



Activating Sustainable Change

FY2023 Corporate Citizenship Report

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A Message From Our CEO

Activating Progress at TD SYNEX, and Beyond

TD SYNEX is all in as we capture opportunities to advance our corporate citizenship efforts.

It's exciting to reflect on FY2023, a year of growth and corporate citizenship progress for TD SYNEX amid rapid technological change. Our partners have been ramping up AI and cloud capabilities, making room for new growth services and navigating emerging regulations and trends. Additionally, we have seen increased desire for sustainable product solutions from our customers and their end users. As we've supported them, working together to solve these challenges and make the most of new opportunities, our essential function in the IT ecosystem has never been clearer.

Just as we value collaboration with our partners, we continue to leverage it internally to activate sustainable change. Guided by our Environmental, Social and Governance (ESG) framework, we engaged co-workers across business units and regions to further our environmental and social commitments throughout the past year. Already, we've achieved our goal of doubling co-workers' Business Resource Group (BRG) participation and received validation on our Science Based Targets to ultimately achieve net zero by 2045. It's gratifying to see our efforts result in external recognition, including a silver medal from EcoVadis and a Management (B-) rating from CDP.

As we reach these milestones, we're building capacity to activate broader ESG initiatives and maximize our positive impact. Our [Sustainability Summits](#) are an example of how we're deepening our teams' knowledge of ESG topics and encouraging them to keep raising the bar. We're also using our robust connections with IT channel partners to support mutual progress toward our environmental and social goals. By focusing on areas such as Circular Economy and Sustainable Logistics — our two towers of specialization at TD SYNEX — we can deliver widespread benefits while helping to lead long-lasting change.

Our co-workers are all in on these efforts. From the work of our global Green Teams and our community volunteers, they've demonstrated a passion for making a difference at TD SYNEX and far beyond. There's much more to do, but we've got the wind in our sails as we continue to pursue meaningful results. I'm feeling energized as I look toward the year ahead. Activation leads to increased velocity on our existing corporate citizenship initiatives and new insights into where we can go next.



Patrick Zammit, Chief Executive Officer, TD SYNEX



A Company Who Cares

To manage relentless change — in technology as well as society — TD SYNEX¹ invests in innovation, creative solutions and partnerships that enrich the way we live and work.

A Few Things to Know About Us

We empower

our global partners to achieve great outcomes with technology.

We're building

connections across the global IT ecosystem to unlock its potential for all.

We'll get there

by delivering compelling technology solutions to a dynamic global marketplace.

We're doing it together

with a team of approximately 23k+ co-workers and 150k+ trusted partners around the world.

Our shared values

of inclusion, collaboration, integrity and excellence help us remain aligned and true to who we are.



Awards and Recognitions

In 2023, we were proud to earn awards that recognize our culture, caring environment and sustainability efforts, including:

- FORTUNE World's Most Admired Companies 2023
- CDP Management (B-) rating
- Dell Technologies ESG Partner Spotlight—Q3 Recognized Partner
- Google Cloud Diversity, Equity and Inclusion Partner of the Year 2023—TD SYNEX Japan
- CRN Women & Diversity in Channel Awards 2023, Gender Parity Award—TD SYNEX UK&I
- CRN Inclusive Channel Leaders 2023
- National Road Transport Federation, Responsible Transport and Logistics label—TD SYNEX France
- Great Place to Work certified in the Czech Republic, France, Brazil, Poland, Portugal, Spain, Turkey, U.K., the U.S. and Vietnam
- EcoVadis Silver medal—TD SYNEX and EcoVadis Platinum medal—TD SYNEX France



¹ TD SYNEX is branded and trades as Tech Data and Tec D in the Asia Pacific Japan region. Both Tech Data and Tec D are TD SYNEX companies.

Putting Corporate Citizenship to Work



Our robust ESG framework is designed to deliver long-term value for our stakeholders. As our business grows, this framework will help us ensure a strong focus on key areas in which we believe TD SYNEX and our industry partners can have the greatest impact.

Our initial materiality assessment revealed several ESG areas that are priorities for our business and stakeholders, including diversity, equity and inclusion; greenhouse gas (GHG) emissions; and privacy, data protection and cybersecurity, to name a few. These results have since been echoed in our enterprise risk management process, which reinforces the direction of our ESG framework.

This year, we focused on operationalizing our framework through program development while engaging our global co-workers to bring our commitments to life. In 2024, we will be conducting a double materiality assessment and will continue to align our corporate citizenship efforts as we move forward. Furthermore, we have refined our collection of data and process controls related to ESG topics to further enhance our programs, fulfill future reporting requirements and accelerate our efforts.

“ We started this process by engaging our stakeholders and assessing where we could have the most impact through a materiality assessment. It was a deep dive into what was most important to our business, our co-workers, our partners and our industry. Our unique position at the center of the tech universe allows us to identify opportunities for innovation, sustainable practices and positive outcomes up and down the value chain.”

Patrick Zammit, Chief Executive Officer at TD SYNEX

Addressing the UN SDGs

As we head toward the 2030 Agenda for Sustainable Development, we recognize the increasing importance of taking action to help protect the planet, ensure a more prosperous and just future and improve communities' quality of life. Our corporate citizenship efforts are best aligned with the following United Nations Sustainable Development Goals (UN SDGs):

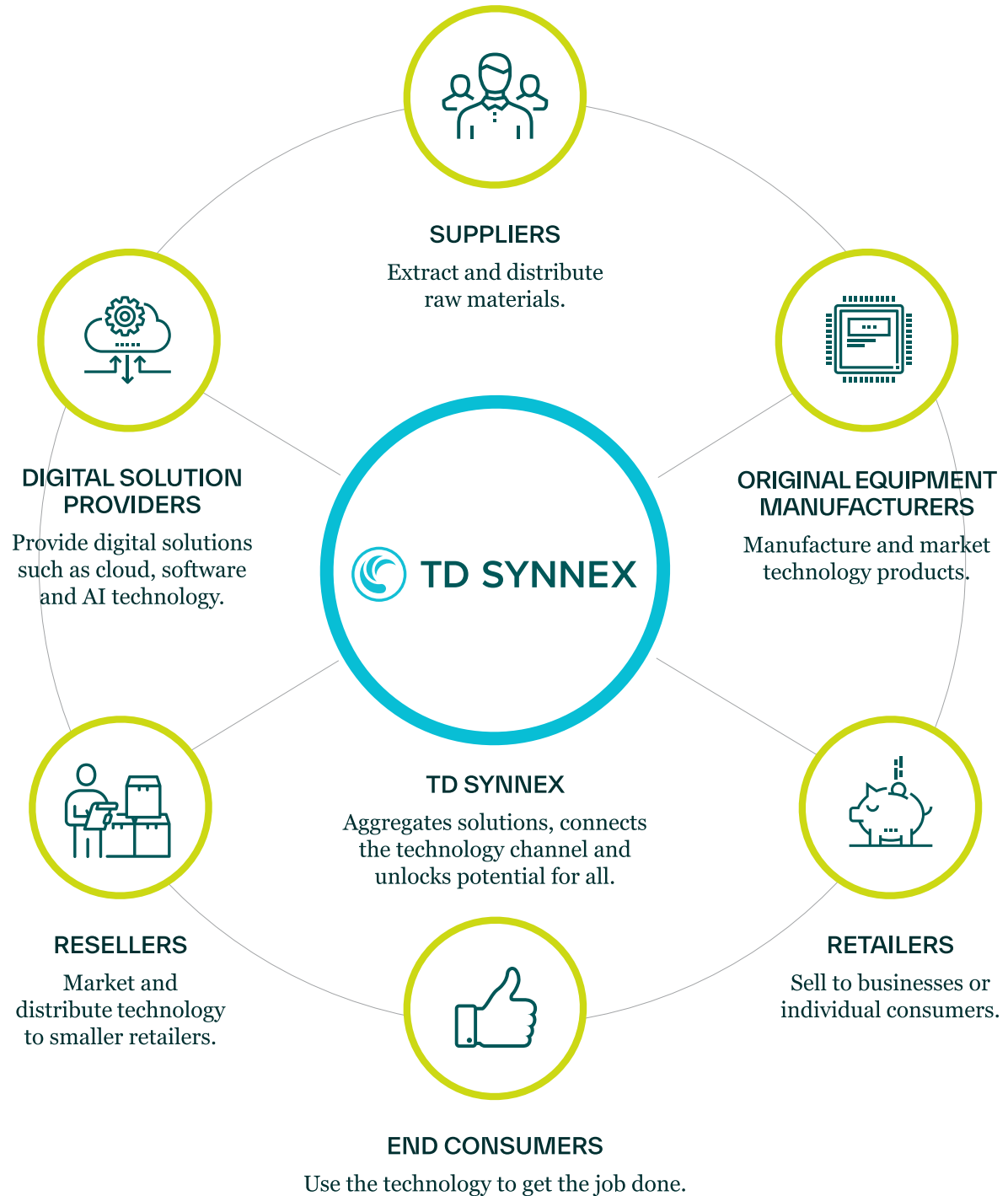


Transforming the Technology Ecosystem

The technology ecosystem is as complex as it is critical, requiring specialized expertise from across the landscape. TD SYNEX sits in the middle of it all, connecting more than 150,000 reseller customers with 2,500+ best-in-class technology vendors, ideally positioned to orchestrate and influence the future of sustainability industrywide.

In order to support innovation and solutions that enrich the way we live and work, TD SYNEX acts as a connector between manufacturers, suppliers, solutions providers and the rest of the market. We also support resellers and retailers that are further down the supply chain to scale their businesses and respond to rapid changes in the market.

The technology business partner ecosystem is alive with connections that inspire innovation, creative solutions and partnerships that enrich the way we live and work. The diverse partnerships we foster give us a unique perspective, which we leverage to deliver value ecosystem-wide. While our greatest impact potential is in providing product use and end-of-life solutions, we also seek to drive change by providing educational opportunities and industry insights.





Thanks to our vantage point at the heart of the IT channel ecosystem, we are uniquely well-positioned to help vendors, partners and end users accelerate their adoption of sustainable technology solutions and business practices. And we have a shared duty — along with our ecosystem partners — to do so. Whether it is engaging in the circular economy, aligning on common industry standards for the sustainability attributes of IT equipment, or enabling our customers to easily navigate to more sustainable products on our e-commerce platform, TD SYNEX is driving tangible action to embed sustainability in our industry. By working together as a united technology ecosystem, I believe we can truly make a positive impact.”

Jill Kermes, Corporate Vice President, Global Communications and Corporate Citizenship

Engaging Partners During Our Sustainability Roundtable

We aim to positively impact our partners’ ESG progress through sustainability workshops, conventions and other engagement touchpoints. For example, during our European Vendor Partner Summit in October 2023, we convened strategic vendors and customers at a sustainability roundtable held in Spain, which we will continue to host on an annual basis. We discussed the difficulties of calculating and sharing product sustainability attributes based on comparable methodologies, on top of the added challenge of making IT products and business models more circular. There was consensus that sustainability is gaining momentum in our industry, and major shifts are expected in the coming years that will drive further innovation and collaboration.

Leading the Conversation on Sustainability in the Industry

We participated in a forum hosted recently by our longtime technology market analyst partner, Canalys. Jill Kermes, our Corporate Vice President of Global Communications and Corporate Citizenship, joined panelists representing other channel partners including Dell Technologies, Lenovo, HP, Sycomp and UDT, to discuss how a holistic sustainability approach impacts every aspect of an organization. During the discussion, the panel shared how they are each attracting and retaining customers, recruiting top-notch employees and gaining investor support.

Direction of Technology Report Survey

TD SYNEX publishes industry research that provides insight for channel partners and serves as a compass to help our partners point their organizations in the right direction. The 2023 Direction of Technology survey findings show that channel partners are recognizing the rising importance of

ESG as a critical aspect of their own business in addition to a product that their end users and customers will need. The report found:

- A 125% increase in ESG importance since 2022
- A 37% additional increase in the importance of ESG expected by 2025
- 38% of respondents perform ESG through hybrid or outsourced partnerships
- 69% of channel players are now seeing ESG considerations influencing IT procurement
- 51% say they offer recycling or circular economy take-back schemes

[Learn more and download the full report here.](#)

Participating in the GTDC Summit

At the Global Technology Distribution Council Summit EMEA 2023, we joined a consortium of the world’s leading tech distributors to explore areas of opportunity for the IT industry and sustainability was an area of focus. We highlighted TD SYNEX’s carbon-reduction efforts, including initiatives related to green energy and logistics, building a circular economy and product sustainability. The event reflects our commitment to contribute our experience to the growing body of knowledge around sustainability and its critical importance to the IT industry’s future. In addition, we are participating in a project with GTDC and other technology focused companies and organizations on product sustainability attributes. The project’s goal is to drive standardization, enhance data availability and transparency, and as a result provide opportunities for the industry to make their combined value chains more sustainable.

Our Corporate Citizenship Commitments



Environmental Commitments

Our goal is to help build a healthier planet and develop a more sustainable approach to doing good business. To do this, we are committed to setting emissions-reduction targets in our own operations, increasing our sustainability initiatives and supporting our customers and vendors to reduce the impact of technology products. Our environmental commitments include:

Science Based Targets Initiative (SBTi)

Following validation from SBTi, we are proud to commit and work toward achieving the following science based targets:

By 2028:

- 90% of our suppliers by spend covering purchased goods and services will have science-based targets.
- 58% of our customers by revenue covering use of sold products will have science-based targets.

By 2030:

- Reduce absolute Scope 1 & 2 GHG emissions by 42%.²

By 2045:

- Reach net-zero GHG emissions across the value chain.³

Additional Goals:

- Embed circular economy principles into our product life-cycle management strategy and partner with stakeholders to minimize waste through repairs, refurbishment and recycling.
- Further deploy Environmental Management Systems such as the International Organization for Standardization (ISO) 14001.⁴

[Learn more about our progress on environmental commitments.](#)

Social Commitments

Our commitment to our co-workers and our communities is essential to our success. To support them, we are dedicated to increasing co-worker engagement, expanding representation in our workforce and partner ecosystem and empowering underserved communities by helping to bridge the digital divide. Our social goals include:

By 2025:

- Increase representation of underrepresented groups in our workforce.
- Double co-worker participation in our BRGs.

By 2030:

- Increase representation of those who identify as women to 50% of our workforce and 40% of our people leaders.

Additional goals:

- Increase the diversity of our partner ecosystem.
- Help bridge the digital divide by providing devices, digital skills training, internet connectivity and technical support to underserved communities and leverage partnerships with similarly focused nonprofits, such as Human I-T, to digitally equip approximately 20,000 households — touching the lives of 60,000 people.

[Learn more about our progress on social commitments.](#)

² Reduction is based on a 2022 base year.

³ Our SBTi Net Zero target excludes the usage of refrigerant, other fuels and purchased heating from the target boundary due to their minimal presence across our various facilities.

⁴ ISO 14001 refers to the set of standards put forward by the International Organization for Standardization focused on environmental management systems.

Environmental Sustainability

TD SYNEX is a solutions company driven to deliver transformative results. Through our Corporate Citizenship program, we're applying that strength to unlock progress toward key environmental goals. We're committed to expanding the circular economy, sharing our sustainability insights and achieving net-zero GHGs in our global operations by 2045. By engaging our global co-workers and channel partners, we aspire to advance environmental sustainability — not only at TD SYNEX but industrywide.



Activating Our Strategy in FY2023

Submitted our near- and long-term emissions-reduction targets to the SBTi and targets were validated in May 2024

Hosted Sustainability Summits for co-workers in two regions: Latin America and the Caribbean (LAC), and Asia Pacific and Japan (API)

Grew the number and reach of our co-worker-led Green Teams to include nearly 40 teams that are engaging our global sites

Expanded sustainability-focused training and education with a third module on Carbon

Activated our two towers of specialization: Sustainable Logistics and Circular Economy



Sustainability Metrics and Reporting

By measuring our performance, we can identify where we're making environmental progress and how we can continue to improve. This also equips us with insights that we can share with co-workers, customers, partners, shareholders, regulators and other stakeholders.

As we continue to deepen our sustainability efforts, we strive to be accountable and transparent each step of the way. The stories and data shared throughout this report reflect that commitment.

We are proud to mark our second year of corporate citizenship reporting. To build on this progress, and our commitment to continuous improvement, we are constantly evaluating ways to strengthen our internal process controls for data. Since our last report, our sustainability team collaborated closely with our Internal Audit and Legal teams to enhance sustainability data controls to ensure we keep pace with the evolving regulatory landscape.

Out of these collaborations, we implemented several measures to improve our data collection and reporting processes. First, we have enhanced our administrative reporting procedure per our Internal Audit recommendations, incorporating heightened data checks and process controls. Second, we have shifted to a new carbon accounting tool with more robust process controls and quality checks. And third, we have developed and implemented a Chain of Custody process for stakeholder reporting, providing greater accountability and

traceability of our data. We are continually focused on improving our data collection process and controls and will explore additional measures in the future such as external assurance.

We're motivated by the recognition we've received for our sustainability performance in 2023, including earning a silver medal from EcoVadis. We also submitted our Climate Change performance to CDP for the second time, earning a Management (B-) score. These two year-over-year improvements reflect the expansion and enhancement of our Corporate Citizenship program over the last year.

Environmental Commitment	Actions and Progress
Further deploy Environmental Management Systems such as the ISO 14001	Maintained ISO 14001 at close to 50% of TD SYNEX real estate footprint

Achieving Sustainability Certifications at Our Sites

We align our operations with the leading standards for sustainability, safety, efficiency and quality management, including certification through International Organization for Standardization (ISO) 9001⁵ and ISO 14001.

Sixteen of our locations are also certified with sustainable building standards, such as Energy Star, Leadership in Energy and Environmental Design (LEED), Building Research Establishment Environmental Assessment Methodology (BREEAM) and Energy Performance Certificate (EPC) certifications.

We are continuing to assess additional sites to expand our ISO and sustainable building footprint.

Certification Highlights:

- 80% of our real estate footprint is certified by ISO 14001, ISO 9001 or both.
- More than 10% of our real estate footprint have been certified to be a sustainable building.

⁵ ISO 9001 refers to the set of standards put forward by the International Organization for Standardization focused on quality management related to performance and meeting customer expectations.

Climate Mitigation and Greenhouse Gases

The challenges of climate change impact all of us, and we all must step up to drive positive change. At TD SYNEX, we've set a goal to achieve net-zero GHG emissions in our global operations by 2045.

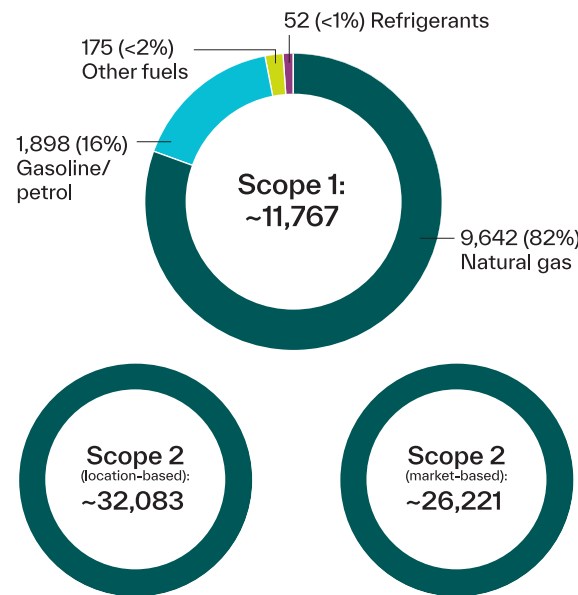
Our roadmap toward progress covers areas from facilities and energy to transportation and logistics. We're also working with our customers, vendors and other partners to mitigate our supply chain emissions and promote sustainable products.

In FY2023, we submitted our near- and long-term targets to SBTi. In May 2024, we received validation for our targets, which we have included in this report. This milestone affirms that our decarbonization plan is ambitious and informed by leading science.

Addressing Scope 1 and 2 Emissions

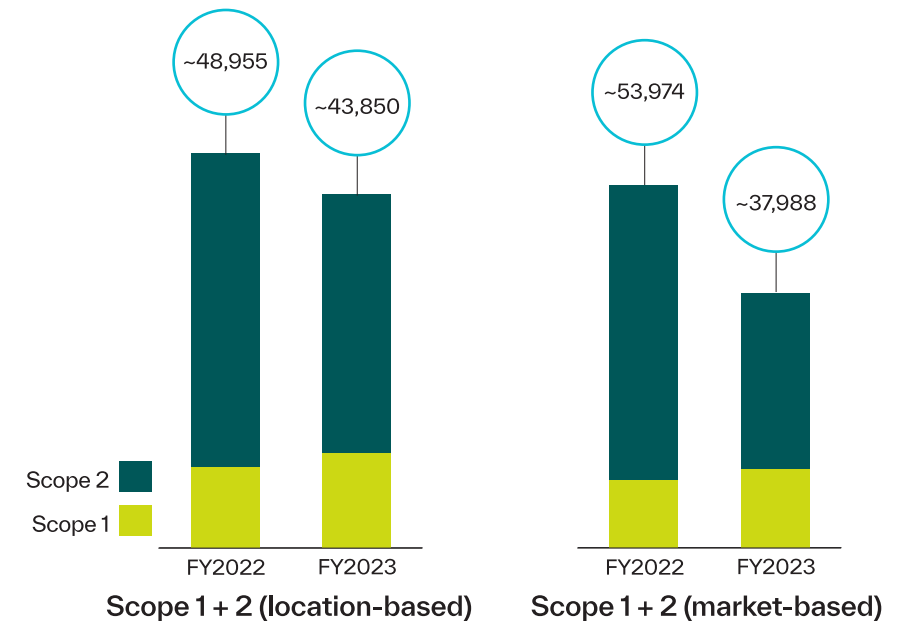
- In FY2023, we achieved a combined Scope 1 & 2 emissions reduction of approximately 30% over FY2022, primarily by transitioning several of our facilities to renewable energy.
- Our Scope 1 (direct) emissions derive from the natural gas we burn for heating, plus other fuels and refrigerants. We have started exploring decarbonization assessments for alternative heating and fuel options.
- Our Scope 2 (indirect) emissions mostly come from the generation of electricity we consume in our facilities. We are addressing this scope by reducing our energy consumption and expanding our renewable energy procurement, which is detailed on [page 14](#). Currently, self-generated energy from solar installations at our facilities and purchased renewable energy now account for approximately 31% of our electricity use.

FY2023 Scope 1 and 2 Emissions (metric tons of CO₂e)⁷



Environmental Commitment	Actions and Progress
Reach net-zero GHG emissions across the value chain by 2045 ⁶	We achieved a reduction of approximately 30% in our Scope 1 and 2 emissions from FY2022.

GHG Emissions Trend (metric tons of CO₂e)⁷



⁶ Our SBTi Net Zero target excludes the usage of refrigerant, other fuels and purchased heating from the target boundary due to their minimal presence across our various facilities.

⁷ Please refer to [page 45](#) for GHG Inventory disclaimer.

Addressing Scope 3 Emissions

What they are: The majority of our carbon footprint is comprised of emissions from our value chain and also transportation-related activities.

How they're generated: They result primarily from the production and use of the goods and services we distribute, and through the transportation and use of products we bring to market.

The challenge: Because these emissions occur from sources beyond our direct control, they're more difficult to calculate and reduce.

How we're addressing them: We're promoting circular economy principles, green transportation, sustainable marketing, events and products, and best practice sharing, tools and education for our partners.

Here are some examples of how we took action in FY2023:

⁸ PWC, [The US electric vehicle charging market could grow nearly tenfold by 2030: How will we get there?](#)



Moving Toward Sustainable Marketing

In Ireland and the U.K., our teams are raising the bar on environmentally conscious marketing. When selecting venues for events, they assess the site's policies with a focus on avoiding single-use plastics, encouraging recycling, offering plant-based food options and minimizing food waste. They also seek locations with electric vehicle (EV) charging infrastructure and accessibility to public transportation. With rare exceptions, they avoid hosting overnight stays. The team developed a carbon calculator to determine the approximate impact of various marketing activities, which serves to influence future strategy and choice of event size. They've also partnered with Treedom to purchase and plant trees based on the number of attendees at each event, planting 330 trees since the beginning of the initiative through FY2023. Moving forward, they're looking to integrate these practices into training for our Marketing co-workers while expanding the initiative across Europe, and in the U.S.



Promoting Sustainable Products and Solutions

Our team in France is working to reduce emissions that occur from product use. In FY2023, they began to identify sustainable product attributes for items such as laptops, smartphones and monitors. They considered factors such as whether the components, materials or packaging in an item were recycled, recyclable or biodegradable, and whether the item included industry-recognized energy labels or certifications. The team then created a "Green IT" filter for our e-commerce platform that empowers partners to make sustainable procurement decisions. Another partner focused initiative, started in the U.S. by our PowerSolv team, addresses the demand for zero emission transportation by developing advanced end-to-end charging solutions and consultation for our partners. The number of EVs in the U.S. is estimated to hit 27 million by 2030 and 92 million by 2040.⁸ Looking ahead, these teams are focused on refining these initiatives and expanding them to other countries to maximize the benefits for our partnerships worldwide.



Curbing Emissions From Travel

In many regions, our company embraces a hybrid work schedule, recognizing the social benefits of workplace flexibility and the environmental gains from reducing commuting emissions. In Europe, we've shifted our company car policy toward hybrids and EVs, encouraging environmentally conscious work-related travel. These vehicles constitute over 20% of the region's fleet and over 40 locations now have access to chargers across our global footprint. Some European regions offer also incentives for co-workers to purchase or lease EVs and e-Bikes. Additionally in the region, we partner with Climate Partner to offset CO₂ travel emissions through certified projects that have a positive and direct impact on communities. In 2023, this resulted in the offset of approximately 2,306 tCO₂e through two high-quality, verified projects: the construction and operation of Mauritius' first large-scale solar plant (Verified Carbon Standard, VCS), and various photovoltaic plants in five different states of India (Gold Standard, GS VER).



Reducing the Impact of Our Operations

Our physical footprint includes both owned and leased locations, so we look for opportunities to upgrade our facilities with sustainable attributes as our contracts and local infrastructure allow. When a lease ends, we use the opportunity to move into a more modern, sustainable facility. In FY2023, we developed sustainable criteria for our global Real Estate team to evaluate new location opportunities. Among other factors, the list includes access to renewable

electricity and fuel; the use of sustainable materials and resources; water and waste efficiency; sustainable building certifications; and access to public transportation. These criteria guidelines have already been included in recent Requests for Proposal (RFPs) to potential landlords and will be further implemented throughout FY2024. We also invest in refurbishing our existing locations and adding new features such as solar panels and EV infrastructure to make our warehouses and logistics centers as sustainable as possible.



Lightening Our Operational Impact in FY2023

Solving for Heating and Cooling Needs at a California Warehouse

When one of our warehouses in Tracy, California, required additional heating, we sought a more sustainable solution than traditional ceiling mounted heaters. We worked with the building owner to install active dampers in the wall louvers, which provide full-building ventilation. We also reprogrammed air handlers in the roof so that during the winter we could prevent cold air from circulating at night, and during the summer we could prevent warm air from entering the building. This initiative is expected to avoid over 100 metric tons of CO₂e emissions annually.

Reducing Paper in Our Iberia and Italian Offices

A pilot program is helping reduce the operational use of paper in our Iberia and Italy regions. Where possible, we have gone paper-free, communicating via alternate communication methods. We also understand that certain customers still require physical paperwork for their internal processes, so we have developed shortened versions of particular documents. We are printing fewer pages per month, but still delivering the necessary paperwork. Overall, we estimate we have saved around 1.7 tons of paper as a result of our focus this year.

Green Commuting in Germany Through Discounted Bike Benefit

We know that one of the best ways to commute to work — both for our co-workers and for the environment — is by bicycle. In Germany, our co-workers now are eligible to purchase a bike, including e-bikes, directly through the manufacturer at discounted rates. Access to a wide range of additional services, like access to trained consultants, if you have questions about your bike, full coverage, including theft compensation and mobility guarantee in case of damage, access to the Green Bicycle Club App, and more ensure that co-workers get the most out of their experience.

Sustainable Warehouse and Office Design in Aalst, Belgium

We recently renovated our 5th largest European facility in Aalst, Belgium, focusing on enhancing resource efficiency. Measures include optimizing heating and cooling systems, improving insulation, upgrading to energy-efficient LED lighting and maximizing natural lighting. On-site solar panels currently power 20% of our energy consumption, with plans to expand. We installed faucet sensors and outdoor water permeable tiles that filter and recirculate rainwater back into operations, reducing water consumption by almost half. We also introduced a bike shed and electric vehicle charging stations for co-workers. Future plans include automating warehouse processes and consolidating loads to reduce emissions.

Investing in Renewable Energy Sources

The shift to a clean, reliable alternative to fossil fuel is imperative to achieve emissions and global net zero targets. At TD SYNEX, the accomplishment of our net-zero by 2045 goal is dependent on a transition of our energy to renewable sources. Last year, we published our inaugural corporate citizenship report, and within a short timeframe we have already realized significant results as part of our commitment to reducing GHG emissions. TD SYNEX has increased our electricity derived from renewable energy sources to approximately 31%.

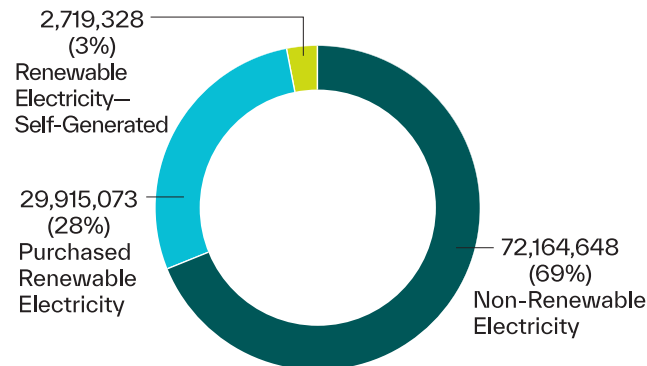
Our wholly owned subsidiary, Hyve Solutions, transitioned its three largest manufacturing sites to 100% renewable electricity. In addition, many of our facilities in Spain, Italy, the United Kingdom, France and the Czech Republic have shifted to certified renewable-sourced electricity.

TD SYNEX has procured renewable energy through self-generating solar and bundled Renewable Energy Certificates (RECs) or Guarantees of Origin (GOs) with the electricity consumed from the grid. In the locations where RECs or GOs are not available the company has obtained the equivalent documentation to support our claims. We are looking to continue to expand our renewable energy procurement across our global operations, driving further operational efficiencies and cost savings.

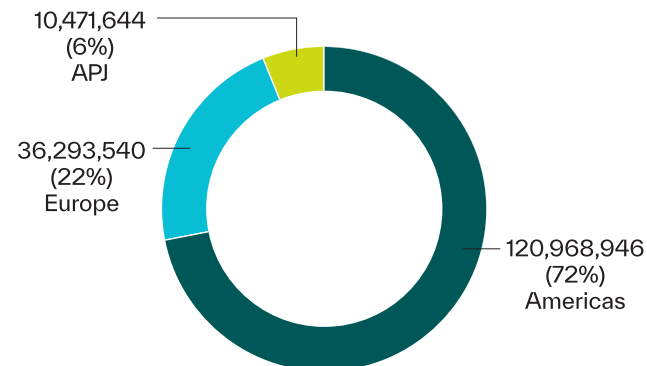
Leading the Renewable Revolution in the U.K.

In January 2023, our team in Basingstoke, U.K., completed the move to a new EPC- and BREEAM-rated office that boasts full LED lighting and light sensors, EV charging stations and solar panels on the roof. We also installed EV charging stations at our offices in Maplewood and Warrington and shifted to renewable energy at Magna Park. With our Basingstoke, Magna Park and Warrington sites all using renewable energy from the grid, 100% of our U.K. energy consumption is now sourced from renewable sources.

Global Renewable Electricity vs. Non-Renewable Electricity (kWh)⁹



Global Energy Use by Region (kWh)⁹



Setting the Stage for Long-Term Wins in the U.S.

We're currently working on a large-scale solar installation at our facility in Swedesboro, New Jersey, that we plan to complete in FY2024. This facility is our 7th largest site in the U.S. and the 10th largest globally, making this solar installation particularly impactful.

⁹ Please refer to [page 45](#) for energy and electricity use disclaimer.

Sustainable Transportation and Logistics

Driving Logistics Progress in France

In October 2023, TD SYNEX France was awarded a Premium Transportation and Logistics label from the country's National Road Transportation Federation. TD SYNEX was the only company with more than 250 employees to achieve the premium label, which it received during an awards ceremony held by the Ministry of Ecological Transition.



This award confirms our leadership position and will strengthen the loyalty of our customers who are increasingly focused on green supply chain issues.”

Li Yang, Transportation Manager at TD SYNEX France

¹⁰ MIT Climate Portal, Freight Transportation.

Zeroing in on Transportation and Logistics

Freight transportation plays a critical role — not only in our business and industry but in the global economy. Freight-based carbon emissions account for about 8% of global GHG emissions and experts predict that these emissions may double by 2050.¹⁰ If we want to make meaningful climate progress, this is an essential issue to address. TD SYNEX has identified Sustainable Logistics as one of two towers of specialization — areas where we're uniquely positioned to advance sustainable change (the other being the Circular Economy). We're currently focused on improving our collection of transportation data, with an emphasis on calculating the company's transportation-based emissions. This will allow us to better understand where to focus our decarbonization strategy.

To reduce our transportation-based emissions, we introduced a load optimization project for our shipments and lowered our material usage — and, as a result, our costs — associated with repack boxes. We are engaging and collaborating with our logistics providers to explore more sustainable methods of distribution such as load and modal optimization.

Reducing Emissions by Consolidating Shipments for Our Customers

One of the ways we execute load optimization is through consolidation, which increases the load factor of vehicles, subsequently reducing per parcel emissions. We used this approach for a major customer, strategically consolidating delivery from our regional warehouses to two of the customer's locations. This resulted in more than 10,000 tons of shipments being shifted into the cleaner truckload (TL) method. We estimate that more than 1,500 metric tons of CO₂^e have been avoided in the first year of the program. Other benefits have included cost savings, greater customer satisfaction due to fewer shipping losses, increased security and less damage due to decreased handling.

Calculating Our Transportation-Based Emissions

In Europe, we used the distance-based method to automate our calculations of GHG emissions per shipment. In this method, the distance is multiplied by the mass of goods being transported and relevant emission factors provided by U.K. Department of Environment, Food and Rural Affairs (DEFRA). We based our distance-per-shipment calculation on each shipment's origin and destination using Google Cloud API. The results are accessible through Microsoft Power BI, an interactive data visualization platform. We plan to expand them to include inbound and intra-company transportation before rolling out similar calculations to the rest of our regions.

Logistics Partnerships Help Decrease Emissions

This year, Belgium and the Netherlands worked to increase green transportation by engaging with vendors, carriers and customers. For example, we participated in a project organized by one of our main carriers to decrease their footprint impact by 400 tons of CO₂ emissions. We also aim to increase the efficiency of shipments by maximizing orders with the customers and consolidating them.

The Circular Economy

Many of us spend our days interacting with an array of digital devices. We move through the world toting smartphones, laptops, tablets and smartwatches — plus all the associated cords. But what happens when our devices stop functioning, or when we upgrade to something new?

Typically, they wind up contributing to global electronic waste (e-waste), of which the ITU, a specialized agency of the United Nations, reported that in 2022 a record ~62 million metric tons of e-waste was generated globally.¹¹

Globally, less than one-fifth of e-waste is properly collected and recycled. But over the past 20 years, companies have enhanced ways to meet customer needs while reducing enterprise waste. That has led vendors, distributors and

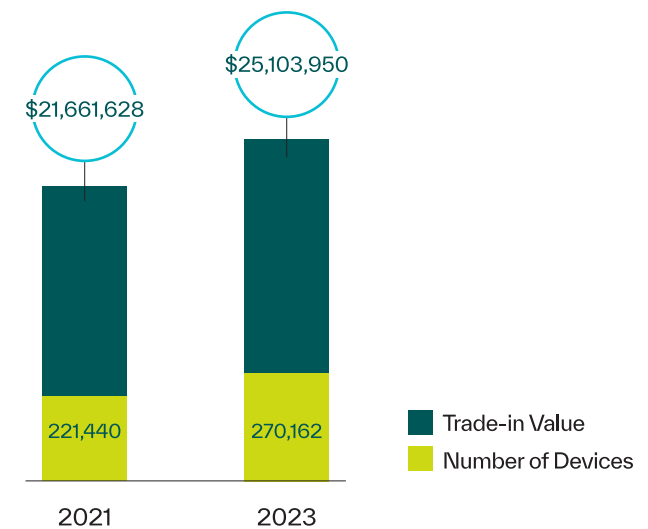
customers throughout the IT channel to begin adopting a circular economy mindset. In this model, products remain in circulation by being reused, repaired, remanufactured or recycled. It's a closed-loop framework that challenges the standard, linear product life cycle, in which raw resources become products that consumers eventually discard as waste.

At TD SYNnex, the circular economy is one of our two towers of specialization. As the world's largest IT distributor, we leverage relationships with thousands of vendors and customers to intervene in linear systems of e-waste management in favor of circular models. Three of our businesses — [PCW](#), [Shyft Global Services](#) and [TD SYNnex Renew](#) — provide customers with life-cycle management services including redistribution, refurbishment, recycling and more.

In FY2023, we continued to expand these services while engaging customers and end-users on their various benefits. We saw increased participation in our Circular Economy Badge training program. Our TD SYNnex Renew device trade-in program also saw a ~22% increase in volume of devices and ~16% increase in trade-in value for our partners since FY2021. With the market for second-hand smartphones alone forecasted for a compound annual growth rate of 8.8% through 2027, these services are a promising pathway for both environmental progress and market growth.¹²

Environmental Commitment	Actions and Progress
Embed circular economy principles into our product life-cycle management strategy and partner with stakeholders to minimize waste through repairs, refurbishment and recycling	Continued to embed and promote circular economy principles by expanding our IT Asset Disposition services and partnering on renew and refurbishment programs with our partners

TD SYNnex Renew Device Trade-In Program Growth



¹¹ UNITAR Global E-waste Monitor, [GEM 2024 - E-Waste Monitor \(ewastemonitor.info\)](#).

¹² IDC, [Worldwide Market for Used Smartphones Is Forecast to Surpass 430 Million Units with a Market Value of \\$109.7 Billion in 2027, According to IDC](#).

How We Bolstered the Circular Economy in FY2023



Partnering with tech's top brands to expand renew, refurbishment and trade-in services

PCW is the largest wholesale distributor of new excess, end-of-life and factory-recertified IT products in the U.S. The division recently launched a product renew program with Google and Xbox and began selling Microsoft Authorized Refurbished products. PCW also manages the new TD SYNEX Apple trade-in program, which will enable us to further reduce the number of devices in landfills.



Maximizing the lifespan of medical devices and avoiding waste

Shyft Global Services provides end-to-end product and customer life-cycle management services. They've recently been working with medical device customers to establish programs that enable decommissioned products to be sent to Shyft for testing and possible refurbishment and reuse. Shyft already has four products in its consumable to repairable offerings, which have prevented thousands of units from being recycled or scrapped. Additionally, all of Shyft's primary facilities are ISO 13485¹³ certified to help ensure that medical devices are safe and used for their intended purpose.



Diverting more mobile devices from landfills across Europe

In our European region, we developed a graduated channel for mobile devices that will enable TD SYNEX to give even more mobile phones a second life in FY2024. We have developed a robust trade-in platform that can be connected with our partners' portals to streamline the quotation and delivery of used handsets.

¹³ ISO 13485 refers to the set of standards put forward by the International Organization for Standardization specifying requirements for the medical device industry's quality management system.

Our Positive Impact by the Numbers

~\$81M

Value of manufacturer-renewed products redistributed by PCW

~523

Metric tons of repaired products returned to service via Shyft Global

~25

Metric tons of ferrous material preserved through TD SYNEX Renew – with 70 pounds of rare material diverted from e-waste disposal

Our Ongoing Impact with Human-I-T:

Human-I-T is a nonprofit organization that provides devices, internet access, digital skills training and tech support to local communities while empowering organizations to do good by diverting technology from landfills. For additional details on our partnership with Human-I-T, see [page 31](#) of this report.

1K+

Pounds of toxic metals diverted from landfills

\$202K+

Donated since 2020

119K+

Computing devices refurbished and distributed to deserving communities

51K+

Pounds of technology diverted from the waste stream

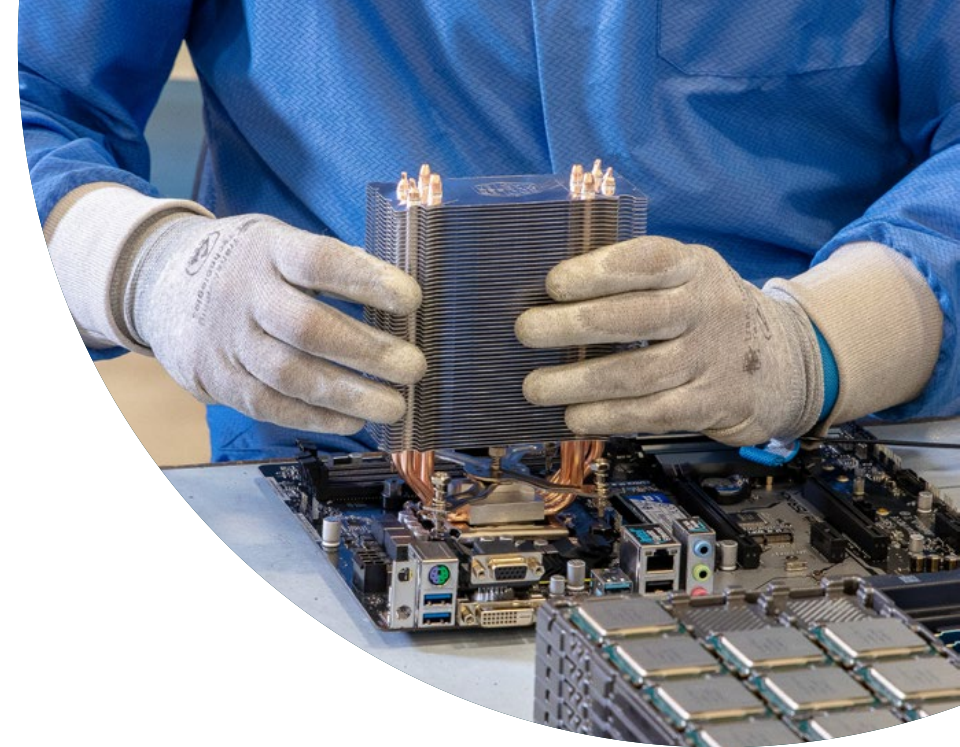


Responsibly Managing Materials and Waste

Our commitment to environmental stewardship not only guides us to reduce waste and material usage but also to ensure our products and waste-handling processes are safe. Our goal is to see that:

- The products we bring to market are properly labeled with applicable safety warnings and handling instructions to protect both users and the environment.
- Our vendors' products are compliant, which includes responsibly using raw materials and chemicals and reducing hazardous substances in materials, products and packaging.
- Any waste we collect related to our vendors' products, batteries and packaging is recycled and properly disposed of.

Additionally, in FY2023, our teams ensured our compliance with emerging regulations surrounding the takeback of e-waste, batteries and packaging in Europe. We also collected product information from our vendors to properly register materials of high concern, in line with emerging Surgical Care Improvement Project (SCIP) regulations. This supports the safety of the environment and those working at recycling facilities. Our strategy is to continue expanding these efforts in other regions so we can continue to drive compliance and improvements.



Modeling a Waste-Smart Mindset at Shyft Global Services

Our business, Shyft Global Services, specializes in technology life-cycle management, so it's no surprise Shyft's teams are committed to reducing operational waste. In 2023, they recycled nearly 400 metric tons of cardboard across their sites. In addition, their Groveport, Ohio, facility implemented new initiatives to reduce its electricity and emissions while creating more capacity for repair programs that extend product life and reduce waste.

Reducing Waste in Our BENELUX Region

In the offices and warehouse in Belgium, we have reduced the waste by 31% through initiatives such as better sorting and recycling, and including recycling on contract negotiations with vendors that govern the process for scrapping and recycling returns at our locations.

A Culture of Sustainability

We believe in the power of every co-worker at TD SYNEX to lead positive change. We're invested in building a culture that fosters a sustainability mindset, which co-workers can apply in their day-to-day roles.

Our Sustainability Working Group is a team composed of co-workers from many different functional areas, including Sustainability, Procurement, Operations, Legal and Sales. The group meets monthly to collaborate, share success stories and updates, and communicate goals affiliated with sustainability initiatives.

In addition to the Sustainability Working Group, our global network of Green Teams empower co-workers to organize sustainability initiatives across our sites. In FY2023, we expanded this network to include nearly 40 teams that led projects from beach cleanups to recycling campaigns and beyond.

During the year, we held two sustainability summits for co-workers in our LAC and APJ regions. The summits focused on building capacity to raise the bar on sustainability and included a discussion of the evolving regulatory landscape, competitive benchmarking and region-specific trends. They also included workshops on three key topics: data collection for reporting; energy conservation and renewable energy transition; and sustainable transportation and logistics. We see the summits as a way to build momentum in key regions and aim to scale our efforts over time.

Additionally, our wholly owned subsidiary, Hyve Solutions, holds monthly "Hyve Environmental Initiative meetings," which involve timely presentations and co-worker discussions of Environmental Sustainability topics; such as energy use and conservation, carbon footprint analysis, and waste minimization and recycling.



Expanding Our Impact Across Regions

Year after year, our teams inspire us with their passion for caring for their communities and the planet. Here's how they rallied together to make a positive impact in FY2023.

Our LAC region launched a program focused on environmental stewardship and community support. In its first year, the program hosted multiple activities, with participation from more than 90 co-workers throughout Argentina, Chile, Colombia, Ecuador and Peru. The activities included tree planting — which was a focus in FY2023 — as well as opportunities to help improve local food security and community health.

In Barcelona, Spain, TD SYNEX gathered multi-functional co-worker teams for a week of hackathon events where collaboration, problem solving and rapid innovation help the team tackle real-world problems. Four out of five proposals are being implemented. The winning proposal was for a tool to manage and mitigate the impact of price changes across departments. As of early 2024, one of the proposals, a carbon emissions tool integrated on the Microsoft Power BI platform, is being used to share carbon emissions reports with our customers, as explained on [page 15](#).

In our quest to lower GHG emissions, opportunities for energy savings are as good as gold. In Europe, we led our teams on energy treasure hunts to identify each site's energy baseline and opportunities for improvement. They compiled the top opportunities into a report on EU findings and coordinated follow-up meetings to develop implementation plans. Through initiatives such as optimizing sites' room temperature settings and reducing electricity used for plug-in devices, our pirate crews successfully achieved their goal of reducing energy consumption in our European operations by 15%.

Our Costa Rica-based Green Team engaged co-workers throughout Caribbean and Central America (CCA) in several volunteer opportunities and educational sessions. In April, they held a virtual Waste Management meeting to discuss best practices related to waste collection, separation and disposal, and they hosted a beach cleanup at Playa Guacalillo in July. Meanwhile, our teams in Mexico, one of the most populated countries in the world, focused on properly sorting and, whenever possible, recycling various forms of office waste.

Our teams in India installed water-saving devices in their Mumbai and Delhi offices that will save approximately 292,500 liters of water each year. They also recycled nearly 3,700 pounds of paper to save the equivalent of approximately 30 trees.

Our Green Team in Brazil had a busy year focused on action and education.

They launched a Seeds of Knowledge communications series with environmental tips for co-workers and hosted an upcycling workshop to transform egg cartons into necklaces for women undergoing cancer treatments. They also hosted a “plogging” event, collecting and recycling sidewalk litter and recycled caps from plastic bottles to raise money for animals via a local non-governmental organization.

Following the APJ Sustainability Summit, regional Green Teams examined 19 local offices and warehouses to identify areas where energy conservation measures could reduce operational carbon emissions. Together with co-workers on the ground, they implemented a range of initiatives including a trial project to power off demo servers on the weekends in Singapore and office surveys to identify and address heating- and cooling-based energy loss. They also optimized light usage and conducted awareness sessions to encourage co-workers to be more conscious of the resources they use.



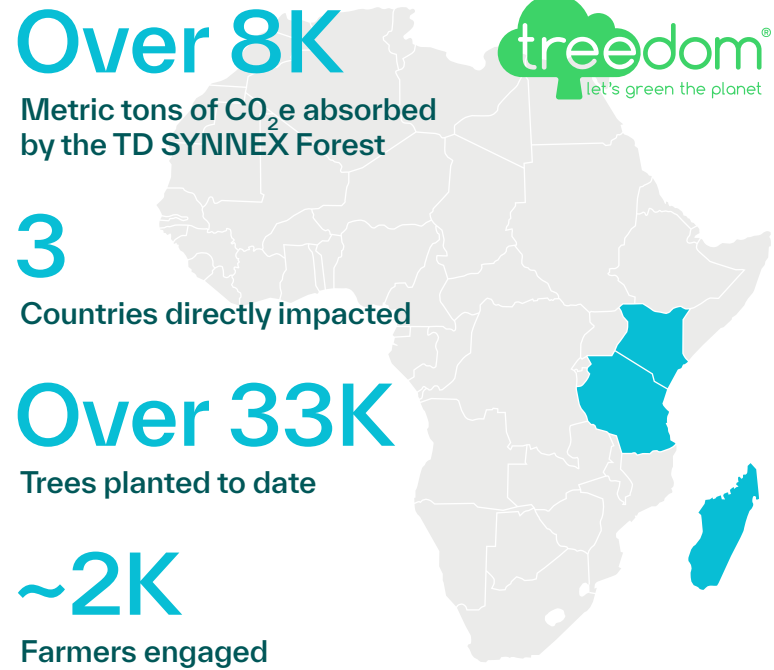
Biodiversity

As a company that relies on earth's natural resources and minerals to create the products that power the technology ecosystem, we value and work to protect those resources through multiple initiatives. The stakes could not be greater; with strong biodiversity comes the potential for discoveries that could improve life for all, including supporting medical advancement, an abundant food supply and even responding to climate change.¹⁴

We also believe in taking action to support biodiversity. This year, TD SYNEX engaged co-workers in our first-ever Earth Month, hosting a variety of activities such as fireside chats with our partners Treadom and Human-I-T. We began partnering with Treadom to plant a tree for each of our full-time co-workers in FY2022. One year later, we've grown our TD SYNEX Forest to include more than 33,000 trees of several varieties. These trees are planted in agroforestry systems that support the livelihood of farmers as well as biodiversity.

¹⁴ [Environmental Protection Agency](#)

Growing Our Impact With Treadom



Education and Thought Leadership

We aspire to see environmental progress take hold not only at TD SYNEX but throughout the IT channel. Based on our areas of expertise — and the lessons we’re learning as we advance our sustainability journey — we have an opportunity to help others achieve their own sustainability goals.

In FY2022, we introduced our industry-leading badge training program to provide our co-workers, vendors, customers, partners and other IT leaders with critical information about sustainable practices. We resumed the program in FY2023 and expanded it to include a third module on Carbon, in addition to the two existing modules on Sustainability Essentials and Circular Economy. We continue to see greater participation and completion of the modules and look forward to continued growth as we add additional topics.



Through 2023, we’ve issued:

over

700

sustainability badges to channel partners and co-workers

With our SBTi goals of getting 90% of our suppliers and 58% of our customers started on their own science-based targets setting journey by 2028, we are working to further develop our education and thought leadership pillar. Furthermore, this deepens our passion and efforts to drive sustainability in the IT Channel and build a more sustainably conscious supply chain overall.

Helping Our Partners Qualify as Cisco Sustainability Specialists

Cisco’s Environmental Sustainability Specialization equips companies to support their customers’ life-cycle management process and deliver services tailored to their individual needs. After achieving this accreditation across our European footprint in early 2023, we went on to launch our own course for accreditation in March. Since then, we’ve helped more than 20 partners become Cisco-approved sustainability specialists in the U.K.

Qualified partners can take advantage of the Cisco Refresh program to offer certified re-manufactured Cisco products, often at a reduced price. Partners can also use Cisco solutions to enable smart buildings, gather data and unlock further efficiency improvements.

“By giving our partners the opportunity to attain this accreditation, we’re enabling them to provide their customers with informed and intelligent advice on sustainability choices on Cisco technologies.”

Jon Sawdon, Business Unit Director, Cisco and Enterprise Networking, TD SYNEX U.K.

Social Responsibility

We talk a lot about the IT ecosystem, and that might conjure up images of devices with glowing screens. But technology is also about people and the ways we connect. We believe in the power of people at TD SYNnex, and we invest in our co-workers and communities to help them thrive. Our culture is strengthened by our differences, oriented toward a common purpose and built on the idea that when we care for one another, we all win.



Activating Our Strategy in FY2023

Launched our new LEAD program to promote leadership development

Achieved our goal to double co-worker participation in our BRGs two years ahead of schedule

Launched a dynamic new volunteer platform, to create a central source of real-time data on co-workers' volunteer activities around the world

Made our largest contribution of devices to date to our community partner, Human-I-T



Empowering People to Be at Their Best

Our business depends on our ability to attract, retain and develop top talent. That's why we focus on providing resources to help our co-workers do their best work. We want TD SYNEX to be a place where people can be happy, healthy and safe — a place where they can succeed in their roles while continuing to grow.

In FY2023, we focused on expanding opportunities for our co-workers to learn, develop and lead. We also enhanced our ability to support the many dimensions of well-being for our co-workers worldwide. Two years into our merger, we continued to align workplace practices across our legacy companies. For example, by implementing a unified process for global succession planning, we can ensure a smooth transition from a co-worker's first day on the job until their last.

Tuning in to the Insights of Our Co-Workers

Our employees have powerful insights, so we regularly invite them to share what's working well in our workplace and how we can improve. Each year, we conduct our Your Voice Matters employee engagement survey, which includes more than 50 questions covering a broad range of topics. We completed our most recent survey in the fall of 2023 with a global participation rate of 77%. We also received an overall engagement score of 74, which compares favorably to other tech companies and broader industries. In addition to our annual survey, we use pulse surveys to engage our co-workers on targeted topics.

Promoting Professional Growth

Whether they're overseeing an entire department or serving as a member of a small team, we believe that every co-worker has the potential to lead. In recent engagement surveys, co-workers have let us know that they're eager for opportunities for professional growth. With that in mind, we invested in the following training and leadership development initiatives in FY2023.

TD SYNEX Continues to Be a Great Place to Work

For the second year in a row, TD SYNEX was proud to be Certified™ as a Great Place to Work® in 10 countries in 2023. This prestigious award is based on a survey of our co-workers' experiences. In the U.S., more than 74% said TD SYNEX was a great place to work, compared to 57% of employees at the average U.S. company.





Investing in Training for High-Growth Areas

In the tech industry, new topics and technologies are constantly taking shape, from the latest developments in large-scale cloud platforms to new considerations regarding artificial intelligence (AI). For co-workers from across our enterprise — especially in high-growth areas, such as sales — we’re expanding resources to build knowledge around these emerging topics. We currently offer more than 10,000 courses and multiple certifications.

Unlocking New Opportunities to Lead

One of our major accomplishments of FY2023 was rolling out our new LEAD program, which stands for Leading for Empowerment, Accountability and Development. The program supports professional growth for co-workers of all levels and stands to boost our culture and performance. LEAD is focused on enabling co-workers to develop behaviors that are aligned with our Servant Leadership in Action model. Using a tiered approach, we began by rolling the program

out to those at the level of vice president and above. We will continue administering LEAD to all directors, supervisors and managers, with an aim to have participants complete all three modules over the next two years. We also offer a self-paced learning component to all individual contributors. As of March 2024, approximately 90% of managers and above completed at least one LEAD module.

Promoting More Productive Coaching With Career Flow

As we strive to build a strong leadership culture, we’re finding ways to improve the coaching experience. Our new Career Flow program provides resources to help our teams bring development into focus. Career Flow includes a library of resources — such as e-learnings, manager guides and a development catalog — that managers and co-workers can use to structure their conversations during quarterly touchpoints. The goal is to help co-workers consider what avenues they’d like to seek in their careers and plan their pathways forward.

Maintaining a Safe Workplace

Workplace safety is a fundamental element of our co-workers' well-being and our commitment to creating an environment where they can deliver great results.

We regularly review our safety practices, tracking incidents and near misses to understand the root cause of safety issues and how we can prevent them throughout our organization. In addition, we have set structures and responsibilities, targeted goals and objectives, and detailed logs we report. Our required safety training covers our standard for reporting safety incidents. We also provide safety courses that are tailored to our co-workers' various roles. In FY2023, we focused on unifying our approach, creating a formal Health & Safety policy and shifting to a single vendor for all safety data sheets in the majority of our regions.

We aspire to a goal of zero accidents and injuries and work diligently to identify and mitigate potential risks. These risks vary across our workplace settings and geographical locations, which include offices, logistics centers and warehouses. In each, we follow all jurisdictional requirements including federal and local levels. Our facilities in France and Germany hold ISO 45001 certifications for managing occupational health and safety risk and performance. In the U.S., we align our practices with the guidance of Occupational Safety and Health Administration (OSHA) standards. We also comply with state-specific safety standards and have established internal requirements, which tend to exceed those outlined by OSHA. For example, we adhere to California's Injury Illness Prevention Program — not only in California but across the U.S. — which establishes best practices for identifying hazards and taking corrective and preventive actions.

Supporting a Broader Sense of Well-Being

We take a genuine interest in our co-workers' physical, mental, financial and social well-being. In recent surveys, this is an area where our co-workers have asked for extra support. We're providing that support through our Life Empowerment Assistance Program (LEAP) offering, which helps our co-workers find balance and navigate challenges in their work and personal lives. It's available for crisis situations and to address the emotional, practical and physical needs of our co-workers and those with whom they are close.

Our core well-being features include work-life consultations and up to six sessions each focused on counselling, life coaching and mindfulness. We offer hybrid work schedules when feasible, depending on job function, allowing co-workers the flexibility to balance working remotely and on-site. We've also introduced Global Well-Being Champions who support well-being across our regions and sites. In FY2023, we moved to a new third-party wellness provider that better aligns with our global, inclusive approach and allowed us to expand our wellness offerings. Additionally, our comprehensive benefits program now includes several voluntary offerings such as auto and home insurance; hospital indemnity; critical illness coverage; identity protection and more.

It Takes a Team: What Well-Being Looks Like at TD SYNEX Mexico

Our co-workers at TD SYNEX Mexico invest in programs to build emotional intelligence, confidence and skills — with initiatives that span from the office to the field. In FY2023, they hosted a soccer tournament for more than 100 co-workers, customers and business partners that enabled players to network, bond and exercise while releasing stress. The region also promoted Suicide Prevention Month to raise awareness for mental health, and leaders hosted quarterly conferences focused on accountability and improving co-workers' quality of life. These events build on a successful mentorship program and a new Great Place to Work® course aimed at making participants more aware of their contribution to the company's results.



Creating a Culture Where Everyone Feels Connected

Our teams are strongest when they bring together co-workers with diverse backgrounds, perspectives and expertise.

We believe our differences and our common purpose make us who we are. In seeking to understand one another, we treat our colleagues with dignity by showing respect. We also empower ourselves to learn, evolve and help our partners achieve great results.

This perspective underpins our commitment to diversity, equity and inclusion (DEI), which we furthered with initiatives around the globe in FY2023. For example, our LAC region created its own DEI Council and our APJ region hosted events around cultural diversity, inclusive language, International Women's Day and Pride. We also increased the reach and participation of our BRGs. These efforts are part of our enterprise DEI strategy, which is overseen by our central DEI team and supported by leaders and co-workers worldwide.



Company

We prioritize accountability and aim to see that resources, processes and measurements are in place to support our commitments so that co-workers clearly understand their roles.



Culture

We know our differences make the difference. We value, respect and celebrate our diversity. Through our councils, BRGs and co-workers, we create opportunities to educate, celebrate and recognize our diverse co-worker communities and our inclusive culture.



Community

We emphasize corporate citizenship to engage and uplift our local communities and we leverage our position to help build a diverse and robust IT ecosystem.

Increasing Representation in Our Global Workforce

Our DEI strategy guides us to build a diverse and talented workforce. To drive progress, we launched a new inclusive recruitment commitment in FY2023. The commitment applies to all external hires for roles at the people manager level or above and requires global hiring managers to ensure women represent at least half of their candidate slates. U.S. hiring managers must ensure that at least half of each candidate slate includes underrepresented candidates. To hold hiring managers accountable, those who wish to move forward with a candidate outside of these stipulations must receive approval from a member of our executive leadership team. Since launching this initiative in January 2023, approximately 50% of our new hires have been from underrepresented groups.

This year, we began a partnership with workplace equity specialists, establishing pay equity methodology and a global analysis that lead to piloting a new pay equity tool that brings data into our hiring decision process. We have also extended our online compensation training to all people managers and embedded it into the new manager onboarding process. Looking forward, we plan to pursue Fair Pay Workplace certification and continue our effort to be an inclusive, equitable employer to all current and potential employees.

Additionally, we've created a new dashboard to make our workplace demographic data more accessible to our company's leadership so they can better understand how we're progressing toward our goals. We also reimagined our external hiring platform from the ground up — creating a new career site that features our commitment to DEI and information about our growing network of BRGs.

¹⁵ Excludes Hyve Technologies co-workers.

Social Commitment	Actions and Progress
<p>Increase the representation of underrepresented groups in our workforce by 2025</p>	<ul style="list-style-type: none"> • Launched a global inclusive recruitment commitment • Created a new dashboard to make our workplace demographic data more accessible to leadership • Reimagined our career site to support inclusive recruitment
<p>Increase the representation of people who identify as women to 50% of our workforce by 2030</p>	<ul style="list-style-type: none"> • Publication of gender metrics for transparency and tracking • Performed a Diversity Talent Review • Global expansion of women-focused BRG Elevate
<p>Increase the representation of people who identify as women to 40% of our leadership roles by 2030</p>	<ul style="list-style-type: none"> • Expansion of female mentoring programs in North America, Europe, APJ • Increased representation of people who identify as women from 27% to 28% in leadership roles year-over-year¹⁵ • Launched LEAD program to support professional growth for co-workers • Established Career Flow resource to help co-workers plan their careers • Increased representation of people who identify as women from 42% to 43% of our workforce

Celebrating Women in the Channel

In FY2023, CRN®, a brand of The Channel Company, recognized 19 TD SYNEX leaders on its annual Women of the Channel list. The list celebrates women from vendor, distributor and solution provider organizations whose expertise and vision are leaving a noticeable and commendable mark. Two of our leaders were also named to the Power 100 list, which spotlights female executives whose insight and influence are helping to drive channel success.

Embracing Representation in Our Partnerships

North Carolina-based coffee shop and roastery, 321 Coffee is staffed by individuals with intellectual and developmental disabilities, providing them a chance to flourish and grow. We were honored to host their CEO and a barista at our annual TD SYNEX Inspire conference, where we presented them a \$5,000 donation, which was then matched by Lenovo. TD SYNEX partners were then treated to a behind-the-scenes look at 321, where they learned about the roasting process, saw the equipment that helps create an accessible and independent workplace and observed the many sustainable practices 321 has embedded into their operations.



Supporting Inclusion Through Our BRGs

Our BRGs, Business Resource Groups, are co-worker led communities centered around underrepresented affinities and identities. They support workplace inclusion while empowering our colleagues to connect, learn and lead. In FY2023, we doubled co-worker participation with BRG channels in The Current, our internal communications platform, therefore achieving our 2025 goal.

Social Commitment	Actions and Progress
By 2025	
Double co-worker participation in our BRGs	Exceeded by more than doubling participation in FY2023

Several BRGs, such as Elevate and Spectrum, increased their number of chapters, with Spectrum coordinating events to celebrate Pride month with co-workers around the globe. Throughout our U.S. logistic centers, we saw strong participation with Patriots, dedicated to the military community, and other BRGs. Similarly, we saw significant growth in Europe, where we recently launched Limitless, a disability and neurodiversity focused BRG that we plan to expand to the U.S. in FY2024. To further integrate our BRGs with our company, we asked each of them to define a roadmap in FY2023 that aligns with our DEI strategy pillars. Moving forward, we aim to increase executive engagement in BRG- and DEI-focused events and to continue expanding our BRG network worldwide.

Advocating for Ecosystem-Wide Change

As we cultivate a diverse, equitable and inclusive culture within TD SYNEX, we're also working to enact broader change. In FY2023, we created a workstream through our North American Diversity and Inclusion Council that is dedicated to advancing DEI throughout the IT ecosystem. The workstream includes a new Diversity Alliance program that enables us to identify which of our resellers, customers and service providers are certified minority-owned businesses. The program is also designed as a forum in which we can share insights, policies and practices to help our partners expand their capabilities and capacity.

These efforts build on our enterprise Supplier Diversity program, which aims to increase direct and indirect spending with diverse businesses, including those owned by minorities, veterans, people with disabilities, LGBTQ+ individuals and women. We leverage a diverse supplier spend database to track our spending with diverse suppliers and identify opportunities to grow our spending in this regard.

Social Commitment	Actions and Progress
Increase the diversity of our partner ecosystem	<ul style="list-style-type: none"> Created a diversity partner workstream as part of our DEI Council priorities In the U.S., included DEI in our Vendor Summit and Inspire 2023 event and VisualSolv Executive agendas Expanded our Diversity Alliance Program Recorded non-trade spend with minority owned businesses

Our Expanding Network of BRGs



ELEVATE

- **Elevate** - Dedicated to attracting, retaining and advancing women



EMBRACE

- **Embrace** - Dedicated to recognizing and celebrating all cultures and ethnicities represented in UK&I



PATRIOTS

- **Patriots** - Dedicated to recruiting and supporting military veterans, active service personnel and military family members



SPECTRUM

- **Spectrum** - Dedicated to recognizing, advancing and supporting LGBTQ+ co-workers



BEACON

- **Beacon** - Dedicated to recognizing, empowering and advancing Black co-workers



FUERZA

- **Fuerza** - Dedicated to empowering, developing and celebrating Hispanic and Latinx co-workers



RISE

- **Rise** - Dedicated to celebrating, supporting and advancing Asian and Pacific Islander co-workers



LIMITLESS

- **Limitless** - Dedicated to supporting an environment that welcomes, celebrates and nurtures those with differences and disabilities

Engaging Our Local Communities



We have the power to do good in the world — not only through our work but by sharing our collective resources, time and expertise. Our Community Relations program is structured around the pillars of Digital Divide, Children and Wellness, in which we strive to engage our co-workers and neighbors to help make life better for those in need.

Co-workers can get involved through our Volunteer Ambassador Network (VAN) and by requesting funding for organizations that align with our pillars through our Charitable Giving programs.

In FY2023, we continued to grow our impact through community partnerships and three signature events: our Volunteer Month in December, our Next Meal campaign in July, and our annual Share the Magic campaign in North America. We also launched a new volunteer platform to better track our co-workers' efforts.

Giving the Gift of Time With Volunteer Month

Each December, TD SYNEX co-workers are encouraged to give the gift of time by volunteering in their community. In December of 2023, we achieved 470 hours of collective volunteerism with 15 nonprofit organizations.

Our Community Relations Pillars

1

We're bridging the digital divide by increasing access to digital technologies and literacy programs.

2

We support organizations that are focused on providing children with tools and resources today that will help them have a better tomorrow.

3

We recognize that wellness looks different for everyone — yet it's critical to living a more balanced life.



Bridging the Digital Divide

We believe that anyone can do great things with technology – but first, they need access. At TD SYNEX, we’re working to bridge the digital divide by expanding access to literacy programs and digital devices. In October 2023, we held our Digital Inclusion Week, an annual week of awareness, recognition, and celebration around digital inclusion work, highlighted by a co-worker technology donation drive. One of our ongoing partners, Human-I-T, is a nonprofit organization that provides devices, internet access, digital skills training and tech support to local communities while diverting technology from landfills. These tools and services ensure everyone has the opportunity to use technology to live, learn, work and thrive. Since 2020, we’ve donated over \$202,000 to support Human-I-T’s social and environmental efforts, and in FY2023, we made our largest contribution of devices to date. We also launched a new program, in which we donate pre-owned TD SYNEX Renew products to qualifying community partners. Already, we’ve leveraged the program to donate virtual reality equipment and HP notebooks and printers to schools and other organizations serving students in Florida and Illinois.

Social Commitment	Actions and Progress
<p>Help bridge the digital divide by providing devices, digital skills, training, internet connectivity and technical support to underserved communities and leverage partnerships with similarly focused nonprofits, such as Human-I-T, to digitally equip approximately 20,000 households – touching the lives of 60,000 people</p>	<p>Achieved by equipping thousands of households with digital connectivity, including assisting ~95,033 households in signing up for free or low-cost internet and distributing more than 119,000 refurbished computing devices to deserving communities</p>



In an era where access to technology equates to opportunity, TD SYNEX’S alliance with Human-I-T is a driving force in democratizing digital access across North America. This initiative has a direct, life-changing impact on diverse groups including students, veterans, caretakers, and jobseekers, supporting them as they chase their dreams and aspirations.”

Gabe Middleton, Chief Executive Officer, Human-I-T



Teaming Up to Empower Learning

TD SYNEX has a longstanding partnership with the Tampa Bay Rays, working together to make a positive impact on the Tampa/St. Pete area in Florida. During the month of September, we partnered on a number of initiatives to give back to the community, including a food drive that created 10,000 meals for families and individuals facing food insecurity. Later that month, TD SYNEX and Rays co-workers teamed up with United Way Suncoast to help with a renovation project for Learning Empowered, a local nonprofit using education as a basis to address unmet needs of the community.

The Rays partnership also consists of a Double Play Program in which TD SYNEX will donate \$250 for each Tampa Bay Rays home game opening defense double play during the season. This year, the nearly \$20,000 total from the Double Play Program benefitted Youth Development Initiative (YDI), a local nonprofit in Clearwater, Florida, dedicated to fostering and supporting the success of minority youth. This organization came to our attention through the advocacy and engagement of one of our TD SYNEX co-workers, whose volunteering, personal donations and matching gifts from TD SYNEX have helped fund college tours, scholarships and educational STREAM (Science, Technology, Reading, Engineering, Arts and Math) workshops.

Helping Children Achieve a Better Tomorrow

We believe that unlocking potential for all starts early and never truly ends. With this in mind, we support programs that provide children with the tools and resources they need to succeed. The focal point of our fundraising efforts is our Share the Magic program. Over the past 13 years, we've raised more than \$25 million for 16 beneficiaries throughout North America, including organizations such as the Children's Dream Fund and A Child's Haven, which helps children with developmental delays. In FY2023, we expanded the program from seven to eight chapters, with the inclusion of our Clearwater co-headquarters. In total, our teams raised more than \$4 million to support more than a dozen organizations throughout Canada and the U.S.

Cultivating the Literacy Skills to Explore New Worlds

When school-aged kids strengthen their literacy skills, they unlock new stories, new confidence and limitless potential. TD SYNEX is proud to be a founding donor of New Worlds Reading, an initiative of the University of Florida that empowers families to help their children develop reading skills through access to free books and reading activities. By the close of the 2022-23 school year, nearly 200,000 students had enrolled, with New Worlds Reading sending them a total of four million books. In the coming year, the initiative will expand to serve students in voluntary pre-kindergarten, helping students discover a love of reading even earlier.

Beautifying Community Spaces

Our TD SYNEX co-workers volunteer their time to amplify the impact for our partner organizations, bringing their own skills and interests to bear. This year, our corporate communications team volunteered at Learning Empowered, spending the day painting a mural on the building, beautifying the space for community members and learners.





Promoting Health and Wellness

We believe health and wellness are essential for our communities to thrive. Unfortunately, many people currently struggle to meet their nutritional needs. According to the World Food Programme, more than 333 million people faced acute levels of food insecurity in 2023. To help combat this issue, we encourage co-workers to work with local organizations that focus on food security during our Next Meal campaign each July. Co-workers can get involved by donating items to food drives and by volunteering with organizations to raise awareness and help distribute meals.

For our second-annual campaign in FY2023, we expanded our efforts beyond the U.S., with sites from Mexico to Singapore getting involved. We also coordinated with our Well-Being team to provide our co-workers with internal resources aimed at helping them live — and eat — well. For example, we held smoothie events in the U.S., hosted a budget workshop and asked co-workers to share healthy, affordable recipes with their peers. Outside of Next Meal, we partnered with the American Red Cross and UNICEF to assist global communities with disaster relief. In total, we provided more than \$70,000 to support communities recovering from wildfires, earthquakes, storms, conflicts and other emergencies.

Harnessing the Power of Grassroots Action

When our co-workers invest time into causes that they care about, they help us build a more caring and connected culture. Through our VAN, we've mobilized co-workers to spread their positive impact far and wide. We also launched a new volunteer platform that is available to co-workers companywide, which enables them to identify local volunteer opportunities and consistently track their hours. This will provide TD SYNEX with centralized, real-time data on the volunteer activities of our co-workers around the world.

Our Second Annual Next Meal Campaign

TD SYNEX's Next Meal campaign is a month dedicated to addressing food insecurity in communities. This year, the Next Meal campaign activated co-workers across the company to collect or sort over 8,000 pounds of food and package 1,000 meals with local organizations.

Feeding the Community, One Meal at a Time

Africa Sullivan has spent more than two decades working to address senior isolation and hunger with Meals on Wheels, serving at both the Greenwood and Greenville, South Carolina, chapters. During TD SYNEX's second annual Next Meal campaign in FY2023, a month dedicated to addressing food insecurity, Africa planned a volunteer event with Meals on Wheels for her Greenville-based colleagues. Because of Africa's dedication and passion, TD SYNEX has made a donation to support this program. Through all of her efforts, Africa has been able to truly make an impact on a cause close to her heart.

“I want to show how I can support my community. Volunteering gives me a sense of pride and identity.”

Africa Sullivan, project manager at TD SYNEX

Transforming Communities Worldwide



California

In FY2023, Share the Magic Bay Area fundraised \$190,109 for the Make-A-Wish Foundation. During the Next Meal Campaign, co-workers in Fremont, California, sorted 3,900 pounds of food for Second Harvest of Silicon Valley.

Colorado

In FY2023, Share the Magic Colorado fundraised \$94,417 for the Children's Hospital Colorado Foundation and Hope for the Warriors. During the Next Meal Campaign, co-workers in Colorado collected 475 pounds of food for Community Table.

Illinois

Raised funds for Childhood Leukemia Warriors Foundation, Clearbook, the Fox Valley Special Recreation Association and Little Friends during Share the Magic.

South Carolina

Mobilized the Greenville VAN to pack and distribute 1,600 meals via Meals on Wheels, volunteer with Greer Relief and the Greer Soup Kitchen and hold a food drive for Harvest of Hope. Also raised funds for A Child's Haven, Clements Kindness, Make-A-Wish Foundation and Pendleton Place during Share the Magic.

Italy

Volunteers joined children at youth education center Villa Morello, in the city of Lecce, for a fun day focused on learning about the natural environment. This included a treasure hunt and presentations using recycled and organic materials. A donation was also made for summer camps and winter activity registration for families in need.

Arizona

Raised funds for House of Refuge and Special Olympics during Share the Magic and collected and delivered food and clothing donations to House of Refuge during Next Meal.

Florida

Mobilized the Clearwater VAN to package hurricane prep kits and teacher appreciation kits with United Way, sort food donations at Hope Villages, organize blood drives with OneBlood, and complete a beach clean up with Keeping Pinellas Beautiful.

Mexico

Collected and delivered food donations to Casa Hogar Margarita during Next Meal.

Brazil

Supported three non-governmental organizations working to bring education and sports to low-income children, bring sustainable lighting to communities without electricity and provide education and training to help those from low-income communities enter the job market. Also donated warm meals and coats to SP Invisivel during Next Meal.

India

Mobilized the India VAN to complete a Heritage site clean-up of Mahuli Fort in Thane, organize a blood drive with health organizations across India, and collected school supplies for donation to 190 students.

Singapore

Helped prep, pack and distribute meals for Willing Hearts during Next Meal.

Corporate Governance

Our values of inclusion, collaboration, integrity and excellence shape our approach to corporate governance. They guide us to be accountable for our performance, transparent with our stakeholders and committed to doing what's right. We're helping our co-workers put these values into action by building a culture where ethics and compliance are top of mind. We're also dedicated to safeguarding information and providing leadership to help our company succeed and maintain our stakeholders' trust.



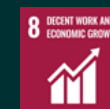
Activating Our Strategy in FY2023

Strengthened our leadership team by adding two new Board members with significant industry expertise

Launched our Global Human Rights Policy, underscoring our commitment to ethical business practices, respect for human rights and responsible sourcing

Further harmonized our cybersecurity controls to ensure effective, consistent processes across all facets of the business

Initiated the process of self-certification to adhere to the new EU-U.S. Data Privacy Framework Principles

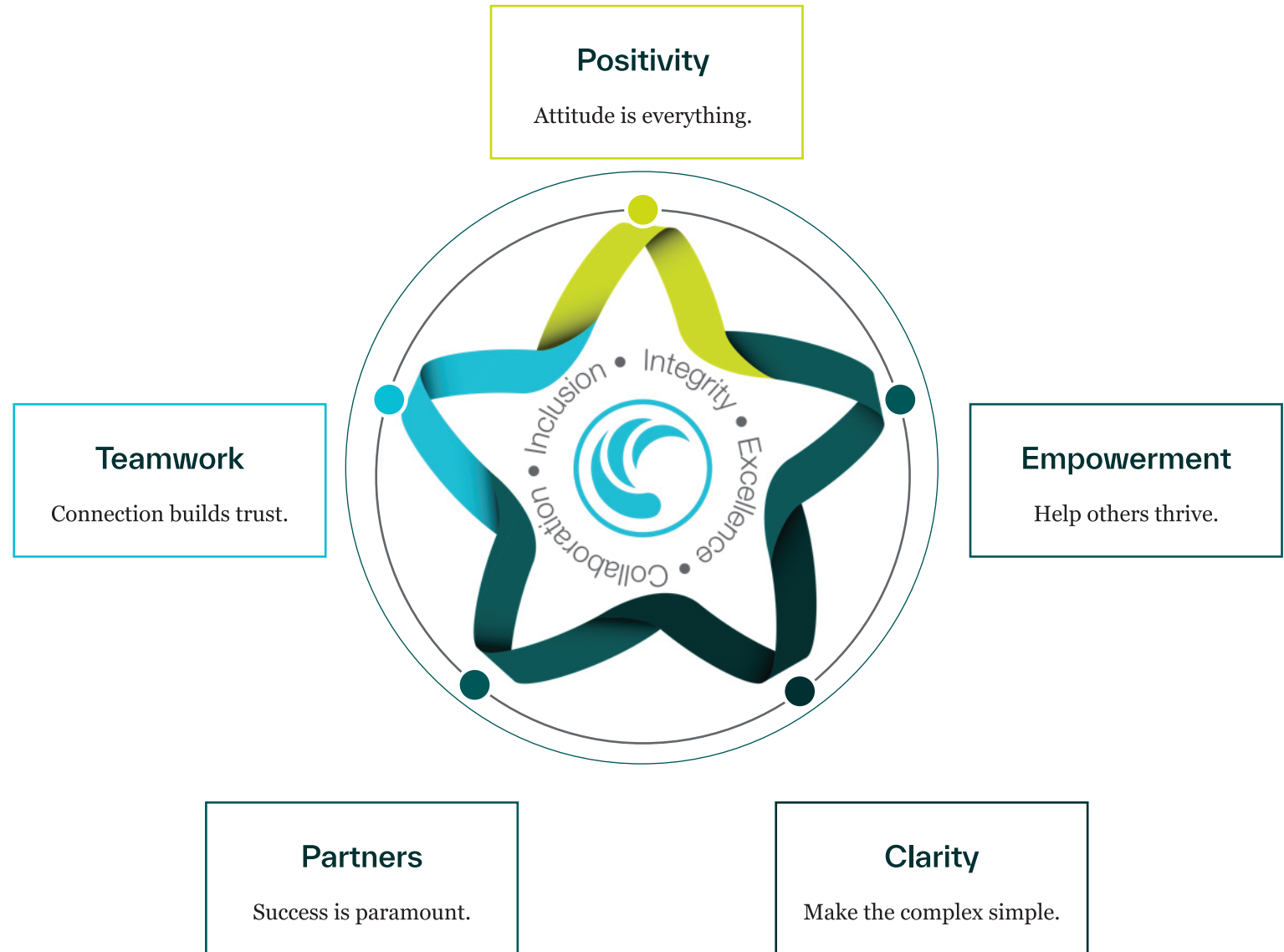


Putting Servant Leadership Into Practice

We hold true to our shared values through our Servant Leadership in Action behaviors, which help us build a positive company culture.

We strive to embody these behaviors across TD SYNEX and expect everyone to exemplify them — whether they're a co-worker, a manager or a senior leader. We further ingrain these behaviors by integrating them into our onboarding process, which is completed by every new co-worker companywide.

Our Servant Leadership In Action



Guided by Our Executive Leadership Team and Board

From the very top of our organization, our [Executive Leadership Team](#) and [Board of Directors](#) model our Servant Leadership Behaviors. They provide strong corporate governance based on best practices, local requirements and the needs of our co-workers, customers, vendors and other stakeholders worldwide. Our [Governance Guidelines](#) define our Board and senior leadership roles with regard to Board composition and leadership, operations, committees, management and other governance topics.

In FY2023, we expanded our Board from 11 to 13 members. Our new Board members include Kathy Crusco, an experienced chief financial officer with a background in software and unified communications, and Claude Pumilia, a seasoned leader in software and data services companies. Both bring industry expertise and strategic insights that support TD SYNEX's mission of connecting the global IT ecosystem.

Providing ESG and Business Oversight

Our Board serves as a well-advised steward for our shareholders and receives regular updates about our Corporate Citizenship program.

The Board has three core committees, each of which guides our ESG and business progress in critical ways.

We also have a Corporate Citizenship Steering Committee — composed of a cross-functional group of senior leaders — to help us drive our ESG efforts forward. At the regional and global levels, we maintain Compliance committees to ensure key executive leaders at TD SYNEX, including the CEO, are

aware of current reporting trends and the resolution or status of investigations and ethics matters. We provide metrics and qualitative details to these internal governing bodies on a quarterly basis. We have also expanded the role of our Internal Audit function in ensuring the accuracy of our external reporting.

TD SYNEX's Executive DEI Council, comprised of the top leaders in the organization including our Executive Leadership Team (ELT), works to review and analyze DEI metrics, provide governance over global DEI strategy and promote inclusive practices throughout the organization.

Director Compensation and Benefit Program

We review compensation for our non-executive directors each year. Our compensation and benefit program for this group is based on the principles that director compensation should:

- Fairly pay directors for work required of directors serving an entity of our size and scope.
- Align directors' interests with the long-term interests of our stockholders.
- Be structured in a way that is transparent and easy for stockholders to understand.

Our Governance Structure at a Glance

Board of Directors

- Fiduciary duty to shareholders
- Reviews corporate citizenship updates
- Reviews and oversees ESG policies and practices
- Ensures high governance standards
- Oversees IT security and data privacy controls

Nominating and Corporate Governance Committee

- Composed solely of independent directors
- Assists the Board in the development and implementation of ESG policies and practices
- Provides ESG oversight

Audit Committee

- Ensures integrity of financial statements
- Oversees disclosure and internal controls
- Ensures compliance with legal and regulatory requirements
- Evaluates independent auditor qualifications, independence and performance

Compensation Committee

- Reviews, administers, and approves equity-based compensation for our officers and co-workers
- Reviews the development and implementation of our human capital management strategies, practices and risks

Safeguarding Privacy and Data

We take our responsibility to secure our systems seriously. To do so, we continuously enhance our security measures while emphasizing the importance of security awareness among our teams.

We administer regular co-worker training to support adherence to our privacy, cybersecurity and IT-use policies. The company maintains strict IT standards for data confidentiality and accessibility. Our policy mandates the use of approved systems for company business and prohibits any unethical activities on company networks. We follow cybersecurity best practices and international standards and leverage sophisticated technology to protect our company and partners. The company's IT security and data privacy controls are overseen at the Board level.

Our Cyber Defense Center, staffed by security experts, monitors and responds to threats in real time. The team uses advanced tools, including machine-learning and deep-learning AI systems, that improve threat detection by learning to distinguish false alarms from real threats over time. We take a proactive approach, conducting periodic simulations to rehearse and validate the effectiveness of our controls. Any suspected security issues are promptly reported for appropriate action.

In FY2023, we completed the harmonization of our cybersecurity controls, elevating all operations to top-level controls and processes, including preventive, detective and incident controls. To further bolster our defenses, we invested in a new, automated platform to proactively track, understand and mitigate cybersecurity risks — both internally and within our supply chain. The platform enables cross-functional sharing of signals and threat intelligence with our security, data privacy, ethics and compliance business lines. We also use it to monitor and assess third parties with whom we do business or share data.

At TD SYNnex, we value intellectual property (IP). We know there are threats to IP in an increasingly global marketplace, and we work closely with our vendor partners to ensure the overall health of the IT channel.

One of the ways we do this is through our partnerships, including the Alliance for Gray Market and Counterfeit Abatement (AGMA), which brings together some of the most innovative technology companies in the world to share best practices for mitigating global intellectual property risks. We are the only IT distributor with AGMA membership, and we are currently serving as a member of the AGMA Board.



In October 2023, we received a one-year approval to self-certify compliance with the new [EU-U.S. Data Privacy Framework Principles](#), which allows us to engage in cross-border transfers of personal data while ensuring compliance with EU law.



Deepening Our Culture of Ethics and Compliance

We are steadfast in our commitment to ethical leadership, conduct and compliance — principles that form the bedrock of our operations.

Within our framework of corporate governance, we have established a comprehensive Ethics and Compliance (E&C) program to engage co-workers in creating a culture of integrity at every level. We have also established an Ethics Advisor Network to support the global E&C team. Leaders nominate co-workers as Ethics Advisors to champion TD SYNEX's shared principles and core values across our sites. Ethics Advisors provide a direct and confidential way for our co-workers to report ethical concerns. They also facilitate ethics and compliance awareness efforts and promote related training.

To ensure continued progress in our emphasis on ethical behavior, we have set ethics and compliance goals, including:

- Delivering an average of two hours of required online compliance training each year per co-worker, covering 8-12 key topics depending on their role.
- Reaching 98% of the required audience for every training campaign, including E&C training.

Our [TD SYNEX Code of Conduct](#) establishes and communicates our core expectations and principles regarding ethical business conduct and serves as a foundation to guide us as a single, unified team. Our public filings also serve as a resource where any material corruption incidents or breaches would be disclosed.

In FY2023, we rolled out e-learnings on Code of Conduct topics such as anti-trust and competition law and conducted live, interactive versions of these trainings during global site visits. Our visits included sites in Latin America, Eastern Europe and Asia Pacific, where we emphasized the importance of speaking up about potential conflicts. We aim to conduct further on-site training across the majority of our locations over the course of the next several years. We also delivered online, interactive training in 17 languages on topics including Code of Conduct and Conflict of Interest Attestation, Fighting Bribery and Corruption, Managing Third Party Bribery and Corruption Risk, Antitrust and Competition

Achieved a

99.8%

completion rate for our global Code of Conduct training in FY2023

Law, Data Privacy, Cybersecurity, Anti-Harassment and Anti-Discrimination, and Business Email Compromise. In all, co-workers completed over 49,613 required trainings in our Learning Management System.

Another key achievement in FY2023 was the publication of our [Global Human Rights Policy](#). The policy establishes clear guidelines and expectations for our partners to conduct business activities in accordance with all applicable laws, regulations and internationally recognized human rights principles. It also outlines our expectation for business partners to provide documentation demonstrating their compliance. In FY2024, we plan to conduct inquiries to understand our business partners' current practices and further socialize the policy.

Risk Assessment and Management

TD SYNEX has developed a comprehensive global approach for legal and compliance risk assessments and reviews. The assessment is conducted bi-annually and focuses on specific legal and compliance risks. It aligns with our annual strategic Enterprise Risk Management framework, ensuring consistency in methodology and metrics. Our approach is quantitatively and qualitatively driven, using various data points from financial and case reporting to surveys and interviews capturing input from key risk owners and leadership.

The legal and compliance risk assessment is conducted in collaboration with internal subject matter experts from various risk areas to provide appropriate coverage. We also conduct local country risk assessments during on-site visits, based on local regulations and focusing on specific areas. Identified risks are addressed with relevant controls and processes to support maintaining our standards and value of integrity.

Countering Bribery and Corruption

We are committed to acting professionally, fairly, and with integrity in all our business dealings and relationships. One important aspect of this commitment is implementing and enforcing effective systems to counter bribery and corruption. We strive to know our partners well and employ due diligence processes on relevant third parties to reduce the risk of our funds being used in bribery, corruption

or fraud schemes. We have a global risk-based approach to determine appropriate levels of due diligence as part of third-party onboarding processes, including ongoing monitoring. Depending on the risk profile, our third-party vetting procedures may include due diligence questionnaires, database integrity screening and enhanced background checks. After initial due diligence is performed, our active relationships are monitored on an ongoing basis.

Management and Shipping of Dangerous Goods

When TD SYNEX needs to transport items that are classified as dangerous goods (DG), such as battery-powered devices, lithium batteries, etc., we not only ensure compliance with DG regulations, we go above and beyond those requirements.

In addition to proactive review and classification of items and ensuring appropriate storage and packing thresholds, we also deliver training focused on hazardous materials (HAZMAT) annually to any co-worker handling DGs, furnish all sites with security plans and report annually on the program. We have averaged 4,000 of these annual trainings, while exceeding regulatory requirements, identifying personnel responsibilities, awareness raising and teaching occurrence notification standards. Through intentional preparation and attention, we work to ensure that our products are shipped safely in alignment with all compliance requirements.

Hyve Solutions Membership in the Responsible Business Alliance (RBA)

In addition to deploying TD SYNEX's Code of Conduct and related e-training across its global operations, Hyve Solutions, our wholly owned subsidiary, is also responsible for implementing the RBA (Responsible Business Alliance) Code of Conduct in its global operations; and deploying the RBA's Code to its global suppliers.

Hyve Solutions was accepted as an Affiliate Member of the RBA in September 2021, then was upgraded to a Regular Member in January 2022. The RBA represents a coalition of more than 230 companies driving sustainable value for workers, the environment and business in their own operations and throughout the thousands of RBA members' suppliers facilities in the global supply chain.

Details concerning the RBA and its mission, members, Code of Conduct and programs are available at: [Responsible Business Alliance](#).



Expanding Education and Engagement

Our co-workers are our first line of defense for identifying and avoiding potential ethics and compliance issues. We provide training and resources to empower them to make responsible decisions and encourage them to speak up if they have concerns. In FY2023, we launched an adaptive training course on ethics and compliance topics that is tailored to each co-worker's unique role. The course is customized based on individual risk profiles and needs, maximizing its relevancy for each user. For our ongoing Code of Conduct course, we plan to institute a post-survey communication to gather opinions on the ethical culture at TD SYNEX and the quality of our required training from co-workers.

Building Out Our Expansive Policy Library

TD SYNEX offers a robust policy library of ethics and compliance resources, which we continued to enhance in FY2023. We translated 37 toolkits and 33 videos into 17 languages to improve accessibility and provide localized guidance for diverse business scenarios. We further promote education and reporting of these matters through other channels and resources, including:

TD SYNEX Ethics Line: Offers a 24/7, year-round channel to report any conduct that doesn't align with our Code of Conduct.

Real Tales of Ethics and Compliance video series: Illustrates and clarifies the repercussions of actual compliance issues to a global internal audience.

30 Seconds with Ethics and Compliance video series: Spotlights important insights and key takeaways on relevant ethics and compliance subjects.

Ethics and Compliance toolkits: Deliver concise guidance and actionable steps for specific scenarios in easily digestible formats.

Policy Pathway modules: Utilize technology tools to efficiently provide digital responses to compliance-related queries for our colleagues.

Supplier Integrity Principles: Establish clear expectations for suppliers and partners on supply chain human rights, anti-competitive behavior, anti-bribery, corruption and governance.



Enabling Our Speak Up Culture

TD SYNEX expects our co-workers and business partners to speak up when they have concerns about illegal behavior or misconduct in our workplace. In FY2023, we released our Speak Up and Non-Retaliation policy, which lays out our expectation that co-workers and business partners will report concerns, and that retaliation will not be tolerated. We want to ensure that all co-workers understand our policies and have available channels to raise questions and concerns at any time. We comply with whistleblower laws everywhere we do business, and we strive to maintain a speak up culture where everyone is empowered to be ethical leaders. We have multiple reporting channels to make speaking up easy and protect the identity of the reporter when speaking up. We investigate reports independently and objectively, acting when needed to stop misconduct and prevent future incidents.

We also rolled out a global outreach plan featuring an animated video encouraging co-workers to voice their ethical concerns. This initiative debunks common myths that might deter co-workers from speaking up, while emphasizing their protection from retaliation. To create an inclusive experience, we packaged the video into a presentation with discussion questions that we translated into 17 languages. We have tracked the video's content delivery data to monitor its global adoption, allowing us to identify and support locations with lower engagement.

Responsible Artificial Intelligence (AI)

TD SYNEX supports the beneficial use of AI within the context of our business operations, provided users act with careful consideration to ensure ethical practices, data security, and compliance with company policies and applicable laws. Because AI technologies — as well as relevant regulations — are under rapid development, we are monitoring and continue to provide guidance and updates as appropriate. Many of our company policies, such as the Data Classification & Handling and Cybersecurity and Acceptable Use policies, already provide important guidance to co-workers when using any type of third-party application.

Ethics Advisor Network

Our Ethics Advisor Network is an extension of our Ethics and Compliance program. Leaders nominate co-workers as Ethics Advisors to support the global Ethics and Compliance team and champion TD SYNEX's shared principles and core values across our sites. Ethics Advisors also provide a direct and confidential way for co-workers to speak up about ethical concerns while promoting ethics and compliance training and facilitating awareness efforts.

Appendix

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About This Report

This report details TD SYNEX's progress in sustainability and data collected during fiscal year 2023, the period between December 1, 2022, and November 30, 2023, unless otherwise noted. It is intended to be our primary source of annual disclosure on sustainability performance and provide a transparent account of our ESG approach and performance. Reporting on other matters can be found in our public SEC filings, annual reports and corporate website.

Safe Harbor Statement

Statements in this report regarding TD SYNEX Corporation that are not historical facts may be forward-looking statements within the meaning of Section 27A of the Securities Act of 1933 and Section 21E of the Securities Exchange Act of 1934. These forward-looking statements may be identified by terms such as believe, expect, may, will, provide, could and should and the negative of these terms or other similar expressions.

These forward-looking statements include, but are not limited to, statements regarding our strategies and goals. These are subject to risks and uncertainties that could cause actual results to differ materially from those discussed in the forward-looking statements. Please refer to the documents filed with the Securities and Exchange Commission, specifically our most recent Form 10-K and subsequent SEC filings, for information on risk factors that could cause actual results to differ materially from those discussed in these forward-looking statements. Statements included in this report are based upon information known to TD SYNEX Corporation as of the date of presentation and TD SYNEX Corporation assumes no obligation to update information contained in this report except as otherwise required.

Sustainability Data Summary

Corporate Metrics	
2023	
Impact	
Total revenue (thousands)	\$57,555,416
Technology partners supported	150K+
Countries served	100+

¹⁶ Please note that this report includes a small portion of estimated energy and electricity usage data. While every effort has been made to ensure the accuracy of the information presented, the use of estimated data means these values should be viewed as approximations.

¹⁷ TD SYNEX's GHG inventory is consistent with the principles and guidance of the World Resources Institute (WRI) and the World Business Council for Sustainable Development's (WBCSD) Greenhouse Gas Protocol Initiative (GHG Protocol) for corporate GHG accounting and reporting. TD SYNEX defines its organizational boundary conditions consistent with the GHG Protocol according to the "operational control approach" for Scope 1 and 2, and 3 sources. This means the scope of TD SYNEX's organizational boundaries includes locations in the company's ownership or under its control where TD SYNEX has responsibility of GHG emissions from these locations. The "operational control approach" is the most appropriate organizational boundary for TD SYNEX because it reflects where TD SYNEX can influence decisions that impact GHG emissions. Facilities included in TD SYNEX's boundary include office buildings, business centers, data centers, and warehouses. Emission factors are from governmental and non-governmental organizations' sources including the Intergovernmental Panel on Climate Change (IPCC) Sixth Assessment Report (AR6) 100-year V2.0, International Energy Agency (IEA) CO₂ Emissions from Fuel Combustion 2023-Year 2021, Department for Environment Food and Rural Affairs (DEFRA) 2023 Guideline to DEFRA, and Environment Canada 2023 National Inventory Report (2021 data). Additionally, where available, we utilize utility-specific emission factors that support our market-based inventory. As of 2023, we utilize IPCC's Sixth Assessment Report (AR6) as our source for global warming potentials. GHG emissions are subject to measurement uncertainties resulting from limitations inherent in the nature and the methods used for determining such data. The selection of different but acceptable measurement techniques can result in materially different measurements. The precision of different measurement techniques may also vary.

Environment	
2023	
Energy & Emissions¹⁶	
Energy Consumption (MWh)	167,734
Renewable Energy Consumption (MWh)	32,634
Greenhouse Gas Emissions¹⁷	
Scope 1 GHG Emissions (metric tons of CO ₂ e)	11,767
Scope 2 GHG Emissions (metric tons of CO₂e)	
Location-Based Emissions	32,083
Market-Based Emissions	26,221

Sustainability Data Summary, Cont.

Environment	
2023	
CDP Assessment	
Score	Management (B-)
EcoVadis Assessment	
Score	Silver

Social	
2023	
U.S. Ethnicity (%) ¹⁸	
American Indian/Alaska Native	0.4%
Asian	7.6%
Black/African American	11.7%
Hawaiian/Pacific Islander	0.3%
Hispanic/Latino	17.2%
Two or more races	2.1%
Elected Not to Specify	2.4%
White	57.9%
Undisclosed	0.4%

¹⁸ This ethnicity data is for the U.S. only, with the exclusion of Hyve Technologies co-workers.

Sustainability Data Summary, Cont.

Social	
2023	
Workforce	
Number of full-time employees	Approximately 23,000 ¹⁹
Global Employees by Gender (%)	
Male	57%
Female	43%

Social	
2023	
Employee Well-Being and Engagement	
Huang Leadership Development Scholarships awarded	8
Co-workers reporting that they felt welcomed when they joined TD SYNEX (%) ²⁰	96
Co-workers reporting that people at TD SYNEX treat each other with respect and dignity (%) ²⁰	80
Business Resource Groups	8

¹⁹ We use temporary or contract workers, who totaled approximately 5,000 as of November 30, 2023, on a full-time equivalent basis.

²⁰ Along a 5-point scale where 1=Strongly disagree, 2=Disagree, 3=Neutral, 4=Agree, and 5=Strongly agree, % (Fav) equals the % who responded with a 4 or 5.

Task Force on Climate-related Financial Disclosures (TCFD) Disclosure Index²¹

Disclosure Focus Area	Recommendation	2023 Response
<p>Governance</p> <p>Disclose the organization's governance around climate-related risks and opportunities</p>	<p>Board Oversight</p> <p>Describe the board's oversight of climate-related risks and opportunities.</p>	<p>TD SYNEX's Board's Nominating and Corporate Governance Committee (Nom/Gov Committee) is chartered with the responsibility of assisting the Board in its review of the development, oversight and implementation of the company's Environmental, Social and Governance (ESG) policies, programs and practices. The Nom/Gov committee also reviews the draft proxy statements recounting the company's ESG activities including those addressing climate-related issues.</p> <p>The Chief Business Officer (CBO) leads climate-related matters at TD SYNEX and raises climate-related agenda items to the Nom/Gov Committee or the Board.</p>
	<p>Management's Role</p> <p>Describe management's role in assessing and managing climate-related risks and opportunities.</p>	<p>The CBO oversees the Corporate Communications Department where the Corporate Citizenship Team resides. The Corporate Citizenship Team is primarily responsible for the ESG program at TD SYNEX, where they work on sustainability policies and performance including education and thought leadership in the industry, sustainability metric and reporting, climate mitigation and greenhouse gases, circular economy and inculcating a sustainable culture within the organization. They work cross-functionally with other functions to identify, monitor and manage climate-related risks and opportunities as well as how to translate those risks and opportunities into actionable plans and policies.</p> <p>Several members of the Executive Leadership Team sit on the Corporate Citizenship Steering Committee to provide insight and advice on climate-related issues such as climate risk, decarbonization strategy and ESG policies. The Committee includes close to 30 Executive Leadership Team members and other key managers, from the Americas, Europe and Asia Pacific Japan. They meet monthly with the Corporate Citizenship team to discuss climate-related issues such as carbon reduction roadmaps, sustainability capacity building and sustainable leasing policies.</p> <p>Key findings and decisions are then raised to the Nom/Gov Committee through the CBO at least annually or where there are material updates.</p>

²¹ TD SYNEX is reporting in alignment with currently available frameworks and will continue to monitor The International Sustainability Standards Board (ISSB) framework development. We will align with the unified framework once it becomes available from the IFRS Foundation.

Disclosure Focus Area	Recommendation	2023 Response
<p>Strategy</p> <p>Disclose the actual and potential impacts of climate-related risks and opportunities on the organization’s businesses, strategy, and financial planning where such information is material.</p>	<p>Climate-related Risk and Opportunities</p> <p>Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.</p>	<p>TD SYNEX has identified through internal and external engagement, a range of climate-related risks and opportunities that are pertinent to our business. The list of risks and opportunities, and how we are managing risk and capturing the opportunities can be found in the “Climate-related Risks” and “Climate-related Opportunities” sections below.</p>
	<p>Impact on Organization</p> <p>Describe the impact of climate related risks and opportunities on the organization’s businesses, strategy, and financial planning.</p>	<p>TD SYNEX recognizes the potential significant impact that climate-related risks and opportunities could have on the business. The incorporation of the ability to manage the risk and capture the opportunity into our strategy and financial planning is therefore crucial.</p> <p>We ensure that climate-related risks are included in our corporate risk register, which leadership review and assess the risk and our current mitigation measures, allowing us to ensure robust and proactive management of these risks.</p> <p>We also update our global financial forecast monthly and incorporate macro-economic risk factors into those models. These external factors can include geopolitical events, availability/cost of capital, technical disruptions, and environmental factors. Environmental factors include the impacts of climate change such as natural disasters, extreme weather events, resource scarcity and environmental regulations that impact our sector.</p> <p>Climate-related opportunities are assessed on a continuous basis with relevant functional leads as business conversations develop and market trends change. The potential positive climate impact is assessed by the Corporate Citizenship team while functional leads assess the opportunity for financial benefits and how they can be incorporated into our business strategies and planning.</p>
	<p>Resilience of Strategy</p> <p>Describe the resilience of the organization’s strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.</p>	<p>TD SYNEX assumes that as climate change pressure increases, we will be subjected to increased regulatory and policy demands but that the different regions we operate in are likely to move with differing speeds. We also assume that we will be subjected to greater climate-related physical impacts.</p> <p>Our corporate sustainability strategy has been formulated taking into account various factors and qualitative climate scenarios. We plan to execute a more specific and robust climate-related scenario analysis with the support of market leading experts in the near future.</p> <p>We also continuously review our specific climate-related physical risks and the mitigation measures needed to manage the associated impacts as the latest science advises.</p>

Disclosure Focus Area	Recommendation	2023 Response
<p>Risk Management</p> <p>Disclose how the organization identifies, assesses, and manages climate-related risks.</p>	<p>Identification and Assessment</p> <p>Describe the organization’s processes for identifying and assessing climate-related risks.</p>	<p>Transitional climate-related risks relevant to TD SYNEX are identified and updated as new legislation is released, market trends are observed, and business conversations and requests develop. If the risk does not require immediate attention, it will be placed on the risk register for the annual Enterprise Risk Assessment.</p> <p>Physical climate-related risks are identified with support from a risk management and insurance specialist firm. All facilities under TD SYNEX are assessed for their exposure to acute and chronic physical climate risks, such as floods from heavy rainfall and rising sea levels, severe weather resulting in wildland fire and extreme temperatures as well as windstorms. These risks are updated at least annually. Physical climate-related risks are also included into the annual Enterprise Risk Assessment.</p>
	<p>Management of Risk</p> <p>Describe the organization’s processes for managing climate-related risks.</p>	<p>If a specific climate-related risk is identified and determined to be a material risk, addressing it would then be prioritized. Depending on the nature of the risk, a mitigation plan would be developed to reduce risk levels. All risks are continuously monitored throughout the year, and updated where there may be changes in legislation, markets, business or the environment.</p>
	<p>Overall Risk Management</p> <p>Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization’s overall risk management.</p>	<p>TD SYNEX’s Enterprise Risk Assessment is performed annually with the benefit of the continuous identification and assessment of risk throughout the year. Our climate-related risks alongside and within other corporate risks are assessed via our Enterprise Risk Management process. The risk register is reviewed and assessed by the Executive Leadership Team as well as Regional Presidents and key Functional Directors across the regions. Additionally, specific or emerging risks not on the risk register are also reviewed during a follow-up interview within the assessment process. A risk level is then given to each risk.</p>

Disclosure Focus Area	Recommendation	2023 Response								
<p>Metrics and Targets</p> <p>Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material.</p>	<p>Metrics</p> <p>Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.</p>	<p>Our climate-related metrics are published annually in our corporate citizenship report. We publish our carbon emissions for Scope 1 and 2 (metric tons of CO₂e), and our total and renewable energy consumption (MWh). We also monitor these metrics against our targets.</p> <p>We are looking into tracking our OPEX, CAPEX, and revenue from sustainable economic activities following a global taxonomy such as the EU Taxonomy.</p>								
	<p>Scope 1, 2 and 3 emissions</p> <p>Disclose Scope 1 and 2, greenhouse gas (GHG) emissions, and the related risks.</p>	<p>FY2023 Carbon Emissions:²²</p> <table border="1" data-bbox="1212 586 2462 786"> <thead> <tr> <th data-bbox="1212 586 2166 643">Carbon Emissions</th> <th data-bbox="2166 586 2462 643">Metric tons of CO₂e</th> </tr> </thead> <tbody> <tr> <td data-bbox="1212 643 2166 691">Scope 1</td> <td data-bbox="2166 643 2462 691">11,767</td> </tr> <tr> <td data-bbox="1212 691 2166 740">Scope 2, location-based</td> <td data-bbox="2166 691 2462 740">32,083</td> </tr> <tr> <td data-bbox="1212 740 2166 786">Scope 2, market-based</td> <td data-bbox="2166 740 2462 786">26,221</td> </tr> </tbody> </table> <p>We have conducted a Scope 3 inventory for our base year and are currently in the process of improving our carbon accounting and conducting one for FY2023. We expect to publish our Scope 3 inventories to CDP.</p>	Carbon Emissions	Metric tons of CO ₂ e	Scope 1	11,767	Scope 2, location-based	32,083	Scope 2, market-based	26,221
	Carbon Emissions	Metric tons of CO ₂ e								
Scope 1	11,767									
Scope 2, location-based	32,083									
Scope 2, market-based	26,221									
<p>Targets</p> <p>Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.</p>	<p>TD SYNEX has committed to following the Science Based Targets:</p> <p>By 2028:</p> <ul style="list-style-type: none"> • 90% of our suppliers by spend covering purchased goods and services, will have science-based targets. • 58% of our customers by revenue covering use of sold products, will have science-based targets. <p>By 2030:</p> <ul style="list-style-type: none"> • Reduce absolute Scope 1 & 2 GHG emissions by 42%.²³ <p>By 2045:</p> <ul style="list-style-type: none"> • Reach net-zero GHG emissions across the value chain.²⁴ 									

²² Please refer to [page 45](#) for GHG Inventory disclaimer.

²³ Reduction will be measured from a 2022 base year.

²⁴ Our SBTi Net Zero target excludes the usage of refrigerant, other fuels and purchased heating from the target boundary due to their minimal presence across our various facilities.

Type	Driver	Potential Financial Impact	Risk Management Strategy
Transitional Climate-Related Risks			
Policy and Legal	Enhanced climate-related reporting obligations	Climate-related reporting regulations have had increasing requirements over the past few years, with varied requirements by country or regions. Several climate-related regulations, such as the Corporate Sustainability Reporting Directive (CSRD), have new frameworks and more detailed metrics. As enhancements are continuously updated, we are exposed to the possibility of increased operational cost, penalties and business disruption from insufficient alignment to growing requirements.	<ul style="list-style-type: none"> • TD SYNEX monitors the latest regulations globally and regionally to understand their potential impact on our business, proactively having internal discussions on the interoperability of the various sustainability reporting frameworks. • TD SYNEX has invested in a carbon accounting tool to ensure a more precise and streamlined data collection process that will support robust reporting.
Technology	Substitution of existing products and services with lower carbon alternatives	Technology is constantly developing and there has been a growing demand for products and services that are deemed more sustainable. As a distributor and aggregator of technology products and solutions, our offerings are constantly pitted against competitors and there is a risk of loss of business to those who can offer more sustainability attributes.	<ul style="list-style-type: none"> • TD SYNEX has established a Circular Economy Tower, which works on expanding and improving our circular economy services, such as our device trade-in program (TD SYNEX Renew) and our sustainable subscription solution, Tech as a Service (TaaS). The tower is also exploring how to further increase the use rates of assets we sell, recycling the materials used to make them, and avoiding waste.

Type	Driver	Potential Financial Impact	Risk Management Strategy
Market	Changing customer behavior	<p>There have been shifts in the market toward alignment with a net-zero future, resulting in more climate-aware partners and customers who seek more sustainable business practices and offerings. There is increasing pressure from partners to accelerate efforts in making both the business and supply chain more sustainable. There is a risk that the rate of market forces toward more climate-friendly practices results in a loss of business or increased costs from these changing demands.</p>	<ul style="list-style-type: none"> • TD SYNEX, through our education and thought leadership pillar, maintains collaboration within the supply chain, particularly with stakeholders who are also aligned to a net-zero future. This allows us to maintain a good pulse on best practices and demands of the industry, allowing us to further grow our sustainable services. • TD SYNEX has established a Sustainable Transportation and Logistics Tower, where we are working with our supply chain to offer more environmentally friendly logistics services. We are looking for and encouraging lower carbon alternatives for fossil powered transportation modes. We are also working with vendors to reduce package weight and size with the goal of increasing load factors and reducing transportation emissions per delivered product.
Reputation	Increased stakeholder concern or negative stakeholder feedback	<p>Stakeholders increasingly recognize the importance of incorporating ESG into long-term strategy to remain competitive, improve profitability and drive innovation. This has also resulted in a growth of ESG criteria and standards that corporations are held up to. There is a risk of increased costs from adhering to these growing standards while ensuring that any negative concerns are proactively mitigated and managed.</p>	<ul style="list-style-type: none"> • TD SYNEX, through our sustainability metrics and reporting pillar, keeps track of the latest industry standards for ESG. We also work to incorporate them, where possible and applicable, into our long-term strategy to ensure that we are aligned with the latest standards and science.

Type	Driver	Potential Financial Impact	Risk Management Strategy
Physical Climate-Related Risks			
Acute Physical	Wildfires Storms Flooding Extreme temperatures Severe wind	As a distributor of hardware with offices and warehouses, TD SYNEX is exposed to a variety of acute physical climate-related impacts that can cause property damage to our facilities, health and safety concern for our co-workers and disruptions to our logistics network. This can result in a financial impact to adapt and respond to any events. All facilities under TD SYNEX are assessed for their exposure to acute physical climate risks with varying exposure identified.	<ul style="list-style-type: none"> All facilities under TD SYNEX are assessed annually for their exposure to acute and chronic physical climate risks using natural hazard risk maps that have forward-looking analysis accounting for changing climatic dynamics to have more accurate forecasts on potential exposures. All sites have a property Risk Management Plan in place that is reviewed and verified by technical experts.
Chronic Physical	Rising sea levels Rising temperatures	Changing climatic dynamics place long-term and increasing financial and physical pressure on TD SYNEX's assets as they are exposed to these chronic risks, which can vary greatly across the regions we operate in. All facilities under TD SYNEX are assessed for their exposure to chronic physical climate risks with varying exposure identified.	

Type	Opportunity	Potential Financial Impact	Strategy
Climate-Related Opportunities			
Resource Efficiency	Use of more efficient sites	With 168 distribution and administrative facilities globally, there is opportunity for us to gain significant operational cost savings by enhancing efficiencies in resource usage, particularly in utilities.	<ul style="list-style-type: none"> • TD SYNEX has developed sustainable criteria for our global real estate team to use to evaluate new location opportunities including factors such as energy, water and waste efficiency design, access to renewable energy and sustainable building certification. Sites with more sustainable criteria are prioritized for leasing. • TD SYNEX, under our culture pillar, has expanded our Green Teams network to close to 40 teams who engage with their co-workers to inculcate sustainability habits and where some have led initiatives to identify areas at their sites to reduce operational carbon emissions.
	Use of more efficient distribution processes	As a distribution firm, our revenue is dependent on the efficiency of our distribution processes. Investment and refinement of the process will allow us to improve our performance and increase revenue.	<ul style="list-style-type: none"> • TD SYNEX's distribution processes are highly automated to ensure timely order fulfillment and accuracy and enhance the efficiency of our warehouse operations and back-office administration. We track multiple performance measurements to continuously improve the efficiency and capabilities of our distribution operations. Our proprietary IT systems and processes enable us to automate many of our distribution operations.
Energy Source	Use of lower-emissions sources of energy	Moving to lower energy systems helps us to reduce the risks associated with exposure to fluctuating fossil fuel prices and future carbon taxes. By investing in renewable infrastructure, long-term returns are to be anticipated.	<ul style="list-style-type: none"> • TD SYNEX is shifting toward more renewable energy systems and we are looking for opportunities to upgrade our facilities with sustainable attributes as our contracts and local infrastructure allow. We are investing in the refurbishment of our existing locations and adding new features such as solar panels and electric vehicle (EV) infrastructure. On top of this, most of our facilities in the U.K., Spain, Italy and the Czech Republic have shifted to certified, renewable-generated electricity.

Multiline and Specialty Retailers & Distributors					
Topic	Accounting Metric	Category	Unit of Measure	Code	2023 Response
Energy Management in Retail & Distribution ²⁶	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable electricity	Quantitative	Megawatt hour (MWh), Percentage (%)	CG-MR-130a.1	1. Total energy consumed in 2023: Approximately 167,734 MWh 2. Percentage grid electricity: Approximately 69% 3. Percentage renewable electricity: Approximately 31%
Data Security	Description of approach to identifying and addressing data security risks	Discussion and Analysis	n/a	CG-MR-230a.1	Our Cyber Defense Center, staffed by security experts, monitors and responds to threats in real time. The team uses advanced tools, including machine-learning and deep-learning AI systems, that improve threat detection by learning to distinguish false alarms from real threats over time. We take a proactive approach, conducting periodic simulations to rehearse and validate the effectiveness of our controls. Any suspected security issues are promptly reported for appropriate action. For further information, see the Safeguarding Privacy and Data section of our Corporate Citizenship Report.
Labor Practices	Total amount of monetary losses as a result of legal proceedings associated with labor law violations	Quantitative	Presentation currency	CG-MR-310a.3	2023 Form 10-K, Legal Proceedings, p. 29

²⁵ TD SYNEX is reporting in alignment with currently available frameworks and will continue to monitor The International Sustainability Standards Board (ISSB) framework development. We will align with the unified framework once it becomes available from the IFRS Foundation.

²⁶ Please refer to page 45 for energy and electricity use disclaimer.

Multiline and Specialty Retailers & Distributors					
Topic	Accounting Metric	Category	Unit of Measure	Code	2023 Response
Workforce Diversity & Inclusion	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, and (c) all other employees	Quantitative	Percentage (%)	CG-MR-330a.1	2023 Corporate Citizenship Report > Appendix > Sustainability Data Summary
	Total amount of monetary losses as a result of legal proceedings associated with employment discrimination	Quantitative	Presentation currency	CG-MR-330a.2	2023 Form 10-K, Legal Proceedings, p. 29
Product Sourcing, Packaging & Marketing	Discussion of processes to assess and manage risks or hazards associated with chemicals in products	Discussion and Analysis	n/a	CG-MR-410a.2	2023 Corporate Citizenship Report > Environmental Sustainability > The Circular Economy
	Discussion of strategies to reduce the environmental impact of packaging	Discussion and Analysis	n/a	CG-MR-410a.3	2023 Corporate Citizenship Report > Environmental Sustainability > The Circular Economy

United Nations Sustainable Development Goals (UN SDGs)

Goal	Most Relevant Targets	Examples of Impact in 2023
<p>Goal 4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all (Quality Education)</p>	<p>4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship</p>	<p>In FY2023, we continued to grow our impact not only through our work but by sharing our collective resources, time and expertise. Our Community Relations program is structured around the pillars of Digital Divide, Children and Wellness, in which we strive to engage our co-workers and neighbors to help make life better for those in need. At TD SYNEX, we're working to bridge the digital divide by expanding access to literacy programs and digital devices. Additionally, we support programs that provide children with the tools and resources they need to succeed. In FY2023, nearly 200,000 children participated in our literacy programs. To combat the issue of food insecurity, we engage with local organizations that focus on providing food security to the communities in which we operate.</p> <p>2023 Corporate Citizenship Report > Social Responsibility > Engaging Our Local Communities</p>
<p>Goal 5. Achieve gender equality and empower all women and girls (Gender Equality)</p>	<p>5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life</p>	<p>Our DEI strategy guides us to build a diverse and talented workforce. To drive progress, we launched a new inclusive recruitment commitment in FY2023. The commitment applies to all external hires for roles at the people manager level or above and requires global hiring managers to ensure women represent at least half of their candidate slates. U.S. hiring managers must ensure that at least half of each candidate slate includes female, Black and/or Hispanic candidates. To hold hiring managers accountable, those who wish to move forward with a candidate outside of these stipulations must receive approval from a member of our executive leadership team. Since launching this initiative in January 2023, approximately 50% of our new hires have been women and/or people from minority groups.</p> <p>2023 Corporate Citizenship Report > Social Responsibility > Creating a Culture Where Everyone Feels Connected</p>

United Nations Sustainable Development Goals, (UN SDGs) Cont.

Goal	Most Relevant Targets	Examples of Impact in 2023
<p>Goal 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all (Decent Work and Economic Growth)</p>	<p>8.8 Protect labor rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment</p>	<p>Our values of inclusion, collaboration, integrity and excellence shape our approach to corporate governance. They guide us to be accountable for our performance, transparent with our stakeholders and committed to doing what’s right. We’re helping our co-workers put these values into action by building a culture where ethics and compliance are top of mind.</p> <p>Our business depends on our ability to attract, retain and develop top talent. That’s why we focus on providing resources to help our co-workers do their best work. We want TD SYNEX to be a place where people can be happy, healthy and safe – a place where they can succeed in their roles while continuing to grow.</p> <p>In FY2023, we focused on expanding opportunities for our co-workers to learn, develop and lead. We also enhanced our ability to support the many dimensions of well-being for our co-workers worldwide.</p> <p>2023 Corporate Citizenship Report > Corporate Governance > Putting Servant Leadership Into Practice 2023 Corporate Citizenship Report > Social Responsibility > Empowering People to Be at Their Best</p>
<p>Goal 9. Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation (Industry, Innovation and Infrastructure)</p>	<p>9.b Support domestic technology development, research and innovation in developing countries, including by ensuring a conducive policy environment for, inter alia, industrial diversification and value addition to commodities</p>	<p>The technology ecosystem is as complex as it is critical, requiring specialized expertise from many kinds of organizations such as vendors, distributors and resellers. Together, we deliver hardware, such as laptops; software, such as cybersecurity solutions; and services, such as data storage and many more. TD SYNEX sits in the middle of it all, ideally positioned to orchestrate and influence the future of sustainability industrywide.</p> <p>2023 Corporate Citizenship Report> Introduction> Putting Corporate Citizenship to Work</p>

United Nations Sustainable Development Goals, (UN SDGs) Cont.

Goal	Most Relevant Targets	Examples of Impact in 2023
<p>Goal 12. Ensure sustainable consumption and production patterns (Responsible Consumption and Production)</p>	<p>12.2 By 2030, achieve the sustainable management and efficient use of natural resources</p>	<p>At heart, TD SYNEX is a solutions company driven to deliver transformative results. Through our Corporate Citizenship program, we're applying that strength to unlock progress toward key environmental goals. We're committed to expanding the circular economy, sharing our sustainability insights and achieving net-zero GHGs in our global operations by 2045. By engaging our global co-workers and channel partners, we aspire to advance environmental sustainability – not only at TD SYNEX, but industrywide.</p> <p>By measuring our performance, we can identify where we're making environmental progress and how we can continue to improve. This also equips us with insights that we can share with co-workers, customers, partners, shareholders, regulators and other stakeholders. As we continue to deepen our sustainability efforts, we strive to be accountable and transparent each step of the way. The stories and data shared throughout this report reflect that commitment.</p> <p>2023 Corporate Citizenship Report > Environmental Sustainability > Sustainability Metrics and Reporting</p>
	<p>12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse</p>	<p>At TD SYNEX, the circular economy is one of our two towers of specialization – areas where we're uniquely positioned to advance sustainable change. As the world's largest IT distributor, we leverage relationships with thousands of vendors and customers to intervene in linear systems of e-waste management in favor of circular models. Three of our businesses – PCW, Shyft Global and TD SYNEX Renew – provide customers with IT Asset Disposition services including redistribution, refurbishment, recycling and more. In FY2023, we continued to embed and promote circular economy principles by expanding our IT Asset Disposition services and partnering on renew and refurbishment programs with companies such as Google, Xbox and Microsoft.</p> <p>2023 Corporate Citizenship Report > Environmental Sustainability > The Circular Economy</p>

United Nations Sustainable Development Goals, (UN SDGs) Cont.

Goal	Most Relevant Targets	Examples of Impact in 2023
<p>Goal 13. Take urgent action to combat climate change and its impacts (Climate Action)</p>	<p>13.2 Integrate climate change measures into national policies, strategies and planning</p>	<p>Our corporate sustainability strategy accounts for various factors and qualitative climate scenarios. We plan to execute a more specific and robust climate-related scenario analysis with the support of market leading experts in the near future. We also continuously review our specific climate-related physical risks and the mitigation measures needed to manage the associated impacts in alignment with the latest science.</p> <p>2023 Corporate Citizenship Report > introduction > Our Corporate Citizenship Commitments</p> <p>2023 Corporate Citizenship Report > Environmental Sustainability > Climate Mitigation and Greenhouse Gases</p>



Global Headquarters

44201 Nobel Drive
Fremont, CA 94538

16202 Bay Vista Drive
Clearwater, FL 33760

www.tdsynnex.com

corporatecitizenship@tdsynnex.com