



# **SUSTAINABILITY REPORT**

2024

# CONTENTS

---

## INTRODUCTION • 2

Letter from the CEO • 3

Purpose and Scope of the Report • 5

Our Approach to ESG • 6

About Connection • 7

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## ENVIRONMENTAL • 16

Sustainability Reporting • 17

Energy Efficiency Initiatives • 20

Carbon Emissions • 21

Climate Risk • 22

Waste Management and Resource Efficiency • 23

End-of-Life Product Management • 25

Sustainability Partner Engagement • 26

---

## SOCIAL • 29

Championing Fair Labor Practices  
and Human Rights • 30

Prioritizing Health, Safety, and Wellbeing • 31

Building Stronger Communities  
Through Engagement • 34

Empowering Employees through  
Training and Development • 40

Responsible Supply Chain • 41

---

## GOVERNANCE • 42

Corporate Governance • 43

Ethical Business Practices • 44

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Appendix: Sustainability Accounting  
Standards Board (SASB) Index • 46



# Letter from the CEO



Tim McGrath

Dear Valued Stakeholders,

On behalf of the entire Connection team, I am proud to present our inaugural Sustainability Report. This report marks a significant milestone for our company, as we share with you the exciting initiatives and commitments that underscore our dedication to sustainable and responsible business practices. As a leader in the technology solutions industry, we recognize the profound impact Connection can have in effecting positive change and driving progress toward a vibrant, healthier planet, more inclusive communities, and the robust frameworks necessary to safeguard these valuable resources for future generations.

## Environmental—Responsible, Sustainable Growth

Our commitment to environmental sustainability is reflected in the numerous initiatives we have undertaken in our 43 years of business. Early on, we pioneered waste reduction and recycling practices that are now industry standards. From eliminating foam peanuts and redesigning shipping packages to developing electronic ordering and promoting office-wide recycling programs, we made a conscious decision to lead by example. Over the years, we've made significant investments to

support that goal, including designing energy-efficient facilities, such as our office buildings and state-of-the-art Technology Integration and Distribution Center (TIDC). We believe that responsible, environmentally sound business practices are essential to our long-term success—and I look forward to sharing our efforts with you in this report.

## Social—Putting People First

As a company dedicated to exceptional customer service and built on a foundation of deep, personal relationships, Connection has always put people first. This dedication to social responsibility is evident in our diverse and inclusive corporate culture and the quality of our most important resource—our people. Six years ago, we formalized our commitment to social responsibility with Connection Cares, a cohesive program that empowers our employees to make a difference within our communities and our company. The program unites our efforts across key pillars: Sustainability; Charitable Contributions; Inclusive Excellence; and Employee Recognition. These pillars ensure we create a positive impact on our employees, customers, partners, and the communities where we live and work.

continued...

## Governance—Forward-thinking Policies Built on Empathy and Trust

Integrity, above all else, is our guiding principle. It informs everything we do, from each customer interaction to our hiring practices to our daily operations. Connection is dedicated to maintaining the highest standards of transparency and accountability. Our governance practices are designed to ensure that Connection operates ethically and responsibly, meeting the expectations of our stakeholders while driving long-term value. Our dedication has been recognized with numerous awards for marketplace ethics and industry leadership, including being named to TIME's list of America's Best Mid-Size Companies, Forbes' America's Best Midsize Employers list for the last three years, Newsweek's list of Most Trustworthy Companies in America for the third consecutive year, and Newsweek's List of World's Most Trustworthy Companies.

## Committed to Leadership

It's an exciting time to be at the forefront of the technology industry. New trends and cutting-edge products and services are driving IT buyers to Connection for the expertise they need to get more value out of their technology and transform their organizations. As we move forward, we remain steadfast in our mission to help people connect with exceptional technology, service, and support—from Modern Infrastructure and Multicloud offerings that accelerate innovation to Digital Workforce solutions that boost productivity and security. Connection stands ready to deliver the guidance and expertise needed to navigate the complexities of the modern technology landscape—with the efficiency, reliability, and accountability our stakeholders deserve.

## Our Evolving ESG Journey

Inside this report, you will find detailed accounts and insightful statistics related to our environmental, social, and governance activities. From company-wide energy efficiency and waste-reduction programs to our partnerships with responsible manufacturers and suppliers, we are guided by an enduring commitment to sustainability and social responsibility. I am pleased to formalize that commitment with several key measures, including joining the United Nations Global Compact as a signatory, pledging to support the UN's Sustainable Development Goals, and adopting the Sustainability Accounting Standards Board (SASB) framework for our reporting efforts. Driven by our history of innovation, we will continue to evolve and adapt our ESG strategies as new opportunities, challenges, and technologies emerge.

Thank you to our customers, partners, employees, and community members for joining us on this journey—and for your support in building a sustainable, inclusive future. We look forward to sharing our progress with you in the years to come.

Sincerely,

**Tim McGrath**

President and Chief Executive Officer





# Purpose and Scope of the Report

This is Connection's inaugural Sustainability report, which covers the fiscal year 2024 (January 1–December 31, 2024) unless otherwise noted. This report was prepared with guidance from the Sustainability Accounting Standards Board (SASB), multiline and specialty retailers and distributors, the United Nations (UN) Global Compact, and the UN Sustainable Development Goals (SDGs). We disclose GHG emissions based on the Greenhouse Gas (GHG) Protocol. The information included in, and any issues identified as material for purposes of, this document may not be considered material for Securities and Exchange Commission (SEC) reporting purposes. In the context of this report, the term “material” is distinct from, and should not be confused with, such a term as defined for SEC reporting purpose.

## Safe Harbor Statement

Statements in this report concerning Connection that are not historical facts may constitute forward-looking statements as defined by Section 27A of the Securities Act of 1933 and Section 21E of the Securities Exchange Act of 1934. Forward-looking statements can be identified using terms such as believe, expect, may, will, provide, could, should, and similar expressions, including their negatives.

These statements include, but are not limited to, references to strategies and goals, and are subject to risks and uncertainties that may cause actual results to differ materially from those described. For information on risk factors that may result in material differences between actual and projected outcomes, refer to documents filed with the Securities and Exchange Commission, including the most recent Form 10-K and subsequent SEC filings. The information presented in this report is based on data available to Connection as of the date of this report, and the company does not undertake any obligation to update this information unless required to do so by applicable regulations.





## Environmental, Social, and Governance

### Our Approach to ESG

Our ESG approach is rooted in a comprehensive Materiality Assessment, which informs our ESG strategy by identifying and prioritizing the most significant environmental, social, and governance issues that impact our business and stakeholders. This ensures that our efforts are focused on the areas that deliver the greatest value and address the most critical concerns. We ensure alignment with established frameworks such as the [Sustainability Accounting Standards Board \(SASB\)](#) and the [United Nations Global Compact \(UNGC\)](#). These frameworks offer structured guidance that assists in aligning our initiatives with global standards and best practices. Our ESG strategy encompasses key pillars of environmental, social, and governance, and aligns with the [United Nations Sustainable Development Goals \(UN SDGs\)](#), which provide a global framework for achieving a better and more sustainable future.

Our commitment to sustainability is reflected in our alignment with the United Nations' 17 SDGs, particularly focusing on promoting good health and well-being (SDG 3), quality education (SDG 4), gender equality (SDG 5), decent work and economic growth (SDG 8), reduced inequalities (SDG 10), responsible consumption and production (SDG 12), climate action (SDG 13), peace, justice, and strong institutions (SDG 16), and partnerships for the goals (SDG 17), as we strive to create a more sustainable and equitable world by 2030.

SUSTAINABLE  
DEVELOPMENT GOALS





# About Connection

## Our Story

Since the company's founding in 1982, Connection has been driven by a passion for helping others. When co-founders Patricia Gallup and David Hall met on the Appalachian Trail in 1976, serving on a support crew for through-hikers, they planted the seed for an idea that would grow into a Fortune 1000 company. Envisioning a technology provider that does business differently, Patricia and David found like-minded folks who shared their passion and—together—they built a company that not only delivers exceptional technology solutions and services but also prioritizes the well-being of our communities and the environment. From our long-standing commitment to green building practices in the design of office spaces to the collaboration and constant pursuit of efficiency that drive our teams, this vision is deeply embedded in our corporate culture and continues to inspire and inform our ESG efforts today.





## Our Vision

We believe in a world of IT where choosing the tech you need feels simple, not stressful. That's what motivates us to always put the customer first—to serve as an extension of their team. As organizations face challenges caused by the ever-evolving worlds of business and technology, our experts are there to provide solutions, services, and capabilities backed by real-world experience and deep knowledge. Whether it's optimizing a digital workspace or modernizing infrastructure, Connection helps organizations prepare for and adapt to what comes next. We connect people with technology to enhance growth, elevate productivity, and empower innovation. As we like to say, Change Happens. EXPERTISE WINS.™

# Change Happens. **EXPERTISE WINS.**™



# Our Values



## Respect

Respect starts with empathy. We have a customer-first mentality. Our culture is based upon mutual trust and respect. In other words, what you worry about, we worry about.



## Excellence

We continuously look for ways to better serve you. We strive for long-lasting relationships that grow stronger over time.



## Teamwork

Working together drives innovation and success. We are accountable to our customers, employees, and shareholders by being curious about how we can better help them grow. Our curiosity inspires us to ask better questions which leads to better solutions.



## Integrity

We're honest and direct. We believe integrity comes from transparency which leads to excellence. Earning your trust is job #1.



## Corporate Citizenship

We foster a socially responsible culture that supports inclusive excellence, drives environmentally sound business practices, and encourages engagement in the communities where we work and live.



## Our Brand, Family of Businesses, and Solutions Offerings



As a Fortune 1000 Global Solutions Provider, Connection offers a wide range of products and services designed to meet the diverse needs of customers across key markets and industries. The Connection brand includes Connection Business Solutions, Connection Enterprise Solutions, and Connection Public Sector Solutions, which provide customer-centric IT solutions and services to SMB, enterprise, and public sector markets, respectively.

# Connection<sup>®</sup>

we solve IT<sup>®</sup>



### BUSINESS SOLUTIONS



Small and  
Midsize Business



### ENTERPRISE SOLUTIONS



Enterprise



### PUBLIC SECTOR SOLUTIONS



Federal Government



State and Local  
Government



Higher Education



K-12 Education

### INDUSTRY SOLUTIONS



Manufacturing



Healthcare



Retail



Banking and Financial





### Global Reach

Our GlobalServe offering ensures worldwide coverage for multinational customers, delivering global procurement solutions through our network of in-country suppliers in more than 150 countries.



### AI Visionaries

The CNXN Helix Center for Applied AI and Robotics brings together industry-leading experts, resources, and support designed to help organizations of all sizes realize the benefits of AI and automation.



## Our Areas of Expertise

Our dedicated Account Team members and in-house solution architects, engineers, and technical specialists partner with customers to design, deploy, and support cutting-edge IT environments using the latest hardware, software, and services. We provide a wide range of IT solutions, from the desktop to the cloud—including computer systems, data center solutions, software and peripheral equipment, networking communications, and other products and accessories that we purchase from more than 2,500 manufacturers, distributors, and partners. Connection holds hundreds of certifications with top vendors—including Microsoft Azure Expert MSP status—and offers expertise across multiple technology areas, including:



AI



Digital Workspace



Cybersecurity



Multicloud



Data Center



Technology Services

Microsoft  
Partner  
 Microsoft

Azure  
Expert  
MSP

2,500 manufacturers,  
distributors,  
and partners



## Technology Integration and Distribution Center

Our state-of-the-art Technology Integration and Distribution Center (TIDC) in Wilmington, Ohio conducts order fulfillment, warehousing, and advanced configuration. Through the TIDC, we are able to offer customers turnkey solutions for all of their IT needs, including hardware configuration, imaging and provisioning, asset management, remote management, white glove enrollment services, kitting, custom packaging, and depot repair services. This 268,000-square-foot facility completed more than 550,000 custom configurations in 2024—including personal computing devices, servers, mobile devices, and networking hardware—while championing industry-leading conservation, recycling, and waste-reduction strategies.

550,000+ custom configurations  
in 2024







# By the Numbers



1982  
Founding Year



2,500+  
Partners



10  
Office Locations



2,500+  
Employees



\$2.8 billion  
Annual Net Sales  
(2024)



5,000+  
Professional  
Certifications



**Key Verticals:** Healthcare; Manufacturing; Retail;  
Higher Education; K-12;  
Federal, State, and Local Government Agencies

## TIDC Technical Certifications:



ISO 20000-1:2018



ISO 27001:2013



ISO 9001:2015



System and Organization  
Controls 2 (SOC 2®)



ISO 22301:2019



## Awards and Commendations



- ★ **Channel Insider** Hybrid Solution Provider 250, 2024
- ★ **CRN**® MSP 500 list in the Elite 150 category, 2024
- ★ **CRN**® Solution Provider 500, 2024

- ★ **CRN**® Tech Elite 250, 2024
- ★ **NH** Veteran-Friendly Business, Gold 2024
- ★ **TIME**—America's Best Mid-Size Companies, 2024

A Team Like No Other—With  
A Desire to Exceed Expectations



- ★ **Forbes** America's Best Midsize Employers list, 2024
- ★ **Fortune 1000**—#918, 2024
- ★ **Newsweek**—Most Trustworthy Companies in America, 2024
- ★ **Newsweek**—World's Most Trustworthy Companies, 2024

### Connection Partners with Proven Expertise



**SAMSUNG**

**servicenow**



- ★ **Dell Technologies** Federal Rising Star Partner of the Year, 2024
- ★ **HP** U.S. Personal Systems National Solutions Provider Partner of the Year, 2024
- ★ **HP** U.S. Print Hardware National Solutions Provider Partner of the Year, 2024
- ★ **HP** U.S. Commercial Supplies Partner of the Year, 2024
- ★ **Samsung** B2B Display National Partner of the Year, 2024
- ★ **ServiceNow** Americas Reseller Partner of the Year, 2024
- ★ **Veeam** VAR Growth Partner of the Year Award (Americas), 2024

# ENVIRONMENTAL

Championing Sustainability:  
Connection's Commitment to Environmental  
Stewardship and Corporate Citizenship

12 RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION



13 CLIMATE  
ACTION



17 PARTNERSHIPS  
FOR THE GOALS





# Sustainability Reporting

In 2024, Connection conducted its first Environmental, Social, and Governance materiality assessment in collaboration with a consulting firm to identify the most significant economic, environmental, and social impacts of our company. The assessment began by defining its scope based on our organizational reach, internal and external stakeholders, and relevant industry/sector dynamics.

The next steps involved developing a comprehensive list of material topics by benchmarking against established sustainability frameworks such as Sustainability Accounting Standards Board (SASB), Task Force on Climate-related Financial Disclosures (TCFD), and

Global Reporting Initiative (GRI), along with thorough market, industry, and competitor research. To prioritize our ESG risks and opportunities, we engaged our key stakeholders, gathering their qualitative insights through surveys and interviews.

Engaging these stakeholders allowed us to understand their perspectives and expectations, enabling us to map out and prioritize topics based on their importance. The results of this prioritization highlighted several key material topics, which have been incorporated into this report. These findings will guide Connection’s ESG strategy and priorities moving forward.





### Environment

- ★ EoL Product Management
- ★ Climate Risks Management
- ★ GHG Emissions Management
- ★ Energy Efficiency



### Social

- ★ DEI Work Culture
- ★ Employee Wellness and Belonging
- ★ Foster Sustainable Work Culture
- ★ Employee Education and Development



### Governance

- ★ Data Security and Privacy
- ★ Anti-bribery and Corruption
- ★ Strong Corporate Governance
- ★ Transparent and Ethical Business Practices



# Frameworks and Standards Alignment

From Connection’s inception, the co-founders have shared two common values: a passion for helping others and a commitment to safeguarding the environment for future generations. With these principles in mind, we aim to enhance transparency around our business practices and build trust with our stakeholders by implementing an Environmental, Social, and Governance framework designed to deliver long-term value for our business. This document represents Connection’s inaugural report on our ESG program. In alignment with Connection’s core value of corporate citizenship, we strive to increase transparency.

To reinforce our sustainable practices and accountability, we have chosen to participate in various initiatives aligned with our strategy:



**United Nations Global Compact:** In 2024, Tim McGrath, our President and CEO, made a significant commitment for Connection to align with the Ten Principles of the United Nations Global Compact. This alignment reflects our dedication to values such as human rights, labor standards, environmental protection, and anti-corruption measures. By joining over 24,000 other participants from 167 countries, we are actively contributing to the achievement of the Sustainable Development Goals (SDGs).



**Sustainable Development Goals:** The SDGs encompass 17 interconnected goals aimed at creating a more sustainable and equitable world by 2030. This initiative underscores our responsibility to implement practices that foster sustainability and ethical governance. We have aligned ourselves with the following goals:

- |  |  |  |
|--|--|--|
| <b>3</b> GOOD HEALTH AND WELL-BEING<br>      | <b>4</b> QUALITY EDUCATION<br>                       | <b>5</b> GENDER EQUALITY<br>                         |
| <b>8</b> DECENT WORK AND ECONOMIC GROWTH<br> | <b>10</b> REDUCED INEQUALITIES<br>                   | <b>12</b> RESPONSIBLE CONSUMPTION AND PRODUCTION<br> |
| <b>13</b> CLIMATE ACTION<br>                 | <b>16</b> PEACE, JUSTICE AND STRONG INSTITUTIONS<br> | <b>17</b> PARTNERSHIPS FOR THE GOALS<br>             |





**CDP:** CDP is a global nonprofit organization, formerly known as the Carbon Disclosure Project, that provides disclosure for a company's environmental impacts, focusing on climate change, water security, and deforestation. Engaging with CDP allows us to transparently disclose our carbon emissions, thereby building trust with stakeholders and identifying areas for improvement.



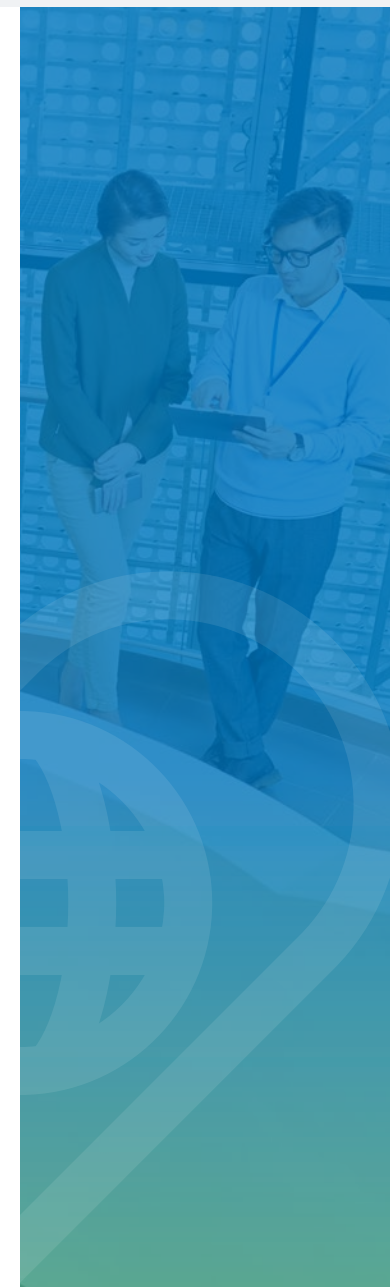
**Sustainability Accounting Standards Board (SASB):** The SASB framework helps companies disclose essential sustainability information. By using SASB standards, we ensure transparent reporting of our environmental, social, and governance impacts, focusing on key metrics relevant to stakeholders and financial performance. This enables us to maintain accountability and identify key opportunities for improvement.



**EcoVadis:** EcoVadis is a platform that performs a comprehensive evaluation of our sustainability management systems. This enables us to benchmark against industry standards and drive targeted improvements. Our participation in 2024 marked the first time we engaged as a corporate entity, and our enhanced focus on ESG led us to be awarded a Committed badge.



**Greenhouse Gas Protocol:** The Greenhouse Gas Protocol offers a standardized methodology for measuring and managing greenhouse gas emissions. Our engagement with the Greenhouse Gas Protocol allows us to quantify our carbon footprint accurately. By implementing the protocol's guidelines, we ensure that our emissions data is robust and comparable, facilitating transparency and trust with our stakeholders.



# Energy Efficiency Initiatives

Monitoring energy consumption is essential for assessing and reducing energy usage, helping our team ensure operational efficiency and reduce environmental impacts. As we lease 100% of the space we occupy, collaboration with landlords is key to exploring opportunities to leverage natural light, enhance energy efficiency, and consider other investment strategies to decrease our environmental footprint. When evaluating new lease options, we consider sustainability factors and energy certifications whenever they are available.

## Energy Efficiency Measures at the Technology Integration and Distribution Center

Our state-of-the-art Technology Integration and Distribution Center (TIDC) in Wilmington, Ohio employs several practices to enhance sustainability. These include using low-energy lamps, electronic ballasts, and ENERGY STAR-rated equipment. Environmentally friendly air conditioning coolants and advanced refrigeration systems have been adopted. All new equipment purchases prioritize sustainability, and the walls and roofs are well-insulated to conserve energy effectively.

An internal audit was conducted on November 2024, focused on evaluating the Quality Management System (QMS) in accordance with ISO 9001:2015 standards, with specific attention to environmental and safety aspects. The audit revealed several strengths, opportunities for improvement, and findings that require attention.

## Energy Efficiency Measures at Our Offices

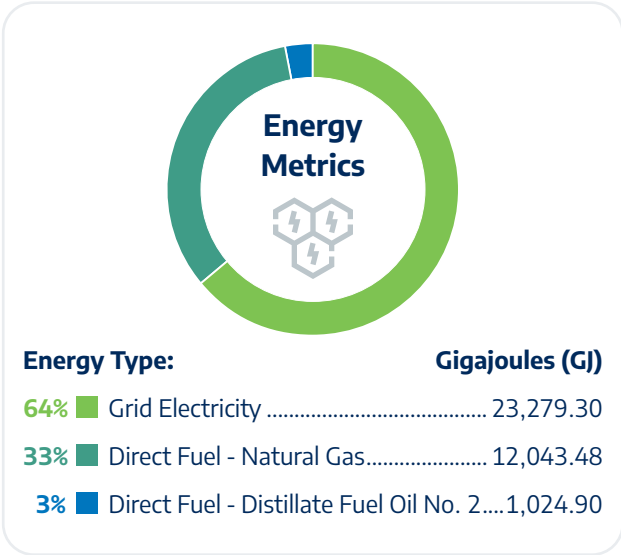
Our corporate headquarters in Merrimack, New Hampshire employs advanced irrigation systems, energy-saving

lighting solutions, and automated HVAC controls. Facilities utilize low-energy LED flat panels for primary lighting, and occupancy sensors are installed in high-traffic areas, such as breakrooms and restrooms, to reduce energy consumption.

At our Keene, New Hampshire location, new thermostat controls connected to a Honeywell portal provide automated notifications about heating and cooling operations, allowing for timely adjustments. Occupied and unoccupied schedules are set to minimize unnecessary heating or cooling when the facility is empty, ensuring efficient energy usage.

## LEED Certification

Our leased Tampa, Florida location is housed within a LEED-certified Silver building. This certification is awarded to buildings that meet stringent criteria for energy efficiency, water conservation, reduced CO<sub>2</sub> emissions, improved indoor environmental quality, and resource conservation. By choosing to lease office space in this building, we actively support green building practices and demonstrate our dedication to reducing our environmental footprint.





# Carbon Emissions

Connection continues to demonstrate its commitment to sustainability with a robust and transparent approach to managing carbon emissions. This marks our third consecutive year calculating our carbon footprint, a significant milestone in our environmental journey.

In 2024, we achieved a major accomplishment by obtaining limited assurance from an external third party on our Scope 1 and Scope 2 emissions. This milestone reflects our dedication to accurate and credible reporting. View our [2024 Verification Statement](#).

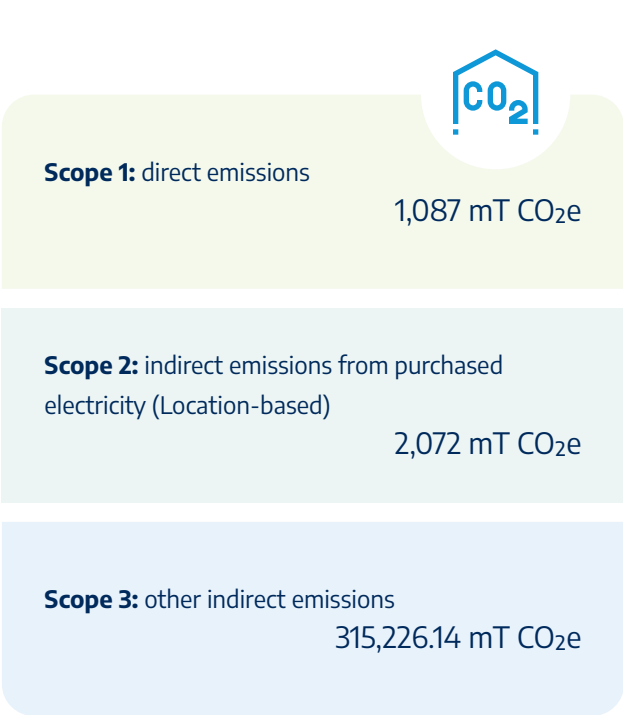
Our Greenhouse Gas (GHG) Inventory Management Plan forms the foundation of our efforts to measure and report emissions effectively. This plan ensures adherence to the five guiding principles of GHG accounting and reporting established by the World Resources Institute/ World Business Council for Sustainable Development’s Greenhouse Gas Protocol: relevance, completeness, consistency, transparency, and accuracy.

Using a control approach, we define our organizational boundaries to account for GHG emissions across Connection’s operations and subsidiaries. Operational boundaries include direct emissions from sources owned

or controlled by Connection (Scope 1), indirect emissions from purchased energy (Scope 2), and other indirect emissions across the value chain (Scope 3).

As part of our continuous improvement efforts, we have implemented a carbon accounting platform and enhanced our collection of primary data. Since Scope 3 emissions

constitute the majority of our footprint, improving primary data will enable us to achieve emissions reductions through active engagement with our supply chain partners on sustainability initiatives. These advancements will significantly enhance the accuracy, credibility, and reliability of our carbon emissions reporting for the upcoming year.



# Climate Risk

Connection is committed to addressing climate risk as a critical component of our ESG strategy. In 2024, we took a significant step by hiring a dedicated sustainability professional to lead our efforts in managing ESG risks and integrating ESG principles into the core operations of our business.

We also engaged a third-party consultant to conduct our inaugural Materiality Assessment which identified key environmental, social, and governance issues impacting

our business—with climate risk being a top priority. Using benchmarks from SASB, TCFD, and GRI, we defined the scope based on geographical reach, stakeholders, and industry context.

Through surveys and interviews with employees, management, customers, and suppliers, we identified and prioritized risks and opportunities. The findings underscored the importance of managing climate risk and controlling greenhouse gas emissions. The

recent Materiality Assessment has allowed us to gain a foundational understanding of climate-related risks and opportunities significant to Connection, reinforcing our commitment to environmental sustainability and resilience.

In 2025, we are implementing a strategy to assess our climate scenarios and identify specific environmental outcomes. This will prepare us to develop our first TCFD-aligned report in 2026.





# Waste Management and Resource Efficiency

As part of our unwavering commitment to environmental sustainability, Connection has implemented comprehensive waste management and sustainable packaging practices across our operations. Our dedication to minimizing environmental impact is exemplified through our efforts at Connection's largest facilities, our Technology Integration and Distribution Center and corporate headquarters.



## Best Practices at the Technology Integration and Distribution Center

At the TIDC, we prioritize sustainable packaging practices to support our environmental, social, and governance commitments. Our plans to reduce waste and improve resource efficiency include efforts such as recycling of cartons and pallets as well as initiatives to reduce packaging.


- The cardboard we source is made from ECT, which incorporates a high rate of recycled material.
- We use packing paper manufactured with 40% recycled post-consumer waste as dunnage in our shipping cartons.
- All corrugated boxes received from vendors are baled and sent to a corrugated recycling company.
- We reuse pallets for storage and outbound shipping, sourcing them from inbound shipments.
- Dunnage material from inbound shipments is either reused in outbound shipments or provided to local businesses for use as packing material.
- Many packages we handle are self-shippers, meaning they are packaged by the manufacturer and never opened by the TIDC; we adhere to the manufacturer's recommended minimum level of packaging material.

Expanding on these practices, our TIDC also engages in continuous improvement initiatives to enhance our sustainability measures. For instance, we conduct regular audits to ensure compliance with environmental

regulations and industry standards. We monitor and optimize our supply chain processes to minimize environmental impact. These efforts not only benefit the planet but also contribute to cost savings and operational efficiency.

## Impact by the Numbers at the TIDC

### Box / Weight Reduction Totals through Reduced Packaging Efforts

  
**29,277**  
box reduction

  
**46,974 lbs.**  
of packaging reduced

### Recycling of Pallets

  
**5,185**  
pallets recycled

  
**49 tons of waste** from the TIDC were sent to a landfill in 2024, while **191.5 tons** were recycled



Our actions at the TIDC and Merrimack demonstrate our strong commitment to environmental sustainability, responsible waste management, and the use of sustainable packaging. These efforts significantly contribute to minimizing our environmental footprint and reinforcing our dedication to ESG principles.



All of the **used lamps and bulbs** are sent to a local recycling company, Cleanlites, with a total of **495 recycled** in 2024

Best Practices at Headquarters

Our corporate headquarters in Merrimack, New Hampshire proudly showcases responsible waste management and resource efficiency strategies:

- Our Facilities and IT teams in Merrimack collaborate to recycle electronic waste, limiting landfill contributions by partnering with local organizations.

- We collect and compact recycled paper using an industrial-grade paper baler to sell to a recycler.
- Our copy center uses Forest Stewardship Council (FSC) certified paper for specialty print jobs.
- Our cafeteria vendor, NexDine, uses compostable food containers and cutlery, and prioritizes glass bottles over plastic.
- Our facility is equipped with low-water-use flush-o-meters and low-flow faucets.



**5,789** **Lithium-ion batteries** were recycled in 2024



# End-of-Life Product Management

In 2024, our IT Asset Disposition (ITAD) program saw significant success, processing a total of 42,580 units from customers. This program ensures that outdated or unused electronic equipment is responsibly recycled, repurposed, or disposed of to minimize environmental impact.

Our depot operations—including Advanced Exchange, Reverse Logistics, Hot-swap, Warranty, and Authorized

OEM Repair services—also played a crucial role in our sustainability efforts. Throughout 2024, 59,666 depot-repair completed units were placed back into inventory, demonstrating our commitment to reusing and repurposing equipment wherever possible. Additionally, 30,252 depot units were liquidated, allowing us to recover value and ensure responsible disposal of equipment that could not be reused.



Impact by the numbers:

42,580 ITAD units processed

59,666 Depot completed units placed back into inventory

30,252 Depot units that were liquidated



# Sustainability Partner Engagement

We actively collaborate with our manufacturing partners to enhance our sustainability efforts and drive impactful results. By partnering with industry leaders, we leverage their expertise and resources to implement innovative solutions and best practices. Our collaborations with Cisco, Dell Technologies, HP, HPE, and Lenovo ensure that we stay at the forefront of environmental sustainability, responsible waste management, and the use of sustainable packaging. These partnerships are instrumental in helping us achieve our ESG goals and in making meaningful contributions to a more sustainable future.

The Lenovo logo, consisting of the word "Lenovo" in white sans-serif font on a red rectangular background.

## Lenovo 360 Circle Community

Connection was a founding partner of the [Lenovo 360 Circle community](#). The Lenovo 360 Circle is a collaborative approach that promotes responsible procurement and consumption, aiming to accelerate the sustainability journey within the channel ecosystem by breaking down barriers. As a community, Lenovo 360 Circle addresses sustainability as a new business driver while unlocking new business opportunities as well as sustainability as being a good corporate citizen aligning on common ESG goals and adhering to established frameworks like the Science Based Target Initiative and the United Nations Global Compact Sustainable Development Goals.

Connection is an active and engaged member in the Lenovo 360 Circle community and has participated in multiple global focus groups around topics such as ESG Data Management, Sustainability Leadership, and the Circular Economy. Through community partnerships, we have actively engaged in sustainability initiatives such as the Climate Choice assessment and the Lenovo 360 Global Channel Advisory Board. These collaborations have allowed us to learn about best practices, explore



innovative technologies, and start co-creating solutions that drive towards a more sustainable future.

“Lenovo is helping its global community of channel partners in their own sustainability journeys through the recent launch of its Lenovo 360 Circle community. A sustainability-focused community approach to ESG initiatives, Lenovo 360 Circle helps partners to align on common goals, best practices, and sustainability strategies to offer a collective approach to success as a group, rather than leaving each business to its own journey in isolation.”

Tim McGrath participated in the Lenovo 360 Global Channel Advisory Board



### HP Amplify Impact Program

We participate in the HP Amplify Impact program, proudly achieving 3-star partner status in 2024 as a reflection of our commitment to sustainability. The requirements for eligibility include signing the sustainability pledge and committing to the Amplify Impact Journey to integrate sustainable practices and reduce our environmental footprint.

We also participate in a comprehensive Sustainability Self-Assessment to evaluate our practices, identify improvement areas, and set actionable goals, aligning with HP's standards and our environmental objectives. By meeting these requirements, we enhanced our capabilities and demonstrated our commitment to driving positive change within our industry.



### Cisco Environmental Sustainability Specialization

When Cisco introduced its inaugural partner specialization centered on sustainability, Connection eagerly embraced the initiative. The Environmental Sustainability Specialization prioritizes product takeback and reuse, commonly known as circular consumption. Cisco offers exclusive trade-in incentives, comprehensive guides for customer discussions, co-branded materials, and training programs such as Product Takeback and Reuse.

Cisco Gold Integrator  
and Premier Provider



### Dell Technologies’ Sustainability Commitment

Dell Technologies supports partners like Connection by offering comprehensive resources to drive sustainable impact and foster responsible technology practices. Dell’s resources for partners are designed to support these initiatives—ensuring that, together, we can drive meaningful change and contribute to a more sustainable future. Among the key resources provided are the ESG Messaging Toolkit, which offers communication tools for partners, and the RFP Tool, which assists in navigating sustainability-related proposals. Dell also provides Product Carbon Footprint (PCF) Data for informed decision-making and conducts quarterly and personalized Sustainability Workshops to share best practices and innovative solutions.



### Hewlett Packard Enterprise IT Sustainability Solutions

HPE offers a variety of solutions that Connection leverages to provide sustainable IT services. HPE emphasizes a holistic approach to IT sustainability through advisory services, Sustainability Insight Center, and addressing customer challenges like high energy consumption and regulatory compliance.





# SOCIAL

Building Stronger  
Communities Through  
Engagement and Inclusion

3 GOOD HEALTH  
AND WELL-BEING



4 QUALITY  
EDUCATION



5 GENDER  
EQUALITY



8 DECENT WORK AND  
ECONOMIC GROWTH



10 REDUCED  
INEQUALITIES



# Championing Fair Labor Practices and Human Rights



At Connection, the well-being of our workforce is paramount. We are dedicated to robust and effective labor standards and policies, creating an inclusive environment that fosters support and collaboration among our employees. Our corporate strategies, practices, guidelines, and supplier requirements align with our steadfast commitment to human rights. As a signatory to the United Nations Global Compact (UNGC), the company adheres to the human rights, labor, and other principles outlined therein.

We take compliance with state, local, and federal laws seriously, maintaining up-to-date labor law posters in physical locations and virtually on our company intranet. We collaborate closely with a top employment law firm, receiving weekly updates on new laws to promptly adjust policies. Our HR team, certified through SHRM, participates in legal webinars and subscribes to premier HR sources to stay informed about compliance and the legal landscape. Violations of rules or laws trigger our Corrective Action Policy, which may include performance improvement plans, written warnings, suspension, or termination.



The Company is not aware of any cases of child labor or forced labor at its locations. Concerns about possible human rights violations must be reported to the Company's management and can also be reported through the Human Resources, Legal Department, or MySafeWorkplace by Convercent (anonymous hotline). The Company takes all allegations and concerns seriously.

# Prioritizing Health, Safety, and Wellbeing



We take working conditions seriously to ensure employees feel safe and supported. The Connection Safety Program is a comprehensive initiative designed to ensure a safe, healthy, and productive work environment for all employees, subcontractors, and visitors at Connection facilities. The program is managed by the Safety Committee, which is responsible for implementing, updating, and maintaining the plan.

The program's mission is to promote safety and health in the workplace, fostering a cooperative effort between employees and management. The primary objectives are to minimize hazards and injuries, protect human resources, and avoid financial losses and decreased productivity. The Safety Committee, comprised of elected employee representatives and appointed management representatives, meets quarterly to address safety issues and ensure compliance with applicable state and federal laws.

Key components of the program include:

- **Safety Policy and Procedure:** Employees must report safety concerns, injuries, and unsafe conditions promptly to the Safety Committee.
- **Workplace Safety and Security:** Policies prevent injuries and ensure a secure workplace, including the safe operation of company vehicles and adherence to site safety measures.
- **Physical Safety:** Our facilities and employees are protected with on-site security professionals, RFID badge access, and campus monitoring.
- **Employee Safety Training:** Comprehensive training covers ergonomics, task-specific safety, and proper use of personal protective equipment (PPE).
- **Accident Investigation and Emergency Procedures:** Trained personnel investigate accidents to prevent future incidents, and detailed emergency procedures are established for notification, fire prevention, and evacuation.





- **Lockout/Tagout and Restricted Areas:** Procedures control hazardous energy during maintenance, and restricted areas minimize the risk of injury and damage.
- **Ergonomics and Return to Work Program:** Workstations are ergonomically designed, and temporary alternative work arrangements are available for employees injured or ill due to work-related causes.
- **Smoking Policy:** Smoking is prohibited on company property and in company vehicles.

Overall, the Connection Safety Program reflects the company’s commitment to sustainability by prioritizing the well-being of its employees and ensuring a safe and secure work environment.



Safety Performance

	2022	2023	2024
 Total number of recordable cases	4	2	1
 Total Recordable Incident Rate	0.21	0.12	0.041

Employee Health

Our range of health and wellness benefits is designed to enhance employee health, well-being, and financial security, contributing to our organization’s sustainability and resilience. We offer generous Vacation Time, Care & Sick Time Policy, Wellness Days for employees’ well-being, and Holiday Programs. Recognizing the importance of time off to rest, recharge, and care for loved ones, we also provide a Volunteer Time Off (VTO) Policy, which allows employees to spend time supporting a charity important to them. Our Paid Parental Leave program provides new parents with the support they need during a crucial time.

We offer comprehensive medical, dental, and vision programs that include healthcare, preventive care, and prescription coverage. Our Cost Relief Program reduces the costs of specialty medications through copay assistance.



Our financial wellness benefits include accounts that help employees save for medical expenses with company contributions, pre-tax contribution options for eligible expenses, and employer matching for retirement plan contributions. We offer life insurance and accidental death and dismemberment insurance, as well as short-term and long-term disability insurance. Employees have access to mental health services and various work/life benefits, including pet insurance, auto/home insurance, legal services, identity protection, fitness reimbursement, travel assistance, and smoking cessation programs.

## Wellbeing Programs

At Connection, we prioritize the wellbeing of our employees through a variety of comprehensive programs designed to support their mental, physical, and financial health. Our Employee Assistance Program (EAP) with Lyra Health offers employees and their family members 12 complimentary, confidential therapy and coaching sessions per year, providing access to licensed mental health professionals. Since its launch in 2021, 3,038 employees have utilized this valuable resource, with 17% (509) engaging with Lyra to date.

In addition to mental health support, we host at least four Stress Management workshops annually through Lyra, covering topics from stress management to grief sessions. These workshops are part of our broader commitment to fostering a supportive and resilient workforce.

Our fitness programs encourage employees to maintain an active lifestyle. Connection's fitness reimbursement program offers an annual reimbursement for gym and exercise memberships. Since January 2024, Connection has provided complimentary memberships for all employees at a yoga studio local to the Connection headquarters in Merrimack, New Hampshire. Employees who are local can attend in person, while all employees nationwide benefit from the virtual live stream options of the yoga studio as well as the on-demand classes.



Employees frequently attend classes in groups during lunchtime, head over to the studio after work, and have reported that they and their family members enjoy the virtual option from home. We also engage our employees in wellness challenges throughout the year, including participation in various walking challenges and sponsoring an annual 5K hosted by Millennium Running. These initiatives not only promote physical activity but also foster a sense of community and teamwork among our employees.

Furthermore, we recognize the importance of financial wellness. In 2024, we hosted eight Financial Wellness

workshops in collaboration with Fidelity, providing our employees with the knowledge and tools to manage their finances effectively.

Through these diverse wellbeing programs, Connection is committed to supporting the holistic health of our employees, ensuring they have the necessary resources and support they need to thrive both personally and professionally. By offering these comprehensive benefits, we foster a supportive work environment that enhances employee health, well-being, and financial security, ultimately contributing to our organization's sustainability and resilience.

# Building Stronger Communities Through Engagement

At Connection, our people are the cornerstone of our success. We believe that a workforce enriched by varied perspectives and contributions is essential for fostering innovation, driving growth, and creating positive social impact.

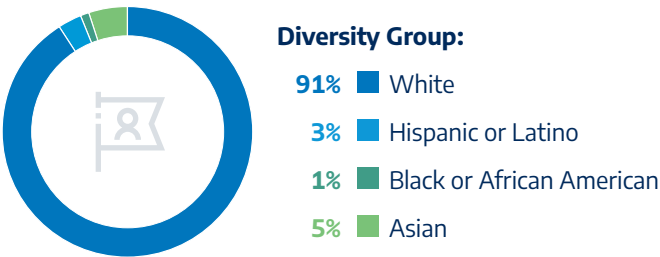
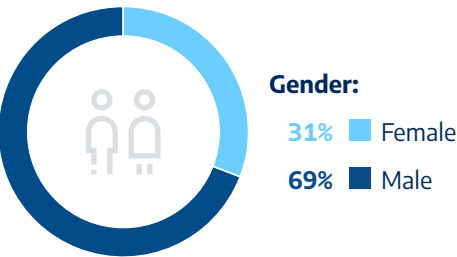
## Inclusion and Belonging

Our Equal Employment Opportunity Policy underscores our dedication to providing equal opportunities for all applicants and employees. Connection does not discriminate based upon any protected characteristics under Title VII of the Civil Rights Act, state laws, and/or federal laws. Our recruitment, hiring, training, and promotion practices are free from discrimination, regardless of any protected characteristics, and are based solely on merit, ensuring a fair and inclusive workplace.

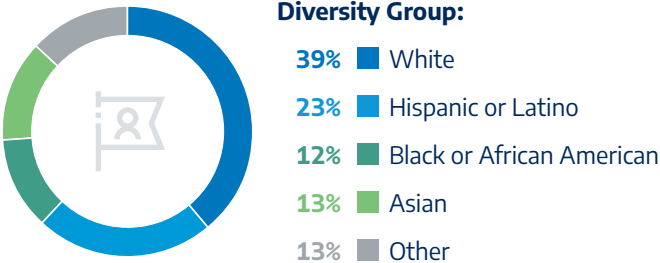
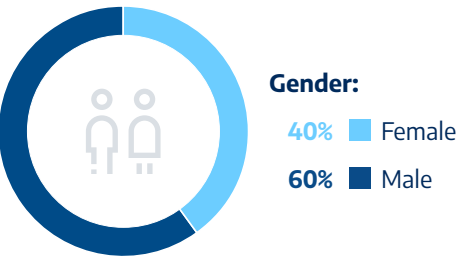
Our commitment to inclusion is reflected in our workforce demographics. Within our leadership team, 31% of the positions are held by females, while 69% are held by males. Among all other employees, females constitute 40%, and males 60%. We are proud of the diverse backgrounds of our employees, which include representation from various ethnic groups.

## Social Impact Metrics

### Leadership Team



### All Other Employees







## Protection from Harassment

Connection is steadfast in maintaining a harassment-free workplace. Our robust Sexual and Other Unlawful Harassment Policy ensures that no employee faces harassment due to protected characteristics or any other reason. The policy outlines inappropriate behavior, consequences, reporting procedures, non-retaliation clauses, and the responsibilities of both the company and its employees.



## Human Rights Campaign (HRC)

Connection signed the Business Coalition for the Equality Act during Pride month, June 2023. The Business Coalition for the Equality Act includes 557 companies with operations in all 50 states, headquartered in 34 states, generating \$7.8 trillion in revenue, and employing over 16 million people. The Act ensures consistent protections against discrimination based on sexual orientation and gender identity in employment, housing, credit, jury service, public spaces, services, and federal funding.

## Employee Resource Groups

The Connection Employee Resource Groups (ERGs) initiative is a vital part of our company's unwavering commitment to integrating diverse perspectives and contributions into all aspects within our workforce. ERGs are voluntary, employee-led groups that the organization formally supports. They are designed to create a more inclusive workplace by bringing together employees who share common interests or backgrounds and providing opportunities for networking and personal growth.

Testimonials from current ERG members underline the benefits:



“As a fully remote employee, it has been an important way for me to build Community at Connection. Each ERG also has an array of events that have aided my personal and professional growth.”

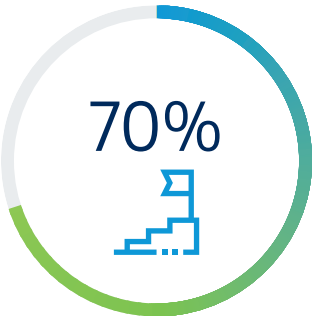
“I find being able to make an impact within the organization as well as beyond it through outreach efforts to be incredibly rewarding. But also, being able to turn to one another in a safe space and be a resource for each other is one of my favorite aspects of being in an ERG.”



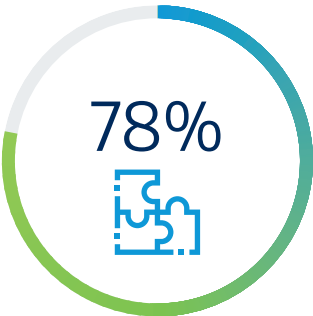


To strike a balance between ERG activities and core job responsibilities, we emphasize respect for job duties, coordinated calendars, and opportune meeting times. Employees can support ERGs by attending events, becoming guest speakers, sharing their career journeys, becoming members, encouraging others to join, and recognizing the value that ERGs bring to the workplace.

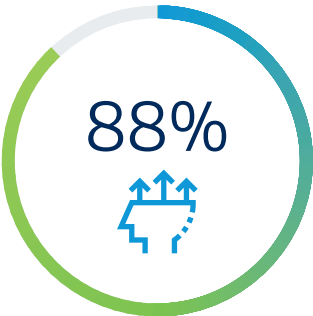
The Connection ERGs are a testament to our commitment to sustainability through diversity and inclusion. They not only enhance the employee experience but also contribute to the overall success and sustainability of our organization.



indicated that ERGs have increased the likelihood that they will stay with Connection



of respondents indicated that they have learned and applied new skills as a direct result of their ERG involvement.



said that the ERG has increased their sense of community and belonging within Connection.





## Community Engagement

Our company is our people. The Connection Cares program focuses on community engagement and social impact, aiming to motivate our employees and strengthen our communities through charitable donations and volunteer opportunities. We support and connect our employees with various volunteer opportunities, fostering a sense of pride in the charitable aspects of Connection and our role in various communities by clearly identifying and sharing those successes.

In 2024, Connection employees volunteered 4,262 hours at more than 26 organizations, participating in activities that support and enhance their communities, such as the New Hampshire Food Bank, One Wish Project, Toys for Tots, and Salvation Army. Connection also contributed \$30,300 in charitable contributions through employee charitable requests for their local charities, supporting organizations such as the American Heart Association, United Way, National Breast Cancer Foundation, and the Yankee Golden Retriever Rescue.

### Technology Solutions Xplore Event Give Back

At our recent Technology Solutions Xplore conference, the team took time to give back to the community by preparing 180 solar car kits for donation to the Boys & Girls Club of Greater Nashua. They partnered with Lenovo and Impact 4 Good to create Go GREEN Racing kits to help kids learn about STEM.



### CNXN Live 2024 Connection Cares Activity

Our Connection Cares event was a great opportunity for attendees to compete for a good cause, bringing together cross-segment teams to build donation kits for the Boys & Girls Club of West Palm Beach.

With 20 different teams competing, the first team to fill their cart with kits wins.



4,262 hours volunteered  
by Connection employees  
in 2024

#### Other notable events that Connection hosted in 2024:

- **PSG Sales Conference:**

Boys & Girls Club of Virginia

- **BSG BDM Meeting:**

Boys & Girls Club of Nashua, New Hampshire

- **Technology Solutions Xplore:**

Boys & Girls Club of Nashua, New Hampshire

- **CNXN Live:**

Boys & Girls Club of West Palm Beach, Florida

At Connection, our dedication to inclusion, belonging, and community engagement is unwavering. Through our policies, programs, and initiatives, we empower our people and positively impact our communities. We look forward to continuing our efforts and building a more inclusive and sustainable future.

# Empowering Employees through Training and Development

The Connection Learning & Development team spearheads initiatives focused on training through a comprehensive approach to employee development, underscoring the significance of continuous learning and skill enhancement. The training program commences with New Hire Onboarding Training, which is customized to align with each employee's role and department. This foundational training incorporates a variety of delivery methods, including virtual or in-person instructor-led sessions, self-paced learning, skills practice, job shadowing, and coaching.



43,266 Participant Training Hours by Category

(Technical Skills Training hours are not fully represented in this dataset.)

Following the onboarding phase, employees are encouraged to participate in Ongoing Development Training. Connection University offers a wide range of professional development opportunities, including training on Microsoft Office applications at various levels, soft skills training in effective communication, meeting management, and customer service skills. Additionally,

technical training is available to keep employees updated on industry trends and role-specific skills.

For managers, a dedicated Manager Level Development Training program is available. Newly hired or promoted managers undergo comprehensive training to develop their managerial skills, while tenured managers are encouraged to attend refresher sessions as needed.

Employees also have access to LinkedIn Learning, where they can self-enroll in courses based on their interests and development goals. Managers can assign courses to support development goals or address performance gaps. Connection has curated topic-specific playlists within the Learning Management System, which includes LinkedIn Learning courses, articles, podcasts, and other related collateral.

Finally, Tailored Training is provided to meet individual development needs. Initial training requirements are determined at the department and role level, while ongoing development needs are identified by the employee and their leadership team. Managers can engage Connection University to develop individual training plans, which may include self-paced online

learning, instructor-led courses, one-on-one reviews, skill refreshers, practice exercises, or other methodologies as appropriate.



**16%** ■ New Hire Training

15% ■ Business Projects

9% ■ Compliance

25% ■ Leadership/Professional Development

35% ■ Technical Skills Training



# Responsible Supply Chain

Respect, integrity, and corporate citizenship are part of Connection's core values, and these values foster a culture of mutual trust and respect that drive our company's commitment to inclusion, belonging, and environmentally sound business practices. Our [Supplier Code of Conduct Policy](#) is designed to communicate and align our expectations with our suppliers. The code was written with reference to international business conduct models, supporting the Universal Declaration of Human Rights, the United Nations Global Compact Principles, the Sustainable Development Goals (SDGs), and the Convention on the Rights of the Child. This

policy aims to ensure ethical practices by prohibiting child labor, human trafficking, and forced labor, while promoting fair wages, collective bargaining, and non-discrimination within our supply chain. It emphasizes environmental responsibility, anti-corruption measures, and compliance with global trade laws, encouraging our suppliers to uphold high standards of ethical business practices. Any violations of the code can be reported through different channels, including an ethics hotline and anonymous reporting.

## Supplier Diversity

Connection is committed to integrating diverse perspectives and contributions into all aspects of the business. The company provides opportunities for suppliers with varied backgrounds to compete in all aspects of sourcing. All employees are required to make reasonable efforts in the utilization of suppliers which include disability-owned business enterprises, LGBT-owned business enterprises, veteran-owned business enterprises, women-owned business enterprises, and small business enterprises in all sourcing events and purchasing activities. This approach reflects the company's belief in being a good corporate citizen and ensuring inclusion and belonging.



## Impact by the numbers:

**\$523.8M** USD spent on small or diverse suppliers

**179** small and/or diverse suppliers (all suppliers)

**69** women-owned businesses (all suppliers)

**76** ethnically owned businesses (all suppliers)



# GOVERNANCE

Fostering Integrity, Responsibility, and  
Compliance to Achieve Excellence and Respect

8 DECENT WORK AND  
ECONOMIC GROWTH



16 PEACE, JUSTICE  
AND STRONG  
INSTITUTIONS



# Corporate Governance

## Governance Structure

At Connection, we acknowledge the critical role of robust governance and ethical practices in maintaining our business and establishing trust among stakeholders. Our governance structure is designed to ensure smooth operations and alignment with strategic objectives. This framework includes the Audit and Compensation Committee, each with specific responsibilities, as well as the Board of Directors, the Executive Leadership Team, and management.

In addition to the Board of Directors, various committees augment our governance and operational integrity. The Safety Committee is committed to securing a safe working environment by developing and implementing safety protocols, conducting regular safety audits, and fostering a culture of safety awareness.

Furthermore, the Regulatory Compliance Task Force ensures that our operations adhere to relevant laws and regulations. This task force collaborates with different departments to monitor compliance, perform risk assessments, and execute necessary corrective actions.

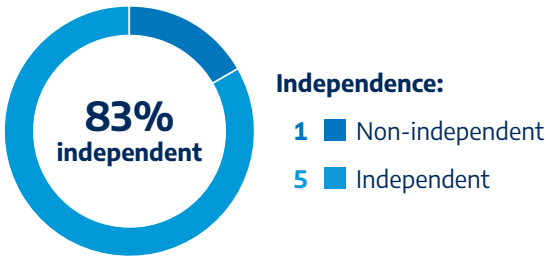
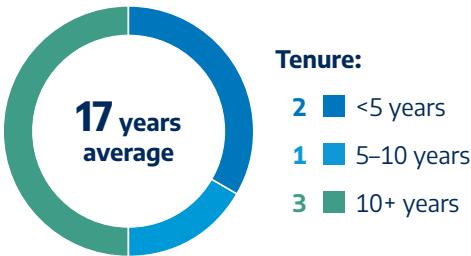
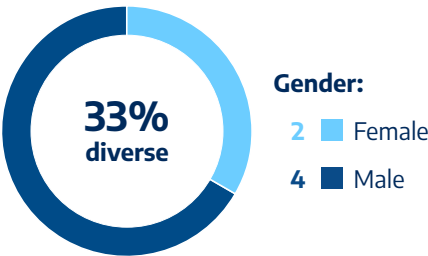
## Board Diversity and Tenure

In 2024, our Board of Directors consisted of one Executive Officer and five independent Directors, two of whom identified as female. This diversity promotes a balanced perspective and innovative decision-making processes. Each of our two standing Board committees—the Audit Committee and the Compensation Committee—is chaired by and composed of independent Directors. These committees are essential in maintaining oversight and accountability within the organization.

## Board Oversight

The Board of Directors plays a critical role in overseeing ESG risks at Connection. The CEO and CFO lead the Board's efforts in strategy, financial planning (including budgets, capital expenditures, acquisitions, and divestitures), and risk management.

The Senior Vice President (SVP) of Operations and Product Management provides regular updates to the Board on climate-related and environmental issues influencing the company's strategy. Additionally, the Finance team collaborates with the CEO and CFO to conduct comprehensive reviews of various risk factors, including climate considerations. This integrated approach enables the board to effectively incorporate ESG factors into Connection's overall business strategy.



[Corporate governance documents](#) are available online.



# Ethical Business Practices

At the core of our operations is a formal [Code of Business Conduct](#) and [Ethics Policy](#), which upholds the highest legal and ethical standards for all employees. Reinforced annually through mandatory training sessions, this policy ensures that every employee understands and commits

to these standards. The policy outlines specific reporting mechanisms for any violations or concerns, which can be reported to the head of human resources, the head of legal, or anonymously through MySafeWorkplace—an ethics hotline accessible via an online Web portal or a toll-free number.

We take all reports seriously, with prompt investigations conducted by HR. To ensure compliance, we enforce our Corrective Action Policy, stipulating consequences for violations of the Code of Business Conduct and Ethics. Depending on the severity of the violation, employees may face a performance improvement plan, written warnings, suspension, or termination.

## Compliance Policies

Connection has established a suite of compliance policies to uphold legal and ethical standards across the organization. The compliance policies at Connection are designed to address several key themes and focus areas, including integrity, responsibility, and compliance. Each policy is designed to ensure that Connection's operations are conducted ethically and responsibly, aligning with the company's values of respect, integrity, and corporate citizenship.



- **Expense Procurement Policy**—ensures responsible spending and cost-effectiveness in third-party purchases.
- **Trade Compliance**—outlines guidelines for export, including vendor restrictions and review procedures.
- **Contract Compliance Sourcing**—prevents unauthorized product sourcing and maintains procurement integrity.
- **Acceptable Use Policy**—governs the proper use of IT resources to protect data integrity and security.
- **Information Assurance Policy**—offers a framework for managing and safeguarding information assets, ensuring compliance with legal and regulatory requirements.



## Anti-corruption and Bribery

Our Insider Trading Policy, established in February 2023, exemplifies our dedication to ethical business practices. This policy comprehensively outlines expectations for employees regarding the purchase or sale of company securities, ensuring that transactions are conducted with the utmost integrity. It addresses the use of non-public information, particularly concerning the company's financial health and strategic initiatives, which could otherwise lead to unfair advantages and undermine market integrity.

Key elements of the Insider Trading Policy include:

- **Blackout periods:** Specified times when trading is prohibited to prevent conflicts of interest.
- **Transaction notices:** Mandates for timely disclosure of any securities transactions.
- **Penalties:** Clear consequences for violations, reinforcing the seriousness of compliance.

## Compliance Training

Connection mandates annual compliance training for all employees. The training covers various topics, including the Code of Business Conduct and Ethics, data security, protecting personal and private information,

anti-harassment and discrimination, trade compliance, safety and violence prevention, and responsible use of generative AI. This training is tailored to meet the requirements of state, local, and federal laws and varies by geographic location. Employees are required to complete

these courses by the stated due dates, and formalized escalation processes are in place for those who do not complete the training on time. These training courses are designed to uphold our values of respect, excellence, teamwork, integrity, and corporate citizenship.



# APPENDIX:

## Sustainability Accounting Standards Board (SASB) Index

The Sustainability Accounting Standards Board (SASB) sets standards for companies to disclose financially material sustainability information useful to investors. Connection uses the SASB Standard for Multiline and Specialty Retailers & Distributors to provide relevant data. As of August 2022, the International Sustainability Standards Board (ISSB) oversees

the SASB standards, committed to maintaining and evolving them and encourages their use. Information is based on our fiscal year end 2024. We evaluated our strategy against key sustainability topics and identified applicable SASB provisions for our industry. Some information is not disclosed due to its applicability or unavailability in the required format.

### Multiline and Specialty Retailers and Distributors

Table 1. Sustainability Disclosure Topics and Metrics

Disclosure Topic	Metric	Code	Unit of Measure	2024 Response
Energy Management <sup>1,2</sup>	Total energy consumed (GJ)	CG-MR-130a.1	GJ	23,279.3
	Percentage grid electricity (%)	CG-MR-130a.1	Percentage (%)	31.1
	Percentage renewable energy (%)	CG-MR-130a.1	Percentage (%)	2.8
Data Security	Description of approach to identifying and addressing data security risks	CG-MR-230a.1	n/a	Connection maintains a comprehensive information security program that includes policies, standards, procedures, and guidelines to ensure the secure processing, storage, and transmission of customer data. The program is built and maintained using industry best practices aligned with NIST 800-53, NIST 800-171 and the OWASP frameworks, aimed at protecting data from accidental or unlawful destruction, loss, alteration, or unauthorized access or disclosure. To ensure ongoing effectiveness, Connection conducts regular internal and external assessments. Employees receive continuous computer-based training on information security and data privacy, with annual training required as part of the company's Security Awareness Policy.



Disclosure Topic	Metric	Code	Unit of Measure	2024 Response
Labor Practices	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of customers affected	CG-MR-230a.2	n/a	There are no known material security incidents or data breaches for the reporting period.
	(1) Average hourly wage and (2) percentage of in-store and distribution center employees earning minimum wage, by region	CG-MR-310a.1	n/a	Not applicable to our business model.
	(1) Voluntary and (2) involuntary turnover rate for in-store and distribution center employees	CG-MR-310a.2	n/a	Not applicable to our business model.
	Total amount of monetary losses as a result of legal proceedings associated with labor law violations	CG-MR-310a.3	n/a	In 2024, Connection experienced no material legal proceedings associated with labor law violations.
Workforce Diversity and Inclusion	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management and (c) all other employees	CG-MR-330a.1	Percentage (%)	<p>(a) Executive Management</p> <p>(1) Male: 86.7%, Female: 13.3%</p> <p>(2) White:80%, Hispanic or Latino:7%, Black or African American:12%, Asian: 13%</p> <p>(b) Non-executive Management</p> <p>(1) Male:69%, Female:31%</p> <p>(2) White:91%, Hispanic or Latino:3%, Black or African American:1%, Asian:5%</p> <p>(c) All other employees</p> <p>(1) Male:60%, Female:40%</p> <p>(2) White:39%, Hispanic or Latino:23%, Black or African American:12%, Asian:13%, Other: 13%</p>

Disclosure Topic	Metric	Code	Unit of Measure	2024 Response
Product Sourcing and Packaging	Total amount of monetary losses as a result of legal proceedings associated with employment discrimination	CG-MR-330a.2	n/a	In 2024, Connection experienced no material legal proceedings associated with labor law violations.
	Revenue from products third-party certified to environmental and social sustainability standards (\$)	CG-MR-410a.1	n/a	At this time, we do not have information available for revenue from products that are third-party certified to environmental or social sustainability standards.
	Discussion of processes to assess and manage risks or hazards associated with chemicals in products	CG-MR-410a.2	n/a	As an IT reseller, Connection obtains products from manufacturers and distribution partners without being directly involved in their production processes. Consequently, we depend on our partners for their chemical management practices. Our partners inform us if any products do not comply with chemical regulations.
	Discussion of strategies to reduce the environmental impact of packaging	CG-MR-410a.3	n/a	2024 Sustainability Report > Environmental > Waste Management and Resource Efficiency

1. Fuel volume was converted to energy using HHVs from the 2025 US EPA Emission Factors Hub.

2. The totals only reflect energy directly consumed by Connection (ie. only Scope 1 and 2 energy activities).

Table 2. Activity Metrics

Activity Metric	Code	Unit of Measure	2024 Response
Number of: (1) retail locations and (2) distribution centers	CG-MR-000.A	Number	Connection has one distribution center. We do not have retail locations.
Total area of: (1) retail space and (2) distribution centers	CG-MR-000.B	Square feet (ft²)	Our distribution center covers 26,800 square feet. We do not have retail locations



For more information about our Sustainability efforts,  
visit [connection.com/CorporateCitizenship](https://connection.com/CorporateCitizenship)  
or contact us at [sustainability@connection.com](mailto:sustainability@connection.com)