CORPORATE SOCIAL RESPONSIBILITY

Doing business responsibly

WE'LL ACT FOR THE LONG TERM AND ALWAYS STRIVE TO IMPROVE WHAT WE DO.

Being a socially responsible business benefits the environment, the community, our shareholders, customers and employees alike. We remain signatories of the United Nations Global Compact (UNGC) and are committed to carrying out business responsibly. As part of this, we incorporate the Ten Principles of the UNGC into our strategy, culture and day-today operations, as part of our ethical and responsible business practices.

OUR PROGRESS

PRINCIPLES 1-6: HUMAN RIGHTS AND LABOUR

We continue in our commitment to upholding internationally proclaimed human rights. For Computacenter, human rights fall into two areas: protecting the rights of our employees and ensuring we are not complicit in human rights abuses in our supply chain. The human rights of our employees are covered by our people and Health & Safety policies.

Computacenter has a range of people related policies, covering topics such as equality and respect at work, health and wellbeing, recognition and reward, and whistleblowing. Together, they are designed to ensure that our people are supported, protected and suitably recognised for the contribution they make, and that we are an inclusive and ethical employer, with a diverse, talented and motivated workforce

Human rights in the supply chain primarily relate to the risk of modern slavery. We continue to work with a diverse set of suppliers and when selecting who we want to work with, we ensure that our terms of engagement are clear and that they support both our Group values and our wider corporate social responsibility objectives. Our Supplier Code of Conduct sets out the ten principles in the UNGC, which include human rights, and we expect our suppliers to abide by these. Our annual modern slavery statement, confirming our approach in this area. We will continue with our commitment to ethical and responsible business practices, ensuring that if modern slavery is identified anywhere within our supply chain, we will not tolerate it. The Group publicises its whistleblowing hotline to suppliers, to enable reporting of any suspected human rights issues. There were no significant issues identified during the year.

PRINCIPLES 7-9: ENVIRONMENT

Protecting those who work for and with us, as well as customers and members of the public, is extremely important. The Group's health and safety policy is to create and maintain, as far as reasonably practicable, a working environment which does not pose an undue risk to health and safety.

Our environmental policy commits us to continuously improving the environmental impact of our business activities. We enact the policy through an environmental management system (EMS) covering major sites and operational areas, which among other things ensures we comply fully with all relevant environmental legislation, regulations and other requirements.

We use the EMS to provide a framework for setting and reviewing environmental objectives and targets. We continue to actively manage our environmental impact and look to ensure our buildings are environmentally sustainable, including when designing new facilities.

We support our wider communities by working with selected charities.

Our three main aims are to:

• demonstrate our commitment to the wider community;

• motivate staff across the Group, by encouraging teambuilding activities in a worthwhile cause; and

• communicate Computacenter's core values to customers, staff and other stakeholders.

Around the world, we continue to support initiatives to raise money for local charities, as well as supporting events and initiatives proposed and run by our employees.

PRINCIPLE 10: ANTI-CORRUPTION

We have continued with our zero-tolerance approach to Anti-Bribery and Corruption in the last year, which is supported by our Anti-Bribery and Corruption Policy, Code of Conduct and guidance notes, covering subjects such as due diligence on third parties, communications and risk assessments. Our Group Internal Audit function tests compliance with our policies and our control regime; with our external whistleblowing hotline supporting this. No material breaches of our policies were identified during the year.   Anti-Bribery and Corruption training is an integral part of our induction process across the Group and during 2019 we refreshed and relaunched this training across all the countries where we employ people.

Mike Norris
Chief Executive Officer
September 2020

OUR PROGRESS 2020

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

2019 objectives and achievements
- ✓ In our French business, we continued to raise awareness of sustainable development via a newsletter throughout the year
- ✓ We published our 2019 Modern Slavery Statement in accordance with the requirements of Section 54 (Transparency in supply chains) of the Modern Slavery Act 2015 for the period of 1 January 2019 to 31 December 2019.
- ✓ Creating of a Group-wide Compliance Help Card with information and contacts about all available compliance subjects

2020 objectives and achievements
- ✓ Review of our Group Ethics Policy
- ✓ Review of our Corporate Social Responsibility Statement
- ✓ Review of our Whistleblowing Process, Policy and Guidance for Managers
- ✓ Planning a Group-wide ethics training
- ✓ Translating the Group-wide Compliance Help Card into 6 additional languages
- ✓ In our French business, to continue raising awareness of sustainable development via a newsletter throughout the year
- ✓ Publish our 2020 Modern Slavery Statement

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

2019 objectives and achievements
- ✓ One of our key measurements for Health and Safety remains the Accident Incident Rate (AIR), which is the number of accidents per 1,000 employees, and the Accident Frequency Rate (AFR), which is the number of accidents per 100,000 working hours. This continues to reduce or at least see a marginal increase.
- ✓ Average results for 2019:

Country	AIR	AFR
UK	2.19	0.41
Germany	2.36	0.49
France	1.58	0.33

- ✓ Health and Safety procedures where reviewed. A decision was made to postpone the ISO45001 accreditation until all Computacenter European countries could obtain at the same time, now expected in 2020/21
- ✓ Launch of a cross group HR Diversity & Inclusion (D&I) project team and a health and wellbeing project team. Each country within the Computacenter Group now has a Diversity and Inclusion and Health and lead.
- ✓ The first meeting for our cross-Group Health and Wellbeing project team took place in September 2019

In the UK;
- ✓ The UK Health and Safety policy was reviewed and approved by Senior Management
- ✓ A continual uptake on the online Health & Safety courses being rolled out with over 10,566 completions so far in the last 2 years

- ✓ Rolled out online Driver Health and Safety training with 766 staff completing it in 2019
- ✓ More Mental Health First Aiders (MFHA) trained and more sites now have a MHFA available. Meaning we now have a total of 55 people trained
- ✓ Increased number of Health and Wellbeing online events to cover improving sleep and managing stress
- ✓ Computacenter UK Occupational Health achieved the Safe, Effective, Quality Occupational Health Service (SEQOHS) accreditation

In Germany;
- ✓ We successfully achieved the surveillance BS OHSAS 18001 audit;
- ✓ In addition to the general training "Health and Safety at Work", strengthening of workplace specific instructions on occupational health and safety.
- ✓ Restructured the processes and organisation of the entire helper organisation (first aid, fire protection and evacuation)
- ✓ Continuation of all health offers for managers and employees
- ✓ Occupational safety dashboard rebuilt and revised
- ✓ Update of the EHS employee information platform with migration to a new tool
- ✓ Continuation of the "Health Circle" (members: HR, disability management representatives, representatives of disabled people, employer's representatives and health and safety representatives) to raise awareness of conditions that can restrict people's activities and to establish the right prevention measures and proactive workplaces
- ✓ Continuation of the program (webinar and web-

based training) "Mental Health" for all managers (350 participants in total)
- ✓ Continued holding the webinar for managers on how to support severely disabled employees and employees with equal rights in their teams (307 managers in total)
- ✓ Offered an awareness program for employees (a total of 4,200 participants in 2019) with various campaigns on a quarterly basis (newsletter, webinars and training on various topics)
- ✓ Healthy offers at trade fair stands and events for business meetings with the KKH (Kaufmännische Krankenkasse) and pme Family Service
- ✓ Operation of running courses for employees at 12 locations in cooperation with the KKH
- ✓ Completed the annual health training (100 employees) in cooperation with the KKH
- ✓ Offered the courses on work-life balance (web seminars) in the Tele-Academy of the Family Service; additionally, the e-coaches "Stress", "Exercise" and "Fit in Job"
- ✓ We added ISO 45001 to our supplier questionnaire

In France
- ✓ Continued to implement of Health and Safety procedures in preparations for the Health and Safety Management System - ISO 45001(that is replacing the BR OHSAS 18 001 standard)
- ✓ Deployment of road safety awareness through virtual reality experiments at the 3 main sites in France

2020 objectives
- ✓ Review when Computacenter can accredit to ISO45001
- ✓ Continue to increase completion of H&S online courses
- ✓ Maintain, or reduce, the levels of AIR & AFR
- ✓ To support our employees across the globe to work safely and manage the risks to our people relating to the Coronavirus pandemic

In France
- ✓ To continue to deploy of road safety awareness in France
- ✓ To implement government directives taken to prevent the spread of Covid 19
- ✓ To update the single Occupational Risk Assessment document to assess the risks associated with Covid 19 and the risks associated with teleworking for France

In Germany;
- ✓ Conversion to the new ISO 45001-2018 standard
- ✓ Reorganization of the EHS management and system
- ✓ Introduction of an electronic first aid protocol (first aid manual)
- ✓ Revision of the Near-Miss Procedure

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

2019 objectives and achievements

✓ We published our 2019 Modern Slavery Statement in accordance with the requirements of Section 54 (Transparency in supply chains) of the Modern Slavery Act 2015 for the period of 1 January 2019 to 31 December 2019;;

✓ Conducted a review our Group-wide Whistleblowing policy to ensure that it remains in line with best practice ;

✓ mcs: Almost five years ago we changed the procurement of advertising material for co-branding campaigns from various service providers to mcs together with Group Partner Management and established a process. We now have a much higher transparency and can exclude things like child labour etc. A group contract is currently being negotiated at Sourcing. mcs is itself bound to the UNGC https://www.unglobalcompact.org/what-is-gc/participants/6447-MCS-Promotion-GmbH and in 2016 produced the following report in the Yearbook: https://www.mcs-promotion.com/wp-content/uploads/2016/08/GCYB_2016_mcs_160629_Variant2.pdf. They comply with the requirements of the Supplier Ethical Data Exchange (Sedex) Further information about CSR at mcs can be found here: https://www.mcs-promotion.com/supply-chain/#platform-1

✓ Johnen Druck has been selected because of its certifications in the environmental sector and on sustainability https://www.johnen-gruppe.de/unternehmen/zertifikate/

✓ We continued to develop our supplier's assessment processes by using our questionnaire with questions regarding the human rights and labour standards across UK, France, Germany and Belgium and have added the Netherlands to the Group-wide supplier setup process.

2020 objectives

✓ To continue to develop our supplier's assessment processes in relations to human rights

✓ To review and continue to develop our Supplier Terms & Conditions with reference to the UK Modern Slavery Act..

LABOUR STANDARDS

PRINCIPLE 3. BUSINESSES SHOULD UPHOLD THE FREEDOM OF ASSOCIATION AND THE EFFECTIVE RECOGNITIONS OF THE RIGHT TO COLLECTIVE BARGAINING

2019 objectives and achievements

✓ Continue with the positive interaction between the Group and employees in all locations that have Works Councils and Trade Union recognition;

✓ Elected a new Works Council in Germany.

2020 objectives

✓ Continue with the positive interaction between the Group and employees in all locations that have Works Councils, Trade Union recognition and our European Works Council;
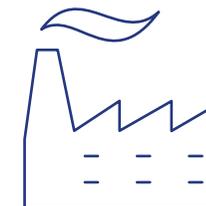
PRINCIPLE 4: THE ELIMINATION OF ALL FORMS OF FORCED AND COMPULSORY LABOUR.

2019 objectives and achievements
- ✓ Continue to use the supplier's questionnaire across UK, Germany, France and Belgium. The questionnaire was further developed and updated. Elimination of forced and compulsory labour has been added (Modern Slavery Act)
- ✓ To review and continue to develop our Supplier Terms & Conditions with reference to the Modern Slavery Act.
- ✓ To continue to be recognized as a fair employer in Germany
  - Trendence Trainee Award (https://www.trendence.com/business/produkte/audit-certification) from Trendence and Absolventa
  - Award "Fair Company" (https://www.faircompany.de/)"
  - Initiative "MINT Minded Company" (https://www.mint-minded-company.de/) from "audimax MEDIEN GmbH" together with "MINT Create the Future".
  - Career Index for Women (https://frauen-karriere-index.de/)
- ✓ In 2019 we are among the top trainers in the study "Germany's best trainers" by the magazine Capital
  https://www.capital.de/karriere/das-sind-deutschlands-beste-ausbilder-2 4 of 5 stars (or 21 of max. 25 possible points)

2020 objectives
- ✓ To continue to use the supplier's questionnaire across UK, Germany, France and Belgium;
- ✓ Also in 2020 as a family-friendly and fair employer, especially in the area of Future Talent, Computacenter will receive/has received several awards in Germany:
  - Trendence Trainee Award (https://www.trendence.com/business/produkte/audit-certification) from Trendence and Absolventa
  - Award "Fair Company" (https://www.faircompany.de/)"
  - Initiative "MINT Minded Company" (https://www.mint-minded-company.de/) from "audimax MEDIEN GmbH" together with "MINT Create the Future".
- ✓ To continue to use the supplier's questionnaire across UK, Germany, France, Netherlands and Belgium
- ✓ We plan to repeat the supplier questionnaire regularly for existing suppliers and not only for newly added suppliers
- ✓ To continue to be awarded as a fair employer
- ✓ To receive further external acknowledge as a good training company

PRINCIPLE 5: THE EFFECTIVE ABOLITION OF CHILD LABOUR

2019 objectives and achievements
- ✓ In France, to work in favour of the Moroccan populations isolated in the desert thanks to the association "children of the desert" the objective of which is to support the access to the education for all the children

PRINCIPLE 6; THE ELIMINATION OF DISCRIMINATION IN RESPECT OF EMPLOYMENT AND OCCUPATION.

2019 objectives and achievements
- ✓ Expansion of the People Panel to include both national and group panels, allowing us to deliver group objectives in within the local context. National People Panels are currently in place in the US and Germany
- ✓ Reviewed our recruitment process to improve accessibility and reduce risk of bias
- ✓ Launch of a cross group HR D&I project team and a health and wellbeing project team. Each country within the Computacenter Group now has a Diversity and Inclusion and Health and Well-being lead.
- ✓ The first meeting for our cross-Group Health and Wellbeing project team took place in September 2019
- ✓ Inclusive decision-making training has taken place with the Executive Board
- ✓ We began regular diversity and inclusion reporting that includes date on diversity in recruitment and employee retention
- ✓ We've improved the communications of our diversity and inclusion activities to increase understanding and raise awareness of key activities, both internally and externally.
- ✓ Improved accessibility in our recruitment processes so that it is simpler, quicker and easier to make adjustments for candidates

In the UK;
- ✓ Maintain our status as a disability confident committed employer
- ✓ We continued to deliver and extend our Growing Together Programme, which focuses on supporting women into leadership roles. Feedback from

participants has been extremely positive, with an average overall impact score of 9.4/10, and 9.5/10 when asked about its effect on participants moving towards their career goals. One of the key successes of the programme so far is that around one third of our Growing Together Alumni have been promoted or taken a new role within a year of completing the programme.
- ✓ We published our 2019 Gender Pay Gap report under the UK Equality Act 2010 (Gender Pay Gap information Regulations) 2017
- ✓ We continued and strengthened the progression of our Future Talent work
  - • Over 100 work experience places were provided
  - • We increased our community outreach work through our Ambassador Programme, which connects us with local schools and colleges and allows us to encourage more diversity within the sector.
    - - Throughout the year this has grown to 129 UK employees working with local schools.
    - - A total of 1285 hours were volunteered with 56 ambassadors dedicated to women in STEM (Science, Technology, Engineering and Math) focused activities that reached 13500 young girls.
    - - 65 business volunteers are acting as role models with schools and communities.
    - - 152 events run within schools.
- ✓ We developed a new partnership with the autism charity 'Potential Kids'. The charity focuses on the provision for those excluded from school chance to get education, with an emphasis on soft skills, life skills and IT skills. We also continued as ambassador partners with 'ELSA',

whose focus is primarily on students from deprived backgrounds or those who require additional support needs to bridge the gap of social mobility. We are also Employer Enterprise Advisors to 2 local schools to ensure GATSBY benchmarks and OFSTED ratings to outstanding and to optimise careers offerings/support programmes.
- ✓ More Mental Health First Aiders (MFHA) trained and more sites now have a MHFA available. Meaning we now have a total of 55 people trained
- ✓ We launched some new staff networks focused around our 6 pillars of D&I to allow staff to network, share advice and support as well as providing feedback on. The launch of these was focused on an accessibility and wellbeing network which now has over 90 members.

In France;
- ✓ Implemented a charter on the right to disconnect / To reimplement a charter on the right to disconnect
- ✓ We signed a company agreement on quality of life at work/ We developed the 'Quality of Life' at work
- ✓ We developed Teleworking provisions
- ✓ We obtained a score of 80/100 to the Legal Index on Gender Equality for the year 2019
- ✓ To continue to participate to the recruitment fairs dedicated to disability;
- ✓ We continued with our work towards improving the ratio of female to male employees within the company in line with the agreement in place with the Unions. In July 2018, the ratio was 25% female and 75% male. In 2019, the ratio was 27% female and 73% 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.

- ✓ We continued with our 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;
- ✓ We achieved the target of 3.5% of employees being over 50 when recruiting in accordance with our agreement. In 2019, we recruited 6.35% of employees over 50;
- ✓ Promoted our French Diversity Charter that demonstrates our commitment to diversity and non-discrimination.
- ✓ We continued to implement our commitments in accordance with the agreement signed 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. In 2019, we recruited 26.03% of employees under 26 years;
- ✓ We committed to continue to improve the diversity split of men/women at the staff representative level
- ✓ We completed training for those involved in recruitment on non-discrimination in line with our legal obligations.
- ✓ We renewed our partnership with the GESAT network in relation to equality of opportunity for disabled employees.
- ✓ To continue to apply our collective agreement on quality of life at work
- ✓ To sign a collective agreement on working from home (February 2020) + to renew and improve this collective agreement signed
- ✓ Develop the 'Quality of Life' at work
- ✓ Develop Teleworking provisions
- ✓ Continue to develop POE (Program Operational Preparation for employment), enabling employed people to get dedicated training and full-time job at Computacenter service desk.

In Germany

- ✓ We have continued our activities around the "women@work" initiative. This focuses increasingly on the compatibility of work and family life, as well as on equal opportunities and the advancement of women. The aim is to increase the proportion of women in the core business and in the management of Computacenter; concrete targets were agreed with management in 2019 and are to be implemented from 2020.
- ✓ We continued the "Family Service" offer and expanded it with a special hotline for managers (with the "Family Service" Computacenter supports its employees in almost all areas of life - the support ranges from childcare and a support kindergarten to a counseling service in case of conflicts at the workplace to the provision of a 24-hour hotline for individuals to discuss any personal or professional questions they may have)
- ✓ Continuation of work to achieve the objectives of the inclusion agreement concluded in Germany in 2019 with the Representative Body for Severely Disabled Persons and the General Works Council. In this agreement, goals were set in order to continuously improve the equal participation of severely disabled people and people with equal rights in working life by designing work processes and framework conditions.
- ✓ Adaptation of the company integration management (BEM) according to the new legal requirements
- ✓ More efficient process design of the internal BEM procedure
- ✓ Based on the German General Equal Treatment Act (Allgemeines Gleichbehandlungsgesetz AGG) we created an AGG office. With this AGG office we are the contact for all types of discrimination and other conflict situations. We are available to provide advice and assistance and prepare protocols of results obtained from interviews with recommendations for measures for those involved. We have an intranet presence and present our work at major events (e.g. CID). In this way we contribute to the elimination of discrimination and the resolution of

conflicts in the workplace. We feel obliged to the law (especially AGG) as well as our business ethics.

- ✓ The agreed targets (to increase the proportion of women in Computacenter's core business and in management) are on a very good path and remain the focus of a joint agreement with the German management
- ✓ The successful Women's Development Programme was implemented again and the first female colleagues were able to assume their new role in a management position during the programmed.
- ✓ Furthermore, the proportion of women in our junior staff programmes was increased.
- ✓ Numerous internal events around "Women in IT" ("OpenHouse" with external guest speakers, regular get-togethers) were successfully carried out and external commitments to promote young IT talents were continued (Girls' Day, IHK training ambassadors, university cooperation).
- ✓ Girls' Day (www.girls-day.de): On this day, young women and girls are to get to know professions in technical and scientific fields. Organised at the following locations: Frankfurt, Ratingen, Hanover, Stuttgart, Munich, Kerpen, Hamburg, Berlin
- ✓ IHK Ausbildungsbotschafter (Training Ambassadors) (www.ihk-koeln.de/Ausbildungsbotschafter): Trainees are sent to schools and inform pupils about their vocational training, their everyday work and their career opportunities. We support this initiative, for example in Hanover and Kerpen.
- ✓ Diversity and Inclusion (D&I) officers have been appointed in some areas of the company, who in turn have created multipliers in their areas.
- ✓ At the WIN Awards (Women's IT Network), three female colleagues were able to assert themselves and won platinum twice and gold once.

✓ We regularly and voluntarily take part in various surveys and benchmarks concerning the promotion of women in companies and the compatibility of family and career (BRIGITTE magazine, Women's Career Index)

✓ In addition, there was continuous work in the company-wide and internationally established People Panel, which has been in existence since 2016.

✓ IHK Ausbildungsbotschafter (Training Ambassadors) (www.ihk-koeln.de/Ausbildungsbotschafter): Trainees are sent to schools and inform pupils about their vocational training, their everyday work and their career opportunities. We support this initiative, for example in Hanover and Kerpen.

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✓ We regularly and voluntarily take part in various surveys and benchmarks concerning the promotion of women in companies and the compatibility of family and career (BRIGITTE magazine, Women's Career Index)

✓ In addition, there was continuous work in the company wide and internationally established People Panel, which has been in existence since 2016.

✓ In Germany, the role of Diversity & Inclusion Manager was filled

✓ We have signed the Charter of Diversity. In doing so, we have made a clear commitment to D&I both internally and externally. The Charter of Diversity is an employer initiative to promote diversity in companies and institutions.

2020 Objectives

✓ To launch the new Computacenter Diversity & Inclusion approach summarising our commitments and objectives

✓ Continue with the roll out of Inclusive decision-making training to our Senior Leadership.

✓ We are also really pleased to be developing a new senior leadership development programme which will focus on our talented females who are already in leadership roles and will cover topics including role modelling authentic leadership styles and influencing real and lasting change

✓ To support the implementation of future talent programmes across the group

✓ To continue with the work that that D&I and H&W project team have started to drive forward change and align activities across the group where we can

✓ Develop our digital accessibility feature on both our inter and intra net

In the UK

✓ Maintain our status as a disability confident committed whilst working towards achieving disability confident leader status

✓ Continue to deliver and grow the Growing Together Programme, which focuses on supporting women in to leadership roles

✓ Continue to grow our ambassador programme, which connects us with local schools and colleges and allows us to encourage more diversity within the sector

✓ Continue to deliver and grow our future talent programmes to ensure sustainability in our workforce for the long-term by supporting local schools and communities in order to support, nurture and attract young talent into the organization

✓ Continue to develop our new staff networks focused around our 6 pillars of D&I to allow staff to network, share advice and support as well as providing feedback on

✓ Begin preparations to launch a new UK people panel to allow us to deliver focused D&I activities for the UK context aligned to the group objectives

✓ To sign and launch our commitment to the Armed Forces Covenant both internally and externally which promotes that we are an armed forces-friendly organisation and seek to support the employment of veterans young and old.

✓ To increase our focus on activities that focus on equality and opportunity for BAME individuals. Our strategy focuses on education, talent development, external impact and ensuring we have platforms where open discussions can take place and individuals are able to speak freely

✓ To focus on increasing our diversity across underrepresented groups through using reporting to focus and increase transparency and visibility

✓ To widen the scope of the opportunities that we are able to provide for youth employment and increase the opportunities available to individuals to ensure sustainability for IT industry for the future. As an example, we have engaged the services of 4 new Apprenticeship providers to widen the levels and availability of programmes available from Level 2 – Level 7.

✓ To launch a new wellbeing app that provides access to a bank of resources for employees focusing on eat well, sleep well and think well.

✓ To launch our new Employee Assistance Programme available for employees that provides new services that weren't available previously

In France;
- ✓ To continue to participate in recruitment fairs dedicated to disability;
- ✓ We continued with our work towards improving the ratio of female to male employees within the company in line with the agreement in place with the Unions.
- ✓ We continued with our 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;
- ✓ Promoted our French Diversity Charter that demonstrates our commitment to diversity and non discrimination.
- ✓ We continued to implement our commitments in accordance with the agreement signed 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
- ✓ We committed to continue to improve the diversity split of men/women at the staff representatives' level
- ✓ We renew our partnership with the GESAT network in relation to equality of opportunity for disabled employees.
- ✓ To reimplement a charter on the right to disconnect
- ✓ To continue to apply our collective agreement on quality of life at work
- ✓ To sign a collective agreement on working from home to renew and improve this collective agreement signed
- ✓ Develop the 'Quality of Life' at work
- ✓ Develop Teleworking provisions
- ✓ Continue to develop POE (Program Operational Preparation for employment), enabling employed people to get dedicated training and full-time job at Computacenter service desk.

In Germany;
- ✓ We have a General Equality Act office, that can be contacted for all types of discrimination and other conflict situations. We are available to provide advice and assistance and prepare protocols of results obtained from interviews with recommendations for measures for those involved. We have an intranet presence and present our work at larger events (e.g. CID). In this way we contribute to the elimination of discrimination and the resolution of conflicts in the workplace. We feel obliged to the law (especially General Equality Act) as well as our business ethics.
- ✓ Continuation of the 'Family Service' offering.
- ✓ We will continue to promote the issue of gender diversity
- ✓ We also want to agree new targets with the management regarding the quota of women in the company and in management positions
- ✓ There are also plans to shed more light on the role of fathers and the opportunities they offer
- ✓ As a global company, we also address the issues faced by diverse teams in terms of cultural differences and challenges.
- ✓ We will continue our activities around the "women work" initiative.
- ✓ Renewed participation in Girls' Day was planned - but it was cancelled at short notice in 2020 due to Corona - the schools were also closed at that time.
- ✓ We also want to continue to support the IHK Ausbildungsbotschafter (Training Ambassadors initiative. Since the school has resumed operations, the first events have been held here again, for example in Hanover.

ENVIRONMENT

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

2019 objectives and achievements

In France:
- ✓ We continued to review and track our performance against our environmental key performance indicators;
- ✓ Successful achieve certification of the surveillance audit of ISO 14 001:2015
- ✓ We continued to develop the EHS Management System (aggregation of environmental, occupational health and safety management)

In the UK;
- ✓ We successfully re-certified against the quality and environmental management system (ISO 9001:2015 and 14001:2015)
- ✓ We upgraded our Manchester Datacenter Air Con, UPS and other plant to reduce carbon dioxide emissions by 1million kWh per year
- ✓ The UK's carbon emissions reduced by 746 tonnes in 2019
- ✓ The ISO 14001 accreditation was maintained in 2019 with several successful BSI external audits completed.
- ✓ Installation of 6,308 photovoltaic panels on the Hatfield Operations Centre
- ✓ Computacenter's Data Centres have activated a target for the Climate Change Agreement (CCA) Scheme which provides a financial benefit in reducing carbon emissions or penalties if the target is not met
- ✓ The online Environmental Awareness course is now part of the induction package of courses to be completed by all new starters

In Germany;
- ✓ Successful recertification audit of ISO 14001:2015 in 2019
- ✓ Continuous revision and improvement of the environmental dashboard and key figures.
- ✓ Further implementation and further development of the environmental protection measures introduced with the new buildings
- ✓ Improved the integration of our suppliers' environmental indicators and aspects into our own environmental audit
- ✓ Launch of a program to "optimize environmental aspects".
- ✓ Supplier questionnaires and contracts have been sent and signed via DocuSign since 04/2020. This eliminates the need for cumbersome and environmentally damaging printing, signing and scanning at both the supplier and the computer centre. The documents are stored as pdf directly in the contract database.

2020 objectives
- ✓ Set up a Climate Change Committee which will review Computacenter's environmental impact
- ✓ Reduce the use of single use plastics within the Hatfield campus
- ✓ Development of a Computacenter Group Sustainable business policy
- ✓ Meet the Climate Change Agreement (CCA) target

In France;
- ✓ To continue to review and track our performance against our environmental key performance indicators;
- ✓ To implement specific offer with Ile de France region to make electric bikes available for his employed to commute between work and home with a finance solution (VAE)
- ✓ Success achieve certification of the renewal audit of ISO 14 001:2015 on the 3 main sites (service center, head office, logistics warehouse)
- ✓ Continue replacing partially the cars fleet with hybrids models.

In Germany;
- ✓ Successful monitoring audit of ISO 14001:2015.
- ✓ Continuous revision and improvement of the environmental dashboard and key figures.
- ✓ Achievement of the milestones from the "Optimizing the Environmental Aspects" program

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

2019 objectives and achievements
- ✓ Computacenter complied with Energy Savings Opportunity Scheme (ESOS) by submitting our energy report which covers the period 1st April 2018 to 31st March 2019
- ✓ Computacenter continue to comply with all applicable legislation

In France;
- ✓ We continued with our support for the Moroccan populations isolated in the desert through association with the "children of the desert" which support access to education for these children.

In Germany;
- ✓ We continued with ongoing blood donation campaigns.
- ✓ Participated in various charity events including the Cologne Corporate Run, IKK BB Berliner Firmenlauf and J.P. Morgan Corporate Challenge Frankfurt. In addition, Computacenter is the main Sponsor of the "Martinslauf" (Martin's Run) at Kerpen; the entry fee was completely donated to a charity institution (Wir für Päz e. V.).
- ✓ Supported various initiatives, programs and events aimed at helping pupils with IT and promoting young talents. For example;
  - Erlebe IT (www.erlebe-it.de/): The school initiative of Bitkom brings together young talents, professional orientation and media competence. Colleagues train young people in the competent handling of digital media.

- Girls'Day (www.girls-day.de): On this day, young women and girls should get to know professions in technical and science-oriented areas.
- IHKAusbildungsbotschafter (Training Ambassadors) (www.ihk-koeln.de/Ausbildungsbotschafter): Apprentices are sent to schools and inform pupils about their vocational training, everyday work and career opportunities.
- Nacht der Technik (https://rhein-erft.nacht-der technik.de/): Computacenter opened its doors together with other companies in the region to give interested visitors an impression of who we are and what we do.
- Organisation of the German professional competition WorldSkills Germany in the field of network technology (Skill 39 IT Network Systems Administration www.worldskillsgermany.com/de/wettbewerbe/wettbewerbsdisziplinen/it-netzwerktechnik/) at our Munich office in February 2019
- KURS learning partnership (https://www.kurs-koeln de/die-lernpartnerschaften) in Kerpen with the European School, Gymnasium der Stadt Kerpen (https://www.gymnasiumkerpen.eu/)
- ✓ Ongoing blood donation campaigns and participation in charity runs.
- ✓ We have expanded our environmental commitment this year:
  - We no longer have plastic dishes and plastic cutlery
  - We expanded the use of unpackaged food, wherever possible

- We have started to use sustainably produced give-aways
- We promoted digital communication instead of print, where possible

2020 Objectives
- ✓ Increase the use of all-electric & hybrid cars. Trial the use of an electric van to assess viability of its suitability in the Computacenter operation

In the UK;
- ✓ We continued our involvement and support through charity events of our employee elected charity partners; Dementia UK, British Heart Foundation and Make a Wish Foundation.
- ✓ We continued to offer a Give as You Earn scheme, through which employees can make monthly contributions to any UK charity of their choice through automatic deduction from their salaries
- ✓ We continued to support and encourage many charity initiatives proposed and run by employees
- ✓ To continue with the progression of our education outreach programmes to with schools, colleges and universities.
- ✓ To remove all single use plastics from our restaurant and kitchen facilities in our offices

In Germany;
- ✓ Ongoing blood donation campaigns and participation in charity runs.
- ✓ Ongoing support of various initiatives, programs and events aimed at supporting pupils in their dealings with IT and promoting young talents
- ✓ RUN - Thuringian Business Run is on the event schedule
- ✓ 3rd Computacenter Martin's Run is on the event schedule
- ✓ 11th company run Cologne is on the event schedule
- ✓ 26th Stuttgart run for Q3 is on the event schedule
- ✓ Night of Technology (https://rhein-erft.nacht-der-technik.de/): In 2020 Computacenter wanted to open its doors again together with other companies in the region to give interested visitors an impression of who we are and what we do. The Night of Technology was planned for March 2020 but was cancelled due to Corona.
- ✓ Continuation of the KURS learning partnership with the Gymnasium der Stadt Kerpen
- ✓ We also want to continue to support the IHK Ausbildungsbotschafter (Training Ambassadors) initiative. Since school operations resumed in 2020, the first events have been held here again, for example in Hanover.
- ✓ Renewed participation in Girls' Day was planned - but it was cancelled at short notice in 2020 due to Corona - the schools were also closed at that time.

In Spain;
- ✓ We continued to work with our charity partner Acnur Comite Catala per als refugiats, a local branch of United Nations High Commissioner for Refugees (UNCHR).

PRINCIPLE 9: ENCOURAGE THE DEVELOPMENT AND DIFFUSION OF ENVIRONMENTALLY FRIENDLY TECHNOLOGIES

2019 objectives and achievements
- ✓ To continue to monitor the level of carbon dioxide emissions across the Group, and where possible to reduce these.
- ✓ Datacentre team were targeted to reduce energy consumption by 5%
- ✓ During the planning and construction of the new Integration Center and German headquarters in Kerpen, we ensured that we were guided by current environmental standards and subsequently are implementing further measures to protect the environment. Examples of this the installation of LED outdoor lighting, charging stations for electric cars and bicycles, using solar energy to heat water, and the use of green electricity through our supplier.
- ✓ Computacenter Datacentres continually adopt best practices in this field and are signed up to the European Code of Conduct for Data Centres
- ✓ Computacenter is continuing with its low energy investment programme with the recent installation of 6,308 photovoltaic panels on the Hatfield Operations Centre.
   As this is the largest rooftop installation in the UK so far this year it should show an energy reduction and greater efficiency in the future as it will produce approximately 1.9million kWh annually, in turn will save approximately 1.1million kg from Computacenter's CO2 emissions
- ✓ Computacenter Manchester Data Centre infrastructure refresh was completed and replaced the existing air con units with new state of the art duel cool air conditioning units and also upgraded their chilled water system to take full advantage of the free cooling from the water chillers. A new ACIS BMS has been installed that will control the Data Centre environment to ASHRAE guidelines whilst making it more energy efficient reducing electrical consumption by 12.5% (1,202,774 kWh pa) thus improving the PUE Data Centre efficiency metric
- ✓ Completed the refurbishment of the Computacenter Nottingham office and installed LED lighting to reduce the site's carbon emissions

2020 Objectives
- ✓ Replacement of the main French site (Roissy) lightening with LED
- ✓ Relocate the Computacenter UK Edinburgh & Cardiff offices to locations with a reduced carbon footprin

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ANTI-CORRUPTION

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

2019 objectives and achievements

✓ We conducted a review our Group-wide Whistleblowing policy to ensure that it remains in line with best practice

✓ To launch a new Group-wide Compliance Management System (CMS) that covers nine compliance areas. The areas will be qualified based on 10 pillars of compliance including training and communication. A quarterly risk report will ensure that the compliance risks and measures of each area will be compiled into a central risk register that will be shared with the current Compliance Steering Committee to identify potential risks and will monitor performance in these areas;

✓ To appoint a Group Compliance Manager will be appointed for the Group-wide administration of the CMS who will report into the Company Executive;

✓ Launch of a Group-wide compliance portal with information from the 9 compliance areas and Group wide compliance guidelines and information;

✓ Development and launch of a new Group-wide Compliance Help Card and Golden Rules for compliance will be created

✓ The Compliance Knowledge Portal for Germany has been updated and extended. Even Compliance information from other intranet and internet are linked here on the appropriate portal pages. More and more entities joined our corporate SharePoint system so that nearly all employees have access. We started to translate all important Compliance document like policies, guidelines and statements into 7 languages: English, French, German, Dutch, Belgium-Dutch, Spanish and Polish. We started to merge local policies to Group wide standardised versions and we started to create new Group-wide standardised Compliance trainings.

✓ The new Group Compliance Help Card has been updated and translated into English, German, French and Spanish This flyer gives a first view on compliance and provides the employees with contact persons, mailboxes and overviews of the most important.

✓ We created Anti-Bribery and Corruption Golden Rules, so that all relevant information is on one page.

✓ The new Group-wide Compliance Management System CMS has been implemented and we started to improve the Risk Reports and the Compliance Steering Committee. We started with 9 Compliance Areas with accountable and responsible Managers. For 8 areas the Compliance Managers are Group-wide responsible and for Health, Safety and Environmental we have local Compliance Managers in 14 countries.

✓ In Germany we reported a rate of completed confirmation of Ethics and Anti-Bribery Policies of more than 95 %.

In Germany

✓ We launched our Compliance Knowledge Portal which contains a vast library of information about Compliance and Compliance-related topics. The information stored was also available in the UK;

✓ Launch of a new Compliance Help Card that provides and overview of compliance and provides the employees with relevant contact details;

2020 objectives

- ✓ To launch a new Group-wide compliance management system that covers nine compliance areas. The areas will be qualified on the basis of 10 pillars of compliance including training and communication. A quarterly risk report will ensure that the compliance risks and measures of each area will be compiled into a central risk register that will be shared with the current Compliance Steering Committee to identify potential risks and will monitor performance in these areas;
- ✓ To appoint a Group Compliance Manager will be appointed for the Group-wide administration of the CMS who will report into the Company Executive;
- ✓ Launch of a Group-wide compliance portal with information from the 9 compliance areas and Group wide compliance guidelines and information;
- ✓ Development and launch of a new Group-wide Compliance Help Card and Golden Rules for compliance will be created
- ✓ We will improve the Compliance Management System by implementing Business Objectives for the operational 8 Compliance Areas and by creating a blueprint for Group-wide rollout of new and changed compliance policies incl. alignment with Human Resources, Data Protection Officers, Works Councils, and Compliance Managers.
- ✓ The Compliance Risk Reporting System will be improved by implementing quarterly reports from the business.
- ✓ We will translate all relevant inventory compliance documents into 7 languages and make them available for all employees in the Policy Hub of the Group Compliance Portal.
- ✓ We will roll out a Group-wide standardized solution for Gifts & Hospitality. In addition, we will raise the awareness from the employees.
- ✓ We will have new policies for Anti-Fraud, Intellectual Property, Export and Trade Control, Competition Law / Anti-Trust, Money Laundering and Business Change
- ✓ After COVID-19 restrictions we will start again to visit the locations for compliance lectures.
- ✓ We will review our Corporate Social Responsibility Statement

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About Computacenter

Computacenter is a leading independent technology partner, trusted by large corporate and public sector organisations. We help our customers to source, transform and manage their IT infrastructure to deliver digital transformation, enabling users and their business. Computacenter is a public company quoted on the London FTSE 250 (CCC.L) and employs over 16,000 people worldwide.