

March 26, 2020

Thank you for asking CDW to address the current COVID-19 health crisis. Our primary focus is to ensure business continuity with respect to serving our Sourcewell Members and our coworkers wellbeing. We have instituted some impactful changes in our facilities designed to protect our coworkers and visitors, aligned with CDC and WHO recommendations, as well as complying with any local mandates.

- CDW's steering committee led by our Executive Committee is meeting daily to understand and swiftly address current and potential issues arising from the spread of COVID-19 that have the potential to impact our customer, partners and coworkers.
- We are leveraging our expertise in utilizing various technologies, including various mobility tools, so our coworkers can serve the needs of Sourcewell's members, as the COVID-19 situation continues to evolve. This will ensure there are minimal disruptions (if any) to day-to-day communications and availability
- While in person meetings will decrease, the opportunity for virtual meetings will not cease or minimize. The CDW sales teams will continue to have cadences in addition to internal weekly activities to ensure we can meet the needs of Sourcewell's members.
- Coworkers who have to be onsite to execute their jobs, such as Distribution Center coworkers, will continue to report to work, and we have in place enhanced cleaning and additional precautions to protect the health and safety of those coworkers.
- With respect to supply chain, we are leveraging our size, scale and hybrid sourcing capabilities, constantly monitoring demand to ensure we can mitigate potential supply constraints.
- We are staying closely connected with OEMs and distribution partners so we can analyze situations as they arise and make the best decisions in the interests of our customers. To that effect, we are continuing to proactively securing additional inventory, identifying alternatives and increasing stocking positions, to ensure quick turnarounds.
- With numerous certifications such as ISO 28000 (Secure supply chain), ISO 27001 (Information Security), ISO 9001 (Quality), ISO 14001 (Environmental), we have processes in place to ensure consistency of service and reliability, that your members can rely upon.
- CDW's Procurement team is reviewing all supply chain origins and destinations to stay not only compliant but to also mitigate any risk to any channel partners and our customers.

We all recognize this is an evolving and unprecedented situation and by keeping an open line of communication between Sourcewell, members and their respective dedicated CDW account teams, we can work ALL together to minimize the spread of this virus, keep our communities safe and continue to serve your member's needs.

We would like to thank you for your partnership and please let the Program Management Team (Anup Sreedharan or me) know if you have any questions.

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