



IT starts with us: Reducing our footprint, expanding our impact

FY2024
Corporate Citizenship Report





Building resilience for the tech ecosystem of tomorrow

For us, IT is personal. Technology enables so much of the world around us – the innovations that inspire and the connections we build with one another. The opportunities that technology creates are as powerful as the minds who build it and as limitless as the people who use it.

TD SYNEX is at the nexus of these opportunities. And with our partners, we are leading an effort to enable and accelerate progress for generations to come, making IT sustainable and building a more resilient future – together.

Our approach

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A MESSAGE FROM OUR CEO

Connected through technology, powered by people

TD SYNNEX is a technology company, but our business is all about connecting people. After all, it's people who make technology matter by using it to solve real-world problems and expand the scope of what can be achieved. We work to empower IT innovators, channel partners and tech talent with the insights and resources needed to deliver sustainable outcomes and drive transformative change.

And what a transformative time 2024 has been. Rapid technological advancement is not only reshaping every corner of the IT ecosystem, but also accelerating the need for more efficient, sustainable solutions that help protect our planet and ensure long-term business resilience. Amid this digital sea change, we are working alongside our vendors and partners to innovate new ways of doing business that drive sustainable change and unlock value for the entire IT ecosystem.

As we do so, we're translating our ambitions into action and delivering on key commitments. I'm proud to report that we've achieved our 2030 Scope 1 and 2 reduction targets, which are validated by the Science Based Targets initiative (SBTi), in addition to completing a new Scope 1 and 2 emissions inventory and climate risk assessment. We have also completed a double materiality assessment to sharpen our focus on the topics that matter most for our stakeholders and business. We are grateful to our co-workers and partners for sharing their perspectives and informing how we approach the next phase of our corporate citizenship journey.

As a testament to these efforts, our CDP and EcoVadis scores continue to climb. In addition to the awards we received in FY2024, we were recently recognized for the second consecutive year by two of our partners — as Lenovo's 2025 Global Sustainability Partner of the Year and Dell's 2025 North America Sustainability & ESG Partner of the Year.

“ We are working alongside our vendors and partners to innovate new ways of doing business that drive sustainable change and unlock value for the entire IT ecosystem. ”



These achievements wouldn't be possible without the passion and ambition of our entire team, whose efforts help drive positive impact for the environment and the communities where we live and work. Our connected culture is strengthened by our Green Teams and Volunteer Ambassador Networks, and we continue to partner with a wide range of community organizations. In FY2024, we worked with Junior Achievement to boost financial literacy and wellness for high school students and continued our Next Meal Campaign to address global food insecurity. Through our TD SYNNEX Share the Magic initiative, we have raised more than \$30 million since inception to support charities addressing the needs of children and families across North America. Since 2011, we have grown this initiative from one event to 11 in 2025 — the organization's 15th anniversary.

This work is meaningful because it's personal. It's easy to talk about changing the world, but the real impact lies in the relationships we've nurtured through consistency, ingenuity and trust. In the face of changing winds, these connections make us all stronger, providing the stability needed to not only keep up but lead the way.

Patrick Zammit
Chief Executive Officer, TD SYNNEX



About TD SYNnex

TD SYNnex has an unwavering passion for bringing technology products, services and solutions to the world. Deeply aligned with this passion are our efforts to build a more resilient, sustainable IT ecosystem. We invest in innovation, creative solutions and partnerships that make this possible, driving positive impact and transformation for people, our partners and our planet.



Our purpose

We empower our global partners to achieve great outcomes with technology.



Our vision

We connect the global IT ecosystem and unlock its potential for all.



Our mission

We deliver compelling technology solutions to a dynamic global marketplace. Intent on the success of our partners, shareholders and each other, we hold ourselves to the highest standards and deliver excellence every day.

100+
countries served

150,000+
customers

\$58.5B
in FY2024 revenue

23,000
skilled co-workers

2,500+
vendors/original equipment manufacturers

200,000+
products sold



Awards and recognitions

In FY2024, we were proud to earn awards that recognize the excellence of our culture and sustainability efforts, including:

- FORTUNE World’s Most Admired Companies 2024
- Great Place to Work 2024 certified in Brazil, Czech Republic, Denmark, Finland, India, Italy, Mexico, Norway, Sweden, UK, U.S. and Vietnam
- CDP Management (B) rating
- EcoVadis score of 61/100, 73rd percentile
- Human Rights Campaign Foundation’s Corporate Equality Index, Top Score – 100
- Dell Technologies ESG Partner Spotlight – Q3 FY2024 Recognized Partner
- Lenovo 360 Circle, Global Distributor of the Year 2024 – Sustainability
- CRN Inclusive Channel Leaders 2024 – 7 TD SYNnex leaders



Corporate Citizenship highlights

Over the course of FY2024, we continued to build on the strong progress we've made toward advancing our Corporate Citizenship framework. Here are a few highlights from the past year.

Environmental sustainability

Received validation from the SBTi for our **emissions reduction targets**

Prioritized sustainability issues that impact both our enterprise value and society through our **first double materiality assessment**



Reduced Scope 1 and 2 emissions by nearly **43%** since FY2022, achieving our 2030 goal

Advanced circular economy and sustainable transportation efforts through a new **Sustainable Transportation & Logistics Guidebook** and **Sustainable Packaging Playbook**

Increased co-worker-led sustainability initiatives by expanding our **global network of Green Teams**

Introduced **Commercial Sustainability** as a new tower of specialization

Social responsibility



Reached **83%** participation in our co-worker engagement survey, up 5% from FY2023

Expanded our new Business Resource Group (BRG) – Limitless, which supports those affected by neurodiversity or disability – into the U.S.

Recorded **7,374** hours volunteered by 916 co-workers supporting 107 nonprofits

Supported communities with donations, supply drives and labor following Hurricanes Helene and Milton and created the global TD SYNNEX Relief Fund to support co-workers in crisis

Corporate governance



Achieved a **98.5%** completion rate for our enhanced Code of Conduct training

Developed **in-house artificial intelligence (AI) solutions** to support our Ethics & Compliance team

Empowered co-workers to utilize **Generative AI** systems responsibly through collaboration and guidance from our new Digital and AI Responsible Transformation team

Expanded our library of **cybersecurity and IT-use policies** to help meet the demands of technology advancements

“We're incredibly proud of our achievements over the past year. By harnessing the collective power of our network of channel partners, we've delivered meaningful action on our commitments and made important strides toward building a more sustainable, resilient, efficient and innovative ecosystem.”

Jill Kermes

Corporate Vice President, Global Communications and Corporate Citizenship, TD SYNNEX





Building resilience through sustainability

As a leading IT distributor, we recognize the increasing importance of taking action to protect the planet and work toward a more prosperous and inclusive future. Our unique position at the center of the global technology ecosystem connects us to more than 150,000 reseller customers with 2,500+ best-in-class technology vendors. This enables us to identify opportunities for innovation, sustainable practices and positive outcomes up and down the value chain.

Through our corporate sustainability strategy, we aim to do what's right for the world and build a stronger, more resilient business. Our strategy consists of six sustainability pillars that help us promote a healthier planet, achieve our targets and develop a more sustainable approach to doing business. In FY2024, we introduced a new pillar – Commercial Sustainability – that drives our approach to creating value through products and services that support climate adaptation, optimize energy efficiency and support a more circular economy.

Our corporate citizenship efforts are best aligned with the following United Nations Sustainable Development Goals:



Education and Thought Leadership

Establish TD SYNEX as a leader in the industry by collaborating with vendors and partners to identify challenges and opportunities and support the IT ecosystem in collectively advancing sustainable practices



Sustainability Metrics and Reporting

Increase the robustness of our data to prepare for climate-related reporting and regulations, inform our sustainability levers and focus our decarbonization efforts



Climate Mitigation and Greenhouse Gases

Mitigate climate impact by working toward net-zero greenhouse gas (GHG) emissions across our value chain through renewable energy procurement, sustainable logistics and transportation and increased operational efficiencies



Circular Economy

Integrate circularity in our internal and external strategy by reducing resource usage in our operations, enhancing our product lifecycle management strategy, and expanding and improving circular economy services



Culture

Embed a sustainable mindset in our corporate culture of learning, innovation and excellence, empowering sustainability champions and co-worker-led Green Teams to drive sustainability initiatives at their local sites and in commercial projects



Commercial Sustainability

Leverage sustainability as a value creation opportunity with products and services, including helping partners to develop sustainability readiness and to strengthen the value proposition



Corporate Citizenship commitments

Environmental commitments

As part of our dedication to protecting the planet, we have set a series of environmental commitments that guide us in working toward a healthier, more prosperous future. These commitments include:

SBTi

We are strongly committed to work toward achieving our validated SBTi targets:

By 2028:

- 90% of our vendors and 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 and 2 GHG emissions by 42%.¹**

By 2045:

- Reach net-zero GHG emissions across the value chain.²

Goal accomplished in FY2024. See page 15.

Additional goals

In addition to our validated SBTi targets, we are working to achieve the following goals:

- Embed circular economy principles in our product lifecycle management strategy and partner with stakeholders to minimize waste through repairs, refurbishment and recycling.
- Further deploy environmental management systems such as the ISO 14001.³

Social commitments

We believe in the power of people and invest in our co-workers and communities to help them thrive. Through our social commitments, we build on the idea that when we care for one another, we all win. These commitments include:

Company goals

- Increase our commitment to demographic equality at all levels to reflect our rich culture.
- Grow our team through unbiased recruiting and hiring practices.

Culture goals

- Maximize co-worker participation in BRGs to strengthen connection and support.
- Proactively ensure fair and equitable pay for all co-workers worldwide.

Community goals

- Partner to bridge the digital divide by providing underserved communities with devices, digital skills training, internet access and technical support.
- Expand the inclusivity of our partner ecosystem.



¹ Reduction is based on a 2022 base year.

² Our SBTi Net Zero target excludes the use of refrigerant, other fuels and purchased heating from the target boundary due to their minimal presence across our various facilities.

³ ISO 14001 refers to the set of standards put forward by the International Organization for Standardization that are focused on environmental management systems.



A sustainable approach to our strategic imperatives

As we look to the future, TD SYNEX is guided by a set of strategic imperatives that help create value in all that we do. From targeting new customers, to diversifying our offerings, to creating a high-performance team, TD SYNEX approaches these strategic imperatives with an eye toward sustainable practices and strong corporate citizenship.

One of these strategic imperatives is to strive for operational excellence powered by technology. We work to simplify the complex for our customers, vendors and partners, embedding efficiency and excellence in every step of our operations. We are committed to doing so through sustainable initiatives, processes and strategies that reduce environmental impact, support our co-workers and help our business thrive.

Excellence in quality management

Aligned with our pursuit of operational excellence, 64 facilities have achieved ISO 9001 certification, the world's most recognized standard for quality management systems. This represents 72% of our total footprint and helps us to optimize processes, maintain productivity and efficiency, demonstrate our commitment to quality and mitigate risks.

How we achieve operational excellence



Energy efficiency projects

Deploying energy-saving technologies to reduce utility costs and energy loss



Waste-reduction initiatives

Streamlining processes to reduce material waste and reuse resources



Process optimization

Reviewing operational processes to create more efficient workflows



Optimized transportation & logistics

Developing improved delivery routes and using eco-friendly transportation



Co-worker productivity & retention

Building a strong sustainability culture to engage co-workers and minimize turnover



Brand & market differentiation

Building customer loyalty and expanding access to new markets



Risk mitigation & business resilience

Minimizing supply chain disruptions and climate-related risks through sustainable practices



Double materiality assessment

In FY2024, we conducted our first double materiality assessment to identify, evaluate and prioritize sustainability topics that impact society and the environment, as well as TD SYNEX's enterprise value.

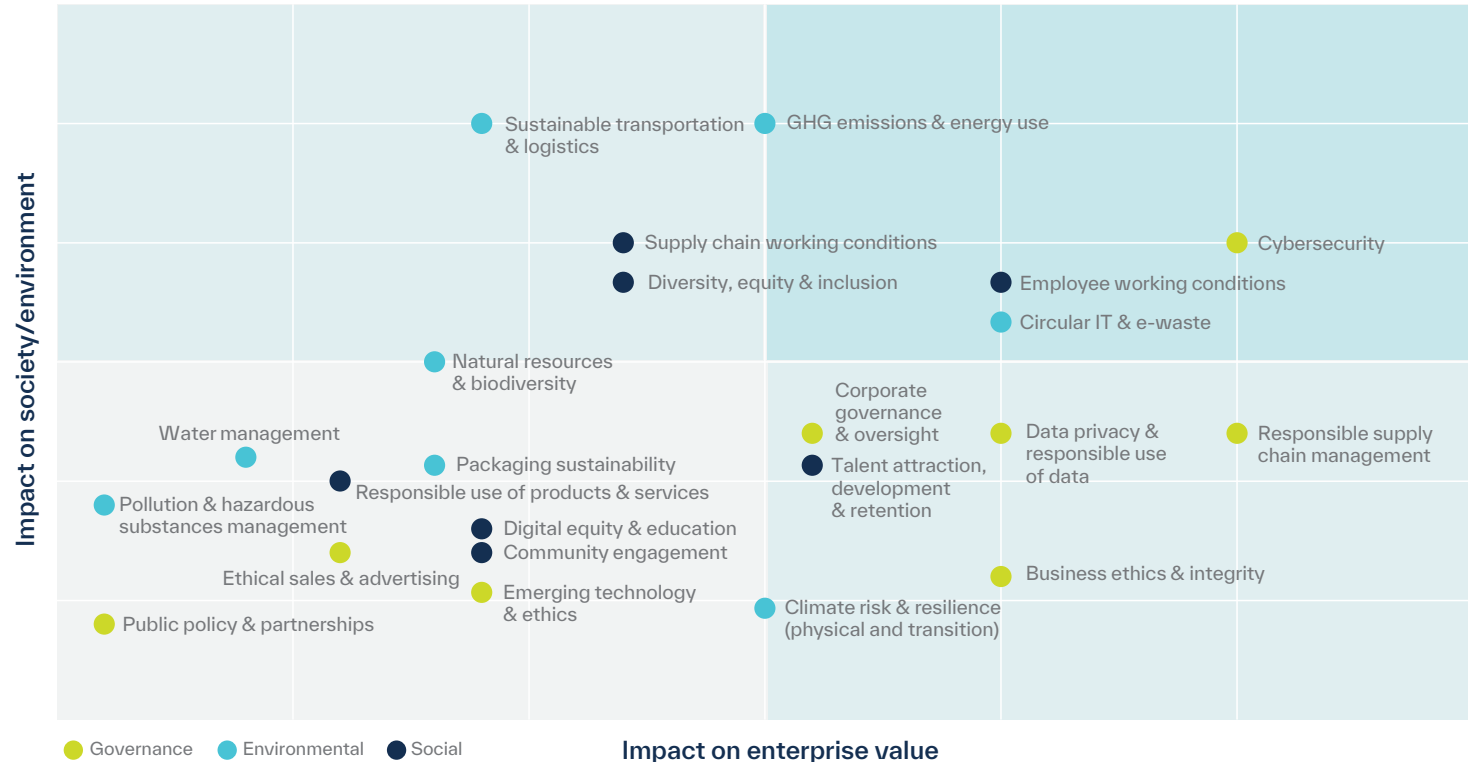
While this was our first double materiality assessment, we have been guided by materiality from the start, conducting an initial impact materiality assessment when establishing our Corporate Citizenship framework. We conducted 10 interviews with senior leaders across a range of functions; 10 interviews with external stakeholders, including investors, nongovernmental organizations and supply chain actors; and 300 surveys with both internal and external stakeholders. The assessment was aligned with the European Corporate Sustainability Reporting Directive, and the assessment criteria were adjusted for ease of integration into our enterprise risk management process.

Double materiality assessments are considered the most comprehensive, rigorous and challenging approach to analyzing material issues. Through this process, we identified priority sustainability risks, opportunities and impacts and developed a shared understanding of priorities across our team. Of the 23 sustainability topics we identified and assessed, 12 emerged as material both from a financial and impact perspective, the most relevant being:

- **Cybersecurity:** Preparedness for and resilience against cybersecurity-related disruptions, including risks such as unauthorized access or criminal use of networks, devices and data
- **Employee working conditions:** Fair working conditions for co-workers, including adequate wages, health and safety, a sense of work-life balance and others
- **Circular IT and e-waste:** Minimization of raw materials use and solid waste throughout the product and packaging lifecycles, including resource efficiency, responsible waste and e-waste management, and re-use and circularity practices across the value chain
- **GHG emissions and energy use:** Efforts to reduce GHG emissions in global operations to reach net-zero targets, including energy efficiency and renewable energy use

In identifying these and other key issues – such as responsible supply chain management, business ethics and integrity, and sustainable transportation and logistics – we are better able to focus on the areas that foster both a more sustainable world and a more resilient business.

FY2024 double materiality matrix



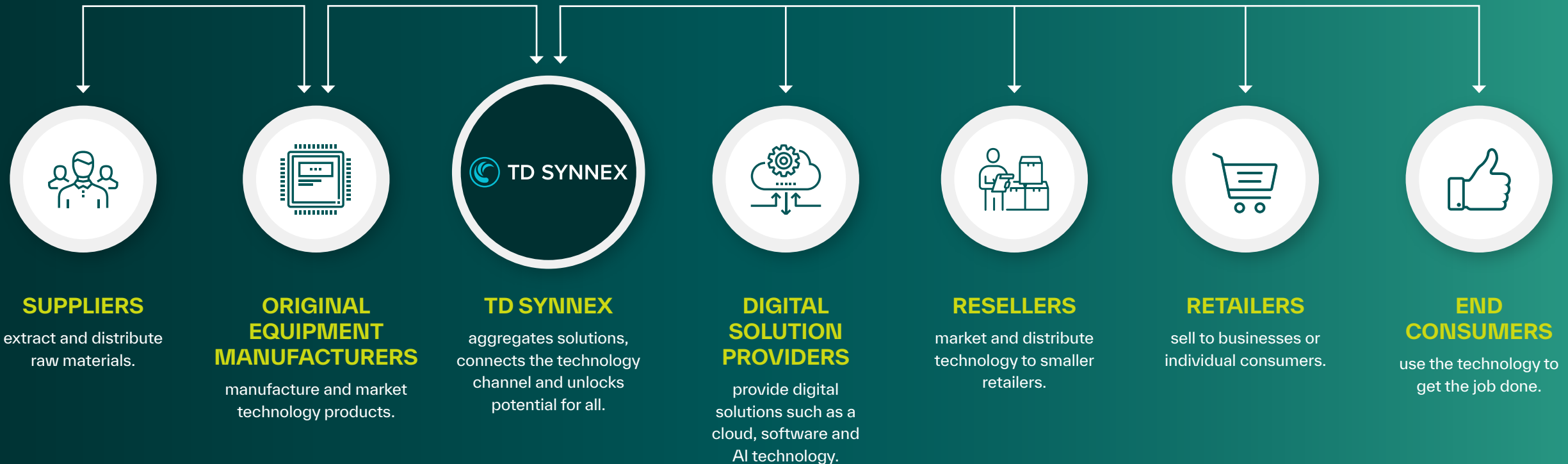


Making the IT ecosystem more resilient

Advancing a more sustainable future requires the collaboration of the entire technology ecosystem. From where we sit at the center of this ecosystem, TD SYNEX is uniquely positioned to help drive the collective capacity of our industry and make technology more resilient to our changing world. Building on FY2023 efforts to operationalize our Corporate Citizenship framework, we are today focused on working closely with partners, vendors and customers to unlock value for TD SYNEX and the entire ecosystem through sustainability.

We know that customers are increasingly seeking a deeper understanding of the impacts of the products they purchase, and we are committed to collaborating with the broader ecosystem to meet this demand. Many of our vendors currently provide sustainability-related technology — for example, refurbished PCs and carbon reporting solutions. TD SYNEX works to connect these vendors with opportunities across the channel, helping to unlock the value of sustainable products and solutions.

TD SYNEX is a member of the Global Technology Distribution Council (GTDC) that includes the IT industry's top distributors, solution providers, internet resellers and retailers. In addition to our organizational role, TD SYNEX CEO Patrick Zammit is a member of GTDC's Board of Directors and Executive Committee. GTDC helps its members and vendors strengthen partnerships and address industrywide issues and opportunities, including sustainability. TD SYNEX is currently part of GTDC's Sustainability working group, where we collaborate with industry stakeholders to examine solutions focused on the centralization, harmonization and improvement of product sustainability attributes.





ESG in focus for the ecosystem

Each year, TD SYNnex surveys tech businesses across the ecosystem to better understand their perspectives and provide insight to channel partners on how to meet the unique challenges of the moment. In recent years, environmental, social and governance (ESG) issues have become a core focus for our partners, underscoring the importance of our sustainability and corporate citizenship efforts in supporting the evolution of our industry.

In 2024, our Direction of Technology ecosystem research report found that channel partners see ESG standards as one of the top two challenges their businesses face in the next two years. They also recognize the importance of industry collaboration in meeting these challenges – something we are working to foster through each of our sustainability pillars. Key ESG insights from the report include:

- Respondents see ESG standards (37%) and rapid technological change (37%) as their top challenges in the next two years.
- 1 in 4 respondents are prioritizing ESG skills in their hiring.
- 1 in 3 believe they will need ESG regulatory expertise in the next two years.
- 1 in 4 currently offer ESG reporting/accreditation as a business solution.

TD SYNnex is a founding member of Lenovo 360 Circle, a partner community that brings together channel leaders to align on ESG objectives and leverage new market trends driven by sustainability to turn them into new business opportunities. Together with other channel leaders, we are working to realize our shared vision of an IT ecosystem where partners cooperate to tackle sustainability challenges. Through working groups, we have shared best practices and engaged on topics including energy efficiency, lifecycle management, product sustainability attributes and more. We have also collaborated on joint training modules that we make available to our supply chain partners.



Celebrating our omnichannel approach

Our 2024 Direction of Technology report was recognized by the Public Relations Society of America with a prestigious Silver Anvil award, which celebrates the best strategic communications campaigns of the year, as well as outstanding organizational excellence. Because of the success of our omnichannel approach, reaching our audience across multiple platforms, we received an award in the “Integrated Communications – Business to Business” category. In addition, TD SYNnex received an Award of Excellence in the “Website” category for the dynamic Direction of Technology user experience.

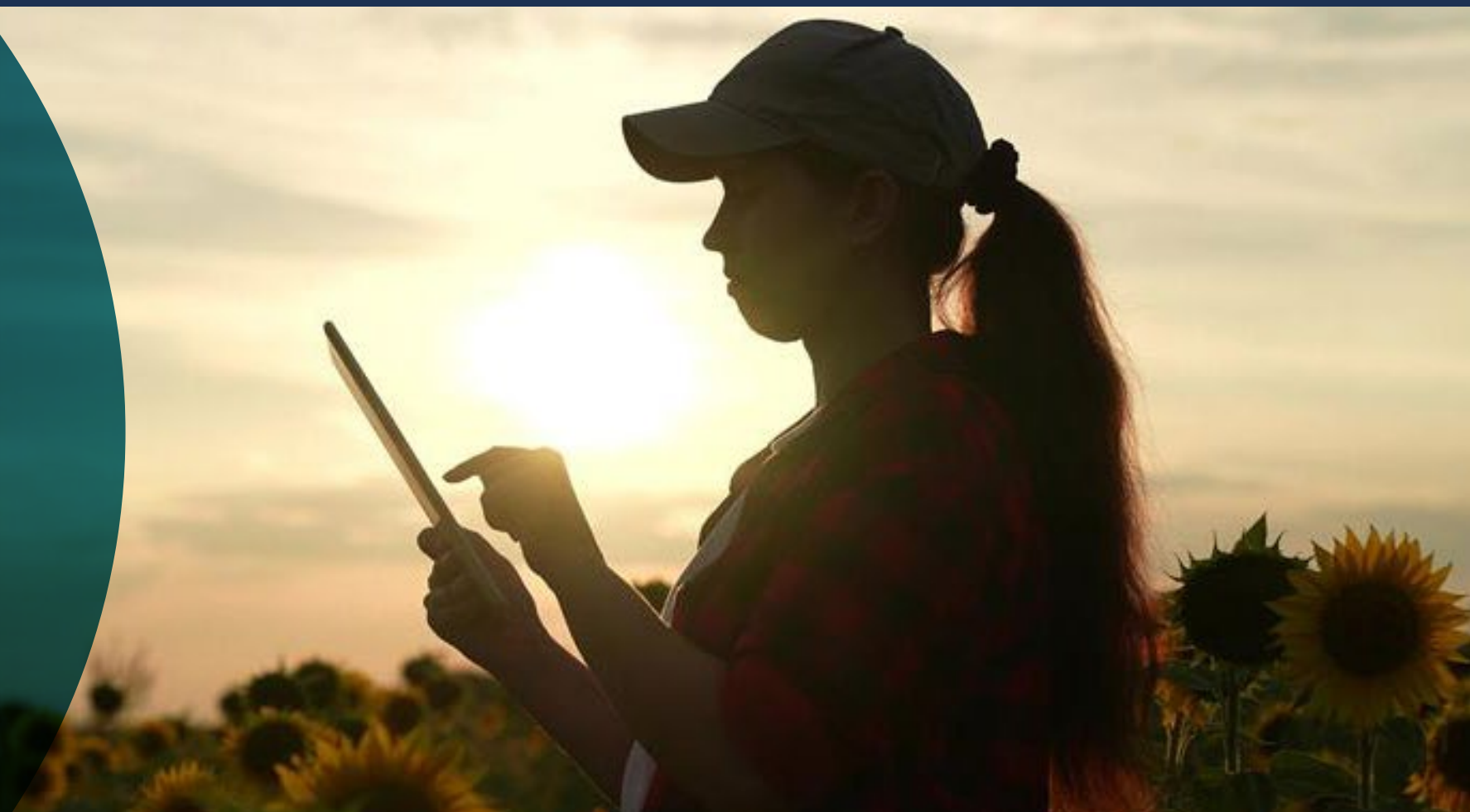
Learn more and download the full report here.





Driving sustainable transformation

The strength of our business is inextricably linked to the health of our planet. In collaboration with channel partners, TD SYNEX helps to lead our industry in cultivating more responsible, sustainable practices. Through our environmental commitments, we are continually working to reduce impact, innovate circular practices and foster a culture of sustainability — both within our business and across the entire ecosystem.



FY2024 highlights

Received validation from the Science Based Targets initiative (SBTi) for our emissions reduction targets

Achieved our 2030 target of reducing our Scope 1 and 2 emissions by nearly 43%

Prioritized sustainability issues that impact both our enterprise value and society through our first double materiality assessment

Introduced Commercial Sustainability as a new pillar and tower of specialization

Advanced circular economy and sustainable transportation efforts through a new Sustainable Packaging Playbook and Sustainable Transportation Guidebook

Increased co-worker-led sustainability initiatives by expanding our global network of Green Teams, with our Latin America & Caribbean (LAC) region leading the way with nine new teams



Our strategic approach

Now in our third year of sustainability reporting, we continue to evolve our approaches, expand our efforts and drive progress in our industry.

In addition to the sustainability pillars that guide our efforts, we also have three towers of specialization for areas where TD SYNEX is uniquely positioned to advance sustainable change. Working groups comprised of co-workers across the business collaborate on the design of new programs and further the objectives and efforts of each tower. In FY2024, we introduced a new Commercial Sustainability tower to support our work in this area.

Embracing a cross-functional approach, we have established multistakeholder working groups, committees and teams that meet regularly to help ensure that sustainability is embedded across all areas of our business. These groups are comprised of co-workers

who represent all levels and business functions, creating a culture in which every co-worker plays a role in driving our sustainability strategy forward. Working groups include our Corporate Citizenship Steering Committee, Sustainability Working Group, Green Teams and others that focus on specific facets of our corporate citizenship efforts, such as environmental, social and governance reporting and transportation and logistics. In FY2024, we launched a Commercial Sustainability Working Group to support our newest sustainability pillar and engage co-workers from commercial teams – including sales, marketing, services and quality management – in the development of more sustainable solutions.

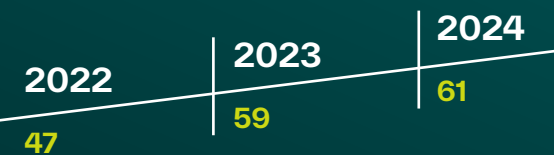
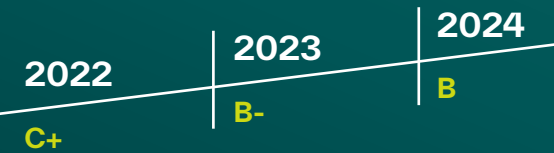
We also worked in close partnership with co-workers internationally to develop a [Global Environmental Policy](#) that affirms our commitment to continuously improve performance and to comply with all applicable environmental laws and regulations relevant to our business. Published in FY2025, the Policy will be reviewed by our Corporate Citizenship & Sustainability team and Corporate Citizenship Steering Committee annually. Our Sustainability team also continues to work closely with our Internal Audit and Legal teams to enhance sustainability data controls.

Driving sustainability across the ecosystem through our towers of specialization

Circular Economy	Sustainable Transportation & Logistics	Commercial Sustainability
Embed circularity into our product lifecycle management strategy KEY FOCUS AREAS: <ul style="list-style-type: none"> Incorporate circularity into our procurement practices Cycle back used devices through collection, reprocessing and remarketing Make packaging more circular Work toward close-to-zero waste to landfill 	Decarbonize our transportation and distribution emissions KEY FOCUS AREAS: <ul style="list-style-type: none"> Engage logistics providers for emissions reduction Develop and incubate sustainable transportation initiatives Improve data for decarbonization Educate and influence stakeholders 	Leverage sustainability to create value with our products and services KEY FOCUS AREAS: <ul style="list-style-type: none"> Support partners in developing their sustainability offerings Unlock value of sustainable products and services Provide product sustainability attributes to partners Prepare partners for regulatory demands and changes

UPWARD MOMENTUM

Since 2022, our CDP and EcoVadis scores have steadily improved, signaling the results of our strategic efforts.



Rated a Leader in Carbon Management by EcoVadis for having a strong greenhouse gas (GHG) management system and best-in-class decarbonization commitments, actions and reporting capabilities



Learn more about the methodology behind our climate risk assessment.

Identifying climate-related risks and opportunities

In FY2024, we conducted a robust and detailed climate risk assessment with support from a third-party consultancy, aligned with the recommendations of the Task Force on Climate-related Financial Disclosures. Through a qualitative and quantitative scenario analysis, we examined climate-related risks and opportunities for TD SYNEX, conducting internal workshops with stakeholders from diverse functions and regions. We examined the business impacts of three potential climate scenarios and identified ways to build resilience and refine our strategy around climate risks and opportunities.

We identified several areas of our strategy and operations that may incur climate-related risks across all scenarios. For instance, we examined potential operational and supply exposure to increased frequency of extreme weather, such as storms that affect co-workers' safety and drought and heatwaves that affect the IT products we store and run – leading to adverse business impacts. In identifying these climate-related risks, we are able to integrate them into our enterprise risk management process and ensure that they are robustly assessed and managed.

We also identified several climate-related opportunities for TD SYNEX, which could help us unlock new business and maintain a competitive advantage in a global market that is growing increasingly environmentally conscious. The assessment affirmed our existing work in sustainable transportation and circular economy and highlighted areas to grow further, including by deepening investments in sustainable products and services – something we are focusing on through our new Commercial Sustainability pillar.


Looking ahead, we expect that, across our global operations, we will increasingly face climate risks from extreme weather events that disrupt productivity in our supply chain. We also anticipate global decarbonization will subject TD SYNEX to greater regulatory and market pressures related to a greener economy. The climate scenario assessment helps ensure that we are better prepared for future climate events and are cultivating a more resilient business in the long term.



Climate mitigation and GHG emissions

Central to our sustainability strategy is our dedication to reducing GHG emissions across global operations.

After receiving validation from the SBTi for our ambitious targets, we achieved our near-term commitment well ahead of the 2030 target year. In FY2024, we reduced our absolute Scope 1 and 2 GHG emissions by nearly 43% over our base year of FY2022. This is a significant milestone for TD SYNEX, demonstrating our commitment to accelerating positive change and driven by our engaged and passionate co-workers. Through a wide range of initiatives across our global operations – including the expansion of renewable energy procurement and energy efficiency projects – we were able to achieve this goal and continue to reduce our emissions. Looking ahead, we remain committed to actively working toward our long-term target of reaching net-zero GHG emissions by 2045 and are focused on maintaining our momentum in alignment with the science-based decarbonization trajectory.

Near-term environmental commitment	Actions and progress
<ul style="list-style-type: none"> Reduce absolute Scope 1 and 2 emissions by 42% by 2030¹ 	<p>We achieved a reduction of nearly 43% in our Scope 1 and 2 emissions from FY2022, surpassing our near-term goal ahead of the 2030 target</p> 
<p>Long-term environmental commitment</p> <ul style="list-style-type: none"> Reach net-zero GHG emissions across the supply chain by 2045¹ 	



¹ Our SBTi targets exclude the usage of refrigerant, other fuels and purchased heating from the target boundary, due to their minimal presence across our various facilities.



Addressing Scope 1 and 2 emissions

In FY2024, we achieved a combined Scope 1 and 2 emissions reduction of nearly 43% over our base year of FY2022, reaching our near-term goal in advance of the 2030 deadline. This is primarily a result of the increase in our renewable electricity consumption and emissions reduction initiatives, which have lowered the intensity of our emissions per unit of total revenue.

Looking ahead, we aim to continue reducing absolute Scope 1 and 2 emissions toward our 2045 net-zero goal. All company locations will undertake a series of specific measures, tailored to their locations and the needs of their operations, including:

Scope 1:

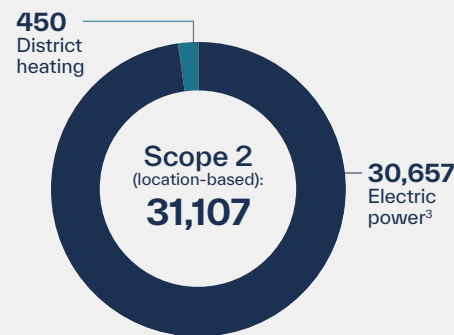
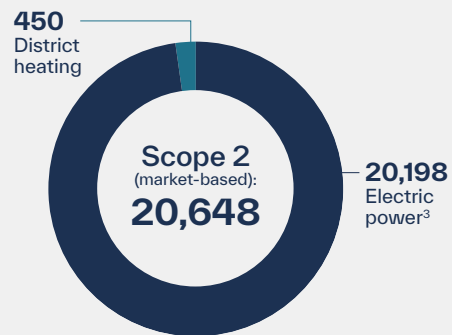
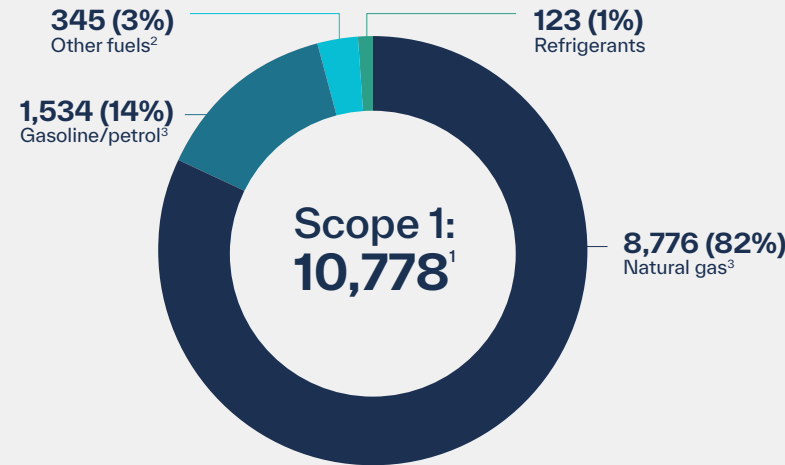
- **Assessing natural gas equipment** such as boilers and central heating to identify opportunities to replace them with non-fossil alternatives such as electrification

Scope 2:

- **Undergoing an energy audit** to identify energy conservation measures that can be implemented to achieve both energy and cost savings
- **Assessing available renewable energy options** – such as solar installation, renewable energy contracts (RECs) and power purchase agreements – to determine timely and cost-effective solutions

FY2024 Scope 1 and 2 emissions

(metric tons of CO₂e)¹



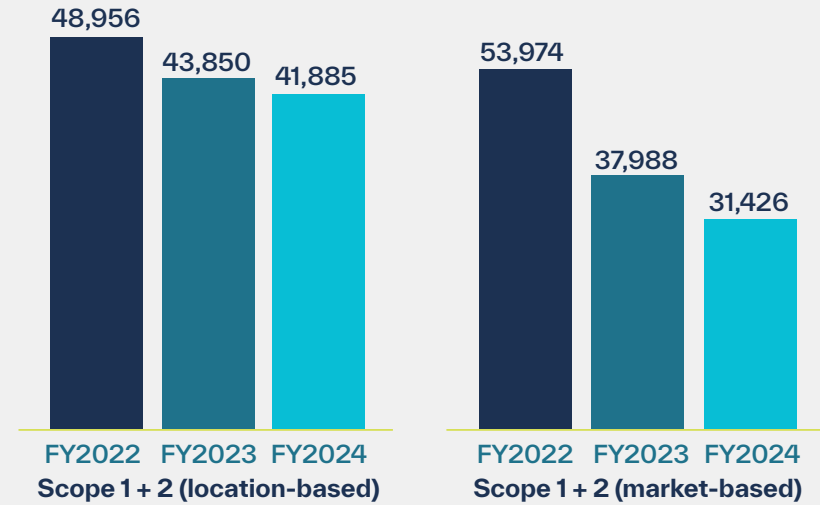
¹ Please refer to page 67 for GHG Inventory disclaimer.

² “Other” refers to emissions sources that each account for less than 3% of the total emissions, including fuel oil, liquefied petroleum gas, HFC-410A, diesel and R-407C.

³ Covered under SBTi emissions targets.

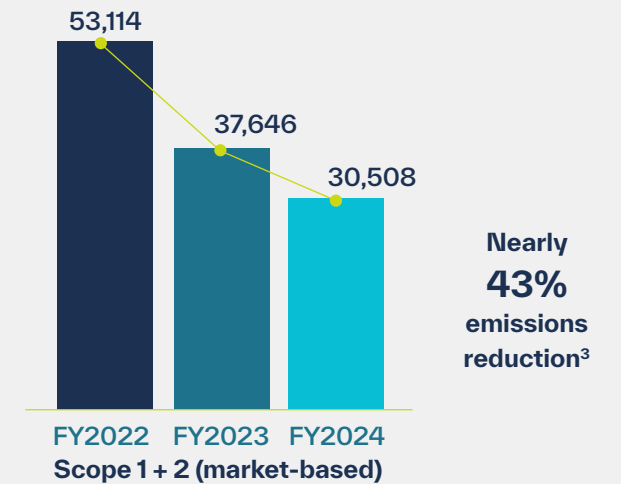
3-year GHG emissions trend

(metric tons of CO₂e)



SBTi emissions target trend

(metric tons of CO₂e)





Addressing Scope 3 emissions

Along with our Scope 1 and 2 goals, we received validation from the SBTi for two near-term Scope 3 targets – that 90% of vendors and suppliers and 58% of customers will have science-based targets by 2028. Because our carbon footprint is intertwined with our value chain – where Scope 3 emissions originate – we cannot achieve our net-zero goal without the collaboration of vendors and suppliers. And given our position in the global IT ecosystem with operations in more than 100 countries, TD SYNEX has a responsibility to help advance more sustainable practices across our industry and the globe.

We offer a Sustainability Training program not only to co-workers, but to customers, suppliers and vendors across the value chain. For our partners, the program offers insights and best practices to enhance their understanding and commitment to decarbonization through three modules: sustainability essentials, circular economy and carbon. These trainings help our vendors, suppliers and customers to build greater awareness of sustainability within their own organizations and to streamline collaborative efforts with TD SYNEX.

In addition, we are exploring opportunities to work with a third-party partner to help validate our Scope 3 emissions data. Through this work, we aim to enhance our Scope 3 disclosures and expect to share more detail on these efforts in the future.

Environmental commitments	Actions and progress
<ul style="list-style-type: none"> • 90% of our vendors and suppliers by spend covering purchased goods and services will have science-based targets by 2028 • 58% of our customers by revenue covering use of sold products will have science-based targets by 2028 	<ul style="list-style-type: none"> • 80% of our vendors and suppliers have science-based targets as of FY2024¹ • 23% of our customers have science-based targets as of FY2024¹

¹ Vendors, suppliers and customers with science-based targets were identified based on validated targets through the SBTi and publicly disclosed targets aligned with climate science.

Advancing energy efficiency in the cloud

TD SYNEX provides Cloud GreenOps consulting services to our customers, helping them to minimize their carbon footprint through the efficient use of cloud services. Working closely with partners, we assess their cloud requirements and match them with solutions that optimize the energy efficiency of their usage. We also provide advisory services on moving traditional data centers to the cloud, leading to decreased carbon emissions for customers.

Working with vendors and suppliers

To support the achievement of our vendor target, we connect with partners through individual engagements, as well as workshops, trainings and events that help to promote sustainable practices around IT product production. For example, we engaged with other IT industry leaders during the Canalys (part of Omdia) Forums in 2024, discussing the intersection of artificial intelligence and sustainability, while continuing a transition to a circular supply chain. Also, we led a Sustainable Roundtable at our 2024 European Vendor Partner Summit with leading IT vendors, reinforcing our commitments and exploring commercial sustainability opportunities. We are also working to support partners in their process and in tracking their progress, fostering more robust disclosure throughout the value chain.

Working with customers

Similar to our vendors and suppliers, we are engaging directly with customers through workshops, trainings, events and individual communications that raise awareness and enable progress. TD SYNEX is part of the GTDC's Sustainability working group, where we collaborate with IT's top distributors, solutions providers, internet resellers and retailers to examine solutions focused on the centralization, harmonization and improvement of product sustainability attributes. In turn, we support customers in analyzing carbon awareness actions involving the final user, helping to build capacity further downstream in their supply chains.





Investing in renewable energy

Securing renewable energy is essential to achieving a net-zero future. By investing in renewable energy today, we can minimize risk and set ourselves up for success in meeting our 2030 and 2045 targets. **In FY2024, we now have 36 locations powered by renewable energy, enabling us to increase our electricity derived from renewable energy sources to nearly 40%.**

Many of our European and all UK facilities have already shifted to certified renewable-sourced energy, including our Business Solutions Centre (BSC) in Bracknell, UK, which is powered by 100% renewable energy. In Aalst, Belgium, we continued to build on enhancements to resource efficiency through renewables, expanding solar panel installation on the warehouse’s roof and changing our energy contract to renewable energy. We also updated our energy contract for our facility in Bodegraven, the Netherlands, with purchased energy now coming from solar energy.

TD SYNEX prioritizes procuring renewable energy through on-site solar and green power tariffs. However, where such options are not readily available, we procure bundled or unbundled energy attribute certificates instead, such as RECs or Guarantees of Origin, from internationally recognized standards. We are working to expand our renewable energy procurement even further across our global operations.

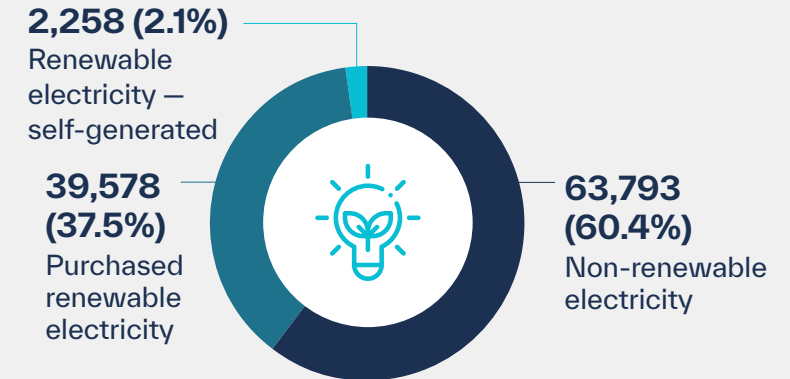
At our wholly owned subsidiary, Hyve Solutions, **100%** of manufacturing sites have been transitioned to renewable energy.



¹ Please refer to page 67 for energy and electricity use disclaimer.

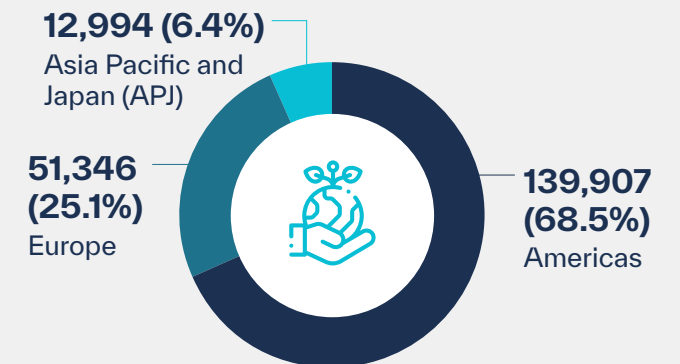
Global renewable electricity vs. non-renewable electricity

(MWh)¹



Global energy use by region

(MWh)





Reducing operational impacts

As today’s increasingly unpredictable climate creates potentially adverse operational impacts, our facilities, the safety of co-workers and our access to resources are all likely to be affected. To help mitigate these risks and ensure compliance with evolving regulatory demands, we are focused on increasing the long-term resilience of our facilities through renewable energy procurement, sustainable site selection and other workplace initiatives.

Our global Real Estate team uses a matrix of sustainable site criteria to assess potential locations for TD SYNEX, scoring sites based on access to renewable electricity and fuel, the use of sustainable materials and resources, water and waste efficiency, sustainability certifications and other key criteria. In FY2024, we relocated four core strategic offices to facilities with sustainability certifications — including two in France certified HQE, one DGMB building in Germany, and one Development Bank of Japan (DBJ) Green Building 5-star certified office in Japan. In addition, we increased ISO 14001¹ certification to 40% of our overall square footage, affirming our commitment to sustainable practices.

Environmental commitment	Actions and progress
<ul style="list-style-type: none"> Further deploy environmental management systems such as the ISO 14001 	<ul style="list-style-type: none"> Increased ISO 14001 to 40% of our overall square footage²

Mitigating emissions through global initiatives

As part of our beyond value chain mitigation efforts, we have offset approximately 4,800 metric tons of CO2 emissions in Europe, covering a portion of our travel and natural gas usage. These offsets were achieved through investments in high-quality carbon credit projects, including:

- a solar project in Jaloya, India
- a wind project in Nakhon Ratchasima, Thailand
- a hydropower project in Victoria Nile, Uganda
- a forest preservation project in Para, Brazil

Aside from mitigating carbon emissions, these projects also contribute to broader sustainable development goals by supporting local communities, enhancing energy access and preserving biodiversity.

¹ ISO 14001 refers to the set of standards put forward by the International Organization for Standardization that are focused on environmental management.

² An erroneous ISO 14001 coverage figure was reported in the FY2023 Corporate Citizenship Report, which should have been 35%. Measures have been implemented to reduce the likelihood of such errors in the future.

Achieving sustainability certifications at our sites

We continually work to improve the impact of our operations, aligning our facilities with the leading standards for sustainability, safety, efficiency and quality management. Today, more than a dozen of our locations are certified with sustainability standards, such as Energy Star, Leadership in Energy and Environmental Design (LEED), Building Research Establishment Environmental Assessment Methodology (BREEAM) and Energy Performance Certificates, including our BREEAM-certified office in Basingstoke, UK, pictured below. We continue to assess all of our locations to expand our sustainable building footprint.





A global approach to lessening our impact



Driving efficiency and savings in Japan

In multiple Japanese facilities, we developed more energy efficient, cost-effective processes and environments. We relocated our Tokyo office to a modern, DBJ Green Building 5-star certified complex, which utilizes space more efficiently and fosters collaboration within our team. In our Kashiwa logistics center, we installed circulator fans to increase comfort for co-workers and reduce the usage of air conditioning. Together, these initiatives have resulted in energy savings of over 10% year-over-year in Japan.



Piloting a model logistics center in Swedesboro, New Jersey

At our Swedesboro, New Jersey, logistics center, we've taken a comprehensive approach to site-based sustainability through a detailed on-site assessment and targeted initiatives aimed at reducing waste and improving energy performance. The facility has implemented structured recycling programs for metals and shipping materials such as cardboard and plastic pallet wrap, diverting over 170 tons from landfill over the past year. We are also evaluating energy-efficiency upgrades that would significantly reduce the site's direct GHG emissions.



Enhancing energy efficiency in Brazil

At our Embu das Artes site in São Paulo, Brazil, we modernized our surveillance system to become more energy efficient. We replaced our existing equipment with advanced surveillance cameras using Starlight Technology, enabling clear monitoring and proper visibility without needing to leave warehouse lighting on 24/7. This upgrade was complemented by a full transition to LED lighting, further improving energy performance. As a result, the site achieved more than a 23% reduction in electricity consumption, enhancing operational sustainability without compromising safety or visibility.



Building for sustainability in Iberia

In Alovera, Spain, we commissioned a new logistics center that is currently under construction and slated to open in FY2026. In preparation for buildout, we conducted sustainability assessments for three different potential facilities and identified the strongest option for both sustainability and operational impacts. We are targeting LEED Gold Certification for the facility and aim to use recycled materials and minimize emissions in construction.

Among its many sustainable attributes, the warehouse will:

- Use solar energy for electricity and water
- Leverage efficient HVAC systems
- Offer electric vehicle (EV) charging stations
- Recover 75% of waste from construction
- Feature native plants with low water needs



Powering down in Bracknell, UK

Equipped with the latest data center and cloud solutions from multiple vendors, our BSC in Bracknell, UK, is used by partners to run customer demonstrations and proof-of-concept tests. In FY2024, we undertook multiple sustainability initiatives in Bracknell, including the replacement of servers, recycling of decommissioned hardware, installation of LED lighting and more. By harnessing newer and more energy-efficient distribution center and cloud solutions, we are able to operate these facilities more sustainably and cost effectively. Aligned with broader initiatives across the UK, co-workers are encouraged to power down devices whenever they can and minimize the use of devices like kettles and desk lamps. As a result, these initiatives have led to an overall reduction in electricity consumption of 18% in Bracknell, equivalent to approximately 50 metric tons of CO2e mitigated.



Sustainable transportation and logistics

For TD SYNEX, freight transportation plays a critical role in our business and is a key contributor to our Scope 3 emissions, both upstream (Category 4) and downstream (Category 9) in the supply chain. Through our Sustainable Transportation and Logistics Tower, we are focused on reducing transportation-based emissions through internal initiatives and collaboration with logistics providers.

We have enhanced our reporting capabilities to better measure the emissions carriers generate, enabling us to set a uniform baseline and track improvements. In FY2024, we saw a 10% reduction in U.S. freight-based emissions as a result of load consolidation efforts, mileage reduction and transition to green services and networks across the region. Key FY2024 reduction strategies included:

- **Transportation vendor distance initiative:** In North America, we worked to move our inventory closer to customers. In Canada, we've been holding at 70% for order lines fulfilled from the closest warehouse to customer and have increased from 53% to 59% in the U.S. over the last two years.
- **Fleet updates:** We increased the number of hybrid and electric vehicles in our European fleet of leased co-worker cars, decreasing the percentage of fuel-driven vehicles from 79% to 59%.

Sustainable Transportation & Logistics Guidebook

In FY2024, we developed a **Sustainable Transportation & Logistics Guidebook** as a resource for both co-workers and partners. The Guide outlines alternative approaches to traditional transportation and logistics processes that enable partners to reduce emissions while maintaining high levels of efficiency and convenience. These include strategies like load consolidation, mode shifting and sustainable and smart packaging. The Guide also provides recommendations to partners on how to measure and disclose transportation emissions, helping to enhance accountability, develop collective best practices and build trust across the value chain.

Transporting hazardous materials

We continue to fine tune our approach to transporting items classified as dangerous goods (DG), such as battery-powered devices and lithium batteries. In addition to ensuring compliance with DG regulations in all regions where we operate, we provide annual training focused on hazardous materials (HAZMAT) to any co-workers handling DGs, furnish all sites with security plans and report annually on our program.

Additionally, we are continually advancing reporting efforts and have improved processes for gathering HAZMAT data from transportation vendors, particularly in Europe. As a result, our Waste from Electrical and Electronic Equipment (WEEE) data has become more accurate, enabling us to better track progress as we enhance circular economy and transportation and logistics practices.

SmartWay transport partnership

We became an official partner of the U.S. Environmental Protection Agency's SmartWay Transport Partnership, which helps companies advance supply chain sustainability by measuring, benchmarking and improving freight transportation efficiency. SmartWay-certified carriers handled 98% of our U.S. shipping volume in FY2024, reflecting our commitment to reducing emissions, improving fuel efficiency and prioritizing transparency in our freight activities.





Circular economy

Worldwide, the annual generation of e-waste is rising by 2.6 million tonnes annually, on track to hit 82 million tonnes by 2030, a 33% increase from the 62 million tonnes reported in 2022.¹ This is five times faster than the growth of documented e-waste recycling efforts, signaling that new and innovative processes are urgently needed to manage the planet's growing number of discarded electronic products.

Creating a circular economy system – where materials never become waste and nature is regenerated – is integral to our sustainability strategy. In line with the principles of a circular economy, we strive to keep products and materials in circulation through processes like maintenance, reuse, refurbishment, remanufacture, recycling and composting. In our FY2024 double materiality assessment, the circular economy was identified as one of our most material topics from both an impact and financial perspective. As a leading IT distributor, we recognize not only the environmental and reputational risks of failing to prioritize circularity,

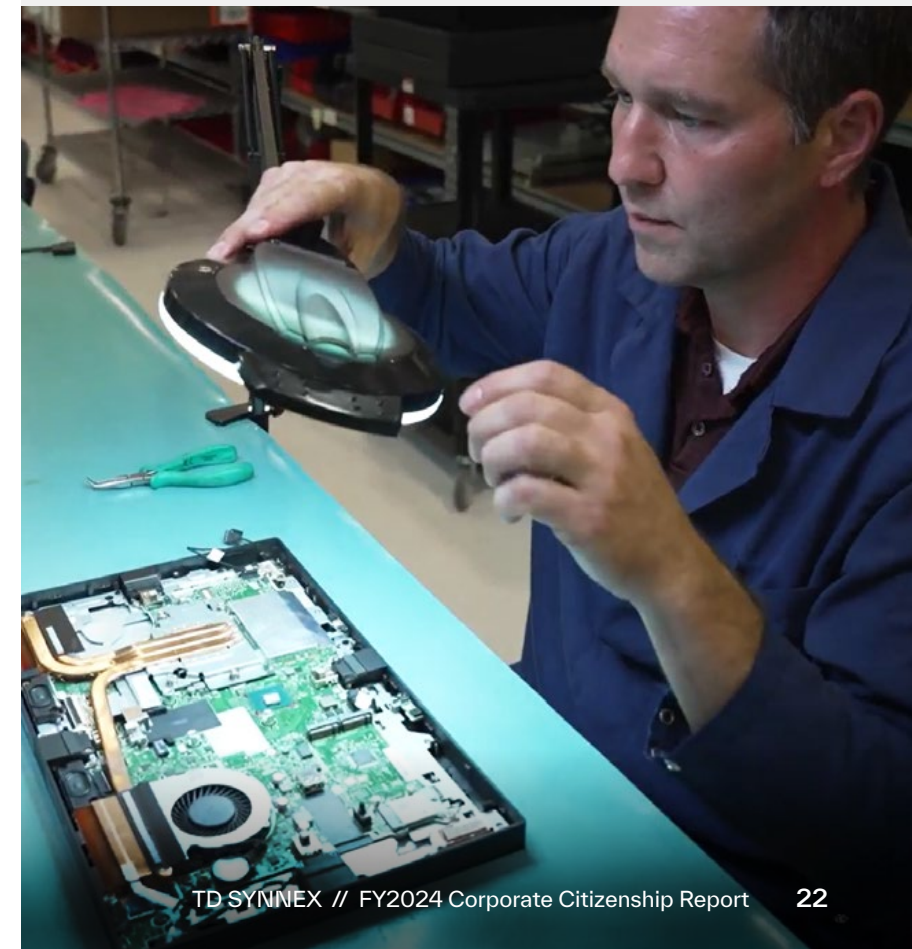
but also the opportunities available through the development of circular IT products and services.

We are dedicated to making the IT sector more circular through lifecycle services – including three of our businesses, [PCW](#), [Shyft Global Services](#) (product repair at a Shyft Global Services facility in Groveport, Ohio is pictured on the right) and [TD SYNEX Renew](#) – which collect used equipment and provide a second life through repair, remanufacturing, recycling and reuse. Through the leadership of our Circular Economy Tower of Specialization, we are working to spearhead circularity initiatives both within our operations and throughout our value chain.

PCW, a division of TD SYNEX, is the largest U.S. wholesale distributor of new excess, end-of-life and factory-recertified IT products. Through TD SYNEX's U.S. trade-in program, managed by PCW, customers can trade in overstocked new, used and older IT products for a TD SYNEX credit, thus keeping electronics in the value chain and out of landfills. For example, a customer approached TD SYNEX because of a large over-purchase of new devices that the manufacturer would not accept back. Working with our network of reseller partners, PCW was able to offer a trade-in value of \$2.7 million and find new destinations for the devices.

Partnering with Cisco Refresh to promote remanufactured products

In Europe, TD SYNEX joined forces with our vendor Cisco to expand distribution of the company's remanufactured Cisco Refresh products. This partnership has helped to ensure that Cisco's remanufactured products are available to customers as readily as their new equivalents, reducing lead times and enhancing customer experience. Our efforts led to a 95% sales growth for Cisco Refresh during FY2024, and we expect this momentum to continue as we partner with Cisco and other vendors to bring remanufactured products to market.



Environmental commitment

- Embed circular economy principles into our product lifecycle management strategy and partner with stakeholders to minimize waste through repairs, refurbishment and recycling

Actions and progress

- Created a **Sustainable Packaging Playbook** to support circular economy practices
- Recovered over **1 million** devices via takeback services from TD SYNEX Renew since FY2021
- Redistributed **~\$175M** in manufacturer-renewed and excess new products via PCW
- Returned over **1,000 metric tons** of repaired product to service via Shyft Global Services in FY2024

¹ UNITAR, The global E-waste Monitor 2024.



Embedding circular economy principles across the product lifecycle

TD SYNnex leverages relationships with thousands of vendors and customers to introduce more circular models across the value chain. PCW, Shyft Global Services and TD SYNnex Renew each play a crucial role in this effort, providing customers with lifecycle management services.

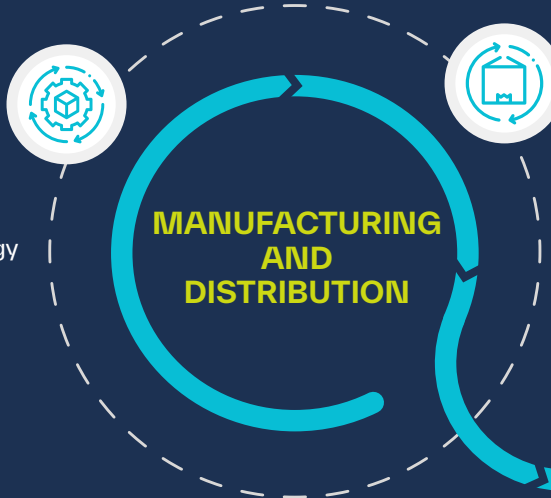
PCW

shyft

GLOBAL SERVICES

TD SYNnex | Renew

Offer services, including Tech-as-a-Service (TaaS) and Everything-as-a-Service (XaaS), **sustainable subscription solutions** that provide customers with access to the latest technology solutions at a reduced cost



Incorporate sustainable and remanufactured products into **sales channels** to help customers make informed and eco-friendly choices

Minimize the environmental impact of products by collaborating with vendors on how to communicate **safe and sustained usage** to customers

PURCHASE AND USE

Extend the life of products by offering **repair services**

Leverage device **trade-in services** — including PCW, our U.S.-based trade-in program — to enable the return of devices and divert them from landfill



CIRCULAR SOLUTIONS

Accelerate TD SYNnex Renew, our **trade-in, recycling and asset recovery program**, to help return value to partners, including resellers and retailers



Support **remanufacturing and return-to-manufacturing** through Shyft Global Services, our partner in lifecycle management, to extend the life of products



END OF LIFE

Provide guidance to vendors and customers on **recycling strategies** for products that cannot be remanufactured





Strengthening waste management practices

In addition to e-waste, packaging — especially single-use plastics — contributes massively to global waste, depleting resources, impacting the environment and contributing to rising GHG emissions. In FY2024, we created a Sustainable Packaging Playbook, which supports our global logistics and operations teams in evolving current packaging practices through three innovative strategies:

- **Eliminating** packaging while maintaining or enhancing user experience
- **Reusing** packaging, creating value for both users and businesses
- Designing packaging for **material circulation**, making it possible to recycle or compost

We also established Waste Management Guidelines and are working to collect increasingly detailed vendor data around packaging waste management, as well as WEEE, to enable more comprehensive waste reporting across our portfolio. To support this effort, in FY2024 we developed a set of eco-modulation criteria tailored to the individual countries where we operate, helping us track performance and progress and raise awareness among vendors and suppliers around eco-friendly products and packaging. As part of the wide range of criteria included, we assess whether packaging is recyclable or uses recycled materials and whether WEEE is reusable or contains hazardous materials.



In our California logistics centers, our corrugate packaging is currently made from 100% recycled material, and we are working to implement this across U.S. operations.

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. Since the beginning of our partnership with Human-I-T, we've helped make possible:

~3K

pounds of toxic metals diverted from landfills

\$300K+

donated

100K+

pounds of technology diverted from the waste stream

140K+

pounds of GHG emissions prevented



For additional details on our partnership with Human-I-T, [see page 37 of this report.](#)





Culture of sustainability

We know that our ambitious climate goals and sustainability strategy cannot be realized without the collaboration of co-workers. We empower our team through opportunities for co-worker-led initiatives, building a culture where sustainability is something we each contribute to every day.

In addition to the working groups that support our sustainability program and towers of specialization, TD SYNEX supports a global network of Green Teams, which empower co-workers to organize sustainability initiatives across our sites. In FY2024, we expanded this network in our APJ and LAC regions, where we now have Green Teams in all office locations. In many regions, Green Teams come together with the TD SYNEX Volunteer Ambassador Network to drive impact at scale in the communities where our teams live and work.

For the second year, TD SYNEX celebrated Earth Month, helping to drive awareness among co-workers about the value of environmental stewardship and our shared responsibility for driving more sustainable practices. Through local and organizationwide events and activities — including fireside chats with our partners, community engagement opportunities and volunteer campaigns — co-workers engaged throughout the month in conversations about how we work collaboratively to care for our planet.



Prioritizing biodiversity with Treadom

From FY2021 through FY2024, we partnered with Treadom for events and initiatives and to gift trees to each of our co-workers. These trees are planted in agroforestry systems that support the livelihood of farmers in countries across the globe, including Colombia, Haiti, Kenya, Nepal and more. Over the course of the partnership with Treadom, we planted nearly 36,000 trees, helping to protect biodiversity, mitigate soil erosion and desertification and sequester over 9,000 metric tons of CO₂e.

Our impact with Treadom

9K+

metric tons of CO₂e absorbed by the TD SYNEX forest

11

countries directly impacted

~36K

trees planted through FY2024

6.5K+

tree keepers engaged



Highlighting the efforts of our Green Teams



Hiking, cycling and recycling in China

In China, co-workers participated in a wide range of workshops and activities for Earth Day, including book recycling events, trash pickup hikes and local recycling bin distribution. The region's Green Cycle campaign encouraged co-workers to embrace bicycling as a way to cultivate a lower-carbon lifestyle, reducing emissions and improving air quality.



Growing green together in Indiana

The Green Team in our South Bend, Indiana, logistics center established a vegetable garden for co-workers. Through the garden, co-workers collaborate to promote sustainability and biodiversity, improve air quality and encourage engagement across the team. Co-workers have continued to expand the garden in summer 2025.



Zero-plastic initiatives in India

On Earth Day, our Tech Data India Green Team partnered with Loopify World to create new zero-plastic welcome kits for new team members and gift baskets to celebrate Women's Day. Through these initiatives, the Tech Data India team collectively saved 179 kilograms of plastic and reduced carbon emissions by 47 kilograms.

Expansion of Green Teams in Latin America and Caribbean

In FY2024, Green Teams expanded to every country where we operate in our LAC region, where we've seen a remarkable rise in co-worker-led sustainability initiatives — even in locations without a physical office. In Guatemala, for instance, remote co-workers came together to form the region's first Green Team, driven by a shared commitment to their community and the environment.

When launching Mexico's Green Team, nearly 100 co-workers signed up, with their first initiative focused on promoting TD SYNnex's Sustainability Training Modules. Through this initiative, more co-workers are learning about how to integrate sustainable practices in their roles at TD SYNnex, supporting organizational goals and building a culture of sustainability in LAC.



Replanting a deciduous forest in the Czech Republic

As part of a voluntary effort to support the natural ecosystem, 30 co-workers in the Czech Republic, in coordination with representatives from the Czech University of Life Sciences, spent the day planting nearly 1,000 deciduous trees. The initiative focused on restoring a part of the forest that had been damaged.



Education and thought leadership

As one of our sustainability pillars, Education and Thought Leadership represents an essential way for TD SYNEX to support the IT ecosystem in collectively advancing sustainable practices. We offer trainings and learning opportunities not only to co-workers but to vendors, customers, partners and other leaders from across the IT channel.

Our industry-leading badge training program, available to co-workers and partners alike, has grown significantly since launching in FY2022. Comprised of three learning modules – Sustainability Essentials, Circular Economy and Carbon – the program has issued nearly 1,500 sustainability badges since inception in FY2022, with more than 800 issued in FY2024 alone. In LAC specifically, we issued nearly 297 badges in FY2024, a remarkable increase from the year prior – spurred in large part by the efforts of LAC Green Teams. We continue to enhance the learnings available through this platform and aim to reach more co-workers, channel partners and industry leaders with the lessons we’ve learned from our own sustainability journey.

~1,500

sustainability badges issued to partners and co-workers since FY2022



Inspiring the sustainability leaders of tomorrow

In FY2024, we collaborated with graduate students at the Patel College of Global Sustainability of the University of South Florida (USF) on two real-life circular economy challenges where they acted as consultants. As part of their curriculum and for academic credit, students conducted research and presented their findings on one of two projects:

- Reviewing the waste management practices of two TD SYNEX logistics centers
- Overcoming the barriers users face in participating in IT give-back/trade-in programs

Through our partnership with USF, we engaged with the leaders who will forge the future of sustainability, championing their education and thought leadership while exploring solutions to create a more sustainable, more circular IT industry.





Fostering connection

Behind every screen, system and innovation, there are people. Our co-workers make it possible for TD SYNEX to provide leading-edge solutions and service for customers. We focus on building an inclusive workplace where co-workers can be their best, protecting their safety, offering opportunities to learn and supporting collaboration and connection. This culture is what distinguishes TD SYNEX as an environment where people not only want to work but want to stay.



FY2024 highlights

Reached 83% participation in our co-worker engagement survey, up 5% from FY2023

Recorded 7,374 hours volunteered by 916 co-workers supporting 107 nonprofits

Expanded our newest Business Resource Group (BRG) – Limitless, which supports those affected by neurodiversity or disability – into North America

Supported affected co-workers and communities after Hurricanes Helene and Milton, donating to relief organizations and organizing supply drives



Building a growth-driven workplace

The success of our co-workers is our success, and we're committed to providing a work environment where everyone can do their best. This means we listen to co-workers' needs, ensure they have opportunities to learn and grow and support their well-being. In FY2024, we continued to invest in engagement initiatives, learning and development offerings and comprehensive benefits. These efforts help set TD SYNNEX apart as an employer of choice.

Listening and learning from co-workers

We regularly check in with co-workers to learn how they're experiencing the workplace, including what's working and where we can better support them. These efforts include the annual Your Voice Matters Engagement Survey, which asks our entire full-time global workforce for feedback on a variety of topics – including their perspectives on performance management, communication and role clarity. In FY2024, we saw an 83% participation rate in the survey, an increase of 5% from 2023. Our overall engagement score came in at 77, up three points from 2023 and above the survey average.

The FY2024 survey also made it clear that when co-workers have the opportunity to learn and grow, they feel more engaged and happier in their roles. This only reinforces investments in learning and development opportunities, with clear benefits for co-worker retention. In addition to the annual survey, we distributed pulse surveys throughout the year to gather feedback from co-workers on specific initiatives and topics.

Acting on the Three E's

In response to co-worker insights from the FY2024 Your Voice Matters Engagement Survey, leaders from our North American team developed and implemented action plans to tackle three key areas: Co-worker Experience, Empowerment and Excellence (the Three E's).

Co-worker Experience: Elevating co-worker experience by evolving hybrid work policies, providing clear role definitions and improving the in-office experience

Empowerment: Building a culture of agility and responsiveness by enhancing processes, establishing best-in-class service and improving overall business performance

Excellence: Investing in system enhancements for better automation, streamlining communication and consolidating platforms and tools

To engage our North American workforce in the development of these plans, we share a biweekly Three E's newsletter with updates on ongoing efforts and ways for co-workers to get involved.

TD SYNNEX values

We operate from a strong set of values that guide efforts to build a workplace where all co-workers can thrive.

Inclusion

Your voice matters.

Collaboration

We amplify strengths.

Integrity

Character counts.

Excellence

We win.

Read more about TD SYNNEX's values and how they help us unlock potential for our people on our [website](#).





Expanding our workforce

To bring the best and brightest into our workforce, we take a digital-forward approach to recruitment. In FY2024, we revamped TD SYNEX’s careers site to enhance its visual design and improve search engine optimization. These updates included embedding videos and relevant blog content into job descriptions for open roles. We also launched email campaigns to highlight open positions and published a series of co-worker spotlights on our blog to highlight their experiences.

These improvements paid off. Compared to 2023, we saw a 68% increase in visitors to our website – with 2 million page views on the site and a 75% application completion rate. Looking ahead, we’re aiming to increase site visits and applications by 5% each in 2025. This site has received external recognition as well, winning two Gold Awards in Website Redesign from the Hermes Creative Awards and dotCOMM Awards in 2024.

As an employer we’ve long been committed to supporting veterans and active service members transitioning to civilian careers. We also launched a dedicated military recruiting page in FY2024. This page features a user-friendly tool that allows job seekers to input their Military Occupational Specialty code and receive a tailored list of job opportunities that align with their unique experience and skills. By acknowledging the specialized expertise veterans bring to the workforce, we’re fostering a more inclusive hiring experience and reinforcing a commitment to honoring service through action.



Years of experience in a high-tempo environment, effective multitasking, strong time management, and leading high-visibility projects and cross-functional teams have all contributed to my success at TD SYNEX.

Curtis Kelley

Diversity, Equity and Inclusion Manager, North America, on how his military experience helped prepare him for his post-service career.

In 2025, Fortune named TD SYNEX one of the World’s Most Admired Companies – the fourth consecutive year we’ve received this recognition.



A Great Place to Work® globally

TD SYNEX’s culture is certifiably great. As of FY2024, we amassed 12 Great Place to Work® Certifications™ around the world, providing independent, external support for our exceptional workplace.





In their own words: Co-workers on our culture



Every day in distribution is different; it is a continuous transformational journey. There's no limit to the different ways I can do my work, and I am given ample space to be innovative in making things work better.

Chrys Chiang
Senior Director, APJ region, on the opportunities working in distribution and logistics at TD SYNNEX.

The diversity of each day allows for continuous personal and professional growth. From collaborating on various initiatives to tackling challenges head-on, every moment is an opportunity to evolve.

Alexia Martinez
Sales Manager, LAC region, on her favorite part about working at TD SYNNEX.



The company has provided me with daily opportunities to deepen my understanding of our business and operations, especially in our multicultural organization...The trust and autonomy I've received have been crucial for my growth.

Carlos Arcusa
Senior Vice President of Human Resources for Europe, on how TD SYNNEX has supported his career growth over his 30+ years with the company.

Providing a safe work environment

At TD SYNNEX, cultivating a culture of safety is an ongoing commitment that extends to every corner of our organization. We believe a safe and healthy workplace is only possible through the shared dedication of all our team members. With a goal of zero accidents and emphasizing risk prevention, thorough Job Hazard Analyses, goal setting, safety training and constant vigilance, we empower our co-workers to take an active role in maintaining a safe and secure environment. Our Injury Illness Prevention Program (IIPP) is the foundation of our safety program. The IIPP is a guide to assist all managers in promoting the health and safety of their co-workers. Our IIPP establishes methods for auditing, identifying and correcting workplace hazards, providing associate safety training, communicating safety information and ensuring compliance with safety programs. iWarehouse provides real-time safety monitoring of operator certifications, daily checklists and impact detection for all powered industrial trucks. All operational tasks, preventive maintenance actions and work order procedures comply with detailed operating procedures that include training, self-inspections and management oversight. In summary, safety measures are incorporated into our Warehouse Management System, iWarehouse and UpKeep, our computerized maintenance management platform. Safety is proactively incorporated to ensure the correct procedures are addressed before tasks are assigned and completed.

In FY2024, we introduced an online incident tracking feature within our internal human resources (HR) platform. Managers report incidents and upload photos and videos to provide thorough documentation. Their peers can interact with these reports and ask follow-up questions which enable idea sharing, open dialog and process improvements. During the investigation meeting, documents, pictures and videos are reviewed by the team. A root cause analysis is completed, along with corrective and preventive actions and refresher training steps determined. This system also boasts our ability to improve

safety performance as we can utilize all uploaded data to develop trend analyses and corrective and preventive action plans.

We also initiated a centralized repository of our logistics centers' IIPP documents, including safety committee meeting minutes, hazard identification correction logs, self-inspections and emergency response drills.

In support of our proactive safety initiatives, we launched a new safety audit application in FY2024. Through this application, audits are completed by answering a set of questions. The audit results create a list of online best practices and required corrective actions pictures, video and regulatory compliance links, which are then shared with leadership. After sending this information, the application requires leadership to assign a party responsible, date of completion, details of the corrective and preventive actions and upload picture(s) of completed work within the audit application system. Management can access this application from their computer, smartphone or tablet.

TD SYNNEX adheres to all U.S. state and federal Occupational Health and Safety Administration (OSHA) safety standards and in some cases exceeds what is required. For instance, in California, we're required to meet Cal-OSHA specific heat stress standards. However, years ago, we instituted a U.S. heat stress program to manage and ensure co-worker safety, recognizing the importance of these worker protections, even when they're not mandated. Programs are reviewed annually and on an as-needed basis to reflect internal changes or modification in regulations. Through our collective efforts, we strive to provide a safe workplace, free of hazards, and ensure that each co-worker, contractor and visitor feels protected while in our facilities.

In Europe, 55% of our square footage is certified under International Organization for Standardization (ISO) 45001, the internationally recognized standard for occupational health and safety management systems.



FY2024 safety performance

In the U.S., we track a series of standardized metrics to provide a clear measure of workplace safety performance at TD SYNNEX. Our FY2024 metrics are above or on par with our peers in the logistics industry.

0.891

total case incident rate

2.088

lost time injury rate frequency

0.095

lost time injury rate severity

Designing workplaces to support co-worker health

Wherever possible, we invested in designing offices to support co-workers' health and wellness in FY2024. In Europe – Belgium, France, Germany, Spain and the UK – this included allotting more dedicated desks for co-workers, as opposed to hot desking, and providing on-site spaces for yoga, exercise, meditation and quiet reflection. When laying out the floors of these buildings, we avoided placing offices on the perimeter to ensure that everyone can get as much natural light throughout the day. We also added charging stations for electric vehicles at select European locations.

Another focus of these efforts is the food we serve at on-site canteens. Our goal is to offer high-quality food at reasonable prices for co-workers, and we're continuing to pursue that at all locations with on-site canteens. Many co-workers in the U.S. also now have access to on-site gyms, including pickleball and basketball courts in Fremont, California. We've also targeted logistics centers with these updates, adding a walking trail for co-workers to enjoy at the Swedesboro, New Jersey, facility and upgrading its canteen space.

Encouraging growth and development

We're dedicated to helping all co-workers identify their career goals and pursue the opportunities that will get them there. By doing so, we build a stronger workforce and a more resilient business. Our focus on learning and development includes access to online courses, coaching, mentorship opportunities and leadership training. In FY2024, we continued to provide the following learning and growth opportunities for co-workers:

- **Online courses and certifications:** Co-workers can access over 10,000 online courses and certifications covering a range of topics, including emerging issues in tech like artificial intelligence.
- **Leading for Empowerment, Accountability and Development (LEAD) program:** LEAD helps co-workers develop leadership skills aligned with our Servant Leadership in Action model, including through self-paced learning modules.
- **Career Flow program:** Career Flow supports managers and co-workers in identifying career goals and creating a path for co-workers to achieve them. Career Flow includes a library of

resources like e-learnings, manager guides and a development catalog to help navigate these efforts and shape quarterly touchpoint conversations.

In the near future, we will be implementing Servant Leadership Learning Labs, a 12-month learning experience for every people manager globally.

Caring for co-workers' well-being

We recognize our role in supporting co-workers' physical, mental, financial and social well-being. TD SYNNEX's Life Empowerment Assistance Program (LEAP) provides resources for co-workers to address challenges in both their work and personal lives. In FY2024, we added trainings and webinars to LEAP's portfolio to address specific needs like women's well-being, emotional intelligence training, self-care for caregivers and more.

In addition to LEAP, co-workers can access work-life consultations and up to six counseling sessions focused on life coaching, mindfulness and more. Global Well-Being Champions promote these offerings across the company. To help co-workers gain greater awareness of their individual health, in FY2024 we hosted biometric screenings, including in Singapore and in 18 different U.S. locations. Over 2,000 co-workers participated and were also able to access health coaching to support them in setting goals based on their screening results. We provide these well-being initiatives, in addition to the comprehensive benefits we offer to eligible co-workers, based on their location. Where possible, we also support our co-workers' work-life balance with hybrid work schedules.

Investing in the education of co-workers and their families

Each year, TD SYNNEX offers the Huang Leadership Development Scholarship to co-workers or their family members entering a four-year college or university. The scholarship grants up to \$10,000 each to up to 10 students annually, recognizing those who excel academically, serve their community and are driven to make a difference.

Legacy company SYNNEX founder, Bob Huang, and his wife, Lily Huang, created the scholarship to help co-workers and their families access the education they need to achieve their dreams. In FY2024, we proudly supported seven students whose parents serve on the TD SYNNEX team. Since 2011, we've awarded more than \$1 million, including 244 new and renewed scholarships.





Cultivating a culture of belonging

As a global company, TD SYNEX co-workers come from a range of backgrounds that reflect the markets we serve. The diversity of experience, perspective and skills that make up our workforce help us continually innovate, provide the best for partners and build a winning culture. Diversity, equity and inclusion (DEI) at TD SYNEX is about belonging and ensuring all co-workers feel they have a voice in the company. Our commitment to DEI is grounded in servant leadership, recognizing the commitment we have to each other as co-workers. In FY2024, we furthered that commitment through expanding BRGs, evolving DEI leadership and addressing workplace accessibility.

True to our values of inclusion and collaboration, TD SYNEX is committed to ensuring a just and equitable workplace. We believe that creating a culture of belonging unlocks innovation through diversity of ideas, and in FY2025 we will be continuing to build that culture with a new set of bold company values and leadership commitments to drive even greater impact. Scores on our regular surveys show that inclusion is not only one of the most important elements of our co-workers' experience, but is becoming increasingly important. This matters because inclusion is not only good for our co-workers – it's also good business, and we know it matters to many of our stakeholders. Our efforts in these areas are consistently validated through external recognition, including top scores in the Corporate Equality Index and being named one of FORTUNE's World's Most Admired Companies.

“ Our collaborative environment helps us retain top talent and attract a new generation of diverse leaders. We collaborate across functions and regions to seize every opportunity for success and innovation. ”

Alim Dhanji

Executive Vice President,
Chief Human Resources Officer, TD SYNEX

COMPANY GOALS

Social commitment

Actions and progress

- Increase our commitment to demographic equality at all levels to reflect our rich culture
- Grow our team through unbiased recruiting and hiring practices
- Expand the inclusivity of our partner ecosystem
- Launched the Logistics Center Inclusion Champions program in North American facilities
- Invested in supporting candidates with disabilities in hiring processes in collaboration with our Limitless BRG
- Highlighted our Supplier Diversity strategy and learnings during the FY2024 Vendor Summit

CULTURE GOALS

- Maximize co-worker participation in BRGs to strengthen connection and support
- Proactively ensure fair and equitable pay for all co-workers worldwide
- Launched a new BRG management and engagement platform to support program growth
- Partnered with Syndio, a market-leading pay equity software provider, to manage global pay equity and support fair hiring and compensation
- Completed a global gender pay equity analysis





Supporting an inclusive workforce and industry

To build a culture of belonging, we start by broadening hiring and recruiting efforts. We aim to increase representation across our workforce and recognize that the way we approach recruitment plays a key role. In FY2024, we invested further in supporting candidates with disabilities in hiring processes. Limitless, our newest BRG that supports and celebrates anyone who is directly or indirectly affected by neurodiversity or disability, has been a key partner in these efforts.

Limitless works with our HR team to develop equitable and accommodating recruiting practices for candidates with disabilities. This group has also helped us connect with disability experts to ensure we offer a physically and culturally accessible workplace. To help implement the latest best practices, Limitless leaders participate in disability inclusion conferences and workshops to learn from peers and share insights.

“ At TD SYNNEX, commitment and support aren’t just words; they are action. Through inclusive programs and strong leadership, we create an environment where everyone can move forward without fear or hesitation. Here, you’re valued, supported and given every opportunity to thrive. ”

Ryan Everett
Limitless Vice Chair and Global Integration
Operations Manager

In FY2024, we partnered with Syndio, a leader in pay equity and transparency, using their tools to manage our global pay equity and to support fair hiring and internal compensation decisions. We conducted a global gender pay equity analysis, helping us to better understand any pay gaps and to make adjustments to reduce or eliminate them.

Beyond internal culture, we continued to support a more diverse, inclusive and equitable IT ecosystem throughout FY2024. Through the Diversity Alliance, a program run by the North American DEI Council, we created space for sharing insights and practices among partners. The Alliance also expanded its work to identify customers and vendors that are minority-owned businesses. These efforts bolster our own Supplier Diversity program and those of our partners.

TD SYNNEX’S Supplier Diversity program helps us 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 spending and determine where we can grow this program. During our 2024 North American Vendor Summit and Inspire conference, we highlighted our Supplier Diversity strategy and learnings from this work alongside other DEI-related programming. And at our European Vendor Partner Summit, we donated scholarships for two students at CodeOp, an international tech school for women, transgender and nonbinary individuals (women+).

We also invested in partnerships with organizations helping increase representation in tech and beyond, including Workplace Pride, Disability:IN, Biz Disability Forum and Women in Tech.

FY2024 recognitions

7

TD SYNNEX leaders named to the 2024 CRN® Inclusive Channel Leaders list

100

score on the Human Rights Campaign Foundation’s 2024-2025 Corporate Equality Index, for the third consecutive year



Connecting our co-workers

TD SYNEX's BRGs are inclusive, co-worker-led communities centered around underrepresented affinities or identities. BRGs are open to all and create spaces for co-workers to connect with each other around shared experience, identity or affiliation. Our BRGs organize activities that champion inclusion within the company and in the communities where we operate. Participation in BRGs has continued to grow year over year, with FY2024 marking the introduction of Limitless in North America and Beacon, Rise and Embrace in Canada.

Each BRG receives an annual budget and develops a roadmap for what the group aims to accomplish over the year. BRGs each have a board, including a chair, vice chair and committees, to oversee this work. In FY2024, we launched a new BRG management and engagement platform that helps BRG leaders better manage events, engage members and measure impact.

One highlight from our BRG activities in FY2024 was the global Pride Month panel discussion co-hosted by the Spectrum BRG and TD SYNEX DEI – "LGBTQ+ Representation: Then and Now." Held during Pride month, this discussion featured global co-worker voices on the progress we continue to make when it comes to LGBTQ+ representation in the workplace and society.

Also impactful was the continued work of the Fuerza BRG with the Hispanic Outreach Center in Clearwater, Florida. Twenty co-workers and Fuerza members came together for 12 events over the course of the year to contribute nearly 100 volunteer hours in support of the Center's programs and services, such as job readiness training and youth education.

In India, Elevate used connect sessions across multiple offices to cover vital topics such as self-care, health and career advancement. This culminated in impactful sessions with Senior Director Jyoktika Singh. They provided a platform for insightful discussions on leadership and professional challenges, underscoring our culture of mutual support and growth.

We plan to expand BRGs further into our APJ and LAC regions. This includes launching new chapters of Beacon, Elevate, Limitless and Spectrum.

BRGs at TD SYNEX



Beacon

Dedicated to recognizing, empowering and advancing Black co-workers



Elevate

Dedicated to attracting, retaining and advancing women



Embrace

Dedicated to celebrating cultural, ethnic and religious differences and fostering a welcoming and equitable workplace



Fuerza

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



Limitless

Dedicated to celebrating, supporting and building greater understanding of co-workers with disabilities and neurodiversity



Patriots

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



Rise

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



Spectrum

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

Beyond BRGs, we also have Social Groups in some regions for co-workers to come together based on common interests or hobbies and organize activities outside of the office.

Overseeing inclusion globally

To best manage inclusion efforts around the world, we employ regional DEI Councils in North America, LAC, Europe and APJ. This approach helps us account for differences across global operations like regional size and structure, country and culture nuances, language, BRG structures, regional inclusion maturity and co-worker demographics.

FY2024 marked the first year of the LAC DEI Council, which focused closely on supporting neurodiversity across this regional workforce as part of broader inclusion efforts. The European DEI Council welcomed a new Chair, TD SYNEX's European President Miriam Murphy. This Council also introduced a Country Activators program to reach co-workers in European countries where our size and scale doesn't warrant a BRG chapter. This group gives co-workers the opportunity to act as inclusion ambassadors and engage their teams on country-specific, relevant inclusion topics.

Similarly, the North American DEI Council launched a Logistics Center Inclusion Champion program in FY2024. Champions get 10 hours monthly to create on-site opportunities like table displays or lunch and learns to highlight inclusion topics for their teams. To support these co-workers, we've provided inclusion trainings and certifications as needed. This group now covers 90% of logistics centers in North America, helping us engage a unique subset of our workforce in a meaningful way.



Engaging communities

Our culture of caring extends beyond company walls. We invest in local communities and empower co-workers to donate their time and expertise to causes and organizations that align with our Community Relations program, which centers around three pillars: Digital Divide, Children and Wellness. Around the world, co-workers collaborate with local organizations making a real difference in these areas. In FY2024, this work included continuing partnerships with Junior Achievement and the Tampa Bay Rays, furthering the Next Meal campaign and increasing access to digital resources. In total, TD SYNEX financially supported 25 nonprofits and charities this year.

TD SYNEX's community relations pillars



Bridging the digital divide by expanding access to digital technologies and literacy programs



Providing resources and opportunities to support children's futures by helping them develop key life skills



Caring for the well-being of our communities by offering essential services and raising health awareness

Investing in the next generation

We help children develop skills today that will position them for success tomorrow. Partnering with Junior Achievement, we further children's financial literacy through tactical examples and practice. In FY2024, we continued to support Junior Achievement's BizTown and Finance Park programs, which provide hands-on learning for elementary and middle school students. In BizTown, elementary school students visit a simulated town where they take on different jobs and learn about their responsibilities as citizens in their communities. At Finance Park, middle school students put classroom learning about personal finance into practice by developing a budget based on their job interests. The finance team in Clearwater, Florida, has a long-standing partnership with Junior Achievement of Tampa Bay, volunteering at both BizTown and Finance Park. We're also closely involved with this chapter's 3DE program, which gives high school students experience addressing real-world business issues.

Each student team presented its recommendation to a panel of judges made up of TD SYNEX co-workers — including Americas Chief Financial Officer (CFO) David Jordan — who identified a winning team. David also served as a business coach for 2024's 3DE case study competition, visiting with students to answer any questions and help them prepare their pitches. Beyond the case study competition, we invited all 3DE student participants to spend a day at the Clearwater office. We brought in different tech equipment, like virtual reality goggles, for the students to have fun with and gave them a firsthand look at what we do.



Students tackle sustainability challenge

In FY2024, we sponsored 3DE and provided a case study for high school students to tackle: How should TD SYNEX use its empty warehouse space? Teams of students at St. Petersburg High School took on this challenge, weighing the pros and cons of each option and using a decision-making tree model to come to their conclusions.

“The kids are really building critical-thinking, problem-solving, collaboration skills — all things they need for the future.”

David Jordan
CFO, TD SYNEX
Americas, on the impact of engagement with 3DE program.



Share the Magic exceeds all expectations

In North America, where we launched TD SYNEX Share the Magic in 2011, our ambitious goal was to raise \$10 million over 10 years for children and families in need. We are proud to say that we have not only reached that goal, we've tripled it, raising more than \$30 million in 14 years, with over \$4 million raised just in 2024. Donations have been generously given by hundreds of donors and sponsors, including many of our business partners. This remarkable achievement, led by our seven chapters in the U.S. and Canada, has translated into thousands of life-changing moments, benefiting 16 charities in our 2024 campaign that make an impact for children and families when they need it most.



Supporting community health and well-being

From preventive measures to day-to-day essentials, we support the health of individuals and families in the communities where we operate. In FY2024, we ran the third annual Next Meal campaign to address global food insecurity. Nearly one in 11 people go hungry each day, around the world.¹ To do our part to alleviate global hunger, co-workers from across the company spent July 2024 volunteering with local organizations to prepare and serve meals and sort food donations.

Next Meal campaign volunteer activities included:

- Packaging and delivering 1,290 bags of food for families with the Guatemala City Food Bank
- Serving meals for 125 girls living at the Ma Niketan shelter in India
- Preparing 2,200 meals for local residents in partnership with the San Antonio Food Bank in Texas
- Creating meal preparation toolkits to support single parents and families in need in APJ and the Americas

FY2024 Next Meal campaign impact

13,242
meals provided

6,970
pounds of food sorted

522
hours volunteered

15
nonprofits supported

We partnered with the well-being team to raise awareness of health issues among our workforce and support them in taking preventive actions throughout FY2024. During American Heart Month, recognized each February, we hosted heart-focused programming, including CPR classes and blood drives across U.S. operations. Our global team also participated in the American Cancer Society's annual Fit2Be Cancer Free virtual race – with **931 co-workers worldwide logging 116,620,975 steps, which is more than two trips around the world**, during the three-week challenge.

¹ Action Against Hunger, "World Hunger Facts."

Bridging the digital divide

We're committed to helping more individuals in our communities access the power of technology. In FY2024, we continued to help bridge the digital divide by expanding access to digital devices and investing in programs to promote greater digital literacy. We hosted the annual Digital Inclusion Week in October 2024 in partnership with Human-I-T, a nonprofit that provides devices, internet access, digital skills training and tech support to local communities while diverting technology from landfills. Human-I-T helped us launch a new device donation drive during the week, where co-workers could request donations of TD SYNEX laptops to different local organizations in need. In total, we donated 200 laptops to seven nonprofits through this program.

In addition to the laptop donations, we organized e-waste drives during the week to encourage co-workers to bring in their devices for proper recycling or refurbishment. We collected 241 pounds of e-waste, helping prevent improper disposal.

Learn how our partnership with Human-I-T supports our Circular Economy pillar in Driving sustainable transformation.



Social commitment

- Work to bridge the digital divide by providing underserved communities with devices, digital skills training, internet access and technical support

Actions and progress

- Expanded access to digital devices in partnership with Human-I-T during our annual Digital Inclusion Week



Co-workers in Malaysia turned reused devices into a computer classroom for students at an underresourced school – and taught them how to use basic programs in the process.



Sharing time and expertise

We empower co-workers to volunteer with organizations aligned with our pillars in their communities. Our goal is to give co-workers the ability to share their time and expertise with the causes that are most important to them.

In FY2024, we introduced a new digital platform to support this aim. Through this platform, co-workers can discover organizations to volunteer with, log hours they volunteer and request matching funds for donations they make. To encourage their peers to get involved, the platform allows users to share which organizations they're supporting through volunteering or donations. This platform helped increase volunteering engagement across TD SYNEX — more than doubling the number of co-workers who volunteered and total hours volunteered from 2023.

Our Volunteer Ambassador Network (VAN) continued to encourage volunteering by organizing events in local communities where we operate. VAN spearheaded volunteer events and partnered with Green Teams on sustainability-focused volunteer opportunities. We also continued to host the annual Volunteer Month with co-workers around the world giving back to their local communities during the holiday season. To make volunteering more accessible for all co-workers, we added a virtual opportunity during FY2024's Volunteer Month where co-workers could record festive greetings in sign language. This was the second virtual volunteer opportunity we offered during the year, along with creating meal preparation kits during the Next Meal Campaign.

FY2024 co-worker volunteering¹ snapshot

7,374

hours volunteered

916

co-worker volunteers

107

nonprofits supported

¹ Volunteer data was extracted from Deed, our designated global social impact platform. While we've encouraged its use worldwide, this data may not capture every co-worker's volunteer engagement. Hours are rounded to the nearest whole number.

In their own words: Co-workers on giving back

Having people show up, not only from my department, but from other departments and teams, really makes me feel proud to be part of TD SYNEX where people are kind and are willing to walk the extra mile for another.

Ivonne Valero

Sr. Strategic Sourcing Manager based in Clearwater, Florida, on gathering support for her co-worker whose home was severely impacted by flooding from Hurricane Helene.



I think GirlUp has helped inspire me and helped grow confidence. It's made me stop and think: who did I need when I was younger?

Brianna Berry

Product Business Manager based in Greenville, North Carolina, on her experience volunteering with GirlUp GVL, an organization committed to helping girls reach their full potential and know their true worth and value.

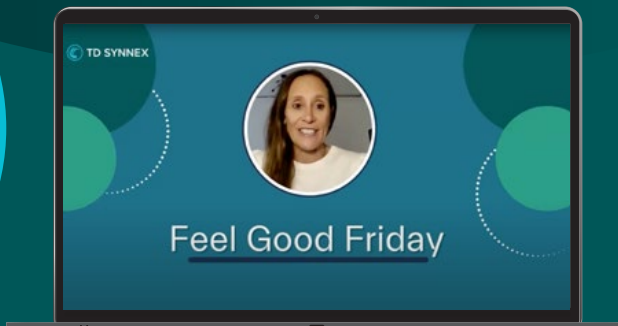
Hearing how grateful the students were reminded me of how powerful volunteering can be. It's not just about giving back, but about the personal growth and connections you make along the way.

Afiqah Abd Halim

Sr. Corporate Communications Specialist based in Malaysia, on her experience collaborating with co-worker and HR Business Manager Sashana Krishnamuthu. They formed a committee to partner with the Ajar Society, which helps underserved Orang Asli children gain access to tech resources to achieve their educational goals.



TD SYNEX's Feel Good Friday series highlights how co-workers give back to their communities. Visit our [playlist](#) to hear from them directly on why they volunteer.





Making a difference around the world

California

- Worked with Second Harvest of Silicon Valley to sort 3,370 pounds of food donations during Next Meal Campaign

Florida

- Sorted and packaged food to create 2,646 meals with Feeding Tampa Bay during Next Meal Campaign
- Donated pet food, treats, toys and other supplies to the Humane Society of Pinellas, a local nonprofit and no-kill animal shelter, in honor of National Pet Month and Mental Health Awareness Month
- Packaged donated toys for families and children staying at the Community Action Stops Abuse (CASA) Pinellas Shelter during Volunteer Month

Costa Rica

- Provided a monthly food allowance, computer equipment, psychological support and weekly surfing lessons to eight kids from low-income families in partnership with Take a Wave CR

Colombia

- Volunteered at Banco de Alimentos de Bogotá and packaged 680 meals for families in need during Next Meal Campaign
- Prepared snacks and donated hygiene kits to residents at the Salud Vida elderly care home during Volunteer Month

South Carolina

- Collected essential supplies to donate to individuals and families affected by Hurricane Helene in Western North Carolina
- Volunteered at GirlUp GVL's annual Secret Santa event and gifted girls in its programs Chromebooks through Human-I-T

Georgia

- Joined the Atlanta Community Food Bank to sort and package 4,551 meals during Next Meal Campaign

Brazil

- Partnered with São Paulo Invisível to donate 300 meals, 300 water bottles, 300 packs of sanitary pads and 300 winter jackets to individuals experiencing homelessness during Next Meal Campaign
- Adopted the Christmas wish lists of 80 different children in need, providing each with a gift from their list

United Kingdom

- Provided over a thousand volunteer hours to the St. John Ambulance charity in England, including training on life-saving skills, coordinating response efforts and overseeing operations during a period of unprecedented demand

Belgium

- Participated in Levensloop, a 24-hour run/walk to raise money for the Foundation Against Cancer, prepared meals for participants and raised over \$8,100 for the Foundation

India

- Served meals to 125 girls living at the Ma Niketan shelter

Malaysia

- Donated reused devices to create a computer classroom at a school and taught students how to use basic programs

Singapore

- Partnered with The Food Bank Singapore, raising over \$1,700 to purchase, pack and distribute 70 food bundles filled with essential and nutritious food directly to recipients



Stepping up after disaster strikes

Disaster relief has always been a part of our Community Relations efforts. In FY2024, however, disaster struck closer to home. After Hurricanes Helene and Milton swept through the Southeast U.S. in fall 2024, we leapt into action to help affected co-workers and communities. We used the new volunteer platform to spread awareness across regional operations of co-workers who needed essential supplies or any other kind of assistance. In our Clearwater, Florida, office, 24 co-workers stepped up to help a fellow team member clean up her property and remove items from her flood-damaged home.

On top of crowdsourcing help for co-workers and supplying donations, we also supported charitable organizations involved in helping impacted communities. TD SYNEX contributed \$40,000 each to Feeding Tampa Bay and the United Way of Greenville County Hurricane Helene Relief Fund. We also matched co-worker donations, including to the American Red Cross. Following these hurricanes, we launched the TD SYNEX Relief Fund to provide financial support to co-workers affected by natural disasters or other life crises.

Looking ahead, through our relief fund and selfless efforts of co-worker volunteers, we're proactively preparing to be able to support affected communities and co-workers quickly in the wake of a natural disaster. This includes running supply drives throughout the year to be well-equipped and developing strategies to get more co-workers engaged and ready to volunteer if needed.



Repurposing transportation for good

Each year, TD SYNEX brings vendors and customers together for two cornerstone events in North America: Inspire and Vendor Summit. In October 2024, customers and vendors joined us in Greenville, South Carolina, weeks after Hurricane Helene swept through the area. While Greenville experienced storm damage, we took the opportunity to work with an event partner to help harder hit communities in nearby Asheville, North Carolina.

Our transportation partner and Asheville-based charter company, Young Transportation, transported over 2,000 attendees to and from hotels during the week. When the events ended, Young Transportation's buses were heading back to Asheville – and we made sure they didn't go back empty. Co-workers in Greenville and event partners collected supplies to send back on these buses. We also gathered unused event materials and excess donations from other local aid, including warmer clothing items, pre-packaged food and beverages and paper goods. In addition, we donated \$1,000 to each bus driver we worked with during the week to support their own needs.

Using pre-planned trips to move supplies, we avoided additional greenhouse gas emissions. With a combination of care and creativity, co-workers and partners helped more individuals and families in Asheville access essential items.



Leading with integrity

Our world is rapidly changing. To keep pace with technological, regulatory and environmental transformation, TD SYNEX relies on strong corporate governance and oversight. We are guided by an exceptional team of leaders and uphold ethical, responsible and values-driven policies and practices. Through this approach, we are continually strengthening the resilience of our business and positioning TD SYNEX to lead our industry, not just through the changes we experience today, but those we anticipate for tomorrow.



FY2024 highlights

Achieved a 98.5% completion rate for our enhanced Code of Conduct training

Empowered co-workers to utilize generative artificial intelligence (Gen AI) systems responsibly through collaboration and guidance from our new Digital and AI Responsible Transformation (DART) team

Developed in-house AI solutions to support our Ethics & Compliance (E&C) team

Expanded our library of cybersecurity and IT-use policies to help meet the demands of technology advancements



Strength in leadership

Our Executive Leadership Team and Board of Directors provide strong corporate governance based on best practices and local requirements, creating an environment in which innovation can flourish. Through their oversight, our Board and Leadership Team ensure that the needs of co-workers, communities, customers, vendors and shareholders are met, while helping to drive change across the IT ecosystem. Our Governance Guidelines define Board and senior leadership roles with regard to Board composition and leadership, operations, committees, management and other governance topics.

Strategic oversight of sustainability

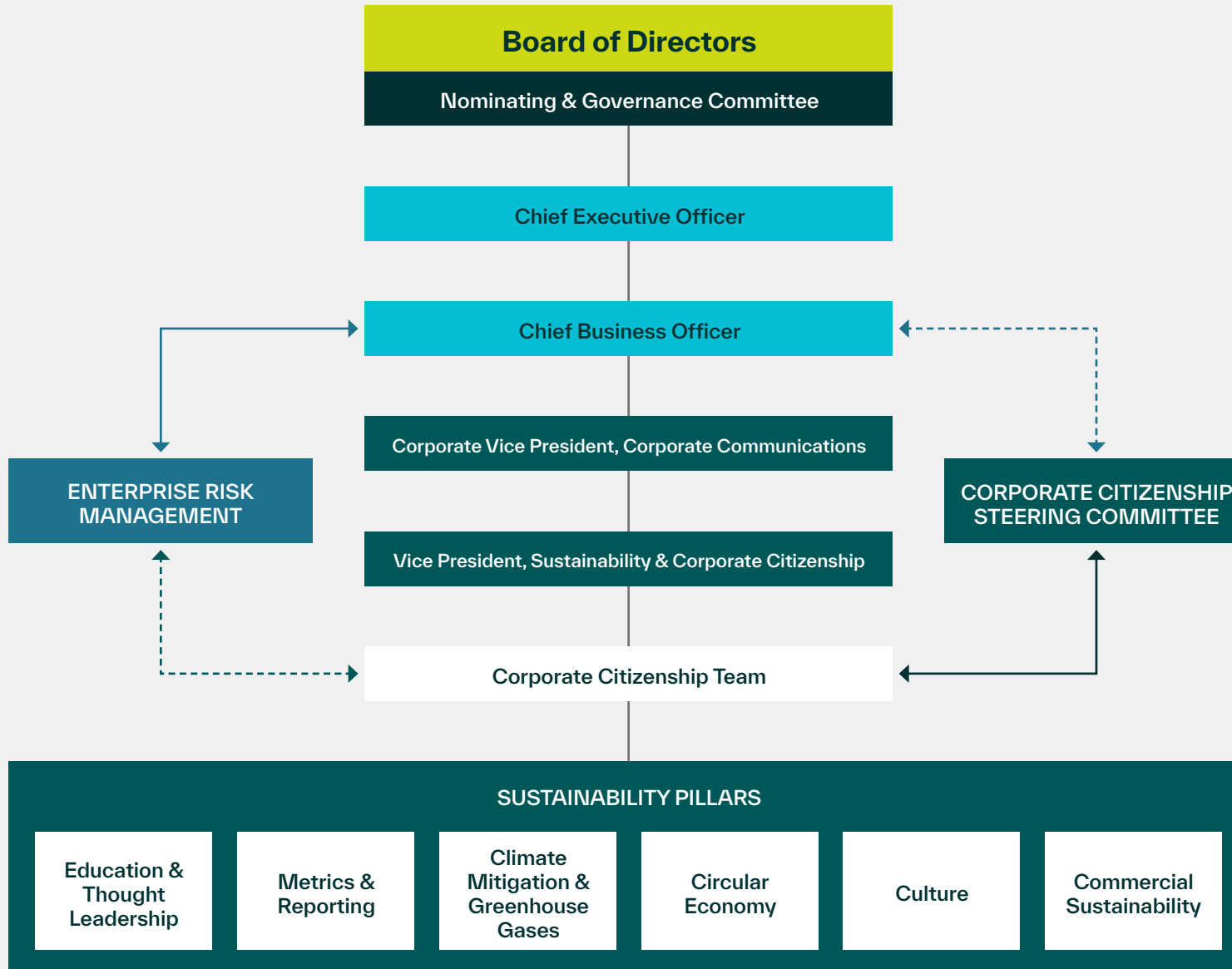
As a steward for shareholders, our Board receives regular updates on issues material to our business, including the efforts of our corporate citizenship team. The Board has three core committees, each of which guides our sustainability and business progress in critical ways.

Composed solely of independent directors, the **Nominating and Corporate Governance Committee** oversees corporate citizenship efforts, assisting the Board in its review of the development and implementation of sustainability policies, programs and practices. The **Audit Committee** supports the Board in fulfilling its legal and fiduciary obligations, overseeing disclosure and internal controls and ensuring compliance with regulatory requirements. The **Compensation Committee** reviews, administers and approves equity-based compensation for officers and co-workers and reviews the development and implementation of human capital management strategies, practices and risks.





Our leadership structure at a glance



Our Corporate Citizenship Steering Committee – composed of a cross-functional group of senior leaders – helps drive sustainability 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.

In addition, we work closely with our Internal Audit team to establish process controls around our sustainability data and ensure the accuracy of our external reporting. Our Enterprise Risk Management (ERM) and Business Continuity team also works closely with our Corporate Citizenship team to help to monitor and mitigate sustainability-related material risks and opportunities.

Director compensation and benefit program

We review compensation for our nonexecutive 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



Safeguarding privacy and data

As technology rapidly advances, TD SYNEX works to ensure that our systems are protected against the latest security threats. We regularly update and enhance our security measures and help keep teams aware of potential privacy concerns.

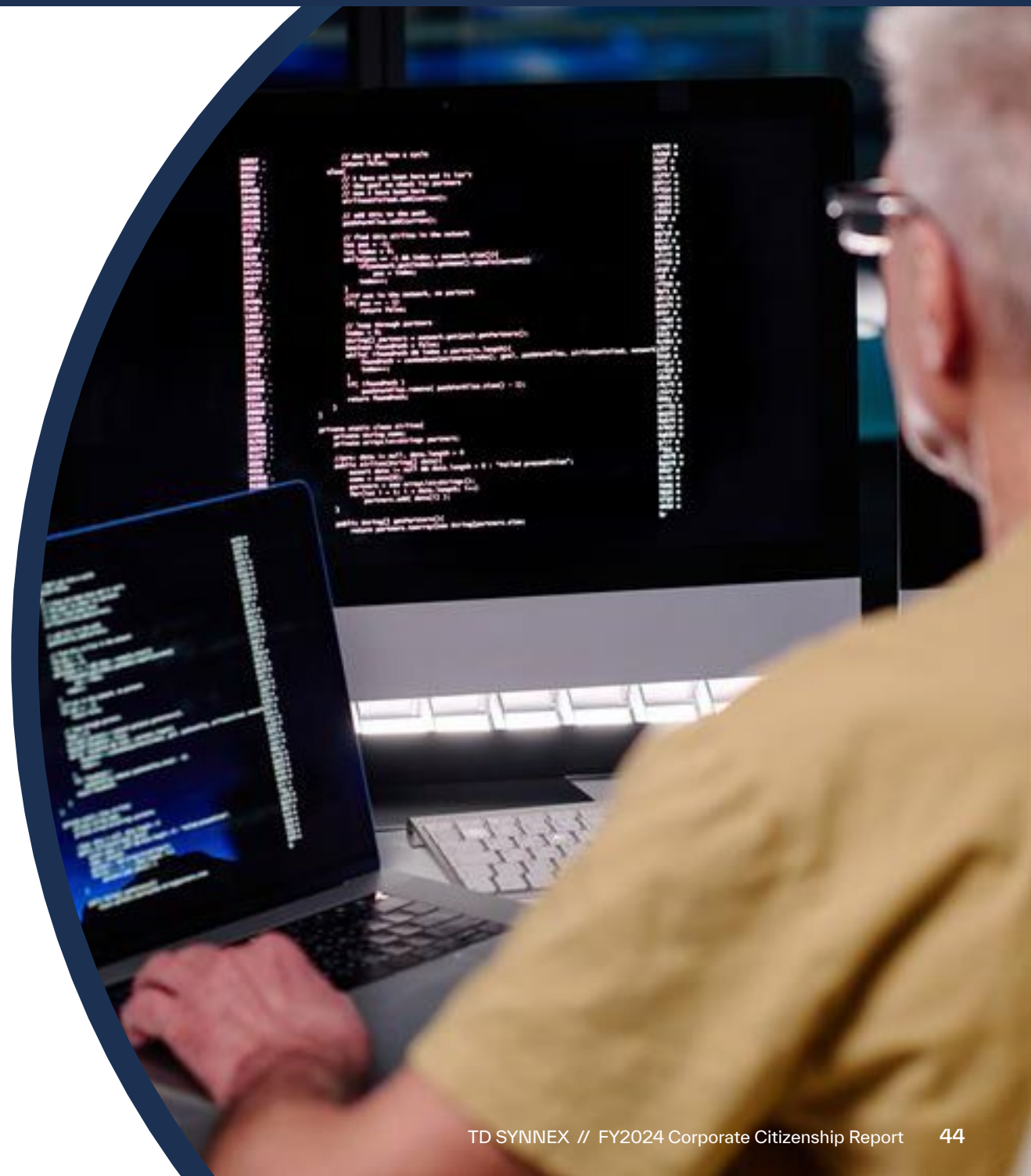
We administer regular co-worker training to support adherence to privacy, cybersecurity and IT-use policies. The company maintains strict IT standards for data confidentiality and accessibility. Our policy mandates the use of approved systems for company business and prohibits any unethical activities on company networks. We follow cybersecurity best practices and international standards, including rating our global systems according to the National Institute of Standards and Technology (NIST) Cybersecurity Framework 2.0. Additionally, we leverage sophisticated technology to protect our company and partners. Our IT security and data privacy controls are overseen at the Board level.

Our Security Platform Optimization Center (SPOC), staffed by security experts, monitors and responds to threats in real time. The SPOC 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.

Prioritizing information security

In FY2024, we achieved ISO 27001:2022 certification in two of our Canadian facilities in Mississauga and Guelph, Ontario, as well as in Istanbul, Turkey. To ensure we are minimizing security risks and protecting data privacy, we are working to increase the number of locations with this certification in FY2025 and beyond.¹

¹ ISO 27001 refers to the set of standards put forward by the International Organization for Standardization that are focused on information security management.





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 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 IP risks. We are the only IT distributor with AGMA membership, and we currently serve as a member of the AGMA Board.

Taking a responsible approach to AI transformation

In a world where sustainability, ethics and good governance are becoming increasingly important, technology plays a key role. AI is now deeply embedded in business strategies across the IT ecosystem – and offers tremendous opportunities to accelerate environmental, social and governance (ESG) goals.

Newly created in FY2024, the DART team acts as a hub for the advancement of AI across our business. DART enables and empowers TD SYNnex teams to utilize Gen AI systems that are responsible, secure, transparent and fair, while protecting our organization's digital assets and data. To support the acceleration of these systems, DART established a Responsible AI framework for assessing AI tools and use cases, as well as a new Gen AI Use and Development Policy, which was published FY2025.

The AI tools we review through DART's framework have the potential to improve the efficiency of our team and experience of our customers. With DART's oversight and careful assessment, we ensure that these tools are not only efficient but reliable, safe and inclusive and that people understand and are accountable for Gen AI systems and their outcomes. In FY2025, the DART team introduced a new workforce training platform to better educate our co-workers on responsible AI implementation, operationalization and improvement.

Going above and beyond what's required for IT-use policies

To meet the demands of accelerating technological advancement, we have established a number of IT-use policies beyond what is required by law in the regions where we operate. These policies guide us in ensuring the responsible use of AI, protection of data and governance of technological development. We continue to review and evolve these policies to align with current best practices and regulations.

- **Cybersecurity and Acceptable Use Policy:** Establishes TD SYNnex's overarching framework for cybersecurity governance, defining the effective management of cybersecurity risks, the protection of information assets and the resilience of operations
- **Data Classification and Handling Policy:** Sets the minimum requirements for classification and handling but allows for implementation of additional safeguards and security measures to individual applications, business processes or databases
- **Responsible Gen AI Use and Development Policy:** Builds on our values and the shared principles in our Code of Conduct, including never encouraging or allowing Gen AI to engage in any misconduct on our behalf
- **IT Security Standards and Controls:** Sets standards for responsible use and protection of internal systems such as databases, networks and applications
- **Change Control Policy:** Emphasizes proactively managing changes to the production environment while minimizing customer impact, mitigating implementation risk, protecting IT service level targets and communicating cross-functional impacts



See our Policy library for more.





Building resilience through our culture of ethics and compliance

Ethical leadership is essential to how we achieve operational excellence and build business resilience. Our E&C program enables us to bring our best to all that we do – it empowers our co-workers, drives positive impact for our stakeholders and helps ensure we meet our legal and regulatory requirements.

Embracing digital transformation

In FY2024, we invested in building stronger digital processes for our E&C efforts, exploring how we can leverage technology to better monitor risk, enable transparency and continuously improve our business. In alignment with the responsible practices and policies we have established around AI use and development, we developed a series of in-house AI solutions to support ethical leadership throughout our business. These include an AI Policy Assistant for internal co-worker inquiries and an external Questionnaire AI that allows us to respond more quickly to requests for information from vendors and partners.

Ethos AI Policy Assistant

We introduced the Ethos AI Policy Assistant for co-workers in FY2024, powered by a proprietary AI workflow that serves the unique needs of our organization. Digitally embodied by our AI mascot, “Ethos,” the Policy Assistant enables co-workers to ask questions related to our extensive library of 26 globally harmonized policies and receive tailored guidance in any of our 17 business languages. Since launching in early 2024, Ethos has answered 2,907 questions, with co-workers reporting a confidence level of over 97%. While 83% of the questions have been answered in English, the other 17% are evenly distributed between the other languages, showing strong global adoption.

Through Ethos, we’ve learned more about our co-workers’ needs and the ways in which our policies can evolve and improve. For example, we received many inquiries about acceptable AI use, leading us to develop our Gen AI Use and Development Policy, based in part on the specific questions we received from co-workers. We’ve also made updates to other policies based on co-workers’ questions and feedback, demonstrating how strategic use of Gen AI can clarify key policy points and surface opportunities for improvement. In addition to providing more timely support for co-workers, the AI Policy Assistant is helping us to create and maintain policies that better serve the real-time needs of our community.



“This approach effectively harnesses cutting-edge technologies in conjunction with our internal expertise. The integration of prompt engineering and a Large Language Model proves to be a great result!”

Alejandro Wohlbers

Global Tech & Corporate Transactions Counsel Barcelona



Building our resources to support ethical leadership

We continued to enhance and maintain our robust Policy library of E&C resources in FY2024. We further promote awareness of these resources with frequent training and communication initiatives, including over 225 global, local and targeted communications in FY2024. Key pillars of our E&C communications approach include:

- **Ethos ethical challenges:** Provide co-workers the chance to test their ethical leadership skills in fun, engaging simulations starring Ethos, our E&C mascot. In simulations, Ethos faces realistic challenges, and co-workers choose the best path forward.
- **Real tales of E&C video series:** Share real-life stories through online tutorials, in-person training sessions and articles in our company communications platform. Stories illustrate the repercussions of actual compliance issues to our global internal audience and put our resources in an applicable context.
- **E&C toolkits:** Deliver concise guidance and actionable steps for specific scenarios in easily digestible formats.
- **Policy pathway modules:** Utilize automation to efficiently provide digital guidance and submit approval requests in response to compliance-related queries for our co-workers.
- **Supplier integrity principles:** Establish clear expectations for suppliers and partners on supply chain human rights, anticompetitive behavior, anti-bribery, corruption and governance.

See our [Policy library](#) for more.

Questionnaire AI

As a result of evolving regulatory demands, we have seen an increase in the number of due diligence and ESG questionnaires we receive from our partners and through requests for proposal. These questionnaires encompass a wide range of topics – such as IT security; occupational safety; diversity, equity and inclusion initiatives; and cybersecurity – many of which are covered through publicly available governance documents, including our Code of Conduct and Corporate Citizenship Report. In an average month, co-workers respond to more than 350 due diligence questions from external partners.

To more efficiently, accurately and consistently meet the growing demand of these inquiries, we developed a Questionnaire AI tool, which is able to respond to the majority of questions we receive, typically leaving only a small number for human escalation. For any questions not covered in one of our public documents, we work with our legal team and relevant subject matter experts to create a vetted response that the AI can utilize the next time a similar question arises. This solution bolsters our efficiency, establishes consistency in our disclosures and, most importantly, builds transparency and trust with our partners and across the industry.

Hyve Solutions membership in the Responsible Business Alliance

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 Code of Conduct](#) in its global operations. 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' supplier facilities in the global supply chain.

As part of its commitment to the RBA, Hyve Solutions also requires its global suppliers to comply with the RBA Code of Conduct and local laws, whichever is stricter, as stipulated in Hyve's [supplier terms and conditions](#). As part of Hyve's commitment to supply chain transparency and responsible sourcing, Hyve publishes an annual [Responsible Minerals Sourcing Policy Statement](#) of the 3TG (tin, tantalum, tungsten and gold) and the associated smelters used within its supply chain. In addition, Hyve publishes a [Modern Slavery Statement](#) outlining due diligence efforts to combat human trafficking and modern slavery.

Enhancing compliance training

Our co-workers are our first line of defense for identifying and avoiding potential E&C issues. We provide training and resources to empower them to make responsible decisions and encourage them to speak up if they have concerns. In FY2024, we enhanced our Code of Conduct training to address emerging risks and to better engage our co-workers. Updates to our training calendar in FY2024 included new, timely content on topics like data privacy, insider trading, anti-harassment, cybersecurity and more.

Achieved a

98.5%

completion rate for our global Code of Conduct training in FY2024





Prioritizing human rights in the supply chain

In FY2024, we conducted a preliminary assessment with several of our vendors to better understand their actions and efforts around human rights, including their auditing practices and capacity building. This engagement also helped to socialize our [Global Human Rights Policy](#), which establishes clear guidelines and expectations for partners to conduct business activities in accordance with all applicable laws, regulations and internationally recognized human rights principles. It also outlines expectation for business partners to provide documentation demonstrating their compliance. Looking ahead, we plan to take learnings from these conversations to develop training and thought leadership around human rights principles and best practices, further supporting vendors and suppliers in bolstering their practices and strengthening human rights approaches across the ecosystem.

Enabling our speak up culture

TD SYNEX encourages co-workers and business partners to speak up when they have concerns about illegal behavior or misconduct in our workplace. We maintain a Speak Up and Non-Retaliation Policy, which outlines 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.

Ethics Advisor Network

Our Ethics Advisor Network is an extension of our E&C program. Leaders nominate co-workers as Ethics Advisors to support the global E&C 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 E&C training and facilitating awareness efforts.

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 ERM 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. Our Board of Directors oversees our ERM process, including our information security program, compliance and risk management and cybersecurity risks.

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.

The ERM team collaborates with other teams at TD SYNEX to identify, assess, monitor and mitigate risk across the organization. Corporate Citizenship and ERM teams work closely to ensure that sustainability-related risks are incorporated into the global annual ERM process. In FY2024, our double materiality assessment and climate scenario analysis helped us further refine sustainability risks. Through this collaborative and integrative approach, we are able to foster stronger decision-making, particularly as climate risks tend to fall within conventional operational and financial risk categories. All corporate risks are reviewed and assessed by our Executive Leadership Team, as well as key functional directors across all regions, ensuring that we have the highest level of oversight for our global operations.

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, active relationships are monitored on an ongoing basis.



Appendix





About this report

This report details TD SYNEX's progress in sustainability and data collected during FY2024, the period between December 1, 2023, and November 30, 2024, unless otherwise noted. It is intended to be our primary source of annual disclosure on sustainability performance and provide a transparent account of our corporate citizenship approach and performance. Reporting on other matters can be found in our public Securities and Exchange Commission (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, 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 SEC, 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.





Policy library¹

30 seconds with ethics and compliance video series:

Spotlights important insights and key takeaways on relevant ethics and compliance subjects

Change Control Policy: Emphasizes proactively managing changes to the production environment while minimizing customer impact, mitigating implementation risk, protecting IT service level targets and communicating cross-functional impacts

Cybersecurity and Acceptable Use Policy: Establishes TD SYNEX's overarching framework for cybersecurity governance, defining the effective management of cybersecurity risks, the protection of information assets and the resilience of operations

Data Classification and Handling Policy: Sets the minimum requirements for classification and handling but allows for implementation of additional safeguards and security measures to individual applications, business processes or databases

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

Responsible Gen AI Use and Development Policy: Builds on our values and the shared principles in our [Code of Conduct](#), including never encouraging or allowing Gen AI to engage in any misconduct on our behalf

IT security standards and controls: Set standards for responsible use and protection of internal systems such as databases, networks and applications

Policy pathway modules: Utilize automation to efficiently provide digital guidance and submit approval requests in response to compliance-related queries for our co-workers

Real tales of ethics and compliance video series: Share real-life stories through online tutorials, in-person training sessions and articles in our company communications platform that illustrate the repercussions of actual compliance issues to our global internal audience and put our resources in an applicable context

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

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

Global Human Rights Policy: Establishes clear guidelines and expectations for partners to conduct business activities in accordance with all applicable laws, regulations and internationally recognized human rights principles. It also outlines expectations for business partners to provide documentation demonstrating their compliance.

Global Environmental Policy: Affirms our commitment to continuously improve performance and to comply with all applicable environmental laws and regulations relevant to our business.



¹ This is not a comprehensive list of all our policies. For a full list, please see the Policy library included in our [Governance documents](#).



Task Force on Climate-related Financial Disclosures (TCFD) index

Introduction

TD SYNnex is a Fortune 100 corporation and a leading global distributor and solutions aggregator for the information technology (IT) ecosystem. We serve a critical role, bringing products from the world's leading and emerging technology vendors to market and helping our customers create solutions best suited to maximize business outcomes for their end-user customers. We aggregate and distribute IT hardware, software and systems, including personal computing devices and peripherals, mobile phones and accessories, printers, server and data center infrastructure, hybrid cloud, security, networking, communications and storage solutions, and system components. We also design and deliver purpose-built server, storage and networking solutions for the hyperscale infrastructure market.

As a leading IT distributor, we recognize the increasing importance of taking action to help protect the planet and to work toward a more prosperous and just future. Our unique position at the center of the technology universe connects us to over 150,000 reseller customers with more than 2,500 best-in-class technology vendors. This allows us to identify opportunities for innovation, sustainable practices and positive outcomes up and down the value chain.

In 2021, shortly after the merger that created TD SYNnex, we committed to the Science Based Targets initiative (SBTi) Business Ambition Pledge and established a target to achieve net-zero greenhouse gas (GHG) emissions in our global operations by 2045. We then launched our first Corporate Citizenship program within the first six months as a combined company, including the development of a global Corporate Citizenship framework that will help deliver long-term value for the business, co-workers, investors, vendors, customers and communities. In FY2024, our near-term and net-zero targets were validated by SBTi to be in line with the Paris Agreement, which aims to limit global temperature rise to 1.5°C above pre-industrial levels.

With TD SYNnex deeply embedded in the IT value chain, acting as a connector between manufacturers, suppliers, solutions providers and the rest of the market, we are exposed to multiple risks that come from climate change and its associated impacts. To ensure that we remain resilient against such risks, we have been enhancing our climate risk and opportunities management as we develop our Corporate Citizenship program and climate strategy. In FY2024, we

conducted a more detailed climate resilience exercise involving a qualitative and quantitative climate scenario analysis to refine our identification of the associated risks and opportunities we are exposed to.

This report outlines the outcomes from that exercise and aligns with the recommendations from the TCFD, structured around four thematic areas of governance, strategy, risk management and metric and targets. Although TCFD was disbanded end-2023, its recommendations are still widely adopted and have been incorporated into many other sustainability reporting regulations.



Governance

Board oversight

The TD SYNNEX 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.

Our Chief Business Officer (CBO) leads climate-related matters and raises climate-related agenda items to the Nom/Gov Committee or the Board at least annually or when there are material updates, seeking feedback as necessary.

Management

The TD SYNNEX Corporate Citizenship program is overseen by our CBO with strategic leadership input from our Chief Executive Officer (CEO). The CBO oversees the Corporate Communications department, where the Corporate Citizenship team resides.

The Corporate Citizenship team is led by the Vice-President of Sustainability and Corporate Citizenship who provides bi-monthly updates to the CBO and CEO on progress toward commitments and ongoing efforts.

The Corporate Citizenship team is responsible for the ESG program at TD SYNNEX, working on sustainability policies and performance, including education and thought leadership, sustainability metrics and reporting, climate mitigation and GHGs, circular economy, fostering a sustainable culture and developing commercial sustainability opportunities. The team collaborates with other

functions, including a sustainability working group and enterprise risk management (ERM) team, to identify, monitor and manage climate-related risks and opportunities, translating them into actionable plans and policies.

Several members of the Executive Leadership Team (ELT) 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 nearly 30 ELT members and other leaders across our global operations. They meet bi-monthly with the Corporate Citizenship team to discuss issues like carbon reduction roadmaps, sustainability capacity building and sustainable leasing policies. Key findings and decisions are then raised to the Board or Nom/Gov Committee through the CBO at least annually or when there are material updates.

For an overview of our sustainability governance organization and structure, [see page 43](#).

Risk management

Identifying, assessing and managing climate-related risks

Since the start of our Corporate Citizenship program, we have been continuously enhancing our climate-related risks and opportunities identification and assessment and aligning it to existing processes and assessments. This process is led by the Corporate Citizenship team¹ with support from the ERM and Risk & Insurance teams. We have been supported by consultants from internal and external stakeholders to provide inputs on materiality for the organization.

In FY2024, to support a more robust risk and opportunities assessment, TD SYNNEX:

- Improved our climate scenario analysis to include quantitative factors, expanded the climate scenarios and conducted a series of internal workshops with functions across the organizations to widen the breadth of climate resiliency in the organization
- Conducted our first double materiality assessment with key internal and external stakeholders to assess how topics may impact our enterprise value or society and the environment, informing us of the velocity and severity of risks and opportunities for us
- Conducted strategic intervention workshops to identify and build plans to mitigate climate-related risks and capitalize on opportunities regardless of future uncertainty
- Further embedded climate-related risks into our ERM process by enhancing climate considerations into existing corporate risks

Double materiality assessment

In FY2022, we conducted our first materiality assessment that advised our Corporate Citizenship framework. In FY2024, we updated that by conducting a double materiality assessment to identify, assess and prioritize sustainability topics that impact our enterprise value, society and the environment. A double materiality matrix was developed through a series of internal and external interviews covering different business functions and groups of affected stakeholders. The interviews help to identify and assess actual and potential risks and opportunities across ESG topics, and the likelihood of these risks and opportunities to occur.

Of relevance to TD SYNNEX climate-related risks and opportunities were the topics that had an impact on enterprise value. The results were validated by leadership with the organization and further aligned in our climate scenario analysis results.

¹ TD SYNNEX was supported by BSR, a global nonprofit that works with its network of over 300 member companies to build a just and sustainable world, to conduct our double materiality and climate scenario analysis in FY2024.



Climate scenario analysis

In FY2022, TD SYNNEX conducted a preliminary climate risk assessment using estimations from the Climate Impact Lab.¹ We estimated the relationship between a changing climate and human well-being across eight categories: human health, labor productivity, energy demand, agriculture, manufacturing, damage to coastal infrastructure, increased social conflict and crime, and altered migration patterns. We also reviewed localized climate risk information for our operations. In FY2023, we furthered that assessment by conducting an internal qualitative climate scenario analysis to examine possible future implications for regulations, customer behavior and physical climate impact.

In FY2024, TD SYNNEX conducted a more detailed climate resilience exercise involving a qualitative and quantitative climate scenario analysis to refine our identification of the associated risks and opportunities we are exposed to. We selected three climate scenarios developed by the Network for Greening the Financial System and extended each of the narratives by adding content about how a range of business-relevant topics might plausibly play out in each of these scenarios. We chose a mix of scenarios that would allow us to explore plausible futures, including a 2°C or lower scenario and a higher than 3°C scenario.

We employed the following time horizons in our analysis:

- Short-term: 0-3 years
- Medium-term: 4-10 years
- Long-term: > 10 years

We conducted several internal workshops with key TD SYNNEX stakeholders from diverse functions and regions to analyze the business impacts of the three scenarios, identify climate-related (transition and physical) risks and opportunities for TD SYNNEX and identify ideas to enhance resilience and refine our strategy around climate risks and opportunities.

Description of selected climate scenario and their assumptions

	Current policies	Net-zero 2050	Delayed transition
Description	Emissions have steadily grown over the past three decades, leading to 2°C of warming by 2050 and at least 3.3°C of warming by 2100. As a result, physical climate impacts have increased steadily, both in severity and frequency and are experienced globally. Despite this, investment in low-carbon energy and energy efficiency remains slow, with continued coal and oil additions.	The transition to a net-zero economy by 2050 required drastic and coordinated global action, particularly in the 2020s. The cost of this action in the 2020s was high as many industries shuttered and the location and types of jobs changed. However, warming peaks at 1.6°C in 2060 then declines to 1.5°C by 2100. Early climate impacts continue to escalate but are managed over time.	A decade of inaction in the 2020s drove mounting public pressure for climate action. What followed was a set of hasty and reactionary policies in the 2030s that sought to rapidly halt GHG emissions and make up for lost time. The disorderly approach came at high social and economic costs but ultimately led to a halving of emissions by 2040 and peak warming at 1.6-1.8C by 2050.
Impact of transition & physical risks	High physical risks Low transition risks	Low physical risks Medium transition risks	Medium physical risks Medium to high transition risks
Policy ambition	3°C+	1.4°C	1.6°C
Policy reaction	No additional policy reaction with low regional variation	Immediate and smooth policy reaction with medium regional variation	Delayed policy reaction with high regional variation
Technology	Slow technology change	Fast technology change	Slow then fast technology change
Carbon dioxide removal	Low use of carbon dioxide removal	Medium/high use of carbon dioxide removal	Low/medium use of carbon dioxide removal

¹ <https://impactlab.org/>.



Enterprise risk assessment

TD SYNNEX's Enterprise Risk Assessment is performed annually. Our climate-related risks alongside and within other corporate risks are assessed via our ERM process. The risk register is reviewed and assessed by the ELT, as well as by 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.

In addition, site-specific physical climate-related risks are identified with support from a risk management and insurance specialist firm. All facilities under TD SYNNEX 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 in the annual Enterprise Risk Assessment.

If a specific climate-related risk were identified and determined to be substantive, addressing it would then be prioritized. We define substantive financial or strategic impact by a climate-related risk on our business as risk with a potential to materially impact the financial, operational and reputational aspects of the company. This can include any of the following: financial loss, loss of market share, negative media coverage, loss of customers/vendors, prosecution and fines, litigation, regulatory queries, injuries, turnover rate and/or departure of senior leaders. 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.





Strategy and resilience

Climate-related risks and opportunities

We have identified several transitional and physical risks, as well as opportunities, with the potential to have an impact on the company.

Summary of TD SYNEX's climate-related risks

TCFD category		Risk	Time horizon	Potential impact
Transitional	Policy & legal	Emerging climate-related regulations	Short, Medium & Long	Medium
	Technology	Competition on low carbon technologies	Medium, Long	High
	Market	Limited access to critical materials	Medium, Long	High
		Race to renewable energy	Medium, Long	High
		Changing consumer-buying preferences to more sustainable practices	Medium, Long	Medium
Reputation	Increased scrutiny on climate performance	Short, Medium & Long	High	
Physical	Acute	Increased frequency of extreme weather and climate-related natural disasters	Short, Medium & Long	High
	Chronic	Changing weather patterns affecting TD SYNEX workers and operations	Medium & Long	High
		Water shortages across the value chain	Short, Medium & Long	Medium

Summary of TD SYNEX's climate-related opportunities

TCFD category		Opportunity	Time horizon	Potential impact
Resource efficiency		Development of green transportation	Medium & Long	Medium
		Local, shorter supply chains	Medium & Long	High
Energy sources		Renewable energy procurement	Short, Medium & Long	Medium
Products & services		Circular economy	Short, Medium & Long	Medium
		Climate data and analytics	Medium & Long	Medium
		Green products	Medium & Long	Medium
Markets		First-mover advantage	Medium & Long	High
		Value chain collaboration	Medium & Long	Medium
Resilience		Staying ahead of ESG regulations	Medium & Long	Medium
		Facility design and location	Short, Medium & Long	High



Transitional risks

TCFD category/risk	Impact description	Potential impact	Time horizon	Risk management strategy
Policy & legal Emerging climate-related regulations	Climate regulations, including GHG reporting requirements, stringent circularity and electronic waste requirements, and strict supplier and vendor monitoring are increasing for TD SYNNEX and its suppliers. <ul style="list-style-type: none"> Increased monetary and resource investment required for TD SYNNEX compliance Increased cost of products as suppliers adhere to more stringent standards 	Medium	Short, Medium & Long	<ul style="list-style-type: none"> Maintain a strong legal and compliance team that actively monitors regulations, including climate-related ones, and strategies to remain aligned with the emerging requirements Maintain a strong relationship with our vendors, extending to the exploration of collaborative projects to reduce climate-related impacts Established an ESG reporting working group consisting of subject matter experts across the organization to prepare for the rigor of Corporate Sustainability Reporting Directive (CSRD) reporting and any other climate reporting Invested in a carbon accounting tool to ensure a more precise and streamlined data collection process to support robust and auditable reporting
Technology Competition on low-carbon technologies	Access to technology to decarbonize is in high demand as multiple companies and industries strive for their sustainability targets and as cleaner technology regulations kick in. <ul style="list-style-type: none"> Lack of access to or higher costs to access technology needed to decarbonize rapidly enough for TD SYNNEX (e.g., renewable energy, electrification, energy efficiency) Higher cost for TD SYNNEX to access electric vehicles (EVs) and/or the logistics providers servicing them 	High	Medium, Long	<ul style="list-style-type: none"> Established a Sustainable Transportation and Logistics Tower that works with our supply chain to reduce the transportation emissions per delivered products, including encouraging low-carbon transportation alternatives and load optimization Published internal sustainable sites criteria used during the leasing of new sites to ensure access to infrastructure-related decarbonization solutions
Market Limited access to critical materials	Global decarbonization will increase demand for critical materials and natural resources needed for the transition. Suppliers may have to compete for stable access of critical materials for their hardware products. <ul style="list-style-type: none"> Increased cost of products as suppliers cascade increased cost to TD SYNNEX 	High	Medium, Long	<ul style="list-style-type: none"> Established Circular Economy and Commercial Sustainability Towers to enhance our asset use and product collection and recycling to extract these critical materials, as well as developing commercial motions for vendors and partners, including in the area of remanufactured products, to reduce the need for new hardware products Maintain updated business continuity plans in response to information on risk exposure levels globally



Transitional risks (continued)

TCFD category/risk	Impact description	Potential impact	Time horizon	Risk management strategy
Market Race to renewable energy	Higher demand for renewable energy may cause energy shortages and difficulty accessing long-term renewable energy contracts. <ul style="list-style-type: none"> Increased cost of procuring renewable energy Lack of access to renewable energy needed to progress toward our net-zero goal 	High	Medium, Long	<ul style="list-style-type: none"> Identified sites where solar roof installations are feasible and are examining the economics needed Developing a renewable energy strategy to expand our renewable energy procurement across our global operations while driving further operational efficiencies
Market Changing consumer-buying preferences to more sustainable practices	Consumers may be more environmentally conscious and demand more sustainable products, turning away from buying new physical products and being more interested in refurbished devices or green products, shifting the sales portfolio for TD SYNNEX. <ul style="list-style-type: none"> Demand for, and hence revenue from, hardware may decrease Inability to meet the market demand for green products (e.g., energy efficient, refurbished) may damage TD SYNNEX's brand and reputation and have long-term impacts on the business 	Medium	Medium, Long	<ul style="list-style-type: none"> Establishing a Commercial Sustainability Tower to develop commercial motions for vendors and partners, including in the areas of green products and services such as energy efficiency, remanufactured products, IT Asset Disposition (ITAD) and Cloud GreenOps Maintain an active relationship with key vendors to identify sustainability challenges and opportunities, as well as potential areas of collaboration, including supporting sustainability programs such as accreditation for partners to sell certified remanufactured products or asset recovery services
Reputation Increased scrutiny on climate performance	Stakeholders may put TD SYNNEX's climate performance under higher scrutiny and signal discontent with our stance on the climate if they consider it laggard or greenwashed. <ul style="list-style-type: none"> Negative impact in talent recruitment and retention for employees and prospective talents who hold this in regard Negative impact on sales for environmentally conscious customers Investors who consider environmental factors in their investment decisions may be deterred, resulting in a decrease in investments 	High	Short, Medium & Long	<ul style="list-style-type: none"> Established local Green Teams across our operations to drive ground-up efforts on sustainability Developing ESG criteria for our procurement strategy and policies to ensure that the products we sell meet and go beyond local regulatory requirements Monitor our climate performance against established standards such as CDP, EcoVadis, S&P, ISS and MSCI and developing corrective plans for any areas of concern



Physical risks

TCFD category/risk	Impact description	Potential impact	Time horizon	Risk management strategy
<p>Acute Increased frequency of extreme weather and climate-related natural disasters</p>	<p>Increasing frequency and intensity of natural disasters, such as heatwaves, hurricanes and wildfires, can significantly impact our operations and supply chain, putting business continuity at risk.</p> <ul style="list-style-type: none"> • Disruption in labor productivity, inability to work and an increase in health and safety risks for TD SYNEX workers can lead to increased costs through workers' compensation and declining productivity • Increased risk of damage to facilities in high-risk locations, potentially requiring closures, relocations and additional investments • Increased premiums or the risk of assets becoming uninsurable due to high physical risks • Increase in supply chain disruption risk impacting operations, transportation and resource availability • Higher price of products, as suppliers may face rising raw material costs due to supply chain disruptions 	<p>High</p>	<p>Short, Medium & Long</p>	<ul style="list-style-type: none"> • Conduct annual assessments for our global facilities using natural hazard risk maps with forward-looking analysis accounting for changing climatic dynamics, allowing more accurate forecasts on potential exposures to acute and chronic physical climate risks • Maintain individual site risk management plans that are reviewed and verified by technical experts • Maintain updated crisis management and business continuity plans in response to information on risk exposure levels globally • Availability of flexible work arrangements including remote work for our co-workers, where possible



Physical risks (continued)

TCFD category/risk	Impact description	Potential impact	Time horizon	Risk management strategy
<p>Chronic Changing weather patterns affecting TD SYNNEX workers and operations</p>	<p>Higher temperatures due to constant heatwaves may impact TD SYNNEX workers' ability to come to work and decrease their productivity. It may also affect our facilities and operations.</p> <ul style="list-style-type: none"> In areas that are inhospitable or uninhabitable, climate migration may occur, and TD SYNNEX may face a manpower shortage Facilities may not be able to properly operate and store products under increased temperatures or may face increased costs to maintain a safe temperature range 	<p>High</p>	<p>Medium & Long</p>	<ul style="list-style-type: none"> Review physical climate risks during the renewal of leases to ensure that we are adequately prepared and protected against such risks, including relocation if needed
<p>Chronic Water shortages across the value chain</p>	<p>Water shortage and desertification are likely to rise and could impact our value chain in the areas of manufacturing and data center operations, both within our own facilities and by our customers.</p> <ul style="list-style-type: none"> Higher price of products as suppliers may face raw material costs rise due to supply chain disruptions Lower demand for the data center business as viability of operations decreases Higher costs for business continuity planning to ramp up in order to adapt to long-term weather pattern shifts 	<p>Medium</p>	<p>Short, Medium & Long</p>	<ul style="list-style-type: none"> Review physical climate risks during the renewal of leases to ensure that we are adequately prepared and protected against such risks, including relocation if needed Maintain updated business continuity plans in response to information on risk exposure levels globally



Opportunities

TCFD category/ opportunity	Opportunity potential	Potential impact	Time horizon	Opportunity realization strategy
Resource efficiency Development of green transportation	Employing transportation innovation such as EVs and alternative fuels can lead to the reduction of fossil fuel usage. <ul style="list-style-type: none"> Lower risks from fluctuations in fossil fuel prices as cost of technology is expected to decrease in the long-term 	Medium	Medium & Long	<ul style="list-style-type: none"> Established a Sustainable Transportation and Logistics Tower that works with our logistics suppliers on low-carbon transportation alternatives Support the green transportation growth such as through PowerSolv (USA) working on end-to-end charging solutions to address EV growth
Resource efficiency Local, shorter supply chains	Working with vendors and partners to develop local and shorter supply chains will allow shorter transportation routes and reduce reliance on intermediaries. <ul style="list-style-type: none"> Decrease in transportation costs Increased resilience to supply chain disruptions 	High	Medium & Long	<ul style="list-style-type: none"> Establishing strong relationship with our vendors and partners to develop routes with direct drop shipping processes where feasible
Energy sources Renewable energy procurement	Investing in renewable energy infrastructure and supply in the near term can help mitigate future competition and secure supply. <ul style="list-style-type: none"> Lower risks from renewable energy cost hikes from future demand spikes 	Medium	Short, Medium & Long	<ul style="list-style-type: none"> Developing a renewable energy strategy to expand our renewable energy procurement across our global operations while driving further operational efficiencies
Products & services Circular economy	Integrating circular economy practices into our products and services such as substituting packaging with sustainable alternatives and increasing product-as-a-service offerings contribute to a circular economy. <ul style="list-style-type: none"> Reduced material use and hence cost Increased revenue from access to a growing market 	Medium	Short, Medium & Long	<ul style="list-style-type: none"> 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, as well as exploring how to further increase the use rates of assets we sell, recycling the materials used to make them and avoiding waste
Products & services Climate data and analytics	Leveraging our expertise in data and analytics can support climate-related services, such as helping partners measure and manage their environmental impact. <ul style="list-style-type: none"> Increased revenue from access to new markets 	Medium	Medium & Long	<ul style="list-style-type: none"> Developing a sustainability practice builder to help partners develop sustainability internal readiness and to embed new sustainability commercial opportunities into their existing value proposition



Opportunities (continued)

TCFD category/ opportunity	Opportunity potential	Potential impact	Time horizon	Opportunity realization strategy
Products & services Green products	<p>With the development of artificial intelligence and energy efficiency requirements (market or regulatory), TD SYNEX can market a range of sustainable products with eco-design, low-emissions and recycled materials to support decarbonization efforts of partners.</p> <ul style="list-style-type: none"> Gain a competitive advantage and a position of preferred supplier for customers in a difficult market context Increased revenue from access to a growing market 	Medium	Medium & Long	<ul style="list-style-type: none"> Establishing a Commercial Sustainability Tower to develop commercial motions for vendors and partners including in the areas of green products and services such as energy efficiency, remanufactured products, ITAD and Cloud GreenOps
Markets First-mover advantage	<p>Prior to harmonious regulations taking hold, TD SYNEX can become a sustainability leader, attracting partnerships, investment and vendors by developing a robust decarbonization strategy and capturing various climate-related opportunities.</p> <ul style="list-style-type: none"> Increase in capital 	High	Medium & Long	<ul style="list-style-type: none"> Through our Education & Thought Leadership pillar, developed and published a series of sustainability training for co-workers, vendors and partners which provide best practices and critical information about sustainable practices in the IT ecosystem
Markets Value chain collaboration	<p>Partnering with vendors and partners throughout the value chain can allow us to co-create and benefit from ecosystem enablement and innovation.</p> <ul style="list-style-type: none"> Reduced capital and resources needed to develop programs Increased revenue from access to innovative co-developed products and services 	Medium	Medium & Long	<ul style="list-style-type: none"> Maintain an active relationship with key vendors and partners to identify sustainability challenges and opportunities, and potential areas of collaboration, including in running pilot projects
Resilience Staying ahead of ESG regulations	<p>Progressing ahead on ESG ahead of competitors and regulatory requirements can shield us from price shocks and regulatory penalties as requirements become more stringent.</p> <ul style="list-style-type: none"> Reduced noncompliance cost in the long-term 	Medium	Medium & Long	<ul style="list-style-type: none"> Standardizing and establishing global processes for compliance with the most ambitious jurisdiction's sustainability regulations (e.g., CSRD)



Opportunities (continued)

TCFD category/ opportunity	Opportunity potential	Potential impact	Time horizon	Opportunity realization strategy
Resilience Facility design and location	Improving the design and locations of our facilities, such as resilience designs against heatwaves or moving away from high climate risk areas, can allow us to be better prepared against physical shocks. <ul style="list-style-type: none"> • Reduced risks of cost from physical climate damage • Reduced manpower disruption from climate change impacts 	High	Short, Medium & Long	<ul style="list-style-type: none"> • Inclusion of climate hazards into lease renewal/procurement decisions with the advice of real estate and risk experts



Climate strategy

Our climate strategy is centered around our goal to help build a healthier planet and develop a more sustainable approach to doing good business. Our sustainability strategy consists of six main pillars to mitigate our climate-related risks and capture opportunities.

Education and Thought Leadership: Establish TD SYNEX as a leader in the industry by collaborating with vendors and partners to identify challenges and opportunities and support the IT ecosystem in collectively advancing sustainable practices

Sustainability Metrics and Reporting: Increase the robustness of our data to prepare for climate-related reporting and regulations, inform our sustainability levers and focus our decarbonization efforts

Climate Mitigation & Greenhouse Gases: Mitigate our climate impact by working toward net-zero GHG emissions across our value chain through renewable energy procurement, sustainable logistics and transportation and increased operational efficiencies

Circular Economy: Integrate circularity in our internal and external strategy by reducing resource usage in our operations, enhancing our product lifecycle management strategy, and expanding and improving circular economy services

Culture: Embed a sustainable mindset in our corporate culture of learning, innovation and excellence, empowering sustainability champions and co-worker-led Green Teams to drive sustainability initiatives at their local sites and in commercial projects

Commercial Sustainability: Leverage sustainability as a value creation opportunity with products and services, including helping partners to develop sustainability readiness and to strengthen the value proposition

We also have three sustainability towers of specialization with working groups comprising co-workers with expertise from various fields and disciplines who share a common vision and passion for sustainability and collaborate on the design of new programs that further our sustainability efforts.

For more on our strategic pillars and towers of specialization, [see page 13](#).





Resilience

At the foundation of our strategy, we recognize that society and the environment have already been experiencing the devastating effects of climate change, with the intensity and frequency of extreme weather and associated disasters increasing. This impact will continue to increase even as the world works toward limiting GHG emissions. As a result, we actively update and maintain natural hazard assessments for all our operational sites, including business continuity plans in response to the information on the risk exposure level. We also review physical climate risks during the renewal of our leases, with advice from real estate and risk experts, to ensure that we are adequately protected against natural hazards.

Our climate scenario analysis identified four areas of our strategy that may incur climate-related risks and opportunities across all scenarios. While some of the risks and opportunities were identified from our previous exercises and incorporated into our strategy, we recognize that additional variables have been identified which may affect their impacts or likelihood of materializing. We engage in a continuous process of reviewing and updating our strategy to further enhance our resilience in these areas.

Regulatory landscape

We expect regulatory demands to grow and shift in response to climate-related impacts and to cover a broad range of topics. There is potential for such regulations to also be fragmented with a need for us to adjust by regions to new developments. With our ESG Regulatory Working Group and in close association with our legal functions, we continuously monitor upcoming regulations and work toward enhancing the interoperability of our reporting efforts. In addition, we are also investing in ESG reporting platforms to enhance the efficiency, efficacy and auditability of our data reporting. We believe this puts us in a good position to stay ahead of ESG regulations and mitigate any potential noncompliance shocks and risks of being noncompliant.

Operations and facilities

As global temperature rise, we expect our operations to see an increase of impacts from adverse weather events, affecting our physical facilities, the safety of our co-workers and access to resources such as renewable energy and water. We are committed to aligning our operations with the leading standards for sustainability, safety, efficiency and quality management. There are many factors that we incorporate into our risk management across enterprise risk, physical facility risk and health and safety of our co-workers, which all support the safety of our co-workers amidst growing climate impacts. We are also planning ahead for our facilities to increase their resilience against climate change, including in renewable energy procurement and natural hazards exposure. Together with our risk management process and site selection criteria, we believe that our consideration of the extent of key risks and our ability to mitigate them are strong.

Supply chain, logistics and transportation

With our position at the center of a complex and global technology supply chain, we are exposed to cascading regulatory and demand challenges upstream and downstream, as well as those caused by physical disruption from climate-related impacts. It solidifies the importance of our industry collaboration, including with peers, to ensure that our supply chain faces minimal disruptions and is also actively decarbonizing. We are continuously building capacity in this area, such as through our membership with the Global Technology Distribution Council to grow more resilient.

Products and services portfolio

With markets adapting to climate impacts and regulations, products and services that can support climate adaptation, are more energy efficient or support a more circular economy may grow in demand. We believe that this is a growing and critical market, and supporting its expansion is key to creating a more sustainable IT industry. With our Commercial Sustainability pillar and Tower of Specialization, we are working to close this gap around such offerings and to scale innovation to offer more attractive solutions, support growth and ensure that we are at the forefront of these developments.

We understand that climate risks and opportunities will continue to be dynamic due to the uncertainty of climate change impacts, changes in regulations and resulting market behaviors. It is therefore important to us to periodically refresh the assessment to understand new risks and opportunities, considering the latest data and climate projections as well as changes in business and sustainability contexts. In addition to this, our key risks are incorporated into our annual ERM process, ensuring that it receives executive-level oversight. This work allows us to maintain a level of flexibility and nimbleness in our strategy to ensure that we can continue to mitigate the range of risks and swiftly capture opportunities.



Metrics and targets

Environmental commitments

TD SYNEX has committed to reaching net-zero GHG emissions across the value chain by FY2045, with ambitious near-term targets. Our targets, which have been validated by the SBTi in line with Paris Agreement goals and aligned to a 1.5°C future, are as follows:

By FY2028:

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

By FY2030:

- Reduce absolute Scope 1 and 2 GHG emissions 42% from a FY2022 base year.

By FY2045:

- Reduce absolute Scope 1, 2 and 3 GHG emissions 90% from a FY2022 base year.¹

Progress of environmental commitments

Target year	Target	FY2024 progress
FY2028	90% of our vendors and suppliers by spend covering purchased goods and services, will have SBTs	80% of our vendors and suppliers, by spend, have SBTs
FY2028	58% of our customers by revenue covering use of sold products, will have SBTs	23% of our customers, by revenue, have SBTs
FY2030	Reduce absolute Scope 1 and 2 GHG emissions 42% from a FY2022 base year	Scope 1 and 2 GHG emissions have reduced by 42.6% from a FY2022 base year
FY2045	Reduce absolute Scope 1, 2 and 3 GHG emissions 90% from a FY2022 base year	Scope 1, 2 and 3 GHG emissions have reduced by 7.6% from a FY2022 base year

¹ 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.



Greenhouse gas emissions

Scope 1 (metric tons of CO ₂ e)	FY22	FY23	FY24
Natural gas	7,392	9,642	8,776
Gasoline/petrol	1,994	1,898	1,534
Other fuels	217	175	468
Refrigerants	439	52	–
Total Scope 1	10,042	11,767	10,778

Scope 2 (metric tons of CO ₂ e)	FY22	FY23	FY24
Scope 2 (market-based)			
Electricity	43,728	26,106	32,759
District heating	204	115	450
Total Scope 2 (market-based)	43,932	26,221	33,209
Scope 2 (location-based)			
Electricity	38,710	31,968	30,657
District heating	204	115	450
Total Scope 2 (location-based)	38,914	32,083	31,107

Scope 3 (metric tons of CO ₂ e) ¹	FY22	FY23	FY24
Category 1: Purchased Goods & Services	6,452,337	6,477,869	6,776,795
Category 2: Capital Goods	71,604	34,474	25,467
Category 3: Fuel & Energy-Related Activities	11,386	4,595	3,445
Category 4: Upstream Transportation & Distribution	264,657	289,620	204,342
Category 5: Waste Generated in Operations	4,813	3,077	3,369
Category 6: Business Travel	9,639	15,104	14,182
Category 7: Employee Commuting	35,360	38,414	35,590
Category 8: Upstream Leased Assets	3,836	3,481	4,188
Category 9: Downstream Transportation & Distribution	78,712	51,372	61,162
Category 11: Use of Sold Products	12,223,341	9,814,490	10,591,432
Category 12: End-of-Life Treatment	5,476	4,295	2,090
Category 13: Downstream Leased Assets	439	13	74
Category 15: Investments	195	259	257
Total	19,161,795	16,737,063	17,722,391

FY2024 CCR disclaimer footnotes

Due to rounding, numbers presented throughout this report may not add up precisely to the totals provided, and percentages may not precisely reflect the absolute figures.

GHG

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, 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.

Our Scope 3 emissions were estimated using a combination of average-based, spend-based, supplier-specific, and activity-based methods, depending on data availability across the relevant categories. For Category 11 (Use of Sold Products), emissions were calculated based on assumptions regarding the expected product lifetime and average electricity consumption of our various IT products.

Emission factors are from governmental and nongovernmental 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 2024-Year 2022, Department for Environment Food and Rural Affairs (DEFRA) 2024 Guideline to DEFRA, Environment Canada 2024 National Inventory Report (2022 data), US EPA WARM Electronics, Nov 2023 and US Environmentally-Extended Input-Output (USEEIO) models for 2022. Additionally, where available, we utilize utility-specific emission factors that support our market-based inventory. 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.

Energy/Electricity

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.

¹ TD SYNEX does not report Scope 3 Category 10 (Processing of Sold Products) and Category 14 (Franchises) emissions, as we do not process sold goods or operate any franchise businesses.



Sustainability Accounting Standards Board (SASB) Standards index

This report contains disclosures in accordance with the SASB Multiline and Specialty Retailers & Distributors. The report reflects data and information from the December 1, 2023, to November 30, 2024 reporting period.

Topic	Accounting metric	Category	Unit of measure	Code	2024 response
Energy management in retail & distribution	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Quantitative	Megawatt-hours (MWh), Percentage (%)	CG-MR-130a.1	<ol style="list-style-type: none"> Total energy consumed in 2024: Approximately 105,630 MWh Percentage grid energy: Approximately 60% Percentage renewable energy: Approximately 40%
Data security	Description of approach to identifying and addressing data security risks	Discussion and analysis	n/a	CG-MR-230a.1	Our Security Platform Optimization Center, staffed by security experts, monitors and responds to threats in real time. The team uses advanced tools, including machine-learning and deep-learning artificial intelligence 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.
	(1) Number of data breaches, (2) percentage that are personal data breaches (3) number of customers affected	Quantitative	Number, Percentage (%)	CG-MR-230a.2	2024 Form 10-K, Legal Proceedings, p. 28
Labor practices	Total amount of monetary losses as a result of legal proceedings associated with labour law violations	Quantitative	Presentation currency	CG-MR-310a.3	2024 Form 10-K, Legal Proceedings, p. 28



SASB (continued)

Topic	Accounting metric	Category	Unit of measure	Code	2024 response
Workforce diversity & Inclusion	Total amount of monetary losses as a result of legal proceedings associated with employment discrimination	Quantitative	Presentation currency	CG-MR-330a.2	2024 Form 10-K, Legal Proceedings, p. 28
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	2024 Corporate Citizenship Report > Driving sustainable transformation > Sustainable transportation and logistics > Transporting hazardous materials
	Discussion of strategies to reduce the environmental impact of packaging	Discussion and analysis	n/a	CG-MR-410a.3	2024 Corporate Citizenship Report > Driving sustainable transformation > Circular economy

Activity metric	Category	Unit of measure	Code	2024 response
Number of: (1) retail locations and (2) distribution centres	Quantitative	Number	CG-MR-000.A	We operate 158 distribution and administrative facilities globally.
Total area of: (1) retail space and (2) distribution centres	Quantitative	Square feet (ft ²)	CG-MR-000.B	We occupy 158 facilities covering approximately 14.9 million square feet, including warehouse, logistics and administrative facilities. We own approximately 2.7 million square feet of property and lease the remainder. Our facilities are located in the following principal markets: <ul style="list-style-type: none"> • Americas – 54 • Europe – 66 • Asia Pacific and Japan – 38



United Nations Sustainable Development Goals (UN SDGs)

Goal	Most relevant targets	Examples of impact in 2024
<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 FY2024, 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 SYNNEX, 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 the 2024–2025 academic year, through books and family engagement activities provided by a North American initiative we support, more than 300,000 students benefited from partners we supported. 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>2024 Corporate Citizenship Report > Fostering connection > Engaging 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>Diversity, equity and inclusion (DEI) at TD SYNNEX is about belonging and ensuring all co-workers feel they have a voice in the company. Our commitment to DEI is grounded in servant leadership, recognizing the commitment we have to each other as co-workers. One of our company goals is to increase our commitment to demographic equality at all levels to reflect our rich culture. To support this goal in FY2024 we launched the Logistics Center Inclusion Champions program in North American facilities.</p> <p>Beyond internal culture, we continued to support a more diverse, inclusive and equitable IT ecosystem throughout FY2024. Through the Diversity Alliance, a program run by the North American DEI Council, we created space for sharing DEI-related insights and practices among partners. The Alliance also expanded its work to identify resellers, customers and service providers that are minority-owned businesses. These efforts bolster our own Supplier Diversity program and those of our partners. TD SYNNEX'S Supplier Diversity program helps us increase direct and indirect spending with diverse businesses, including those owned by women. We leverage a diverse supplier spend database to track spending and determining where we can grow this program. During the 2024 Vendor Summit and Inspire events we highlighted our Supplier Diversity strategy and learnings from this work alongside other DEI-related programming.</p> <p>2024 Corporate Citizenship Report > Fostering connection > Cultivating a culture of belonging</p>



UNSDGs (continued)

Goal	Most relevant targets	Examples of impact in 2024
<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 FY2024, we invested further in supporting candidates with disabilities in hiring processes. We also introduced a new incident tracking feature within our internal human resources platform. Co-workers can now easily report incidents and upload photos and videos to provide thorough documentation.</p> <p>2024 Corporate Citizenship Report > Fostering connection > Building a growth-driven workplace > Providing a safe work environment; Cultivating a culture of belonging</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>2024 Corporate Citizenship Report > Our approach > Corporate Citizenship highlights</p>



UNSDGs (continued)

Goal	Most relevant targets	Examples of impact in 2024
<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 greenhouse gas (GHG) emissions 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>2024 Corporate Citizenship Report > Driving sustainable transformation</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 a leading 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. Through the leadership of our Circular Economy Tower of Specialization, we are working to spearhead circularity initiatives both within our operations and throughout our value chain. In FY2024, we created a Sustainable Packaging Playbook, which supports our global Logistics & Operations teams in evolving our current packaging practices through three innovative strategies:</p> <ul style="list-style-type: none"> • Eliminating packaging while maintaining or enhancing user experience • Reusing packaging, creating value for both users and businesses • Designing packaging for material circulation, making it possible to recycle or compost <p>2024 Corporate Citizenship Report > Driving sustainable transformation > Circular economy</p>
<p>Goal 13. 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 climate scenarios. In FY2024, we conducted a robust and detailed climate risk assessment, where we examined the business impacts of three potential climate scenarios and identified ways to build resilience and refine our strategy around climate-related transition and physical risks and opportunities. Our key risks are incorporated into our annual enterprise risk management process, ensuring that it receives executive level oversight. We engage in a continuous process of reviewing and updating our strategy to further enhance our resilience against climate change.</p> <p>2024 Corporate Citizenship Report > Our approach > Corporate Citizenship commitments</p> <p>2024 Corporate Citizenship Report > Driving sustainable transformation > Climate mitigation and GHG emissions</p>



ISO certifications

Certificate	ISO 14001	ISO 9001	ISO 13485	ISO 27001	ISO 45001
Number of certified locations	54	64	4	7	16
Percentage of locations certified	30%	36%	2%	4%	9%
Percentage of square feet certified	40%	72%	6%	8%	17%



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