Ontario location supports our Canadian customers.

Our main Paulsboro location has achieved the ISO 14001:2015 certification, underscoring our commitment to environmental responsibility. This certification covers a wide range of services, including fulfillment, configuration, repair, refurbishment, and IT asset disposition.

This certification reflects our ongoing efforts to integrate sustainable practices into every stage of the technology lifecycle, reducing environmental impact while delivering high-quality service to our customers.

Environmental Training & Awareness

Environmental responsibility begins with informed, empowered employees. Our Environmental Training and Awareness program equips all team members with the knowledge and tools they need to actively support our sustainability goals.

Our Paulsboro Advanced Configuration Center (ACC) associates receive regular training aligned with our ISO 14001:2015 certification, covering key topics such as waste reduction, e-waste recycling, responsible materials handling, and IT asset disposition.

We also foster a culture of continuous improvement by encouraging associates to identify opportunities for environmental enhancements in their daily work. Through ongoing education, internal communications, and engagement initiatives, we foster environmental awareness at every level of our operations.

Greenhouse Gas (GHG) Emissions

Compucom is committed to understanding and reducing our greenhouse gas (GHG) emissions, as part of our broader sustainability strategy. To ensure accuracy and credibility, we are partnering with a third-party consultant to develop a comprehensive GHG inventory aligned with internationally recognized standards and methodologies.

This foundational work will help us:

- **Identify key emissions sources** across our operations and value chain
- **Establish a reliable baseline**
- **Inform targeted and effective reduction strategies**

Our goal is to complete this baseline inventory by the end of 2025, with a focus on the most material aspects of our emissions footprint. To support this effort, we've established a cross-functional GHG Subcommittee composed of operational leaders responsible for various emissions sources.

This group plays a critical role in:

- **Collecting and validating emissions data**
- **Strengthening internal collaboration**
- **Developing reduction strategies** that are practical, business-aligned, and in coordination with the sustainability team

Transparent emissions reporting will not only guide our internal efforts but also supports our customers and partners in achieving their own sustainability goals. This baseline will serve as the foundation for setting science-aligned emissions reduction targets in future reporting cycles.
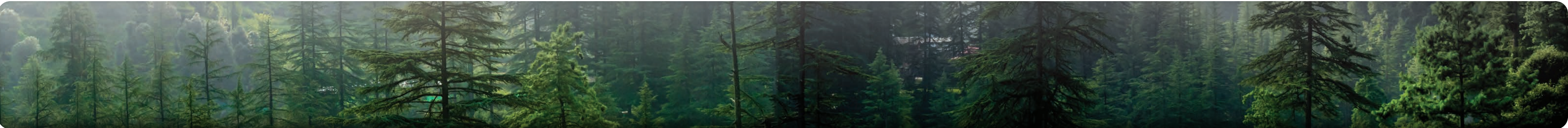
Waste Management

We are committed to minimizing our environmental footprint and that of our customers through responsible waste management practices that prioritize diversion from landfills. For 2024, the combined data shown below, from our US and Canada ACCs, illustrates the impact of our sustainable practices:

69,128 serialized products sold or re-marketed

56% e-waste

89% diverted**
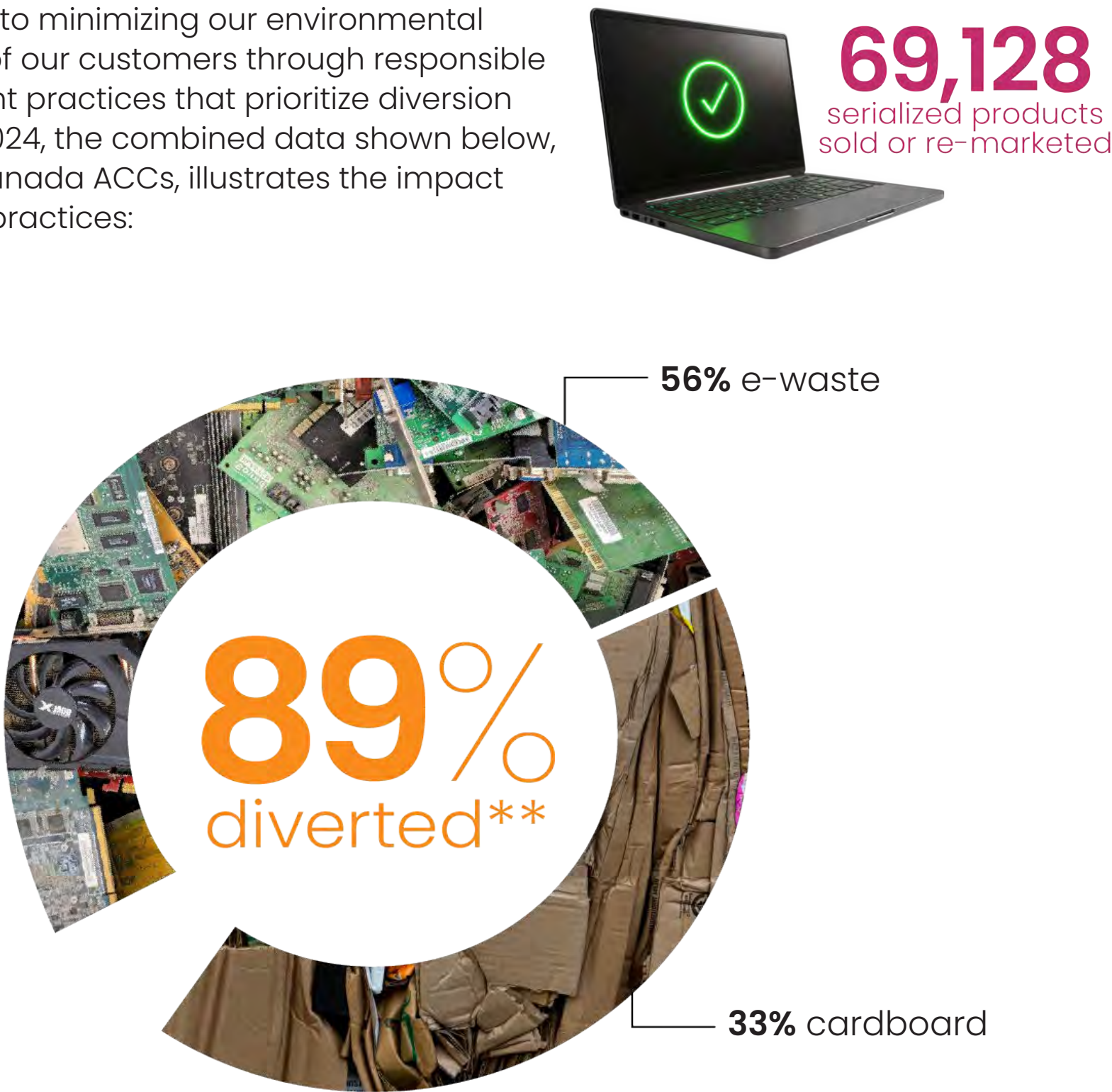
33% cardboard

approximately 89% (841,888 lbs.) of total waste from company operations was diverted from landfills in 2024, based on recycled e-waste and cardboard. The percentage **does not include the 69,128 serialized products sold or re-marketed, which would further increase the diversion rate.

Goals Met from Last Year

Over the past year, we have made significant progress in advancing our environmental sustainability initiatives.

Key accomplishments include:

- **Began Development of Optimized Field Dispatch**
  We began the development of a new dispatch system, FieldVision, that will leverage enhanced intelligence to reduce travel time and emissions.
- **Fleet Sustainability Improvements**
  We explored options to lower the carbon footprint of our field support vehicle fleet. As a result, we have initiated the transition to a new fleet featuring non-plug-in hybrid vehicles capable of delivering up to 40 miles per gallon — offering a more sustainable option without compromising operational efficiency.
- **Greenhouse Gas (GHG) Accounting Initiative**
  We engaged a third-party consultant to assist with our greenhouse gas (GHG) accounting efforts. This project is now underway and will provide a clearer picture of our emissions profile.
- **Sustainable Tableware Transition**
  All facilities have successfully adopted environmentally friendly tableware alternatives, including compostable, paper-based, and reusable options.
- **Energy-Efficient Lighting Rollout**
  We continue to pursue implementation of energy-efficient LED lighting across all our global locations, including the United States, Canada, Mexico, and India.

Future Plans

Looking ahead, our plans for completion by December 31, 2025, include:

- **Environmental Awareness Training Completion**
  Ensure 100% of targeted associates at the Canadian and United States Advanced Configuration Centers complete relevant environmental awareness training.
- **Baseline GHG Emissions Inventory**
  Develop a comprehensive baseline inventory of greenhouse gas (GHG) emissions, focusing on the most material sources across our operations and value chain.
- **Continued Energy-Efficient Lighting Rollout**
  Maintain momentum in implementing energy-efficient LED lighting across all global facilities, reinforcing our commitment to reducing energy consumption and emissions.

Our Commitment to Ethics & Privacy

We ensure integrity and governance underpin our business conduct.
We're committed to high ethical standards, transparency, and fairness in our business practices.

Leading with Ethics & Integrity: Our Code of Ethics

The principles of a strong ethical culture must be continually reinforced, and associates 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 associates and contractors **complete annual compliance and ethics training,** with modules reviewed and updated annually

Ethical Concerns Reporting Program

Our culture of integrity and accountability includes providing a safe and confidential way for associates, contractors, and third parties to raise questions or concerns related to ethics, legal compliance, or potential misconduct.

We offer multiple safe and confidential reporting channels:

- A dedicated **third-party hotline**
- **Direct email** to the Compliance Office
- **Anonymous reporting options** for those who prefer discretion

All reports are thoroughly reviewed by the Compliance Office and handled in accordance with our non-retaliation policy, which protects individuals who raise concerns in good faith. When necessary, investigations are supported by internal or external legal counsel to ensure appropriate handling of complex or sensitive matters.

To promote awareness and trust in the process:

- All associates receive **annual Code of Ethics training**
- Individuals in high-risk roles receive **ongoing compliance updates and targeted awareness support**

Conflict of Interest Management

We are committed to maintaining transparency and integrity in every aspect of our work to uphold the trust of our customers, partners, and colleagues. Our Conflict of Interest policy requires all associates to avoid situations where personal, financial, or external interests could interfere with objective decision-making or professional responsibilities.

To support this commitment:

- **Potential conflicts must be disclosed** through established reporting channels
- **Each disclosure is reviewed** by the Compliance Office to determine appropriate next steps
- **Annual Code of Ethics training** provides all associates with clear guidance on how to identify, disclose, and manage potential conflicts of interest.

By proactively managing conflicts, we protect our business relationships and reinforce a culture of ethical conduct and accountability.

Anti-Bribery & Corruption

We maintain a zero-tolerance approach to all forms of bribery and corruption and are committed to conducting business ethically and in full compliance with all applicable anti-corruption laws and regulations. This commitment ensures that our relationships with customers, suppliers, and partners are grounded in fairness, transparency, and mutual trust.

Key elements of our program include:

- **Clear Expectations:** Our Code of Ethics outlines strict standards for conduct for all associates.
- **Targeted Oversight:** High-risk roles — such as those in sales and procurement — receive enhanced guidance, training, and oversight.
- **Third-Party Compliance:** All vendors are required to adhere to our Vendor Code of Conduct, with enhanced due diligence where appropriate.
- **Preventive Controls:** We maintain established approval processes for gifts, hospitality, and travel to prevent improper influence.
- **Ongoing Training & Monitoring:** Annual training and continuous compliance monitoring reinforce awareness and accountability across the organization.

These controls are part of our broader Financial Crimes Compliance (FCC) policy framework, which also addresses fraud, sanctions, and other financial integrity risks to further safeguard our business and customers.

Information Security & Privacy Compliance

Safeguarding customer data and privacy is a core responsibility — both within our facilities and across the services we deliver. Our Privacy Compliance Policy ensures adherence to all applicable data privacy laws, including dedicated policies tailored to jurisdictions such as California and Mexico.

We are also 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. Participation in the DPF facilitates the secure and compliant transfer of personal data from the EU, UK, and Switzerland to the US, aligning with the respective data protection regulations for each region.

This commitment to privacy and security is reinforced through:

- **Robust internal controls and governance**
- **Ongoing compliance monitoring**
- **Regular training and awareness programs**

Together, these measures help us maintain the trust of our customers and partners while meeting evolving global privacy expectations.

Secure Device Recycling

For devices that can't be resold or repurposed, Compucom partners exclusively with certified recycles that follow the Responsible Recycling Practices Standard (R2). This ensures that all electronic waste is handled securely and sustainably — protecting our customers and their brands from data breaches and environmental risks.

Goals Met from Last Year

We continued to adapt to the ever-changing threat landscape and remained vigilant about keeping our customers' information safe. We worked with third-party experts to implement industry-leading solutions that helped us maintain our commitment to high ethical standards, transparency, and fairness.

Future Plans

Our plans for completion by December 31, 2025, include:

- **Privacy & Information Security**: Achieve 100% completion of Information Security & Privacy Training for all active associates.
- **Ethics & Conduct:** Reach at least 99% completion of the annual Code of Ethics Training across the organization.
- **Financial Crimes Compliance:** Deliver monthly communications focused on financial crimes compliance, with targeted content for high-risk roles such as procurement and sales.
- **Whistleblower Reporting:** Maintain an average case closure time of 14 days or less for whistleblower results, ensuring timely and effective resolution.

Our Commitment to Employee Wellbeing

We promote an inclusive workplace where everyone is treated with respect and dignity.

At Compucom, we're deeply committed to upholding human rights and fair labor practices across our entire value chain — fostering a culture rooted in health and safety, career development, diversity, inclusion, and respect for all.

Diversity & Inclusion

Diversity fuels innovation and enhances the quality of service we deliver to our customers. We are committed to fostering an inclusive workplace that reflects the communities we serve — where every voice is heard, valued, and respected.

Our commitment is brought to life through meaningful action:

- **Encouraging Diversity of Thought:** We are focused on offering a variety of development opportunities and career advancement to all employees.
Empowering Associate-Led Initiatives: Groups and programs that contribute to cultural awareness, community partnerships, and professional growth.
- **Embedded into our Core Processes:** These processes are integrated into our recruitment, training, and vendor selection processes to ensure fairness, opportunity, and accountability.

Our commitment extends beyond compliance — it's a core part of our purpose and a foundation for building trust and delivering excellence.

Employee Engagement through Affinity Groups

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

WiT at Compucom

Neurodiversity at Compucom

Blacks in Compucom

PRIDE at Compucom

Sustainability at Compucom

Veterans at Compucom

"I've seen firsthand how embracing diverse perspectives transforms teams. When people feel seen and heard, they bring their best ideas forward. That's how we redefine what's possible, fuel innovation, and drive lasting change."

– Traci Taylor, Senior Director Endpoint Management Portfolio, Women in Technology (WiT) Lead

Training & Development

Learning and skill development make associates more effective in their roles, and providing these opportunities demonstrates a commitment to associate growth – resulting in higher job satisfaction and retention. Our 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:

2024 Talent Management

(All locations – United States, Canada, India, and Mexico)

- **Average Training Hours:** 15 hours per associate
- **Career Development Plans:** 86% of associates engaged in our talent management process, creating goals focused on enhancing skills and personal growth
- **Skills Training:** 89% of associates (4821) completed skills training in 7420 unique courses
- **Performance Reviews:** 100% of full-time and part-time eligible associates received a career review

15 Hours of training per associate on average

86% of associates **engaged in our talent management process**, creating goals focused on enhancing skills and personal growth

2024 Talent Management

89% of associates **completed skills training** in 7420 unique courses

100% of full-time and part-time eligible associates **received a performance review**

Our Emerging Leaders Program

Compucom's Emerging Leaders Program is a 12-week intensive eLearning initiative designed to empower first-time managers and front-line managers with the critical skills and knowledge needed to thrive in their roles. Through a curated series of courses — including leadership communication, emotional intelligence, performance management, and finance for non-finance professionals — the program builds a strong foundation in core business concepts and people management.

Emphasizing project-based learning and real-world application, it fosters cross-functional understanding and accelerates leadership readiness. By supporting nontraditional candidates and nurturing high-potential talent, the program not only strengthens individual career growth but also enhances team engagement, productivity, and long-term organizational leadership capacity.

Health & Safety

Compucom is committed to maintaining a safe, healthy, and compliant environment across all our operations. We have conducted health and safety risk assessments at 100% of our sites, with formal oversight provided by designated committees or representatives in each country where we operate.

Our health and safety program includes:

- **Regular site inspections** and audits
- **Emergency preparedness** planning and drills
- **Compliance with local health and safety regulations** and standards

In regions including Canada, the United States, Mexico, and India, our practices are tailored to local requirements and include:

- **Site-specific reviews** and regulatory audits
- **Training** for associates and designated safety leads
- Active involvement from **Emergency Response Teams** and Health & Safety Committees
- **Oversight** by external consultants, medical professionals, or facilities managers, depending on the location

We also work closely with customer organizations to align with their site-specific health and safety protocols when deploying our associates or contractors.

Human Rights & Workplace Integrity

We uphold the highest standard of human rights, ethical conduct, and workplace integrity. In 2024, we continued to reinforce this commitment through robust training programs and a proactive approach to addressing workplace concerns.

Training and Awareness

We achieved an outstanding 99.9% completion rate for both our Code of Conduct Awareness and Harassment and Discrimination training programs. These initiatives empower our associates with the knowledge and tools to foster a respectful, inclusive, and safe work environment for all.

99.9%
completion rate

Case Management and Resolution

We are committed to maintaining a workplace where everyone feels heard and supported. Any reports of harassment or discrimination are addressed swiftly, thoroughly, and with the utmost care. In 2024, all reported cases were fully resolved — demonstrating our dedication to accountability and fairness.

We continue to monitor, educate, and evolve our human rights practices to meet the highest ethical standards across all regions where we operate.

100%
of cases fully resolved

Parental Leave & Family Support

At Compucom, we prioritize supporting our associates through every stage of life, including the important journey of parenthood. Our parental leave benefits reflect our commitment to equity, well-being, and work-life balance across all regions where we operate.

Universal Access

In 2024, 100% of Compucom associates were entitled to parental leave, regardless of gender or location. This inclusive policy spans Canada, the United States, Mexico, and India, ensuring that all parents — birthing and non-birthing — can take time to bond with their new children.

Our Associates, Our Commitment

In 2024, we worked to continue advancing diversity, inclusion, and employee well-being. We are proud to report meaningful progress in:

- Strengthening our inclusive culture through training, engagement, and policy updates
- Enhancing associate satisfaction and retention through well-being initiatives and professional development programs
- Maintaining a safe, fair, and inclusive workplace through proactive risk management and responsive case resolution

Our ongoing commitment to our associates — and to promoting their well-being, professional growth, and workplace safety — is reflected in the following efforts:

Employee Wellness
- Ensuring 100% of associates have access to the most recent Employee Assistance Programs (EAP), Paid Time Off, and Leave policies
- Supporting physical and mental well-being through monthly wellness letters
- Promoting a healthy work-life balance and upholding employees' rights to health

Talent Management
- Providing equal access to mentorship and leadership development programs for all associates
- Delivering a minimum of 15 hours of training per associate annually
- Incorporating career development within annual performance reviews and goal setting processes to support sustainable growth and advancement

Occupational Health & Safety
- Conducting annual health and safety risk assessments at all Compucom sites
- Ensuring full compliance with labor laws related to working hours, conditions, and occupational health
- Maintaining formal oversight through safety committees or designated representatives to uphold workplace safety standards

Our Commitment to Responsible Sourcing

We're committed to building a responsible and inclusive supply chain that reflects our sustainability values and supports our customers' expectations.

Sustainable Procurement Excellence

We prioritize environmental and social responsibility in our procurement decisions. In 2024, we continued to enhance our sustainable procurement strategy — earning a spot in the top 1% of our industry in the EcoVadis assessment for sustainable procurement practices.

Vendor Code of Conduct

Our Vendor Code of Conduct outlines clear expectations for all vendors, subcontractors, and staffing agencies.
It covers:

- **Ethical business conduct**
- **Environmental responsibility**
- **Confidentiality and data protection**
- **Health and safety**

This code supports both our internal sustainability goals and those of our customers.

TOP 19% GLOBALLY

ecovadis
Sustainability Rating
April 2025

TOP 12% IN INDUSTRY

Supplier Diversity

Diversity is a core value at Compucom. 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+ individuals**
- **People with disabilities**
- **Indigenous peoples**
- **HUBZone and small business owners**

We aim to create equitable opportunities and foster innovation through inclusive sourcing.

79 Active
Diverse Suppliers

- Small Business
- Women Owned
- Minority Owned
- Veteran Owned
- LGBTQIA+ Owned

2 | 3 | 16 | 21 | 37
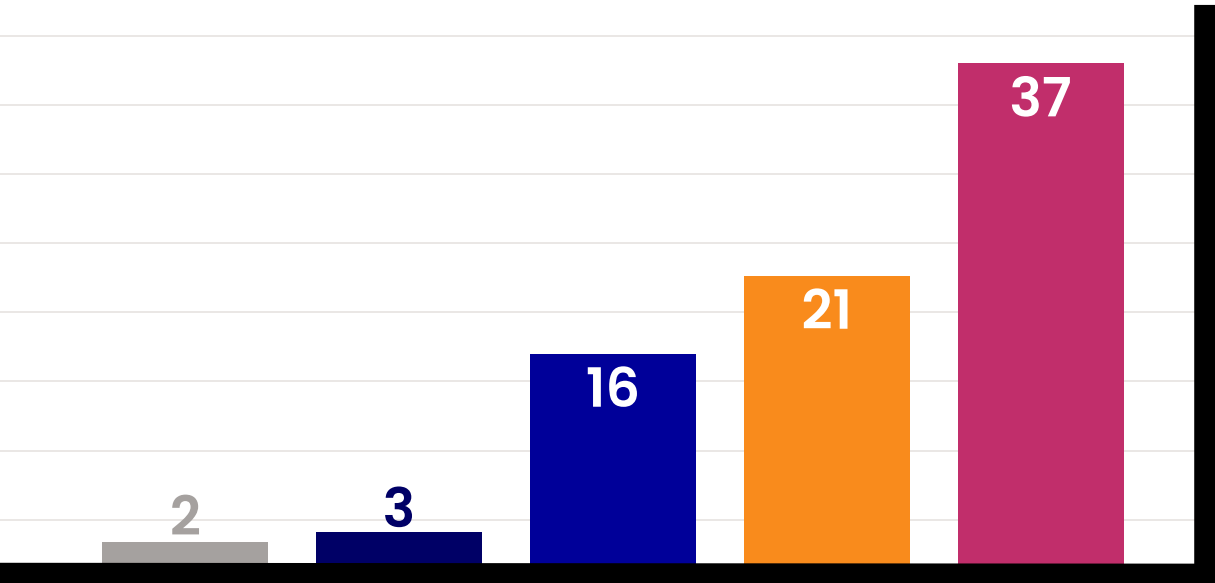
2024 Diverse Spend Highlights

- **Increased diverse spend** in categories such as Facilities, IT, and Products.
- Achieved a **more balanced spend distribution**, with Labor representing 31% of total spend compared to 68% previously.
- **Total diverse spend grew by $7.4 M** from 2023 to 2024.

Goals Met from Last Year

Compucom achieved several key initiatives last year as part of our ongoing commitment to ethical, inclusive, and sustainable procurement, including:

- **Supplier Sustainability Assessment**
  Launched and implemented a comprehensive Supplier Sustainability Questionnaire and rating mechanism, which all new suppliers are required to complete.
- **Supplier Diversity Program**
  Finalized and operationalized our Supplier Diversity Program, ensuring alignment with our values and expanding opportunities for underrepresented businesses.
- **Diverse Supplier Data**
  Ensured 100% of supplier records are enriched with sustainability and diversity data with quarterly refreshes.
- **Vendor Code of Conduct Integration**
  Ensured that 100% of targeted executed contracts included our Vendor Code of Conduct, reinforcing expectations for ethical and sustainable practices.
- **Buyer Training and Awareness**
  Achieved 100% training completion for all buyers on the Vendor Code of Conduct to ensure consistent application of our standards.
- **Sustainability Training for Leaders**
  Ensured all strategic sourcing and sustainability leaders completed at least one sustainability-focused training course to strengthen leadership in responsible sourcing.

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:

- **Quarterly Supplier Data Enrichment**
  Complete quarterly updates of supplier master records to ensure accurate and up-to-date diversity and sustainability data.
- **Inclusive Sourcing Practices**
  Include at least one diverse and/or sustainable supplier in sourcing events wherever applicable, promoting equitable access to business opportunities.
- **Supplier Sustainability Assessments**
  Conduct sustainability assessments for at least 100 suppliers, prioritizing new vendors and those undergoing contract renewals.
- **Contractual Accountability**
  Ensure that 100% of targeted executed contracts include our Vendor Code of Conduct, reinforcing expectations for ethical and sustainable practices.
- **Buyer Training & Awareness**
  Achieve 100% training completion for all buyers on the Vendor Code of Conduct to ensure consistent application of our sourcing standards.

Our Commitment to Community Outreach

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. Our 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 associates live and work.

Through our 'Compucom Cares' program, we provide associates with dedicated hours to volunteer in local community projects, fostering a culture of active engagement and giving back

4476 Compucom Cares hours used in 2024

758 associates participated

Second Harvest Volunteer Day: Compucom Canada Fights Food Waste, Feeding Communities

A team of passionate Compucom associates joined forces with Second Harvest to support their mission of rescuing surplus food and redistributing it to those in need across the Greater Toronto Area.

Together, the team sorted an incredible 6,205 lbs. of onions, potatoes, and canned tomatoes — helping ensure that nutritious food reaches community partners instead of going to waste.

In 2024 alone, Second Harvest and its partners rescued and redistributed 87 million pounds of, preventing over 250 million pounds of greenhouse gas emissions.

"Your hard work makes a real impact, and we truly appreciate your contribution."
— Salsabeel Alajrami, Corporate Volunteer Engagement Coordinator

New Jersey River Cleanup: Compucom Associates Give Back for Earth Month

A dedicated team of Compucom associates from New Jersey rolled up their sleeves to support Earth Month by volunteering with the Raritan Headwaters Association. Their mission: to clean up Duke's Farm Park in Manville, NJ — a scenic area nestled in the floodplain of the Raritan River that often collects debris after frequent flooding.

With gloves on and trash bags in hand, the team combed through the park and along the river's edge, removing litter and restoring the natural beauty of the area. Their efforts not only helped protect local wildlife and waterways but also demonstrated Compucom's ongoing commitment to environmental stewardship and community engagement.

Tree Planting Drive: Compucom India Grows Greener Communities

Compucom India organized a tree planting drive near Tulapur, Pune, as part of our ongoing commitment to environmental sustainability. The event saw an enthusiastic turnout of over 50 associates and was a resounding success.

Acting on our core value of **"Do the Right Thing."** This initiative reflected our dedication to environmental stewardship and our responsibility to the communities in which we operate.

Our associates played a central role in this effort, coming together with passion and purpose to plant over 200 saplings. Their collective action not only contributed to a greener local environment but also reinforced our shared commitment to building a more sustainable future.

Fostering Empathy and Inclusion: Volunteering with APAC in Mexico

Associates from our Mexico site dedicated time to APAC (Asociación Pro Personas con Parálisis Cerebral), a remarkable organization dedicated to supporting individuals with cerebral palsy through rehabilitation, therapy, and integration programs.

The day featured interactive activities that deepened the Compucom team's understanding of physical disabilities, including drawing exercises simulating motor challenges and a collaborative pizza-making task that emphasized teamwork and inclusion. The team also helped package cookies made by APAC members, which are to be sold to support the organization's mission.

This experience was a powerful reminder of the importance of empathy, community, and shared humanity. Compucom is proud to support APAC and remains committed to initiatives that promote inclusion and make an impact.

Compucom Gives Back

Charities donated to in the U.S. and Canada include:

Compucom also contributed to Western North Carolina and Los Angeles disaster relief efforts