

Corporate Sustainable Development (CSD)

“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.”

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. 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-today 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 and 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 endeavoring 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 10 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

2009 objective and achievement – SI not formalised

- Deliver human rights protection policies to new starters.
- ✓ All human rights related policies across the Group have been reviewed and made available to new starters through an employee handbook, and/or the intranet. Anti-discrimination training in Germany is 100 per cent complete.
- ✓ The employment agreement for senior staff in France was revised with input from the Workers Council.

2010 objective

- Maintain human rights awareness through the Company's "Principles of Employee Behaviour".
- France's HR team will improve the recruitment of minority groups such as seniors and the disabled to jobs and the apprentice program at the Company and all actions following will be tracked quarterly with reference to the GRI scorecard. In Germany, this program will be expanded.

Health and safety

2009 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 0.69 (2008: 1.13) and the average AFR improved to 0.39 (2008: 0.64).
- ✓ In Germany, the average AIR improved to 1.44 (2008: 2.30) and the average AFR improved to 0.80 (2008: 1.28).
- ✓ In France, the average AIR improved to 1.30 (2008: 2.49) and the average AFR improved to 0.76 (2008: 1.38).

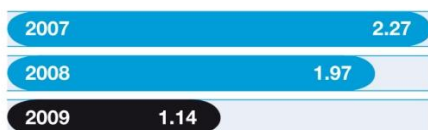
2010 objective

- Maintain the AIR and the AFR at 2009 levels and retain BS OHSAS 18001 and UVDB certifications.
- A "safe and environmentally friendly driving" training course to be delivered to relevant staff in France.

AIR - Number of accidents per 1,000 employees.

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

Health and safety Group average AIR



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

2009 objective and achievements – [SI to be formalised but proportion of vendor questionnaires returned likely.](#)

- Ensure all new suppliers and partners ('vendors') complete the CSD conformance questionnaire and motivate their commitment levels, through a risk based approach.
- ✓ All key vendors are required to complete the questionnaire before inclusion in the vendor portfolio. Non-key vendors complete the questionnaire as soon as reasonable, after inclusion in the vendor portfolio.
- ✓ Vendors are challenged where low conformance is disclosed and all vendors are encouraged to report improvements to their conformance status.
- ✓ In Germany, standard contracts with contracting partners now refer to the UNGC principles.

2010 objectives

- Amend the questionnaire to incorporate requirements of the Anti-Bribery Bill and to include questions on diversity.
- Ask all key vendors to complete the revised questionnaire.
- 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.



The CRC Energy Efficiency Scheme (CRC) is a mandatory emissions trading scheme that aims to improve energy efficiency and reduce CO₂ emissions in the UK. Around 20,000 large private and public sector organisations are expected to be involved in CRC, which additionally imposes material penalties and reputational threats, when not adhered to.

Taking a more proactive approach to energy consumption and carbon management will be essential if organisations are to comply with new regulations that come into force in April 2010, but also provide significant scope for savings.

Stephen Benadé, Company Secretary and Head of CSD at IT Solutions and Services provider Computacenter, comments, “Outside of the regulatory requirements, there are significant benefits to be gained from IT related carbon emission reductions, which customers tend to overlook in the belief that energy consumption reduction opportunities are very limited when it comes to IT.”

The Greater London Authority (GLA) is a prime example of how a proactive approach to IT carbon emissions, can help deliver both environmental and financial returns.

As part of the GLA’s study, Computacenter participated in reviewing the energy consumption of the GLA’s 700-plus desktops, 180 servers, printers, laptops and monitors and as a consequence, GLA was able to review its position and initiate beneficial changes.

As Keith Beddard, Technical Architect at the GLA, explains, “The study revealed that our servers were the biggest consumer of energy compared to other IT devices. By adopting a virtualisation strategy, we have reduced our server estate from 180 to 80 devices. This has enabled us to reduce our IT carbon emissions by around 70t CO₂ a year.”

“Outside of the regulatory requirements, there are significant benefits to be gained from it related carbon emission reductions, which customers tend to overlook in the belief that energy consumption reduction opportunities are very limited when it comes to it.”

Labour standards

3. Uphold employees' freedom of association

2009 objective and achievements – [SI to be formalised but proportion of vendor questionnaires returned likely.](#)

- Ensure all new vendors complete the questionnaire and motivate their commitment levels, through a risk based approach.
- ✓ All key vendors are required to complete the questionnaire before inclusion in the vendor portfolio. Non-key vendors are required to complete the questionnaire as soon as reasonable, after inclusion in the vendor portfolio.
- ✓ Vendors are challenged where lower conformance is disclosed and all vendors are encouraged to report improvements to their conformance status.
- ✓ Across the Group, active employee participation is encouraged through elected employee representative forums.

2010 objective

- Maintain current status and re-assess vendor conformance, through the completion of a questionnaire to be revised during 2010.
- 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.

4. Eliminate all forms of forced and compulsory labour

2009 objective and achievements - [SI to be formalised but proportion of vendor questionnaires returned likely.](#)

- Ensure all vendors complete the questionnaire and motivate their commitment levels, through a risk-based approach.
- ✓ All key vendors are required to complete the questionnaire before inclusion in the vendor portfolio. Non-key vendors complete the questionnaire as soon as reasonable, after inclusion in the vendor portfolio.
- ✓ All employees of the Group are employed via a formal agreement, which conforms to the applicable labour laws and wage rate stipulations within the various countries and details the procedures in exercising the right to terminate.

2010 objective

- Maintain current status and re-assess vendor conformance, through the completion of the questionnaire to be revised during 2010.
- 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.

5. Abolish all forms of child labour

2009 objective and achievements – [SI not formalised but continued support for educational initiatives within the communities where we operate, will be monitored and reported.](#)

- Ensure all new vendors complete the CSD conformance questionnaire and motivate their commitment levels, through a risk based approach.
- Computacenter continues to believe that through supporting young careers and education, child labour practices can best be minimised.
- ✓ All key vendors are required to complete the questionnaire before inclusion in the vendor portfolio. Non-key vendors complete the questionnaire as soon as reasonable, after inclusion in the vendor portfolio.
- ✓ Minimum age requirements apply across the Group and specific procedures are in place for work experience placements.

- ✓ The Group believes that education is most effective in eradicating child labour practices. Computacenter France continues to support a project in India with Aide et Action , Computacenter UK sources helpdesk staff from the Hatfield student community and due to the 'Exploras' work experience programme, Germany has been granted an award, by the Handelsblatt Junge Karriere, for the fair treatment of students, and has been listed by the CRF Institut, as a top provider of career opportunities to the young. In South Africa, a formal accredited programme has been launched, aimed at the education of helpdesk technicians, from disadvantaged communities.

2010 objectives

- 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.
- Re-assess vendor conformance, through the completion of the revised questionnaire.
- Computacenter France aims to support a new project with Aide and Action in the Dominican Republic.
- 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.

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

2009 objectives and achievements – [SI = Increase in staff utilization of the Benefits@Computacenter website.](#)

- Ensure all new vendors complete the CSD conformance questionnaire and motivate their commitment levels, through a risk based approach.
- By 2011, to address areas for improvement as noted by the Investors in People assessors.
- Introduce and establish the Benefits@Computacenter family service programme.
- ✓ All key vendors are required to complete the CSD questionnaire prior to being added to the vendor portfolio and non-key vendors are required to complete the CSD questionnaire as soon as reasonable, after being added to the vendor portfolio.
- ✓ Progress in addressing the improvements as noted by the Investors in People assessors on track for completion in 2011, aided by the certification of the HR Service Centre in the UK, to the ISO 9001 quality standard.
- ✓ Benefits@Computacenter has been enhanced and further benefit options have been added.
- ✓ The employment agreement for senior staff in France was revised with input from the Workers Council.

2010 objectives

- Re-assess vendor conformance through a follow-up circulation of the revised CSD questionnaire.
- Progress the Investors in People improvement plan.
- Monitor Benefits@ Computacenter website utilisation.
- France's HR team will improve the recruitment of minority groups such as seniors and the disabled to jobs and the apprentice program at the Company and all actions following will be tracked quarterly with reference to the GRI scorecard. In Germany, this program will be expanded.

Environment

7. Apply precaution to activities which can impair the environment

2009 objective and achievements – [SI = Group Carbon Footprint in million kWh](#)

Electricity consumption at Group head office (million kWh)

2007	2.48
2008	2.44
2009	2.16

- Complete the Group-wide carbon footprint measurement project and assess suitable energy abatement possibilities.
- ✓ Group-wide carbon footprint baseline measurement completed and data disclosed to the Carbon Disclosure Project. In the UK, the data is compliant to the pending CRC Energy Efficiency Scheme requirements.
- ✓ A variety of energy reduction initiatives were launched during 2009 and at the Group's head office consumption reduced by approximately 1,500,000 kWh, from 2008, representing an average reduction of 11 per cent.
- ✓ The average CO2 emitted per UK fleet vehicle reduced from 175 g/km in 2008, to 168 g/km in 2009, whilst the total time during which international audio-visual facilities were used, increased by 80 per cent from last year.
- ✓ The average CO2 emitted for the whole vehicle fleet in France has remained at the same level in 2008 and 2009 (121g/km), despite an increase in the number of vehicles; an achievement through changing to more efficient vehicle categories.
- ✓ In 2009, the Group's subsidiary, RDC, was awarded the Queen's Award for Enterprise for Sustainable Development.

2010 objectives

- Complete a Carbon Trust accredited energy audit at the Group's head-office and investigate the viability of further energy reduction strategies.
- Achieve bronze status 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.
- Develop web conferencing utilisation in France and monitor usage through GRI Scorecard guidelines.
- Develop an Environment Management System in France, to ISO 14001 level 1 in 2010 and level 3 in 2012

8. Undertake initiatives to promote greater involvement in the community

2009 objective and achievements – [SI = Track and monitor charity fundraising activities.](#)

- Track staff participation in volunteering initiatives.
- ✓ Employees across the Group are encouraged to report their private volunteering initiatives.
- ✓ Support to the locally based charity, Willows Foundation, and the Hertfordshire Fire and Rescue dog continued.
- ✓ Employees in the UK raised a total of £125,800 for the chosen charities, of which, in excess of £40,000, was raised by the efforts of employees from the UK and South Africa, who participated in the building of a school in rural South Africa.
- ✓ In Germany, 160 employees participated in a corporate charity fun-run in Cologne.

2010 objective

- Maintain the current level of charity fund raising activity.
- Continue to track and monitor charity fundraising activities.

9. Encourage the development of environmentally friendly technologies

2009 objective and achievements – [SI = Proportion of customer contract wins where "Green IT" was part of the contract scope](#)

- Continue to promote the initiatives of the Green IT Advisory Service.
- ✓ The Green IT Advisory Service continues to be updated with new technologies and information to customers.
- ✓ The Group has significantly expanded the availability of datacentre facilities, in order to provide customers with an offering which would reduce cost and their carbon exposure.
- ✓ In 2008, 13.75% of new contract wins included an express "Green IT" scope, whilst in 2009, 18.82% of contract wins included an express "Green IT" scope.

- ✓ Group subsidiary RDC supported the development of computer reuse operations in Uganda and other developing countries and was featured in a UNIDO & Microsoft case study in 2009.

2010 objective

- Actively market the datacentre solutions.
- Continue to track customer demand for “Green IT” offerings.
- Computacenter France will develop and launch the “Green IT” Advisory Services for customers and track progress quarterly with GRI Scorecard guidelines, whilst in Germany, there are plans to enhance their current “Green IT” offerings.

Anti-corruption

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

2009 objectives and achievements – SI not yet formalised

- Continue to track and investigate all reported instances of ‘whistle-blowing’.
- Ensure all new vendors complete the CSD conformance questionnaire and motivate their commitment levels, through a risk based approach.
- ✓ All reported and detected instances of suspected misconduct are investigated and reported to the Group Audit Committee.
- ✓ All key vendors are required to complete the questionnaire before inclusion in the vendor portfolio. Non-key vendors complete the questionnaire as soon as reasonable, after inclusion in the vendor portfolio.

2010 objectives

- Review the Anti-Bribery Bill requirements and revise the Business Ethics policies across the Group.
- Communicate to all the revised version of the Ethics Policies, when completed.
- Re-assess vendor conformance, through the completion of the revised questionnaire.



Stephen Benadé
Company Secretary
10 March 2010

“We strive to incorporate the UNGC and its principles into our strategy, culture and day-to-day operations.”