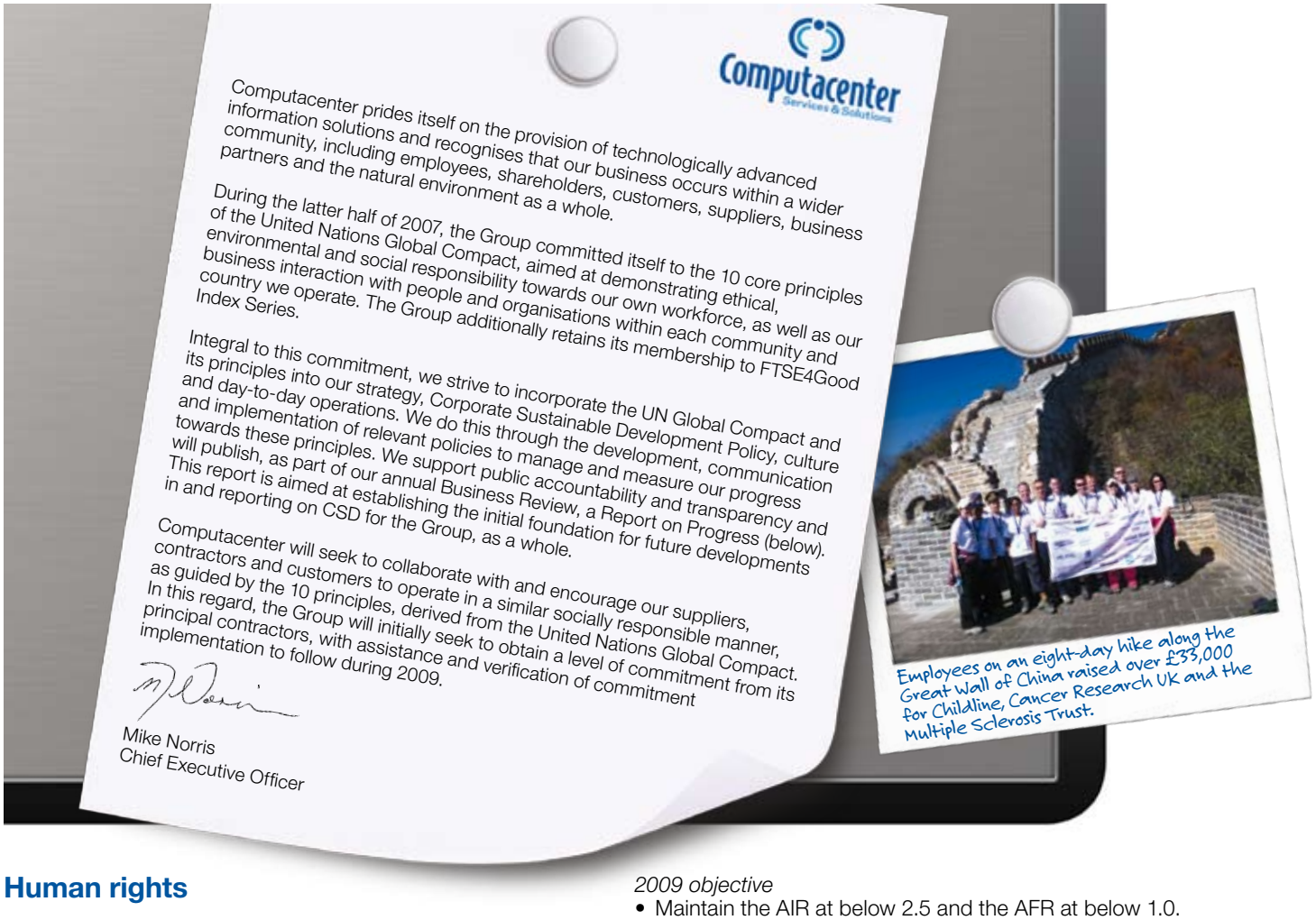
Corporate sustainable development

Computacenter
Services & Solutions

Corporate sustainable development



Human rights

1. Support and respect the internationally proclaimed human rights

Human rights – status achieved
Policies on equality and non-discrimination have been adopted within the Group and the majority of employees have their human right entitlements embedded within their employment contracts.

2008 objective and achievement
Launch a programme across the Group to increase employee awareness about their human rights and procedures available for rights protection.
✓ AGG Training (anti-discrimination) in Germany over 80% complete, 'Ethics Chart' adopted in France.

2009 objective
- Delivery of human rights protection policies to new starters, through the Employee Handbook or the new on-line tool.

Health and safety – status achieved
Internal control policies are maintained, reviewed annually and certified to international standards, at Computacenter Germany and RDC. Computacenter UK has the health and safety management system audited by the UVDB Verify standard.

2008 objective and achievement
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 1.13 (2007: 1.32) and the average AFR improved to 0.64 (2007: 0.73).
✓ In Germany, the average AIR improved to 2.30 (2007: 2.42) and the average AIR improved to 1.28 (2007: 1.39).
✓ In France, the average AIR improved to 2.49 (2007: 3.06) and the average AFR improved to 1.38 (2007: 1.90).

2009 objective
- Maintain the AIR at below 2.5 and the AFR at below 1.0.

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 with human rights abuses

Human rights – status achieved
Computacenter expects its contractor partners and suppliers to respect internationally proclaimed human rights. Computacenter UK adopted a Minority Supplier Development programme during 2007.

2008 objective and achievement
Formally identify and list all partners and suppliers through a risk based approach.
✓ 86 suppliers and partners of the Group have been selected on the basis of spend, location and criticality to customer delivery.
Obtain information on their levels of commitment and conformance to the UN Global Compact.
✓ A questionnaire was developed and sent to the selected suppliers; data has been obtained and logged for 79%, with work ongoing.

2009 objective
- Ensure all new suppliers and partners complete the questionnaire prior to being added to the supplier portfolio.
- Motivate partner and supplier commitment levels, through a risk based approach.

Labour standards

3. Uphold employees' freedom of association

Freedom of association – status achieved

Active employee participation is encouraged through elected employee representative forums, in both the UK and Germany. In the UK, formal recognition agreements have been reached with CWU, PCS, Unite and Connect, for the purposes of collective bargaining. Computacenter France, Computacenter Managed Services GmbH in Germany and Computacenter Belgium have formal Works Council arrangements.

2008/2009 objective and achievement
See objectives and achievements in 2 above.

4. Eliminate all forms of forced and compulsory labour

No compulsory labour – status achieved
All employees are employed via a formal agreement, which conforms to the applicable labour laws and wage rate stipulations in each jurisdiction and contains a right of termination.

2008/2009 objective and achievement
See objectives and achievements in 2 above.

5. Abolish all forms of child labour

No child labour – status achieved
Minimum age requirements apply across the Group and specific procedures are in place for work experience placements.

Computacenter believes that education is effective in the abolition of child labour practices. Computacenter France supports Aide et Action, a non-governmental organisation which facilitates the provision of child education. RDC, together with external partners, have provided schools in Africa with IT equipment.

2008/2009 objective and achievement
See objectives and achievements in 2 above.

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

No discrimination – status achieved
The Group has implemented equality and non-discrimination policies. RDC is supporting a local initiative (Mill Race IT), which uses refurbished equipment to provide training to individuals with special needs.

2008 objective and achievement
Achieve re-accreditation to Investors in People in the UK.
✓ Achieved and general improvement noted since 2005 assessment.
80% of employees in Germany to complete AGG training.
✓ Over 80% of employees in Germany have completed AGG training.
✓ See objectives and achievements in 2 above.

2009 objective
- By 2011, to address areas for improvement as noted by the Investors in People assessors.
- Introduce and establish the Benefits@Computacenter family service programme.

Environment

7. Apply precaution to activities which can impair the environment

Protect the environment – status achieved
Environmental Management Systems (EMS) have been implemented across the Group, which set improvement targets for significant impacts. The majority of EMS procedures have been certified to the ISO 14001:2004 standard.

- Energy saving practices have been improved with the implementation of energy saving technologies and behavioural campaigns, across the Group.

Sustainable development in practice

Marks & Spencer

Computacenter provides asset recycling and redeployment services to Marks & Spencer (M&S) via RDC, our specialist IT disposals division. The cost-neutral service has helped M&S meet its WEEE requirements and its Plan A environmental objectives, sending zero IT waste from M&S head office to landfill in 2008.

Computacenter is also working with M&S to reduce its carbon footprint by implementing a cost and energy-saving server consolidation and virtualisation programme.

Corporate sustainable development
continued

Our cycling team braved 300 miles of hilly terrain for charity, on the London to Paris bike ride.

Our two sponsored fire dogs, Cee Cee and Browza, help Hertfordshire Fire and Rescue determine the cause of fires.

The 'Bridge' sculpture, on show in our Hatfield reception to promote the Digital Pipeline project, through which RDC helps deploy computers to schools and communities in Africa.

- A Group-wide Carbon Footprint Measurement project has commenced, with the base line study due for completion by April 2009.
- CO_2 reductions motivated by promotion of telephone/video conferencing. During 2008, the use of audio visual increased by 150%, web conferencing use has increased by 455%, UK MeetMe tool use increased by 18% and Global MeetMe use increased by 320%, when compared to 2007.
- CO_2 emissions for UK fleet vehicles have reduced from 176 grams/kilometre per car in 2007, to 168 grams/kilometre per car. Germany has removed all cars, with emission levels above 200 grams/kilometre, from its fleet and will expand its pilot project, involving the introduction of gas powered vehicles.
- The Group's IT equipment is disposed of in full compliance with the WEEE Directive, and RDC has reported zero waste to landfill, since 2002.

2008 objective and achievement
Identify a suitable performance indicator for energy consumption measurement, which incorporates business demand and metered units.
✓ A business reorganisation has challenged the identification of suitable energy consumption performance indicators.
Undergo a green fleet review of UK's fleet by the Energy Saving Trust.
✓ Green fleet review completed in 2008.
Find a suitable measurement for the effects of recently implemented waste reduction initiatives.
✓ The business reorganisation has materially reduced packaging waste generation.

2009 objective
- Complete the Group wide Carbon Footprint Measurement project and assess suitable energy abatement possibilities.
- Assess suitability of energy reduction recommendations.
- The business restructure has necessitated a revised review of waste reduction indicators.

8. Undertake initiatives to promote greater environmental responsibility

Promote environmental responsibility – status achieved
Computacenter acknowledges that its activities impact on the wider environment and more specifically, on the communities in which it operates. The Group is committed to supporting charities selected by employees. In the UK, over £170,000 was raised in 2008, by staff members and Company matching.

2008 objective and achievement
Review and identify initiatives which would divert more fundraising proceeds, to causes of a local community or industry relevant nature.
✓ In the UK, Willows Foundation, a locally based charity was selected as one of the three principal charities and sponsorship of the Hertfordshire Fire and Rescue dog, has continued.
✓ In Germany a staff volunteering initiative has been launched.

2009 objective
- Track staff participation to volunteering initiatives.

9. Encourage the development of environmentally friendly technologies

Develop environmentally friendly technologies – status achieved
- Promotion of Computacenter Green IT Advisory Service.
- RDC, provides customers with environmentally compliant and data-secure solutions, to end of life IT asset management.

2008 objective and achievement
Investigate further viable environmentally friendly initiatives.
✓ Increased marketing and enhancement of Green IT Advisory Service.

2009 objective
Continue to promote the initiatives of the Green IT Advisory Service.

Anti-corruption

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

Impede corruption – status achieved
Ethics policies have been implemented across the Group, with a requirement that employees report any suspected breaches of the Ethics Policy. A Business Ethics training module will be presented to all new staff on the graduate scheme.

2008 objective and achievement
Ensure that whistle-blowing policies within the Group are aligned and that the reporting channels to Group Audit Committee are effective.
✓ All Group companies have implemented policies and the Group Audit Committee considers any 'whistle-blowing' reports at its meeting.
✓ See objectives and achievements in 2, on page 20.

2009 objective
- Continue to track and investigate all reported instances of 'whistle-blowing'.
- See objectives in 2, on page 20.

Stephen Benadé

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Company Secretary
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