

Corporate Sustainable Development (CSD)

Acting responsibly

Computacenter recognises that its people and the societies and environment within which we operate are integral contributors to delivering value and supporting our key strategic aspirations. Whilst we pride ourselves on the provision of technologically advanced information solutions, we recognise that our business occurs within a wider community including employees, shareholders, customers, suppliers, business partners and the natural environment as a whole.

In 2007, the Group committed itself to the 10 core principles of the United Nations Global Compact ('UNGC'), aimed at demonstrating ethical, environmental and social responsibility towards our own workforce and in our business interaction within each community and country we operate. In 2009, the Group published its first Communication on Progress ('CoP') on the UNGC website, followed by our second CoP in April 2010. Additionally, the Group retains its membership to the FTSE4Good Index Series. The Group's CSD Policy is annually reviewed by the highest governance structure, the Group Board.

Integral to this commitment, we strive to incorporate the UNGC and its principles into our strategy, culture and day-to-day operations. We do this through the development, communication and implementation of relevant policies to manage and monitor our progress towards these principles. Since our commitment to the core principles, we have adopted and revised a number of policies and procedures across the Group.

We support public accountability and will publish, as part of our annual Business Review, a Report on Progress. We are also communicating our sustainability efforts and achievements with all our shareholders in the Annual Report and Accounts, as well as our Company website. We believe that what is not measured is not effectively managed and in line with this, we are endeavouring to identify at least one standard indicator ('SI'), as recognised by the Global Reporting Initiative ('GRI'), per core principle. In this regard, we have made progress, but there remains more work to be done over the next years.

Computacenter will seek to collaborate with and encourage our suppliers, contractors and customers to operate in a similar socially responsible manner, as guided by the UNGC ten principles. We have already secured support from the majority of our suppliers and contractors, but we acknowledge that this will be an ongoing task.



Mike Norris
Chief Executive Officer

Human rights

1. Support and respect the internationally proclaimed human rights

Human rights

2010 objectives and achievements – SI not formalised

- Maintain human rights awareness through the Company's 'Principles of Employee Behaviour'
- ✓ All human rights related policies across the Group have been reviewed and made available to new starters through an employee handbook, new employment contracts and/or the intranet. Training remains available to all
- France's HR team will improve the recruitment of minority groups
- ✓ Various initiatives in France have resulted in 30 per cent more seniors in full time equivalent ('FTE') employ and circa 47 per cent more disabled in FTE employment than in 2009

2011 objectives

- Maintain human rights awareness through the Company's 'Principles of Employee Behaviour'
- Germany will launch a comprehensive life balance awareness programme, the LEO programme, aimed at engaging employees within the second half of their careers, as well as young professionals

Health and Safety

2010 objective and achievements – SI's = AIR and AFR

- Maintain the Accident Incident Rate (AIR) at below 2.5 and the Accident Frequency rate (AFR) at below 1.0
- ✓ In the UK, the average AIR improved to 0.61 (2009: 0.69) and the average AFR improved to 0.34 (2009: 0.39)
- ✓ In Germany, the average AIR increased to 1.53 (2009: 1.44) and the average AFR declined to 0.86 (2009: 0.80)
- ✓ In France, the average AIR increased to 1.40 (2009: 1.30) and the average AFR declined to 0.78 (2009: 0.76)

2011 objectives

- Maintain the AIR and the AFR at 2.5 and 1.0 respectively and retain BS OHSAS 18001 and UVDB certifications
- The marginal decline in the accident rates in Germany and France have been identified as being due to road accidents, stress and back strain. In France, the MASE Health and Safety management system has been launched and the objective is to progress the action plan towards certification in 2012. Stress prevention and road safety awareness training will be undertaken in both Germany and France, with back safety training to be provided to all employees in Germany

AIR – Number of accidents per 1,000 employees.

AFR – Number of accidents per 100,000 working hours.

Health and Safety Group average AIR

2007	2.27
2008	1.97
2009	1.14
2010	1.18

2. Ensure that the Group is not complicit in human rights abuses

2010 objectives and achievements – SI yet to be formalised.

- Amend the questionnaire to incorporate requirements of the Anti-Bribery Bill and to include questions on diversity
- ✓ The Supplier Assessment questionnaire has been reviewed to specifically address matters of diversity and anti-bribery and all key and new vendors are required to complete the questionnaire. An on-line version of the questionnaire has been launched to facilitate ease of completion
- Select supplier audits will be conducted in France, in order to verify sustainable development conformance levels and these activities will be monitored quarterly by utilising the GRI scorecard
- ✓ Initial conformance verification audits have commenced in France, but GRI scorecard measurement postponed

2011 objectives

- Maintain key and new vendor assessments through the questionnaire and monitoring of the returns
- In France, the target is to directly interact with 100 suppliers to verify returned questionnaires and to assess a suitable GRI scorecard measurement for this principle

Labour standards

3. Uphold employees' freedom of association

2010 objectives and achievements – SI to be formalised.

- Maintain current status and reassess vendor conformance, through the completion of a questionnaire to be revised during 2010
- ✓ The Supplier Assessment questionnaire has been reviewed to specifically address matters of diversity and anti-bribery and all key and new vendors are required to complete the questionnaire. An on-line version of the questionnaire has been launched in France to facilitate ease of completion
- ✓ The voluntary employee representation structure in Germany has been altered to a formal Works Council in terms of the German Works Constitution Act
- Select supplier audits will be conducted in France, in order to verify sustainable development conformance levels and these activities will be monitored quarterly by utilising the GRI scorecard
- ✓ Initial conformance verification audits have commenced in France, but GRI scorecard measurement postponed

2011 objectives

- Maintain current status and reassess vendor conformance, through the review of questionnaire responses
- Embed the new processes involved in the Works Council in Germany

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4. Eliminate all forms of forced and compulsory labour

2010 objectives and achievements – SI to be formalised.

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“To help deliver a better service to our members and minimise environmental impact, we wanted to equip revenue-generating employees and occasional home-workers with the ability to access corporate systems and data while outside the office environment. Computacenter helped us design and implement a secure and reliable mobile computing solution that supports flexible working, reduces travel, cuts carbon emissions and has enabled significant cost savings.”

Martin Elsander,
Technology Services – Supplier Delivery,
Nationwide

5. Abolish all forms of child labour

2010 objectives and achievements – SI not formalised but continued support for educational initiatives within the communities where we operate, will be monitored and reported.

- Continue to develop young careers and seek assurance from all key vendors that no child labour is deployed, on behalf of the Group, in non-European geographies
- Reassess vendor conformance, through the completion of the revised questionnaire
- ✓ The Supplier Assessment questionnaire has been reviewed and all key and new vendors are required to complete the questionnaire. An on-line version of the questionnaire has been launched in France to facilitate ease of completion
- ✓ In the UK, the graduate development programme has been repeated with 12 graduate intakes during 2010. The Handelsblatt und Junge Carriere again presented Computacenter Germany with the Fair Company seal for the appropriate treatment of student interns. In France, the FTE of apprentices employed increased by 15.1 per cent

2011 objective

- Continue to develop young careers and seek assurance from all key vendors that no child labour is deployed, on behalf of the Group, in non-European geographies

6. Support equality in respect of employment and occupation and eliminate all discrimination

2010 objectives and achievements – SI = Increase in staff utilisation of the UK Benefits@Computacenter website.

- Reassess vendor conformance through a follow-up circulation of the revised CSD questionnaire
- ✓ The Supplier Assessment questionnaire has been reviewed and all key and new vendors are required to complete the questionnaire. An on-line version of the questionnaire has been launched in France to facilitate ease of completion
- Progress the Investors in People improvement plan
- ✓ Investors in People improvement plan has been collated into separate projects, driven by various members of management, with good progress achieved
- Monitor Benefits@Computacenter website utilisation
- ✓ Staff utilisation of Benefits@Computacenter in the UK, has increased by 13 per cent and the Excellence in Action reward and recognition scheme has seen a 30 per cent increase in use
- France's HR team will improve the recruitment of minority groups
- ✓ Various initiatives in France have resulted in 30 per cent more seniors in FTE employment and circa 47 per cent more disabled in FTE employ than in 2009

2011 objectives

- A work life balance intranet portal, including family support, Balance@Computacenter, launched in Germany, will be expanded and its availability promoted during 2011
- The Benefits@Computacenter offering will be further promoted in the UK

Environment

7. Apply precaution to activities which can impair the environment

Electricity consumption at Group head office (million kWh)

2007	2.48
2008	2.44
2009	2.16
2010	2.21

2010 objectives and achievements – SI = Group Carbon Footprint in million kWh

- Reduce electricity consumption at the Group head office
- ✗ Electricity consumption at the Hatfield location increased by circa 2.2 per cent during 2010. This is due to relocation of various functions to Hatfield, including a service desk relocated from Milton Keynes, corresponding broadly with electricity consumption reductions at the vacated locations
- ✓ New energy efficient lighting has been installed in the Hatfield car park, which reduces the electricity used in this area by 50 per cent
- Complete a Carbon Trust accredited energy audit at the Group's head office and investigate the viability of further energy reduction strategies
- ✓ An energy audit, performed by Enviro, resulted in the development of electricity reduction plans for Hatfield, detailed under the 2011 objectives
- ✓ The average CO₂ emitted per UK fleet vehicle reduced from 168 g/km in 2009, to 146 g/km in 2010
- Achieve bronze status to the Mayor of London's Green Procurement Code
- ✓ Bronze status achieved to the Mayor of London's Green Procurement Code
- A 'safe and environmentally friendly driving' training course to be delivered to relevant staff in France
- ✓ Approximately 69 per cent of all employees in France have completed an environment friendly driving course
- Develop web conferencing utilisation in France and monitor usage through GRI Scorecard guidelines
- ✓ Web enabled conferencing facilities have been deployed within France, together with five further Teleconference facilities in the UK. GRI scorecard guidelines will be considered and likely relate to minutes of use
- Develop an Environment Management System in France, to ISO 14001 level 1 in 2010 and level 3 in 2012
- ✓ France has opted to develop an environmental management system aligned to the 1, 2, 3 Environmental Standards and level 1 is due to be audited for certification during February 2011



