



## Corporate Sustainable Development

**We aim to make the ten core principles of the UN Global Compact integral to our strategy, culture and day-to-day operations.**

Computacenter prides itself on the provision of technologically advanced information solutions and recognises that our business occurs within a wider community of employees, shareholders, customers, suppliers, business partners and the natural environment as a whole.

During the latter half of 2007, the Group committed itself to the 10 core principles of the United Nations Global Compact. Through these principles we aim to demonstrate our ethical, environmental and social responsibilities towards our workforce and other stakeholders across the communities and countries in which we operate. The Group additionally retains its membership of the FTSE4Good Index Series.

These principles form the basis of our Sustainable Development policy, which we aim to make integral to our strategy, culture and day-to-day operations. We will measure and manage our progress through the development, implementation and communication of policies and processes relevant to that aim. We support public accountability and transparency and will henceforth publish, as part of our annual Business Review, a Communication on Progress (CoP). This report is aimed at establishing a foundation for future developments in, and reporting on, CSD for the Group as a whole.

Computacenter will seek to collaborate with and encourage its suppliers, contractors and customers to operate in a similar socially responsible manner, as guided by the 10 principles. In this regard, the Group is currently seeking commitment in principle from its major contractors, with implementation expected in 2009.

**Mike Norris**  
Chief Executive Officer

### Human Rights

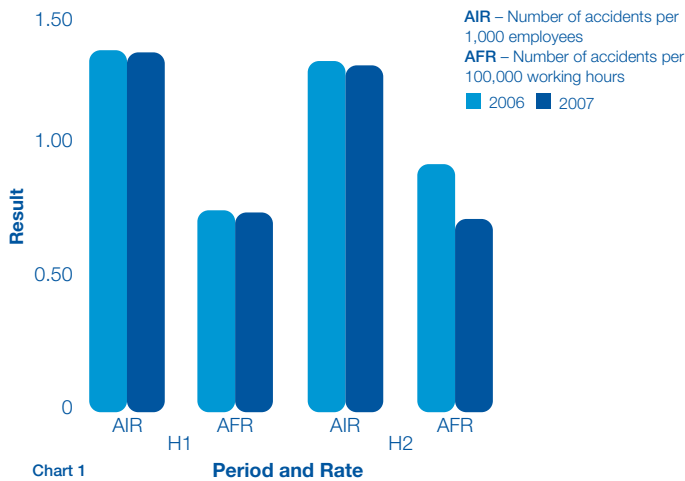
#### 1 Support and respect for internationally proclaimed human rights

Policies on equality and non-discrimination assurance have been adopted across the Group and the majority of Computacenter employees have their human right entitlements embedded within their employment contracts. A programme aimed at increasing employee awareness about their human rights and procedures available for rights protection will be launched during 2008. All employees of Computacenter Germany will be given access to anti-discrimination law (AGG) e-training and the 'Ethics Chart' is to be widely communicated to all employees of Computacenter France. In addition, the ISO 9001, 14001 and 18001 international standards, to which a material part of the Group has been certified, require legal compliance assurance procedures relating to human rights as a condition precedent to future certification.

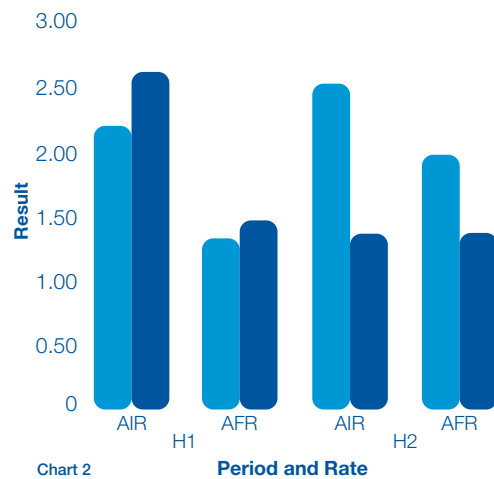
The health and safety of persons is paramount to Computacenter. Internal control policies are reviewed annually and certified to the OHSAS 18001 international standard in Computacenter Germany and RDC. Computacenter UK opted for its health and safety management system to be audited according to the demanding UVDB Verify standard, by which it recorded 93% in 2007 and 87.5% in 2006. This is the highest score that can be realistically achieved for an IT services company, as the standard was developed for the higher-risk utilities industry. Therefore our aim is to maintain this score in 2008 and beyond. Graphs detailing the accident statistics across a major part of the Group are shown overleaf. Our targets are to maintain the Accident Incident Rate (AIR) to below 2.5 and the Accident Frequency Rate (AFR) to below 1.0.

# Corporate Sustainable Development

UK ACCIDENT STATISTICS



GERMANY ACCIDENT STATISTICS



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

Computacenter expects its contractor partners, including suppliers, to respect internationally proclaimed human rights. To that end, the Group will formally seek its partners' commitment and conformance to the 10 principles. Computacenter UK implemented a Minority Supplier Development programme during 2007 to aid this initiative. Computacenter Germany has compiled information regarding the environmental, quality and health and safety standards of 100 of its partners and Computacenter France has set a target to discuss conformance with all its main contracting partners during 2008. The Group recognises that further monitoring and guidance may need to be provided to partners that fall short of compliance and this activity is targeted for 2009.

## Labour Standards

### 3. Uphold employees' freedom of association

The Group encourages active employee participation through elected employee representative forums and such forums have been established in the UK and Germany. In addition to the elected employee forum in the UK, formal recognition agreements have been reached with the trade unions CWU, PCS, Unite and Connect, for the purposes of collective bargaining. Computacenter France has a formal Works Council arrangement, as is the case with Computacenter Managed Services GmbH in Germany, and Computacenter Belgium.

### 4. Eliminate all forms of forced and compulsory labour

All employees of the Group have been employed through the conclusion of a formal agreement, which conforms to the labour laws within the various countries and complies with applicable wage rate stipulations. All such agreements are clear on the right to terminate employment and the processes available in this instance. Whilst the Group is confident that compulsory labour practices are highly unlikely, due to the nature of its business, its target is to seek assurance from suppliers and contractor partners in this regard during 2008.

## 5. Abolish all forms of child labour

Minimum age requirements apply across the Group and specific procedures are in place for student work experience. Whilst the Group is confident that child labour practices are highly unlikely, due to the nature of its business, its target is to seek assurance from suppliers and contractor partners in this regard during 2008.

Computacenter believes that the abolition of child labour is highly dependent on the availability and effectiveness of education. To that end, the Group supports a number of charity initiatives aimed at the provision of education to children.

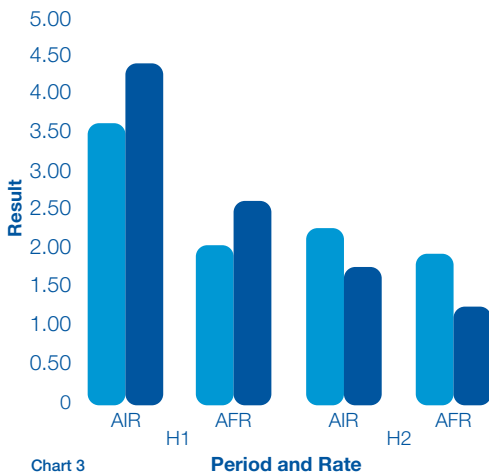
Computacenter France supports Aide et Action, a nongovernmental organisation that facilitates child education provision. The Group's IT reuse and recycling subsidiary, RDC, together with Microsoft, Digital Pipeline and Digital Links, have provided schools in Africa with donated and refurbished IT equipment, which will be returned to RDC at end-of-life, ensuring zero landfill disposal.

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

The Group has implemented policies to ensure equality and nondiscrimination and Computacenter UK was accredited to Investors in People in 2005, with re-accreditation targeted for 2008. In 2008 our aim is to seek assurance from suppliers and contractor partners in this regard and in Germany, to ensure employees undergo AGG training.

# Corporate Sustainable Development

FRANCE ACCIDENT STATISTICS



**Computacenter recognises that our business occurs within a wider community of employees, shareholders, customers, suppliers, business partners and the natural environment as a whole.**

## Environment

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

Environmental Management Systems (EMSs) have been implemented throughout the Group, which set improvement targets and objectives for significant impacts. The majority of the EMS procedures have been certified to the ISO 14001 standard. The primary impacts to have been identified are IT and general waste, energy consumption and CO<sub>2</sub> emissions.

Increased focus on energy consumption resulted in a variety of energy saving initiatives being implemented since 2004. These initiatives have included a widely communicated 'switch off' campaign which, in combination with other energy saving practises, has resulted in a total saving of 5,685,000 kWh, at our Hatfield headquarters, from 2004 until 2007 year-end. This equates to a 2387 tonnes reduction in CO<sub>2</sub> emissions (rate: 0.42/1000).

Whilst our target for 2008 is to maintain or reduce current energy utilisation, further material reductions are unlikely to be sustainable due to utilisation peaks driven by the business. A further target for 2008 is to identify a suitable performance indicator for energy consumption measurement, which incorporates business demand in addition to metered units.

Measuring the effectiveness of initiatives aimed at reducing the CO<sub>2</sub> emissions from vehicles has also been complicated by variation in business demand. Performance in this area is therefore confined to measuring the take-up of these initiatives, rather than their empirical results. A key initiative in this area was the Computacenter Benelux launch of an incentivised eco-driving training programme to employees.

In addition, the Group encourages use of telephone or video conferencing to reduce the carbon impact of travel.

The graph shown overleaf, records video/telephone conferencing time in minutes, tracked since April 2006 in the UK.

A further initiative aimed at reducing CO<sub>2</sub> emissions from vehicles has been the elimination of cars with high emission levels from the register of vehicles available for purchase within the UK. Since implementing this restriction, the fleet profile is as demonstrated on page 5. Computacenter Germany has also incorporated a number of gas operated cars into its fleet. Computacenter UK's fleet will undergo a green fleet review by the Energy Saving Trust during 2008.

The Group's IT equipment is disposed of in compliance with the WEEE Directive, with our recycling and remarketing arm, RDC, more than achieving the EU's WEEE Directive targets. Plastic cups, cardboard, paper, plastic wrap, expanded polystyrene and wood are recycled and printers and copiers have been set to duplex printing. Staff awareness about paper waste disposal has been enhanced. It is an objective for 2008, to measure the effects of certain of the waste reduction initiatives implemented.

Packaging waste is measured and reported on annually. The total packaging waste figure is variable, due to business fluctuation, but the average weight of packaging waste per item of equipment in 2007 is 33% lower than in 2002. This reduction may be contributed to suppliers reducing the amount of product packaging applied, as well as a 'trolley delivery' initiative implemented by Computacenter during 2007. The latter entails the despatch and delivery of smaller items without packaging, in appropriate circumstances. To prevent damage in transit, the equipment is secured into re-useable containers and trolleys.



# Sustainable Development in practice



### Helping reduce BT's carbon footprint

At BT's inaugural Supplier Innovation Awards in November 2007, Computacenter was recognised for its work on virtualising and consolidating a number of their UK datacentres, helping BT reduce the carbon footprint of its Windows datacentre estate by 85%. With around 1,400 fewer servers to power and cool, the company has been able to cut its energy consumption by over 5,000 KW, which accounts for savings of almost £800,000 per annum.

BT's statement on the Computacenter award says:

'Computacenter was judged the overall winner for its Outstanding Innovation. It was an innovative idea, showed a great level of thought leadership, with tangible benefits for BT.'

### Bridging the digital divide

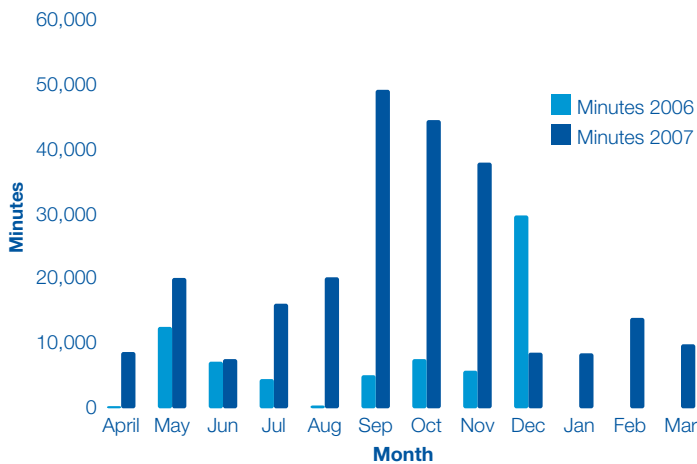
Computacenter's recycling and remarketing arm RDC is one of the founding companies behind the Digital Pipeline project, which helps corporate IT departments put unwanted computers to good use. Hundreds of desktops, laptops and printers are being sent to schools and communities across Africa to enable developing communities around the world to gain access to IT.

Within the Digital Pipeline, RDC works with Digital Links International – a UK registered charity – to ensure that the computers are deployed in the schools for which they were intended. RDC also ensures that all corporate data has been thoroughly removed before shipping and that the equipment is returned to them at end-of-life, ensuring zero landfill disposal.

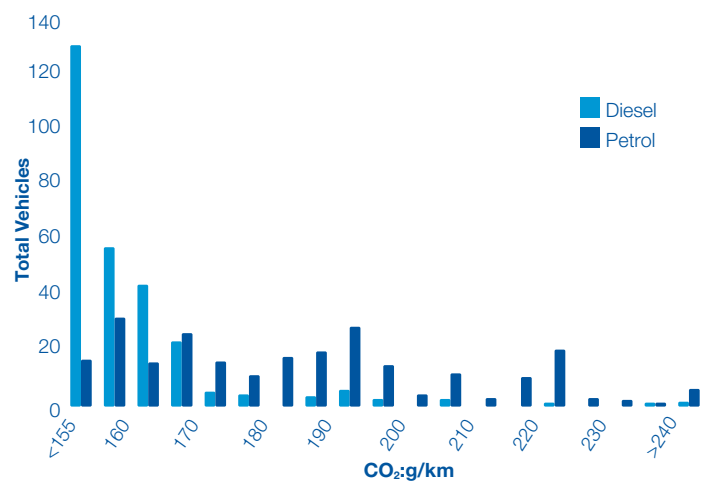
*Photo caption: The 'Bridge' sculpture, commissioned by Digital Links and offered for exhibition by its partners to help communicate their work.*

# Corporate Sustainable Development

LIVE MEETING USAGE IN MINUTES



FLEET CO<sub>2</sub> EMISSIONS



## 8 Undertake initiatives to promote greater environmental responsibility

Computacenter acknowledges that its activities have an impact on the wider environment and more specifically, on the communities in which it operates. In line with this acknowledgement, the Group is committed to support various charities selected on an annual basis by employee-elected charity committees.

A recent review of charities benefiting from our fundraising revealed that a disproportionately high percentage of proceeds were being donated to large national charities. The Board expressed a wish for the proceeds to be increasingly distributed to localised or industry-specific incentives. Computacenter currently sponsors two rescue dogs of the Hertfordshire Fire Department and RDC supported the social enterprise MillRace IT, through the provision of premises and equipment to assist in training local disadvantaged people to a level where they gain IT literacy and greater prospect of employment. Computacenter Germany and Computacenter Benelux have extended the collection of used toner cartridges to private individuals and local schools. The objective for 2008 is to identify similar initiatives and to divert more fundraising proceeds to causes of a local community or industry relevant nature.

## 9 Encourage the development of environmentally friendly technologies

The Group recognises that its products and services have an impact on the environment and seeks to mitigate this impact through its advice and services.

In January 2007, the Green IT Advisory Service was launched, which offers customers a baseline power audit and improvement report, including advice on replacing end-of-life equipment with technology to reduce energy consumption. This service has since been expanded to include advice on datacentre optimisation and print support.

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RDC, our recycling and remarketing arm, provides customers with environmentally compliant and data secure solutions to disposing of end-of-life IT assets. Post data destruction, equipment is either redeployed and equity released to the customer, or recycled with zero impact to landfill. This innovation resulted in RDC being awarded the Queen's Award for Enterprise in 2002.

## Anti-corruption

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

Computacenter opposes all forms of business practices that involve corruption or bribery. Ethics policies have been implemented across the Group, with a requirement that employees report any suspected forms of non-conformances to the Ethics Policy. As a standing item at the four main Group Audit Committees per year, the Committee considers any instances of 'whistleblowing' and advises the Board on appropriate action. An objective for 2008 is to review its policies across the Group in this area, to ensure that they are aligned and that the reporting channels to Group Audit Committee level are free and unhindered.

**SJ Benadé**  
Secretary  
March 2008