

# Corporate Sustainable Development report

2013





**Mike Norris**, Chief Executive Officer

## Our Commitment

For Computacenter in 2013, the year has been about building a strong platform for the Group to enjoy sustained success. However, we recognise that the people that carry out business on our behalf, the people we do business with and the societies and environment in which we operate are vital contributors to delivering value and achieving our strategic objectives. Whilst we pride ourselves on the provision of technologically-advanced information solutions, we recognise that our business occurs within a wider community including employees, contractors, shareholders, customers, suppliers and business partners.

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, and we have been doing so on an annual basis ever since that time. We believe that the UNGC provides us with an appropriate framework through which to measure our development and progress in this area. Additionally, the Group retains its membership of the FTSE4Good Index Series.

The Group's Corporate Sustainable Development ('CSD') Policy is annually reviewed by the Computacenter plc Board of Directors, and is implemented and monitored through the Group's Corporate Sustainable Development 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, and will continue to do so on an ongoing basis.

We are communicating our sustainability efforts and achievements with all our shareholders in our Annual Report and Accounts, as well as on our Company website. We continue to believe that what is not measured is not effectively managed and in line with this, following the implementation of our Group ERP system across our main operating geographies, we are endeavouring to identify at least one standard indicator ('SI'), as recognised by the Global Reporting Initiative ('GRI'), per core principle. 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 core principles. We have already secured support from the majority of our suppliers and contractors, but we acknowledge that this remains an ongoing task.

A handwritten signature in black ink, appearing to read 'Mike Norris'.

**Mike Norris**  
Chief Executive Officer  
10 March 2014

## Our Progress in 2013

### Human rights

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

##### 2013 objectives and achievements – SI not formalised

- Maintain human rights awareness through the Company's 'Principles of Employee Behaviour'.
- ✔ Our human rights related policies across the Group have been reviewed and continue to be made available to new starters through an employee handbook, new employment contracts and/or the Group intranet. Training in this area remains available to our employees.
- Enhance focus through a Sustainable Development principles week in April 2013, in France.
- ✔ More than 180 members of staff were trained on Sustainable Development principles during an 'Integration Day' and 'Sustainable Development Principles week', held by our French Business in April 2013.
- Further extend the LEO (Lebensereignisorientierte Mitarbeiterentwicklung) programme in Germany, with a roll-out of a 'Healthy Leadership' module.
- ✔ This has been successfully extended during 2013 in Germany – the module was conducted three times, and over 45 managers within the German business attended it.

##### 2014 objectives

- Across the Group, continue to maintain human rights awareness through the Company's 'Principles of Employee Behaviour'.
- In France, to continue awareness through the Sustainable Development Principles Week held in April 2014.
- In Germany, the continuing provision of 'leadership guidance' workshops which, amongst other things, focus on the human rights of the Group's employees.
- Completion of updated compliance training in 'Business Ethics' and 'Anti-corruption and fair competition' to be completed by employees in German business.

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

##### 2013 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 increased to 0.82 (2012: 0.79) and the average AFR increased to 0.46 (2012: 0.44).
- ✔ In Germany, the average AIR increased to 1.48 (2012: 0.99) and the average AFR increased to 0.85 (2012: 0.55).
- ✔ In France, the average AIR reduced to 0.93 (2012: 1.41) and the average AFR reduced to 0.51 (2012: 0.76).
- ✔ 89 employees trained in fire risk on the French site at Roissy.
- Establish an e-learning platform in Germany to facilitate the availability to all of a variety of health and safety presentation awareness modules.
- ✔ The e-learning platform has been launched with additional training on 'safety at work' for all employees.
- ✔ In Germany, intensive training sessions around 'Handling of stress in leadership situations' and the rollout of stress prevention webinars have been conducted for an additional 100 members of staff.
- ✔ Successful health and safety management audit completed in Germany.

##### 2014 objectives

- Maintain the AIR at below 2.5 and the AFR at below 1.0 across all of our main operating geographies.
  - Continued stress prevention training for managers in German business.
  - In France, continued training of increased numbers of employees in fire risk.
- \* 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

##### 2013 objective and achievements – SI not formalised

- Continue to maintain key and new vendor assessments through the vendor conformance questionnaire and monitor the returns.
- ✘ New supplier questionnaire, developed but not yet implemented in Germany.
- ✔ In France, the questionnaire developed in 2012 continued to be circulated to vendors, and responses are being monitored appropriately.
- ✔ Supplier Assessment questionnaires returned continue to be reviewed in respect of Anti-Bribery and Corruption exposure, and this information is shared between the various companies in the Group.

##### 2014 objectives

- Continue to maintain key and new vendor assessments through the vendor conformance questionnaire and the monitoring of returns.
- In Germany, the implementation and circulation of the updated supplier questionnaire.

### Labour standards

#### 3. Uphold employees' freedom of association

##### 2013 objective and achievements – SI not formalised

- Maintain current status and reassess vendor conformance, through the review of questionnaire responses and maintain positive interaction with all Works Councils.
- ✔ Positive interaction with the Works Councils in Germany and France has been achieved on a significant number of business issues during the year in France and Germany.
- ✔ 19 meetings of the Works Committee Council in France have taken place.
- ✔ The Works Council has continued its work throughout 2013 in Germany.
- ✔ Review of vendor conformance has continued within France and Germany.

##### 2014 objectives

- Continuation of positive interaction with French and German Works Councils within new Group operating structure.
- Maintain current status and reassess vendor conformance, through the review of questionnaire responses.

## 4. Eliminate all forms of forced and compulsory labour

### 2013 objective and achievements – SI not formalised

- Maintain current status and reassess vendor conformance, through the review of questionnaire responses.
- ✔ In France, the questionnaire developed in 2012 continued to be circulated to vendors, and responses monitored appropriately.
- ✘ The new supplier questionnaire is not yet implemented in Germany.

### 2014 objective

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

## 5. Abolish all forms of child labour

### 2013 objective and achievements – SI not formalised

- 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.
- ✔ In Germany, the Exploras programme, which regulates conditions for working students at Computacenter Germany was continued.
- ✔ The Handelsblatt fund Junge Carriere's seal of a Fair Company was retained by Computacenter Germany.
- ✔ Computacenter France continued its support for the Non-governmental organisation 'Aide et Action.'

### 2014 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.
- In France, aim to maintain the level of charitable fundraising and fulfil the terms of the agreement signed with Aide et Action.

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

### 2013 objectives and achievements – SI not formalised

- In France, reinforce awareness during the Sustainable Development Principles Week and conclude intergenerational negotiations.
- ✔ Both of these targets were achieved by the French business in 2013.
- Continue the 'Family Service' offering in Germany.
- ✔ This was continued, and through the Family Service offering, Computacenter supports its employees in almost all aspects of life – support ranges from child care and a back-up kindergarten, through to a consulting service in the event of conflicts at work and also the provision of a 24-hour hotline for individuals to discuss any personal or professional issue that they wish.
- ✔ A project entitled 'Women at Work' for women's promotion, equality and the reconciliation of family and working life commenced in September 2013.
- ✔ There was continued provision of anti-discrimination training in Germany for employees, based on the requirements of the German General Equal Treatment Act.
- Complete pension 'auto-enrolment' in the UK for all eligible employees, in line with new legislation.
- ✔ Process successfully implemented during the course of the year.

### 2014 objectives

- Continued provision of online training relating to the General Equal Treatment Act for German employees.
- Continuation of the 'Family Service' offering to employees and the development of the project 'Women at Work'.
- In France, to continue awareness through the Sustainable Development Principles Week held in April 2014.

## Environment

### 7. Apply precaution to activities which can impair the environment

#### 2013 objectives and achievements – SI not formalised

- Continue to monitor the energy consumption levels at the Group Head Office and the CO<sub>2</sub> emissions of the UK and Germany vehicles, with the aim of improving further.
- ✔ An estimated 29,725 mwh of Green Climate Change Exempt electricity was purchased for all the UK locations, including its datacenters.
- ✔ The average CO<sub>2</sub> emitted per UK fleet vehicle reduced from 168 g/km in 2009, to 146 g/km in 2010, to 129 g/km in 2011 to 124 g/km in 2012 and finally to 121 g/km in 2013 – the average CO<sub>2</sub> emitted per Germany fleet vehicle reduced from 139 g/km in 2011 to 129 g/km in 2012 and to 117 g/km in 2013, following ongoing expansion of our 'Green Fleet' programme.
- Achieve certification to ISO 14001 level 3 of the 1, 2, 3 Environmental Standards in France.
- ✘ Not yet achieved. Relevant audit to be completed in October 2014.
- ✔ In France, full audit of waste management suppliers used by the business carried out.

### 2014 objectives

- Continue to monitor the energy consumption levels at the Group Head Office and the CO<sub>2</sub> emissions of Computacenter UK and Germany vehicles, with the aim of improving further.
- In Germany, successful completion of audit of quality and environmental management system (ISO: 9001:2000 and ISO 14001:2005)

## 8. Undertake initiatives to promote greater involvement in the community

### 2013 objectives and achievements

- Aim to improve the current level of charity fundraising and other activity.
- ✔ Employees in the UK raised nearly £130,000 (2012: £73,612) during 2013, for the Group's chosen charity partners. Support for the Hertfordshire Fire and Rescue dogs continued, as well as support as a founding member of Herts 100.
- ✔ The UK business supports Kidsafe, a schools initiative to teach children about road safety, the danger of drugs and bullying.
- ✔ Computacenter in France continued its support to Non-Government Organisation Aide et Action.
- ✔ In Germany, several blood donation campaigns were organised to take place within working hours, in association with the Red Cross.
- Continue to track and monitor charity fundraising activities.
- ✔ Our French business has maintained its partnership with Aide et Action to support schooling for children worldwide who are forced to work due to their circumstances.

#### 2014 objectives

- Continue to track and monitor, and increase the level of, charity fundraising activities.
- Maintain partnership with Aide et Action in France to support schooling for children forced to work due to their circumstances.

#### 9. Encourage the development of environmentally friendly technologies

##### 2013 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 2013, 13.4 per cent (2012: 12.53 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.
- ✔ The 'Green Initiative' of our French business has been extended with a specific offering developed to assist customers in reducing their packaging waste.

#### 2014 objective

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

#### Anti-corruption

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

##### 2013 objective and achievements – SI not formalised

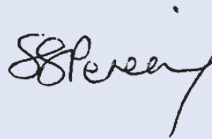
- Invite an external review concerning the adequacy of the Group's Anti-bribery policy and procedures and implement plans following the review's findings.
- ✔ A full external review of the adequacy of the Group's Anti-bribery policy and procedures was carried out by the Good Corporation in August 2013, and a full analysis of the results has been carried out by the Group's management. A plan has now been put in place to address any recommendations made, and it is expected that these will be implemented during 2014.

#### 2014 objective

- To complete the implementation of recommendations arising from the external audit of the Group's Anti-bribery policy and procedures.

## Our CSD approach for 2014

As outlined within our Strategic Report, during the reporting period, Computacenter has completed the implementation of its Group ERP system within its UK, German and French business subsidiaries. We look forward to using this standardised tool to measure progress in the area of CSD consistently across the Group. In alignment with our move towards a Group operating structure, this will also be the case for our approach on CSD, where new initiatives will be launched in 2014 to replicate the best progress being made in-country across the Group, and to discuss innovative ideas in this area more closely. Through a drive towards the efficiencies gained by working together more closely, we will continue to improve our CSD standards alongside the Group's growth in revenue and profitability. We are committed to ensuring that we do business in the right way, and additionally to giving something back to the community which continues to allow our business to flourish. The UNGC is a wholly appropriate tool and framework to guide us towards achieving these aspirations and, as such, we will remain wholly committed to it during 2014.



**Simon Pereira**  
Company Secretary  
10 March 2014

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