Corporate Sustainable Development ('CSD')
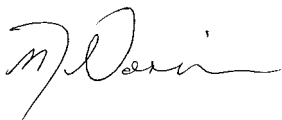
Our commitment

Computacenter recognises that our 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.

Since 2007, the Group has been committed 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 in which we operate. In 2009, the Group published its first Communication on Progress ('CoP') on the UNGC website, followed by our second, third and fourth CoPs in April 2010, 2011 and 2012. Additionally, the Group retains its membership of the FTSE4Good Index Series. The Group's CSD Policy is annually reviewed by the highest governance structure, the Group Board, and the policy is executed and monitored through the facilitation of the Group CSD Committee, constituted out of representatives from across the Group as a whole.

Integral to our 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 on 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 recognise that suitable GRI data for capturing across the Group will only be available once we have fully embedded our SAP ERP system, Group-wide. Much work remains to be done over the coming years, in relation to the measurement indicators we elect to demonstrate our progress. We actively seek to collaborate with and encourage our suppliers, contractors and customers to operate in a similar socially responsible manner, as guided by the UNGC 10 principles. We have already secured support from the majority of our suppliers and contractors, but we acknowledge that this is an ongoing task.

Mike Norris
Chief Executive Officer
11 March 2013

East Kent Hospitals University

East Kent Hospitals University NHS Foundation Trust serves a wide geographical area. With its main hospital sites some miles apart, the trust's clinicians frequently had to travel to attend meetings and conduct training sessions. The trust recognised travelling was not an efficient use of clinicians' time. In addition to the impact on productivity, the trust was also keen to reduce travel expenditure and its impact on the environment.

The trust partnered with Computacenter to design, implement and support a sophisticated video-conferencing solution. The solution includes high-definition displays to enable clinicians to share images from the hospital's Picture Archiving and Communications System, such as x-rays and scans. The quality of the images is crucial for accurate diagnosis.

'The video-conferencing project has demonstrated how investment in technology can help reduce costs, increase efficiency and improve patient care. This was a groundbreaking project for us, which has proved to be a great success thanks to the collaboration and hard work of all involved.'

Tracey Miles,
Head of Supplies & Procurement,
East Kent Hospitals University, NHS Foundation Trust

General overview of 2012

During the whole of 2011 and 2012, Computacenter was actively involved in designing and implementing a Group-wide SAP ERP system. Both our UK and Germany operations have migrated onto this single platform, with our France operation due to migrate over the course of the first half of 2013. Much resource and time was, and continues to be, dedicated to this project and we are pleased, in light of these demands, to have managed to maintain our CSD standards and not allowed them to deteriorate. Our longer-term aspirations are to improve our CSD standards.

Human rights

1(a). Support and respect the internationally proclaimed human rights – Human Rights

2012 objectives and achievements – SI not formalised

- Maintain human rights awareness through the Company's 'Principles of Employee Behaviour'
- ✓ In Germany, 16 workshops were attended by the management team where Human Rights and Leadership issues were highlighted
- ✓ In France, more than 500 members of staff were trained on sustainable development principles
- ✓ 'Principles of Employee Behaviour' information is available on all intranets across the Group

2013 objectives

- Maintain human rights awareness through the Company's 'Principles of Employee Behaviour'
- Enhance focus through a Sustainable Development Principles week in April 2013, in France
- Further extend the LEO (Lebensereignisorientierte Mitarbeiterentwicklung) programme in Germany, with a roll-out of a 'Healthy Leadership' module

1(b). Support and respect the internationally proclaimed human rights – Health and Safety

2012 objectives and achievements – SIs = AIR and AFR*

- Maintain the Accident Incident Rate ('AIR') at below 2.5 and the Accident Frequency Rate ('AFR') below 1.0
- ✓ In the UK, the average AIR reduced to 0.79 (2011: 0.95) and the average AFR declined to 0.44 (2011: 0.52)
- ✓ In Germany, the average AIR reduced to 0.99 (2011: 1.35) and the average AFR declined to 0.55 (2011: 0.76)
- ✓ In France, the average AIR increased to 1.41 (2011: 1.36) and the average AFR declined to 0.76 (2011: 0.78)
- 100 per cent of French management to attend the Stress Prevention awareness workshop
- ✗ 75 per cent of French management attended the Stress Prevention awareness workshop
- Establish an e-learning platform in Germany to facilitate the availability to all of a variety of health and safety presentation awareness modules
- ✗ e-learning platform not yet finalised and remains subject to further discussions with the Works Council

2013 objectives

- Maintain the AIR at below 2.5 and the AFR at below 1.0
- Establish an e-learning platform in Germany to facilitate the availability to all of a variety of health and safety presentation awareness modules

* AIR – Number of accidents per 1,000 employees.
  AFR – Number of accidents per 100,000 working hours.

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

2012 objective and achievements – SI not formalised

- Continue to maintain key and new vendor assessments through the vendor conformance questionnaire and monitor the returns
- ✓ The Supplier Assessment questionnaires returned are all reviewed for bribery exposure and this information is shared between the various companies in the Group
- ✓ Revised questionnaires have been drafted in Germany. In France a new questionnaire was circulated to vendors.

2013 objective

- Continue to maintain key and new vendor assessments through the questionnaire and monitoring of the returns

Labour standards

3. Uphold employees' freedom of association

2012 objectives and achievements – SI not formalised

- Maintain current status and reassess vendor conformance, through the review of questionnaire responses
- ✓ Revised questionnaires have been drafted in Germany. In France a new questionnaire was circulated to vendors.
- Initiate new Works Council activities and processes
- ✓ Positive interaction with a Works Council and an agreement on Stress in The Workplace concluded in France

2013 objective

- Maintain current status and reassess vendor conformance, through the review of questionnaire responses and maintain positive interaction with all Works Councils

Labour standards continued

4. Eliminate all forms of forced and compulsory labour

2012 objectives and achievements – SI not formalised

- Maintain current status and reassess vendor conformance, through the review of questionnaire responses
- ● Revised questionnaires have been drafted in Germany. In France a new questionnaire was circulated to vendors.

2013 objective
- Maintain current status and reassess vendor conformance, through the review of questionnaire responses

5. Abolish all forms of child labour

2012 objectives and achievements – SI not formalised

- Continue to develop young careers
- ● In the UK, the graduate development programme was repeated with a further intake of six graduates. The Handelsblatt fund Junge Carriere's seal of a Fair Company was retained at Computacenter Germany and the Exploras programme, which regulates the conditions for working students at Computacenter Germany, was continued

2013 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

2012 objectives and achievements – SI = Increase in staff utilisation of the UK Benefits@Computacenter website

- Re-evaluate the benefits plan in the UK for competitiveness from suppliers
- ● All benefit suppliers were reviewed and enhanced offerings incorporated onto the 'Benefits Choice' platform
- Consider a programme in the UK to focus on 'work-life' balance
- ● Work-life balance awareness week arranged and corporate fitness club rates promoted
- Increase awareness about the availability of the Employee Assistance Scheme ('EAP') in the UK
- ● Awareness programme launched on UK Company Intranet explaining the availability of the EAP to staff
- Prepare the UK pension scheme for the automatic enrolment process

- ● The UK pension scheme is 'automatic enrolment ready' for the April 2013 'go-live'
- Progress the gender equality agreement reached with the employee representatives in France
- ● Agreement reached
- Sign up to the French government initiative, Parenthood Charter and commence initial actions aligned to the charter's principles
- ● Signed up to the Charter and implementation of the principles underway

2013 objectives
- In France, reinforce awareness during the Sustainable Development week and concluded a mandatory negotiation on the gender equality agreement
- Continue the Family Service offering in Germany

Environment

7. Apply precaution to activities which can impair the environment

2012 objectives and achievements – SI not formalised

- Continue to monitor the energy consumption levels at the Group Head Office and the CO_2 emissions of the UK and Germany vehicles, with the aim of improving further
- ● Energy consumption, per head, at the Group Head Office reduced marginally over 2012, but encouragingly, an estimated 64 million kwh Green Climate Change Exempt electricity was purchased for all the UK locations, including the data centres
- ● The average CO_2 emitted per UK fleet vehicle reduced further. In Germany, the 'Green Fleet' programme was expanded.

- Achieve certification to ISO 14001 level 2 of the 1, 2, 3 Environmental Standards in France
- ● Certification to ISO 14001 level 2 achieved
- Relocate French Head Office and warehouse to 'friendlier' environment facilities
- ● Relocation completed

2013 objectives
- Continue to monitor the energy consumption levels at the Group Head Office and the CO_2 emissions of the UK and Germany vehicles, with the aim of improving further
- Achieve certification to ISO 14001 level 3 of the 1, 2, 3 Environmental Standards in France

Environment continued

8. Undertake initiatives to promote greater involvement in the community

2012 objectives and achievements – SI = Track and monitor charity fundraising activities

- Exceed the current level of charity fundraising activity
- ✖ Employees in the UK raised nearly £73,612 (2011: £83,000) during 2012, for the chosen charity partners. Support for the Hertfordshire Fire and Rescue dogs continued as well as support as a founding member of Herts 100
- ✔ Computacenter France continued its support to NGO Aide et Action
- Continue to track and monitor charity fundraising activities and awards of note

- ✔ Group subsidiary and re-use and recycling specialists, RDC, joined a select band of organisations to have won all three Queens Awards, following the most recent grant of the prestigious Queens Award for Enterprise for International Trade in 2012

2013 objectives

- Aim to improve on the current level of charity fundraising activity
- Continue to track and monitor charity fundraising activities

9. Encourage the development of environmentally friendly technologies

2012 objectives and achievements – SI = Proportion of customer contract wins where 'Green IT' was part of the contract scope

- Continue to track customer demand for 'Green IT' offerings
- ✔ In 2012, 12.53 per cent (2011: 16.10 per cent) of new contract wins included a 'Green IT' brief
- Computacenter France will expand on its 'Green IT' Advisory Services for customers, with the addition of audit and consulting services

- ✔ Green IT Advisory services in France extended to recycling and WEEE compliance offerings and innovative work station virtualisation projects

2013 objective

- Continue to track customer demand for 'Green IT' offerings

Anti-corruption

10. Impede corruption in all its forms, including extortion and bribery

2012 objectives and achievements – SI not formalised

- Maintain an awareness of anti-bribery and the prohibition of improper business practices and comprehensively investigate all reported instances of suspected improper practices. Awareness sessions across the Group to ensure alignment to the Code of Conduct
- ✔ Awareness training sessions, both in-person and online were delivered to all staff across the Group. The majority of sales staff have acknowledged their understanding of the Anti-bribery Code of Conduct. Additionally, Computacenter's Anti-bribery Code of Conduct has been communicated with the majority of all suppliers and vendors across the Group

- Maintain a register of gifts and hospitality and review the register at appropriate intervals
- ✔ Registers of gifts and hospitality are maintained within various departments across the Group

2013 objective

- Invite an external review into the adequacy of the Group's Anti-bribery policy and procedures and implement plans following the review's findings

Stephen Benadé
Company Secretary

11 March 2013