

Corporate Sustainable Responsibility

Our commitment



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It is important that Computacenter gives something back to these societies and communities where it can.”

Computacenter understands that the services that it provides to its customers, and therefore the value that it can deliver to its shareholders, require vital contributions from a wide range of stakeholders, including its employees, contractors, suppliers and business partners. The societies and communities which provide and support these individuals and organisations therefore themselves make an indirect, but important contribution, towards the Group's success, and it is important that Computacenter gives something back to these societies and communities where it can. Additionally, it is increasingly the case that our existing and prospective customers view activity in this area as one of the determinant factors in whom they want to do business with. Therefore, not only is making an appropriate contribution in this area the right thing to do for the wider community, it is the right thing to do for our business.

Since 2007, the Group has based its approach to Corporate Sustainable Responsibility on the 10 core principles (the 'Principles') of the United Nations Global Compact ('UNGC'). This includes setting objectives and behaving in a manner which is consistent with these Principles when dealing with its own workforce and in its business interaction with each community in each country within which it operates. In 2009, the Group published its first Communication on Progress on the UNGC website, and we have continued to do so on an annual basis ever since that time. The Group believes that the UNGC provides it with an appropriate framework through which to measure its development and progress in this area. We strive to incorporate the UNGC and its principles into our strategy, culture and day-to-day operations, through the development, communication and implementation of relevant policies throughout the organisation. Indeed,

following the establishment of our commitment to the Principles, we have adopted and revised a number of our existing policies and procedures across the Group, and will continue to do so on an ongoing basis. We actively seek to collaborate with and encourage our suppliers and contractors to operate in a similar socially responsible manner. This is reviewed by the Group through the completion and ongoing review of relevant third party documentation. The Group makes additional enquiries to ensure that the commitments we receive from our suppliers are fulfilled.



Mike Norris
Chief Executive Officer
10 March 2015

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We strive to incorporate the UNGC and its principles into our strategy.”

Our Progress in 2014

Human rights

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

2014 objectives and achievements – SI not formalised

- Continue to maintain human rights awareness, including through the Company's 'Principles of Employee Behaviour'.
- Following a related Group-wide 'Values Review', Computacenter has adopted a number of values that represent how it wants to do business. These include a specific reference to the fact that 'people matter' to Computacenter, whether they are employees, customers or suppliers, and require that people involved with the business be treated with respect and an acknowledgement of each person's intrinsic value as a human being.
- In the Group's German business, an 'e-book' for every employee was launched in 2014 raising awareness and providing training modules on the environment, health and safety and sustainable development.
- In France, enhance focus through a 'Sustainable Development Principles Week' to be held by our French business in April 2014, and ensure increased numbers of employees participate against the level achieved in 2013.
- A 'Sustainable Development Principles Week' was held during 2014 by Computacenter in France. During this event, a communication relating to sustainable development, the environment or human rights was communicated to the French workforce every day to promote general awareness of related issues.
- In Germany, the continuing provision of 'leadership guidance' workshops which, amongst other things, focus on the human rights of the Group's employees.
- During 2014, a total of 4 workshops were held for 50 participants.
- The updating of compliance training in 'Business Ethics' and 'Anti-corruption and fair competition', to subsequently be completed by employees in German business.
- Each of these training modules has been updated by the Group's German business, ready for completion by employees in 2015.

2015 objectives

- Completion by all employees of Computacenter in Germany of compliance training related to 'Business Ethics'.
- To continue awareness through a Sustainable Development Principles Week to be held during the period.

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

2014 objectives and achievements – SIs = AIR and AFR*

- Maintain the AIR at below 2.5 and the AFR at below 1.0 across all of our main operating geographies.
- In the UK, the average AIR decreased to 0.59 (2013: 0.82) and the average AFR decreased to 0.33 (2013: 0.46). In the UK, an internet-based training and risk assessment programme was used to deliver targeted training in the area of health & safety. As a result, 2,977 employees completed some form of health & safety training during the period, and increased levels of activity are expected during 2015. In addition, 57 Project Managers have gained an IOSH certification so they can assist in the delivery of certain health and safety requirements for certain projects undertaken by the UK business.
- In Germany, the average AIR increased to 2.02 (2013: 1.48) and the average AFR increased to 1.16 (2013: 0.85)
- In France, the average AIR increased to 1.06 (2013: 0.98) and the average AFR increased to 0.59 (2013: 0.51)
- Continued stress prevention training for managers in the Group's German business.
- In 2014, the German business provided 3 stress prevention webinars for approximately 100 participants. Additionally, in 2014 almost 100% of all employees of Computacenter in Germany completed the training "Health and Safety at Work".
- In France, continued training of increased numbers of employees in 'fire risk'.
- This has been completed, teaching relevant employees the basic principles of fire-fighting. Additionally, those employees in charge of evacuating individuals from French offices have received appropriate training in that area during the year.

2015 objectives

- For an increased number of UK business employees to complete some form of 'health & safety' training during the period.
- For the German business to successfully roll-out a number of health-related promotions for its employees in 2015, including health awareness courses. These will be split into an awareness webinar, e-learning around health management and an associated workshop for Computacenter in Germany managers. It will also include four webinars related to stress, movement, nutrition and relaxation for employees.
- Computacenter in Germany to be deemed compliant with BS OHSAS 18001 during a 2015 surveillance audit, and the successful roll-out by that business of a new compliance tool to ensure that Computacenter in Germany has implemented appropriate actions with regards to labour-related requirements and environmental protection.
- For Computacenter in France to train all relevant staff, both at the Company's headquarters and at customer sites, with regards to the implementation of prevention plans in this area.

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

2014 objectives and achievements – SI not formalised

- Continue to maintain key and new vendor assessments through the vendor conformance questionnaire and the monitoring of returns.
- This objective has been completed by the Group's UK and French businesses.
- Implementation by the Group's German business of an updated supplier questionnaire to incorporate additional UNGC related principles already contained within its Supplier Terms and Conditions.
- The German business updated its Supplier questionnaire during the reporting period, although this will be updated further as a project to harmonise the Supplier questionnaire used across the Group's UK, German and French businesses is now underway.

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

2015 objectives

- Continue to maintain key and new vendor assessments through the vendor conformance questionnaire and the monitoring of returns.
- Development of a standardised Supplier questionnaire across the Group's UK, German and French businesses.

Labour standards

3. Uphold employees' freedom of association

2014 objectives and achievements – SI not formalised

- Continuation of positive interaction with French and German Works Councils within new Group operating structure.
- ✓ In accordance with the German Works Constitution Act, and on the basis of a changed operating structure within the German business, a new Works Council was elected during the reporting period. Through positive cooperation with Management, the impact of the organisational change on work carried out by the Works Council has been kept to a minimum.
- ✓ Extensive engagement with French Works Council concerning the restructuring of Computacenter in France in 2014. A number of agreements were made between the business and Works Council during the reporting period, including an Agreement on Transport Subsidies in April 2014.

2015 objectives

- Continuation of positive interaction with French and German Works Councils within the Group operating structure.

4. Eliminate all forms of forced and compulsory labour

2014 objectives and achievements – SI not formalised

- Maintain current status and reassess vendor conformance, through the review of questionnaire responses.
- ✓ This objective has been completed across the Group's UK and French businesses.
- In France, aim to increase the level of charitable fundraising and fulfil the terms of the agreement signed with Aide et Action
- ✓ Increase of 25 per cent in fundraising for Aide et Action against that raised in 2013, through the completion of various fundraising activities throughout the year.

2015 objectives

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

5. Abolish all forms of child labour

2014 objectives 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 in Germany was continued. In addition, Computacenter in Germany was again awarded the 'Fair Company Seal' from Handelsblatt and Junge Karriere for the manner in which it accommodates and treats interns and students.
- In France, aim to increase the level of charitable fundraising and fulfil the terms of the agreement signed with Aide et Action
- ✓ Increase of 25 per cent in fundraising for Aide et Action against that raised in 2013, through the completion of various fundraising activities throughout the year.

2015 objectives

- The continuation of the Exploras Programme in Computacenter in Germany and to keep the 'Fair Company Seal' from Handelsblatt and Junge Karriere.
- 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

2014 objectives and achievements – SI not formalised

- Continued provision of online training relating to the General Equal Treatment Act for German employees.
- ✓ Anti-discrimination training had been available and provided throughout the year by the Group's German business.
- Continuation of the 'Family Service' offering to employees and the development of the project 'Women at Work'.

- ✓ The 'Family Service' offering was continued throughout 2014, which included amongst other things the provision of a 24-hour hotline for individuals to discuss any personal or professional issue that they wish to, in confidence, and additionally childcare support. The project 'Women at Work' was continued and developed, formulating principles for equality and the promotion of women and outlining measures and objectives for the business to help achieve this aim.
- In France, to continue awareness through the Sustainable Development Principles Week held in April 2014.
- ✓ The Sustainable Development week was held as planned with Sustainable Development related communications being sent to the Computacenter in France workforce on every day during that week. These related principally to the company's commitment to Sustainable Development, Anti-Bribery and Corruption, Eco-Driving and sustainable use of electricity, water and paper.
- ✓ In September 2014, Computacenter conducted its first Group-wide employee survey, which included approximately 13,400 employees across the organisation.

2015 objectives

- To continue the provision of the 'Family Service' to Computacenter in Germany staff.
- Completion of the project 'Women at Work' by Computacenter in Germany.
- In France, to continue awareness through the Sustainable Development Principles Week held in June 2015.

Environment

7. Apply precaution to activities which can impair the environment

2014 objectives and achievements – SI not formalised

- Continue to monitor the energy consumption levels at the Group Head Office and the CO₂ emissions of Computacenter UK vehicles, with the aim of lowering these.
- The average CO₂ emitted per UK fleet vehicle has continued to reduce from 168 g/km in 2009 to 119 g/km in 2014, following the ongoing expansion of our 'Green Fleet' Programme. This represents a reduction of 29% over five years.
- In Germany, successful completion of audit of quality and environmental management system (ISO: 9001:2000 and ISO 14001:2005)
- The Group's German business was recertified as compliant with the ISO 9001:2000 and 14001:2005 quality and environmental management systems.
- The Group's French business obtained its ISO 14001 certificate – Computacenter in France continues to engage in understanding the environmental impact of its activities. This includes measuring, monitoring and reducing its consumption of natural resources, optimising its management of waste collection and disposal, and sending related communications to its customers and suppliers.

2015 objectives

- Successful audit of the quality and environmental management system (ISO 9001:2000 and 14001:2005) within the Group's German business in 2015.
- Implementation of the EU Directive for efficient energy management to December 2015. This will include an energy audit to analyse the energy consumption of Computacenter in Germany, and following this to improve its energy efficiency on a continuing basis. The audit is required by law and will take place once every four years.
- The commencing of a project to review and, if appropriate, revise the environmental key performance indicators of Computacenter in Germany, and subsequently to track performance of these.

8. Undertake initiatives to promote greater involvement in the community

2014 objectives and achievements – SI not formalised

- Continue to track and monitor, and increase the level of, charity fundraising activities.
- Employees in the UK raised nearly £145,190 (2013: £130,000) during 2014, for Prostate Cancer UK, the Alzheimer's Society and the Teenage Cancer Trust.
- A number of additional charitable activities were organised by the UK business during the year, including a sponsored 10-day trek in Peru for a team of 15 UK employees.
- In Germany, several blood donation campaigns were organised to take place within working hours, in association with the Red Cross.
- 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. Increase of 25 per cent in fundraising for Aide et Action against that raised in 2013, through the completion of various fundraising activities throughout the year.

2015 objectives

- Increase the level of charitable fundraising raised by the UK business.
- Maintain partnership with Aide et Action in France to support schooling for children forced to work due to their circumstances.
- Organise blood donation campaigns in Germany in association with the Red Cross.

9. Encourage the development of environmentally friendly technologies

2014 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 and monitor carbon dioxide emissions across the Group
- In 2014, within the Group's UK business 13.9 per cent (2013: 13.4 per cent) of new contract wins included a 'Green IT' brief.

- There was a 0.7 per cent reduction in Group greenhouse gas emissions in 2014 against the comparative prior year levels, notwithstanding the ongoing expansion of the Group's global activities and increase in its revenues during that period.
- Continued investments in new technologies helped the carbon emissions produced by our datacenters.

2015 objectives

- Continue to track customer demand for 'Green IT' offerings.
- Continue to monitor the level of carbon dioxide emissions across the Group, and where possible to reduce these.

Anti-corruption

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

2014 objectives and achievements – SI not formalised

- To complete the implementation of recommendations arising from the external audit of the Group's Anti-bribery policy and procedures.
- Following an external assessment of the Group's anti-bribery and corruption procedures in 2013, additional procedures have been implemented by the Group during the course of 2014.

2015 Objectives

- An audit of compliance with the Group's updated anti-bribery and corruption procedures will take place in the UK and Germany during 2015.
- Completion by all employees of Computacenter in Germany in 2015 of compliance training related to 'Anti-bribery and corruption'.

Our CSD approach for 2015

The Group will continue to base its approach in this area on the UNGC 10 core principles. In line with our Group Operating Model, we will look to harmonise our additional CSR aspirations and targets across the Group. We will continue to focus on lowering the environmental impact of our business activities, and providing our employees with a supportive environment within which to work. We will continue to contribute appropriately to the communities which provide and support our people, and additionally to external causes chosen by our employees.

The UNGC continues to be an appropriate tool and framework to guide us towards the achievement of our CSR aspirations, and accordingly we will remain committed to it in 2015.



Simon Pereira
Company Secretary
10 March 2015





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