CORPORATE SUSTAINABLE RESPONSIBILITY

Doing business responsibly

OUR COMMITMENT TO DOING BUSINESS RESPONSIBLY

At Computacenter we're committed to carrying out business responsibly. As part of this, since 2007, we have based our approach to corporate social responsibility (CSR) on the 10 core principles of the United Nations Global Compact (UNGC). Our first Communication on Progress was published in 2009, with this latest communication outlining our progress and achievements for 2015, 2016 and our objectives for 2017.

We remain a committed member of the compact and 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 as we believe that the UNGC provides our business with the appropriate framework through which to measure its development and progress for CSR.

OUR PROGRESS

PRINCIPLES 1-6 HUMAN RIGHTS AND LABOUR

In the workplace environment we continue to appropriately support, develop and protect our people. Our progress over the last two years includes continuing to make sure the Group's practices are compliant with human rights and employment legislation wherever we do business, and making sure we have policies and training in place to protect our people from not only breaching the law, but making sure they understand the standards that we expect from them in the course of their duties. We also take steps to make sure that the approach of those in our Supply Chain is compatible with this and that they operate in a socially responsible manner.

PRINCIPLES 7-9 ENVIRONMENT

We are focused on reducing the environmental impact of our activities, particularly in respect of the Group's carbon emissions. Whilst it is likely that emissions will increase at an absolute level as the Group continues to grow, we are resolute in our determination that progress made in recent years to reduce the level of emissions per employee will continue.

It is important that we continue the contribution we make to the wider community in which we operate. Our approach has always been that the societies and communities which provide our employees, contractors, suppliers and business partners themselves make an indirect, but important contribution towards the Group's success. Additionally, it is increasingly the case that our existing and prospective customers view activity in this area as one of the determinant factors in where they wish to place their business. 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.

PRINCIPLE 10 ANTI-CORRUPTION

The Group has a zero-tolerance approach to Bribery and Corruption, whether committed by employees or anybody else working on our behalf. The high level of integrity with which we want to carry out our business does not vary depending on where we work or who we are dealing with. We continue to develop and refine our policies and processes around Bribery and Corruption as we continue to expand our business into new geographies.

Mike Norris
Chief Executive Officer
September 2017

OUR PROGRESS 2015-17

HUMAN RIGHTS

PRINCIPLE 1: BUSINESSES SHOULD SUPPORT AND RESPECT THE PROTECTION OF INTERNATIONALLY PROCLAIMED HUMAN RIGHTS

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

2015 Objectives and Achievements
- ✓ Develop a new Group Wide Business Ethics policy for all employees across the group which sets out our commitment to observing the highest ethical standards in our business conduct towards colleagues and third parties;
- ✓ In our French business, we continued to raise awareness of Human Rights through a Sustainable Development Principles Week that was held;
- ✓ Selection of an external independent whistleblowing hotline company that is able to provide a service across the group.

2016 Objectives and Achievement
- ✓ The establishment of a modern slavery working group, led by the UK business, in order to address the requirements of the UK Modern Slavery (Transparency in supply chain) Act 2015, Section 54 ahead of the deadline for the first report to be published following the end of the 2016 financial year;
- ✓ In our French business, we continued to raise awareness of sustainable development through newsletters throughout the year;
- ✓ Completion of the Group Wide Business Ethics policy for all employees across the group which sets out our commitment to observing the highest ethical standards in our business conduct;
- ✓ Implementation of a group wide new external whistleblowing hotline service.

2017 objectives
- ✓ Publication of the company's first Modern slavery statement under the UK Modern Slavery Act 2015;
- ✓ Launch of the Group Wide Business Ethics policy for all employees across the group which sets out our commitment to observing the highest ethical standards in our business conduct;
- ✓ Successful launch of new whistleblowing hotline provided by an external independent company across the whole group;
- ✓ Development of e-learning for all UK managers on whistleblowing;
- ✓ In our French business, to continue raising awareness of sustainable development via newsletter throughout the year

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

2015 objectives and achievements
To 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 increased to 0.63 (2014: 0.59) and the average AFR increased to 0.35 (2014: 0.33);
- ✗ In Germany, the average AIR increased to 2.49 (2014: 2.02) and the average AFR increased to 1.38 (2014: 1.16);
- ✓ In France, the average AIR increased to 1.17 (2014: 1.06) and the average AFR increased to 0.65 (2014: 0.59);

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

In our German business:
- ✓ We successfully completed the BS OHSAS 18001 surveillance audit;
- ✓ We began the implementation of a new EHS compliance tool to make sure we know and comply with all laws and regulations on labour and environmental protection. This focused on all central processes run from our Kerpen office;
- ✓ Pilot training sessions took place for leaders on 'Awareness of Health for Leaders' and 'Healthy Leadership';
- ✓ A full programme of employee awareness training took place that included modules on; 'How do I stay healthy?', 'Nutrition, - Move, -Relaxation' and 'Serene and safe in stress situations', an extensive two-day 'Health training' and webinars on work/life balance through the family service's teleacademies;
- ✓ 'Health and Safety at Work' training was completed for the majority of employees, along with the expansion of 'Away on external work' training for our field service technicians

and a new web based training 'Working in oxygen reduced workspaces' for technicians;
- ✓ The development of a 'Company integration management' (Betriebliches Eingliederungsmanagement' – BEM) in line with the statutory provisions of the German Code of Social Law (§ 84 des SGB IX). According to this, every company is obliged to take an active interest in promoting the health of its employees to maintain their employability over the long term, to overcome and avoid their inability to work and to conserve their workplace;

In our French business:
- ✓ All relevant staff were trained, both at the Company's headquarters and at customer sites, with regards to the implementation of prevention plans for Health and Safety;

In our UK business:
- ✓ A new intranet site 'Happy, Healthy Me' was launched to help raise awareness of wellbeing and work/life balance issues. As part of this several internally run wellbeing webinars were available for employees to participate in;
- ✓ We entered a partnership with Mind in Mid-Herts (mental health charity) with the intention of supporting their service users with workplace skills and knowledge to help them integrate back into a workplace. In return, they support us with employees who are struggling with mental health conditions;

2016 objectives and achievements
To maintain the AIR at below 2.8 and the AFR at below 0.9 across all of our main operating geographies.

- ✓ In the UK, the average AIR increased to 2.74 and the average AFR increased to 0.44;
- ✓ In Germany, the average AIR decreased to 1.54 and the average AFR decreased to 0.88;
- ✓ In France, the average AIR decreased to 0.83 and the average AFR decreased to 0.46;

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

In our German business:
- ✓ We successfully completed and retained the BS OHSAS 18001 surveillance audit standard;
- ✓ We successfully went live with the EHS compliance tool for all central processes in Kerpen;
- ✓ We successfully rolled out the 'Company integration management' (Betreibliches Eingliederungsmanagement – BEM)
- ✓ We completed health training for employees on 'Health and Safety at work'
- ✓ Further rollout of 'How do I stay healthy? - Nutrition,- Move, -Relaxation' to an additional 100 employees and 'Serene and safe in stress situations' webinar to 60 employees;
- ✓ We also offered the extensive two-day 'Health training' for Computacenter employees that 83 employees took part in, along with work-life balance webinars at the family service's teleacademies and the new Computacenter teleacademy;
- ✗ The planned German wide rollout of some special health trainings for leaders has been postponed whilst a new training concept is being developed;

In our French business:
- ✓ We finished updating the rules specifying the responsibilities of each manager in implementing Health and Safety procedures in the business;
- ✓ Delivery of focused activities during 'Life Quality at Work' week on 'Better Work in a Digital time';

In our UK business:
- ✓ We continued our partnership with Mind in Mid-Herts to include education of line managers on mental health and how to recognise and support their team members;
- ✓ Pilot of wellbeing 'People Matter' webinar programme in the UK that covers a range of diverse topics on aspects of life inside and outside of work took place;

2017 objectives

In Germany we;
- ✓ Finalised the new health training concept for leaders;
- ✓ Achieved re-certification of BS OHSAS 18001;
- ✓ Continued development of the EHS Management System (aggregation of environmental, occupational health and safety management). For example the planning of the integration of other locations in the new EHS compliance tool;
- ✓ To continue with the implementation of Health and Safety procedures in preparation for the Health and Safety Management System - ISO 45001(that is replacing the BR OHSAS 18 001 standard)

In the UK we;
- ✓ Are running a programme of 'People Matter' webinars that will take place throughout the year covering a range of diverse topics on aspects of life inside and outside of work;
- ✓ Have introduced an e-counselling service for employees that is provided by an independent confidential external company;
- ✓ Continued development of wellbeing and employee assistance programmes across all of Computacenter's group geographies;
- ✓ Further development of Health and Wellbeing strategy in the UK to include wellbeing champions and working towards gaining an occupational health external recognised standard;
- ✓ Development of a Group wellbeing working party to share best practice across all our countries and work towards development of a group wellbeing policy;

PRINCIPLE 2: MAKE SURE THAT THEY ARE NOT COMPLICIT IN HUMAN RIGHTS ABUSES

2015 Objectives and Achievements
- ✓ In the UK, the supplier questionnaire that is used as part of our new supplier take on processes and screening was updated again;
- ✓ In our German business, the supplier questionnaire was updated again to increase its focus on human rights and labour standards again and forms a key part of supplier evaluation;
- ✓ In France, we continued to maintain key and new vendor assessments through the vendor conformance questionnaire and monitored returns and responses from this;

2016 Objectives and Achievements
- ✓ In Germany, we continued to use the suppliers survey questionnaire as part of the supplier evaluation processes;
- ✓ In the UK, we established a Modern Slavery Working Group to address the requirements of the UK Modern Slavery Act across the Computacenter Group. As part of this the new supplier questionnaires and due diligence were reviewed;
- ✓ In France, we continued to maintain key and new vendor assessments through the vendor conformance questionnaire and the monitoring of returns;

2017 objectives
- ✓ To continue to develop our suppliers assessment processes by using our questionnaire across UK, France and Germany
- ✓ Publication of our first UK Modern Slavery (Transparency in supply chains), section 54 statement;
- ✓ Development of the Group Commercial Contract Management team to achieve consistent processes for supplier take-on and governance across countries our operating model;

LABOUR STANDARDS

PRINCIPLE 3: BUSINESSES SHOULD UPHOLD THE FREEDOM OF ASSOCIATION AND THE EFFECTIVE RECOGNITION OF THE RIGHT TO COLLECTIVE BARGAINING

2015 Objectives and Achievements
- ✓ The German Works Councils continued its work on the basis of the German Works Constitution Act (Betriebsverfassungsgesetz);
- √ Continuation of the positive interaction with French and German Works Councils within the Group operating structure;

2016 Objectives and Achievements
- ✓ Continuation of the work of our German Works Councils on the basis of the German Works Constitution Act (Betriebsverfassungsgesetz);
- ✓ Continuation of the positive interaction between the Group and the employee Works Councils in Germany and France;
- ✓ Progress towards the establishment of a European Works Council through formulation and work with a 'special negotiating board' that was constituted with employees from the UK, France, Spain and Belgium;

2017 objectives
- ✓ Continue with the positive interaction between the Group and the employee Works Councils in Germany and France;
- ✓ Establishment of the agreement under which our European Works Council will operate. The agreement for its constitution was signed in January 2017;
- ✓ The first meeting of our European Works Council took place in April 2017;

PRINCIPLE 4: THE ELIMINATION OF ALL FORMS OF FORCED AND COMPULSORY LABOUR

2015 Objectives and Achievements
In Germany;
- ✓ Computacenter was recognised as a 'Top Employer' for the fourth time by the Top Employers Institute. A total of 184 companies in Germany have received this honour and Computacenter is among the top twenty. For this several criteria were critically checked: talent strategy, HR planning, onboarding, training and development, performance management, executive development, career and succession planning, compensation and benefits, and corporate culture;
- ✓ Training carried out on the new Group Management Charter;
- ✓ In addition, questions regarding the labour standards of the International Labour Organisation (ILO) were included as part of the suppliers questionnaire;

In France;
- ✓ We maintained the current status and continued to reassess vendor conformance, through the review of questionnaire responses;
In the UK;
- ✓ The new supplier questionnaire continued to ask and assess potential suppliers around forced and compulsory labour

2016 Objectives and Achievements
- ✓ In Germany, we continued to use the suppliers surveys by using the questionnaire as part of the evaluation processes.
- ✓ In the UK, we established a Modern Slavery Working Group to address the requirements of the UK Modern Slavery Act, which comes into force in 2016, across the Computacenter Group. As part of this the new supplier questionnaires and due diligence was reviewed;

- ✓ In France, we continued to maintain key and new vendor assessments through the vendor conformance questionnaire and the monitoring of returns;

2017 objectives
- ✓ Continue to use the suppliers questionnaire across UK, Germany and France;
- ✓ Publication of our first UK Modern Slavery (Transparency in supply chains), section 54 statement;
- ✓ Development of the Group Commercial Contract Management team to achieve consistent processes for supplier take-on and governance across countries within our operating model;

PRINCIPLE 5: THE EFFECTIVE ABOLITION OF CHILD LABOUR

2015 Objectives and Achievements

In Germany;

- ✓ We continued with 'The Exploras programme', which regulates conditions for working students at Computacenter Germany;
- ✓ We retained the 'Fair Company Seal' from Handelsblatt and Junge Karriere for treating and paying interns and students fairly.
- ✓ We were recognised as one of the top 100 companies in Germany in the 'trendence Graduate Barometer 2015'.

In France;

- ✓ We maintained our level of charitable fundraising and fulfilled the terms of the agreement signed with Aide et Action.

2016 Objectives and Achievements

- ✓ In Germany; we retained the 'Fair Company Seal' from Handelsblatt and Junge Karriere for treating and paying interns and students fairly.

2017 objectives

- ✓ In France, we continued to maintain the level of charitable fundraising and worked to fulfil the terms of the agreement signed with Aide et Action.

PRINCIPLE 6: THE ELIMINATION OF DISCRIMINATION IN RESPECT OF EMPLOYMENT AND OCCUPATION

2015 Objectives and Achievements

In Germany;

- ✓ We continued with the provision of online training relating to the General Equal Treatment Act for German employees.
- ✓ The Family Service offerings were continued with this 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.
- ✓ The project 'Women at work' that focuses on women's promotion, equality and the reconciliation of family and working life was rolled out. The project team formulated principles of equality and promotion of women which contain objectives for promoting and increasing the ratio of women and different measures to support the achievement of these objectives.

In the UK;

- ✓ A number of our UK employees were officially trained as ambassadors for the Hertfordshire Chamber of Commerce, under its 'People Like Me' campaign. Following this they ran official activities with schools local to our Head Office in Hatfield, to encourage girls to get into technology and science based activities.
- ✓ We ran a School Outreach Programme with seven local academic partners. This included employability workshops, interview skills, guest speakers on apprenticeships and local careers fairs.

In France;

- ✓ We continued raising awareness about sustainable development through newsletters throughout the year

2016 Objectives and Achievements

- ✓ Formulation of a group wide People Panel in 2016. This is a steering group of more than 20 people from across our territories and business areas. The purpose of the People Panel is to 'Improve engagement and enablement through collaboration, diversity and inclusion' The People Panel are our advisors, tasked with setting our strategic direction, and holding us to account, in these important areas.

In Germany;

- ✓ We continued with the 'Family Service' offering.
- ✓ After completion of the 'Women at work' project at the end of 2015, the principles formulated by the project team in 2014 were published. Also a woman representative was announced in Q1 2016. The Women Representative will implement the measures of the principles as well as other initiatives. At first a program to support and develop individuals for future promotion was started in January 2016 (women@work development program);

✓ We continued to support various initiatives and programs aimed at helping pupils in their dealings with IT and promoting young talent. For example:
  • Erlebe IT (www.erlebe-it.de/) - The school initiative of Bitkom brings together young talents, professional orientation and media competence. Colleagues from Computacenter train young people in the competent handling of digital media. At the same time they give impressions about the vocational possibilities in IT.
  • Girls'Day (www. girls-day.de) - On this day, young women and girls get to learn about careers in technical and science-oriented areas;
  • IHK Ausbildungsbotschafter (www.ihk-koeln.de/Ausbildungsbotschafter) - Utilising 'peer to peer teaching', apprentices are sent to schools and inform pupils about their vocational training, everyday work and career opportunities;

2017 objectives
✓ The first meeting of the 'People Panel' took place in March 2017. During this meeting it was agreed that the responsibilities of our People Panel representatives include:
  • Raising awareness of where collaboration, diversity and inclusion are working well in the organisation. That could be through sharing success stories and highlighting role models.
  • Joining up key initiatives that are already underway, highlighting these and enabling broader communication about them.
  • Giving people the confidence to call things out that aren't inclusive.

In Germany;
✓ To continue with the provision of the 'Family Service' offerings
✓ Continuation of the women@work development program
✓ To focus on different communication measures for 'women@work' to sensitise the employees and the management as well as to external target groups.

In the UK;
✓ We are reviewing the experiences of our employees who go on maternity, adoption or shared parental leave. This has involved looking at how we can help managers to understand the importance of the support they provide employees during the time leading up to their leave, whilst they are off and when they return to work. As part of this we have also started running 'Baby Business' workshops. This is where employees who are due to return to work in the next 3-6 months can come in and share their experiences, their worries and speak to one of the senior business leaders about what's been going on in Computacenter whilst they've been off.
✓ In conjunction with the Herts Chamber of Commerce, we have partnered with the Muscle Help Foundation to support five young adults with muscular dystrophy. This involves running two days of workshops to show that their disability does not need to be a barrier to them in the workplace.
✓ Further 'Women in sales' events to take place
✓ Participation in the 'Every Woman Counts' programme with TechUK
✓ Continued preparation and focus on the reporting requirements of the UK Equality Act 2010 (Gender Pay Gap information Regulations) 2017

In France;
✓ To continue raising awareness on sustainable development through newsletters during the year;
✓ To continue to participate in recruitment fairs dedicated to disability;
✓ To continue to improve the ratio of female to male employees within the company in line with the agreement in place with the Unions. In 2016, the ratio was 24 per cent female and 76 per cent male. This includes making sure that we are driving this forward across all levels within the company, including representation in management team, professional salary categories and training until we meet our target ratio of 50:50 against 2016;
✓ To continue to work towards reducing the pay gaps between men and women for every socio-professional category and maintain reporting duties on this to the French Works Council and Unions;
✓ A new agreement was signed in June 2017 with Unions to make sure that we meet our obligations in diversity with recruitment and skills development for those under 26 and those over 50 including the transfer of skills and knowledge between groups;
✓ To achieve the target of 3.5 per cent of employees being over 50 when recruiting in accordance with our agreement with the Unions;
✓ Adhere to our company wide French diversity charter that demonstrates our commitment to diversity and non-discrimination.
✓ Completion of training for those involved in recruitment on non-discrimination in line with our legal obligations.

ENVIRONMENT

PRINCIPLE 7: BUSINESSES SHOULD SUPPORT A PRECAUTIONARY APPROACH TO ENVIRONMENTAL CHALLENGES

2015 Objectives and Achievements
- ✓ Successful retention of the surveillance audit of the quality and environmental management system (ISO 9001:2000 and 14001:2005) within the Group's German business;
- ✓ Implementation of the EU Directive for efficient energy management. Part of this was an energy audit to analyse the energy consumption of Computacenter in Germany to improve its energy efficiency on a continuing basis. The audit is required by law and will take place once every four years.
- ✓ We began a review and, if appropriate, revision of the environmental key performance indicators of Computacenter Germany;
- ✓ Successful audit of the quality and environmental management system (ISO 9001:2000 and 14001:2005) within the French business.

2016 Objectives and Achievements
- ✓ Successful audit of the quality and environmental management system (ISO 9001:2008 and 14001:2004 + Cor 1:2009) within the German business;
- ✓ Successful completion of a sample audit by the Federal Office of Ecomomics and export Control (Bundesamt für Wirtschaft und Ausfuhrkontrolle – BAFA) regarding the correct implementation of the EU Directive for efficient energy management;
- ✓ Continuation of the review and revisions of the environmental key performance indicators of Computacenter Germany, and subsequently identification of how we will track performance of these;
- ✓ Continued development of the EHS Management System (aggregation of environmental, occupational health and safety management).
- ✓ We began preparation for the conversion of the Environmental Management System to the new 2017 standard;

- ✓ In France, the EU Directive for efficient energy management was implemented. This included an energy audit to analyse the energy consumption of Computacenter France, and identification of how this can be improved on a continuing basis to maintain successful audit quality and environmental management system (ISO 9001:2000 and 14001:2005)

2017 objectives
- ✓ To successfully implement the new standard for the Environmental Management System to (from ISO 14001:2005 to ISO 14001:2015);
- ✓ Successful re-certification of the quality and environmental management system (ISO 9001:2008 and 14001:2015) within the German business in 2017.
- ✓ Completion of the review and revision of environmental key performance indicators of Computacenter Germany and continued tracking of performance of these;
- ✓ Continue to develop the EHS Management System (aggregation of environmental, occupational health and safety management).

PRINCIPLE 8: UNDERTAKE INITIATIVES TO PROMOTE GREATER ENVIRONMENTAL RESPONSIBILITY - INVOLVEMENT IN THE COMMUNITY

2015 Objectives and Achievements

In Germany;
- ✓ We had two blood donation campaigns during working hours in conjunction with the Red Cross; participated in several charity runs.
- ✓ We supported various initiatives and programs aimed at helping pupils in their dealings with IT and the promotion of young talents (Erlebe IT; Girls Day, IHK Ausbildungsbotschafter.

In France;
- ✓ We maintained our partnership with Aide et Action to support schooling for children worldwide who are forced to work due to their circumstances.

In the UK;
- ✓ We continued to support our charity partners, Alzheimer's Research UK, Rainbow Trust and Mind, through fund raising events;
- ✓ In addition to the corporate programme, the company supported and encouraged many charity initiatives proposed and run by employees;
- ✓ A company-wide Give As You Earn (GAYE) scheme that allows employees to make monthly contributions to any UK charity of their choice through automatic deduction from their salaries was run as part of our employee benefits offering. This is tax deductible and even attracts a 10 per cent subsidy from the Inland Revenue. The full amount of the contribution goes to the charity because Computacenter handles all the administration at its own expense.

2016 Objectives and Achievements

In Germany;
- ✓ Beside similar activities as last year (blood donation campaigns, charity runs) at the end of 2015, the management team and works council jointly decided to donate 50,000 Euros to support refugee integration projects. The projects were selected in 2016 from suggestions made by all employees with the donation a total of 17 projects were funded.

In the UK;
- ✓ We continued involvement and support through charity events of our UK Charity partners; Alzheimer's Research UK, Rainbow Trust and Mind.
- ✓ In addition to the corporate programme, the company supports and encourages many charity initiatives proposed and run by employees
- ✓ The GAYE scheme was available again. This allows employees to make monthly contributions to any UK charity of their choice through automatic deduction from their salaries. The full amount of the contribution goes to the charity because Computacenter handles all the administration at its own expense.
- ✓ The Human Resources team donated toys to the Salvation Army to give to children in the UK at Christmas

In Spain;
- ✓ A donation of 513 euros was raised by employees and then matched by Computacenter to Acnur Comite Catala per als refugiats (local branch of the UNCHR).

In South Africa;
- ✓ Our employees took part in the 'Santa Shoe Box' project. Employees donated a total of 50 shoe boxes filled with gifts for children who would otherwise not receive a present at Christmas

In France;
- ✓ We again maintained our partnership with Aide et Action to support schooling for children worldwide who are forced to work due to their circumstances

2017 objectives

In Germany;
- ✓ We continued with ongoing blood donation campaigns and participation in charity runs and other initiatives and programs aimed at supporting pupils in their dealings with IT and promoting young talents.

In the UK;
- ✓ We are continuing with our involvement and support through charity events of our charity partners; Alzheimer's Research UK, Rainbow Trust and Mind.
- ✓ We are continuing to support and encourage many charity initiatives proposed and run by employees
- ✓ We have again continued to offer the GAYE scheme that allows employees to make monthly contributions to any UK charity of their choice through automatic deduction from their salaries. The full amount of the contribution goes to the charity because Computacenter handles all the administration at its own expense.

In Spain;
- ✓ We are continuing to support our current Spanish Charity Partner, Acnur Comite Catala per als refugiats

In France;
- ✓ We are maintaining our partnership with Aide et Action to support schooling for children worldwide who are forced to work due to their circumstances

PRINCIPLE 9: ENCOURAGE THE DEVELOPMENT AND DIFFUSION OF ENVIRONMENTALLY FRIENDLY TECHNOLOGIES
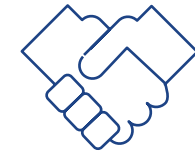
2015 Objectives and Achievements

✓ In France, we continued to track customer demand for 'Green IT' offerings;

✓ We continued to monitor the level of carbon dioxide emissions across the Group, and where possible to reduce these.

✓ The Group's level of carbon emissions measured in 2015 was down 6.3 per cent per employee on the same measure for 2014.

✓ Through continued investments in new technology we helped to reduce emissions in datacenters. The electricity used in the datacenters is circa 57 per cent of the total for the UK. These datacenters host customers Information Technology in the form of servers thus reducing their carbon footprint however, this increases the emissions for Computacenter as we become the landlord.

✓ In the UK, our warehouse continued to have more lighting replaced with energy efficient LED devices.

✓ We continued the operation of 4 Voltage Optimisation Units in the Hatfield Head Office saving 7 -10 per cent of electricity usage per year.

2016 Objectives and Achievements

✓ We continued to monitor the level of carbon dioxide emissions across the Group, and where possible to reduce this.

✓ The Group carbon dioxide emissions for 2016 increased by 2.9 per cent due to continued expansion but still under 10 per cent compared to 2014 emissions.

✓ In our UK business under the Packaging Waste Regulation, we continued to be registered (via Paperpak) as a distributor of product ensuring full compliance

✓ The EMS of the UK continued to be registered to ISO 14001:2004 (EMS 71255)

✓ We ensured we complied with the new Energy Savings Opportunity Scheme (ESOS) and submitted our energy report for this that covers the period 5 December 2015 – 4 December 2019

✓ Investment was made in the replacement of more efficient gas boiler systems and air conditioning at the UK Hatfield & London offices.

✓ In France, we continued to track customer demand for 'Green IT' offerings

2017 objectives

✓ To continue to monitor the level of carbon dioxide emissions across the Group, and where possible to reduce these.

✓ The Datacenter team has been targeted to reduce energy consumption by 5 per cent.

✓ In France; we will continue to track customer demand for 'Green IT' offerings.

ANTI-CORRUPTION

PRINCIPLE 10: BUSINESSES SHOULD WORK AGAINST CORRUPTIONS IN ALL ITS FORMS, INCLUDING EXTORTION AND BRIBERY

2015 Objectives and Achievements

✓ We created an Anti-Bribery and Corruption working party to review and monitor the implementation of all Anti-Bribery and Corruption processes and procedures across the group.

✓ An independent review and benchmarking of updated Group Anti-Bribery and Corruption policies and processes completed by an external consultancy took place.

✓ We began development of a new Group Wide Business Ethics policy for all employees across the group which sets out our commitment to observing the highest ethical standards in our business conduct towards colleagues and third parties which apply across the Computacenter Group.

✓ In Germany, updated compliance training I 'Compliance and business ethics' for all employees was been rolled out.

✓ Selection of an external independent whistleblowing hotline company that is able to provide a service across the group took place.

2016 Objectives and Achievements

✓ In Germany, compliance training II 'Anti-corruption and fair competition' for a selected group of employees was rolled out during the year and provided to the target group;

✓ For the UK and German businesses, the Group's Internal Audit department completed an internal audit on the implementation of the Group's Anti-Bribery and Corruption policies and procedures and how these are work in practice;

✓ We continued with the work of the Anti-Bribery and Corruption group in reviewing and monitoring the implementation of all Anti-Bribery and Corruption processes and procedures across the group;

✓ We completed the development of the Group Wide Business Ethics policy for all employees across the group which sets out our commitment to observing the highest ethical standards in our business conduct;

✓ We began the implementation and preparation for the launch and operation across the group of a new external whistleblowing hotline service.

2017 objectives

✓ Launch of the Group Wide Business Ethics policy for all employees across the group which sets out our commitment to observing the highest ethical standards in our business conduct.

✓ Launch of new whistleblowing hotline provided by an external independent company across the whole group.

✓ In Germany, update and rollout of the guidelines for combating bribery and corruption.

✓ In the UK, further training has been provided for the Executive committee on whistleblowing and the UK Sales leadership team.

✓ Development of e-learning for all UK managers on whistleblowing.

Enabling users and their business

Computacenter is Europe's leading independent provider of IT infrastructure services, enabling users and their business. We advise organisations on IT strategy, implement the most appropriate technology, optimise its performance, and manage our customers' infrastructures. In doing this we help CIOs and IT departments in enterprise and corporate organisations maximise productivity and the business value of IT for internal and external users.

Computacenter