Corporate Sustainable Development ('CSD')
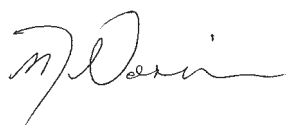
Responsible growth

Our commitment

Computacenter recognises that our people and the societies and environment within which we operate are integral contributors to delivering value and supporting our key strategic aspirations. Whilst we pride ourselves on the provision of technologically advanced information solutions, we recognise that our business occurs within a wider community including employees, shareholders, customers, suppliers, business partners and the natural environment as a whole.

Since 2007, the Group has been committed to the 10 core principles of the United Nations Global Compact ('UNGC'), aimed at demonstrating ethical, environmental and social responsibility towards our own workforce and in our business interaction within each community and country we operate. In 2009, the Group published its first Communication on Progress ('CoP') on the UNGC website, followed by our second and third CoP's in April 2010 and 2011. Additionally, the Group retains its membership to the FTSE4Good Index Series. The Group's CSD Policy is annually reviewed by the highest governance structure, the Group Board and the policy is executed and monitored through the facilitation of the Group CSD Committee, constituted out of representatives from across the Group as a whole.

Integral to our commitment, we strive to incorporate the UNGC and its principles into our strategy, culture and day-to-day operations. We do this through the development, communication and implementation of relevant policies to manage and monitor our progress towards these principles. Since our commitment to the core principles, we have adopted and revised a number of policies and procedures across the Group.

We support public accountability and will publish, as part of our annual Business Review, a Report on Progress. We are also communicating our sustainability efforts and achievements with all our shareholders in the Annual Report and Accounts, as well as our Company website. We believe that what is not measured is not effectively managed and in line with this, we are endeavouring to identify at least one standard indicator ('SI'), as recognised by the Global Reporting Initiative ('GRI'), per core principle. In this regard, we have made progress, but there remains more work to be done over the coming years.

Computacenter will seek to collaborate with and encourage our suppliers, contractors and customers to operate in a similar socially responsible manner, as guided by the UNGC ten principles. We have already secured support from the majority of our suppliers and contractors, but we acknowledge that this will be an ongoing task.
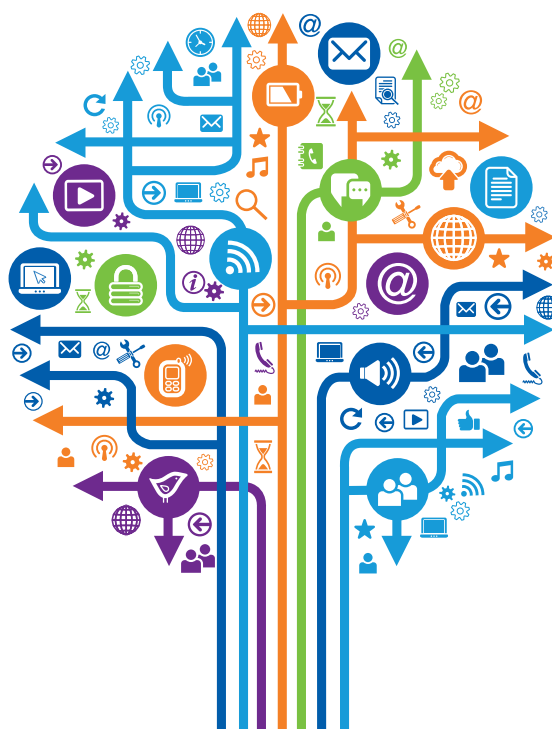
Mike Norris
Chief Executive Officer
December 2011

Holding virtual meetings boosts productivity and cuts costs for Computacenter

Computacenter's internal sales team needs to be able to respond quickly to customer requests to ensure the success of the business. This requires excellent internal communication and collaboration, with meetings often being arranged at short notice.

With the sales team based at eight UK offices and also remote locations, face-to-face meetings were costly, time-consuming and damaging to the environment. Chris Hanson, Internal Sales Director for Computacenter, comments: "We are an extremely busy team without time to spare. Frequent travel not only increases expenses and has a negative effect on the environment but also impacts productivity."

To address these challenges, Computacenter has implemented an audio-visual solution that enables staff to conduct virtual meetings regardless of their location. Based on interactive whiteboards and data conferencing software, the solution enables meeting participants to share data remotely and automatically save meeting notes from the whiteboard to eliminate the need for manual note-taking.

By reducing the need for travel by more than 60 per cent, Computacenter has not only been able to decrease its costs but also minimise its environmental impact. Enhanced communication and less time spent travelling also helps the sales team to improve productivity.

These factors all help Computacenter to continue to deliver a responsive and efficient service to its customers while at the same time safeguarding profitability. "In addition to helping us to be more cost-effective, the solution helps my team to work effectively as a single unit, despite the geographical spread," adds Chris. "This is critical for the performance of the team, and the overall success of the business as a whole."

Introduction and Overview of 2011:
During the whole of 2011, Computacenter was actively involved in designing and implementing a Group-wide ERP SAP system. Much resource and time was dedicated to this project and we are proud, in light of these demands, to have managed to maintain our CSD standards and not deteriorate. Our longer-term aspirations are however, to improve our CSD standards and as this project moves closer to conclusion over the first half of 2013, our focus will again turn towards improvement targets. We are also encouraged that the ERP system is designed, as the 'go-live' phases embed, to deliver accurate Group-wide data, potentially more aligned to the GRI score card allowing us to take a better view on our most suitable SIs to report against.

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

2011 objectives and achievements – SI not formalised
- Maintain human rights awareness through the Company's 'Principles of Employee Behaviour'
- Germany will launch a comprehensive life balance awareness programme, the LEO programme, aimed at engaging employees within the second half of their careers, as well as young professionals
- ✓ Human rights protection policies and procedures reviewed across the Group and incorporated into induction and new starter handbooks
- ✓ LEO programme first launched in Germany, with successful delivery of the first module
- ✓ A successful assessment in 2011 confirmed that the UK Company exceeded the Investors in People standards required

2012 objectives
- Maintain human rights awareness through the Company's 'Principles of Employee Behaviour'

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

2011 objective and achievements – SI's = AIR and AFR*
- Maintain the Accident Incident Rate ('AIR') at below 2.5 and the Accident Frequency Rate ('AFR') below 1.0
- ✓ In the UK, the average AIR increased to 0.95 (2010: 0.61) and the average AFR increased to 0.52 (2010: 0.34)
- ✓ In Germany, the average AIR reduced to 1.35 (2010: 1.53) and the average AFR declined to 0.76 (2010: 0.86)
- ✓ In France, the average AIR reduced to 1.36 (2010: 1.40) and the average AFR remained at 0.78 (2010: 0.78)
- Retain BS OHSAS 18001 and UVDB certifications – BS OHSAS 18001 and UVDB certifications retained
- Progress implementation of the MASE Health and Safety management system in France present Stress Prevention awareness sessions in France and Germany
- ✓ MASE implementation continues in France
- ✓ 25 per cent of staff in France completed the Stress Prevention course
- ✓ Stress Awareness and Prevention workshops delivered to more than 550 staff members in Germany

2012 objectives
- Maintain the AIR at below 2.5 and the (AFR) at below 1.0
- 100 per cent of French management to attend the Stress Prevention awareness workshop
- Establish an e-learning platform in Germany to facilitate the availability to all of a variety of health and safety presentation awareness modules

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

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

2011 objectives and achievements – SI not formalised
- Maintain key and new vendor assessments through the vendor conformance questionnaire and monitoring of the returns
- ✓ The Supplier Assessment questionnaires returned are all reviewed for Bribery exposure and this information is shared between the various Companies in the Group

2012 objectives
- Continue to maintain key and new vendor assessments through the questionnaire and monitoring of the returns

Labour standards
3. Uphold employees' freedom of association

2011 objectives and achievements – SI not formalised
- Maintain current status and reassess vendor conformance, through the review of questionnaire responses
- ✓ New vendors continue to be required to complete the vendor conformance questionnaire and information is shared across the Group
- Embed the new processes involved in the Works Council in Germany
- ✓ New Works Council activities and processes initiated

2012 objectives
- Maintain current status and reassess vendor conformance, through the review of questionnaire responses

Corporate Sustainable Development ('CSD')
continued

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4. Eliminate all forms of forced and compulsory labour

2011 objectives and achievements – SI not formalised
- Maintain current status and reassess vendor conformance, through the review of questionnaire responses
- ✓ New vendors continue to be required to complete the vendor conformance questionnaire and information is shared across the Group
- Select supplier audits will be conducted in France, in order to verify sustainable development conformance levels and these activities will be monitored quarterly by utilising the GRI scorecard

- ✓ Initial conformance verification audits have commenced in France, but GRI scorecard measurement postponed

2012 objectives
- Maintain current status and reassess vendor conformance, through the review of questionnaire responses

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5. Abolish all forms of child labour

2011 objectives and achievements – SI not formalised
- Continue to develop young careers
- ✓ In the UK, the graduate development programme was repeated with a further intake of 12 graduates. The Handelsblatt und Junge Carriere's seal of a Fair Company was retained at Computacenter Germany and the Exploras programme, which regulates the conditions for working students at Computacenter Germany, was continued.

2012 objective
- 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

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

2011 objectives and achievements – SI = Increase in staff utilisation of the UK Benefits@Computacenter website
- A work life balance intranet portal, including family support, Balance@Computacenter, launched in Germany, will be expanded and its availability promoted during 2011
- ✓ This portal has been expanded to promote the 24-hour support 'hot-line' employee assistance programme
- The Benefits@Computacenter offering will be further promoted in the UK
- ✓ Employee awareness and participation in the MyBenefits scheme increased to a 73 per cent uptake
- France's HR team will improve the recruitment of minority groups
- ✓ 39 per cent more seniors in full-time employment and circa 20 per cent more disabled in full time employment since 2010

2012 objectives
- Re-evaluate the benefits plan in the UK for competitiveness from suppliers
- Consider a programme in the UK to focus on 'work-life' balance
- Increase awareness about the availability of the Employee Assistance Scheme ('EAP') in the UK
- Prepare the UK pension scheme for the automatic enrolment process
- Progress the gender equality agreement reached with the employee representatives in France
- Sign up to the French government initiative, Parenthood Charter and commence initial actions aligned to the charter's principles

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

2011 objectives and achievements – SI not formalised
- Proceed with the installation of the Voltage Optimisation devices at Hatfield and monitor the electricity consumption
- ✓ Voltage Optimisation devices all fitted at Hatfield and despite upwards pressure on consumption, due to a large project, total consumption at the Group head office location reduced from the 2010 consumption of 2.172 million kWh to 2.134 million kWh.
- Proceed with the viability study for the installation of a 15 to 20 kW wind turbine installation at Hatfield
- ✓ The viability study confirmed that very limited consumption reduction would result and the cost of installing a turbine at the Hatfield location, not justifiable
- Achieve certification to level 1 to the 1, 2, 3 Environmental Standards in France
- ✓ ISO 14001 Level 1 certification achieved
- Expand on the participation in Germany in the Volkswagen Green Fleet programme

- ✓ 80 per cent of all Volkswagen vehicles in the fleet in Germany have 'blue-motion' technology
- Monitor and work towards improving the level of CO_2 emissions from the vehicles of the UK Company
- ✓ The average CO_2 emitted per UK fleet vehicle reduced from 168 g/km in 2009, to 146 g/km in 2010 and further to 129 g/km – a reduction of nearly 12 per cent

2012 objectives
- Continue to monitor the energy consumption levels at the Group head office and the CO_2 emissions of the UK and Germany vehicles, with the aim of improving further
- Achieve certification to ISO 14001 level 2 of the 1, 2, 3 Environmental Standards in France
- Relocate French head office and warehouse to 'friendlier' environment facilities

8. Undertake initiatives to promote greater involvement in the community

2011 objectives and achievements – SI = Track and monitor charity fundraising activities

- Maintain the current level of charity fundraising activity, with an appropriate focus on local needs
- ✓ Employees in the UK raised nearly £83,000 (2010: £115,000) during 2011, for the chosen charity partners. Support for the Hertfordshire Fire and Rescue dogs continued as well as support for Kidsafe a road safety awareness campaign at local schools
- ✓ Computacenter France continued its support to NGO Aide et Action

- Continue to track and monitor charity fundraising activities
- ✓ Employees in Germany are encouraged to report their private charity efforts and such voluntary activities are logged and internally publicised
- ✓ Group subsidiary and reuse and recycling specialists, RDC, supplies quality refurbished computer equipment to more than 70 countries, thereby assisting in the provision of affordable access to IT

2012 objectives

- Exceed the current level of charity fundraising activity
- Continue to track and monitor charity fundraising activities

9. Encourage the development of environmentally friendly technologies

2011 objectives and achievements – SI = Proportion of customer contract wins where 'Green IT' was part of the contract scope

- Actively market the datacenter solutions
- ✓ The Group has significantly increased the number of servers within its primary datacenter facilities to answer the increased uptake of external hosting demand
- Continue to track customer demand for 'Green IT' offerings
- ✓ In 2011, 16.10 per cent (2010: 17.71 per cent) of new contract wins included a 'Green IT' brief

- Computacenter France will expand their 'Green IT' Advisory Services for customers
- ✓ France has increased the scope of the 'Green IT 'offering to include and Print Optimisation solutions
- ✓ RDC has materially improved the environmental 'friendliness' of their packaging material

2012 objectives

- Continue to track customer demand for 'Green IT' offerings
- Computacenter France will expand on its 'Green IT' Advisory Services for customers, with the addition of audit and consulting services
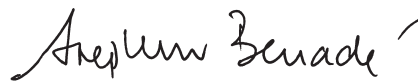
Anti-corruption
10. Impede corruption in all its forms, including extortion and bribery

2011 objectives and achievements – SI not formalised

- Launch training and anti-bribery awareness sessions across the Group to ensure alignment to the Code of Conduct
- ✓ Following the Group-wide adoption of a new Anti-Bribery Code of Conduct, awareness sessions were delivered and formal commitment to the Code of Conduct obtained, on a risk based approach, across the whole Group

2012 objective

- Maintain an awareness of anti-bribery and the prohibition of improper business practices and comprehensively investigate all reported instances of suspected improper practices. Awareness sessions across the Group to ensure alignment to the Code of Conduct
- Maintain a register of gifts and hospitality and review the register at appropriate intervals

Stephen Benadé
Company Secretary

12 March 2012