

CDW UK & INTL. CLIENT STATEMENT | UPDATED 19.03.20

As the COVID-19 Coronavirus outbreak continues to evolve, CDW remains focused on ensuring we are prepared for all potential challenges the future may bring. Our primary objective being to serve clients as we do today, minimising and where possible, eliminating any anticipated risk to current state offerings and service levels.

Our dedicated incident management response team (IMRT) consisting of subject matter experts appropriate to incident complexity and severity, continue to assess and monitor the outbreak status. A project based approach has been applied, with SMEs operating across 4 work streams; Coworker Safeguarding, Client Experience, Partner & Supplier Collaboration and Business Continuity. In addition, Project phases have been applied to mirror the UK Government phasing being; Contain, Delay, Mitigate and Recover.

Over the past weeks, the IMRT's focus has been dedicated to the execution in full of our Contain and Delay phases. The team's priority being to monitor, analyse, plan and inform. During this period, many preventative measures were completed to achieve execution of our Coworker Safeguarding and Inventory Provisioning strategies.

On Monday 16th March, following UK Government guidance, CDW UK's business continuity plans were enacted. Linked to this, CDW UK can confirm that until further notice, all CDW UK sales, corporate and operational coworkers are operating business as usual in a work from home environment. This strategy has been extended to our Service Operations Centre including Service Desk, who will be operating in a work from home environment as of Monday 23rd March. To further support our coworkers and to aid client experience, CDW UK will continue to advance available tools and resources to support continued efficiency and productivity across our teams.

CDW UK's National Distribution centre remains open and operational, operating within a business continuity environment, designed to mitigate against a 25% coworker reduction. As with all scenarios of business continuity, process changes, priority measures and reallocation of coworkers has been applied. Measures taken include additional shift and working patterns, optionality on direct shipments; together with inventory and configuration prepped for facility based segregation, utilising CDW UK's secondary inventory and warehousing facility, should the emerging situation drive facility closure. The aim being to ensure business critical tasks that support client's needs and experience continue to be achieved.

As we move into the coming days and weeks, CDW UK's top priorities will remain, as we prioritise the safeguarding of our coworkers and the continued supply of product and services to our clients. Where CDW UK are dependant on our partners and suppliers, we remain reassured of efforts underway designed to minimise disruption, inclusive of potential solutions across order rerouting, realignment of resources, expediting alternative supply and the addition of manufacturer capabilities in other regions.

We will ensure we are sharing information with our clients as soon as possible, however, if you have a question regarding a specific order or contract, please speak directly with your Account Manager.

CDW UK will continue to monitor the emerging situation, with further statements released where appropriate.