



# CORPORATE SOCIAL RESPONSIBILITY

Doing business responsibly



## ACTING IN A SOCIALLY RESPONSIBLE WAY BENEFITS THE ENVIRONMENT, THE COMMUNITY, OUR SHAREHOLDERS, CUSTOMERS AND EMPLOYEES ALIKE.

These are the reasons that we remain a committed member of the United Nations Global Compact (UNGC) and incorporate the compact and its principles into our strategy, culture and day-to-day operations as we continue with our commitment to ethical and responsible business practices.

### OUR PROGRESS - THE HEADLINE SUMMARY

#### PRINCIPLES 1-6: HUMAN RIGHTS AND LABOUR

Our people are valuable, and because of this we strive to support their growth and development as well as making the working environment conducive to them fulfilling their potential. As part of this we continue to make sure the Group's practices are compliant with human rights and employment legislation across the globe. Making sure our people understand the standards that we expect from them in the course of their duties protects them from breaching the law as well as enabling them to perform to their best.

#### PRINCIPLES 7-9: ENVIRONMENT

Protecting the health and safety of our employees, customers, suppliers, subcontractors, visitors and members of the public is a priority for us. During 2017, we have seen a solid Health and Safety performance driven

by an established Health and Safety Management System. Our Greenhouse Gas Emissions have also reduced against both tonnes per £m value of Group revenue and metric tonnes per Group employee this year across all our current locations (Group properties).

There have been many examples of community and charity support across the Group in 2017.

Our aims in doing so have remained to:

- Demonstrate our commitment to the wider communities;
- Motivate staff, by encouraging teambuilding activities in a worthwhile cause; and
- Communicate Computacenter's core values to customers, staff and other stakeholders

#### PRINCIPLE 10: ANTI-CORRUPTION

The Group continues with its 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.



**Mike Norris**  
Chief Executive Officer  
September 2018

# OUR PROGRESS 2018

## 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

### 2017 Objectives and Achievements

- ✓ Publication of the company's first Modern Slavery Statement under the UK Modern Slavery Act 2015;
- ✓ Launch of the Groupwide 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

### 2018 Objectives

- ✓ In our French business, to continue raising awareness of sustainable development via newsletter throughout the year
- ✓ Publish our 2017 Modern Slavery Statement
- ✓ Review our whistleblowing policy to ensure that it remains in line with best practice



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

### 2017 Objectives and Achievements

- ✓ Our key measurements remain 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.
- ✓ Average results for 2017:  
UK – AIR 2.6, AFR 0.48  
Germany – AIR 4.66, AFR 0.97  
France – AIR 2.76, AFR 0.58

#### In Germany we:

- ✓ Achieved re-certification of BS OHSAS 18001
- ✓ Continued development of the EHS Management System [aggregation of environmental, occupational health and safety management]
- ✓ Conducted a series of health related training sessions through webinars, tele-academies and face to face workshops

#### In the UK we:

- ✓ Ran a programme of 'People Matter' webinars that took place throughout the year and covered a diverse range of topics on aspects of life inside and outside of work
- ✓ Introduced a confidential e-counselling service for employees that is provided by an independent external company
- ✓ Continued the development of wellbeing and employee assistance programmes across all of our geographies;
- ✓ Further developed our Health and Wellbeing strategy to

- include wellbeing champions and target of gaining an externally recognised occupational health standard
- ✓ Developed our Group wellbeing working party to share best practice across all our countries and work towards the development of a Group wellbeing policy
- ✓ Our in-house Occupational Health Service continue to offer health assessments, at pre-placement and for substantive employees, with recommendations to the business for adjustments to facilitate health needs at work, drop-in clinics for advice and signposting, relating to mental and cardiovascular health
- ✓ Continued to offer employees free Employee Assistance Programme
- ✓ Offered regular health assessments for night workers, and lift truck drivers
- ✓ Attended the Sales Summit conference with UK sales employees to promote wellbeing and increase awareness of company support tools such as our Employee Assistance Programme
- ✓ Launched a dedicated Occupational Health portal to help employees understand in-house services and enable them to self-serve

### 2018 Objectives

#### In France and the UK:

- ✓ To implement Health and Safety procedures in preparations for the Health and Safety Management System - ISO 45001 [replacing the BR OHSAS 18001 standard]

#### In the UK:

- ✓ To introduce Health and Wellbeing champions across the business who are trained in Mental Health First Aid
- ✓ Promotion of wellbeing initiatives at internal business conferences
- ✓ Launch a UK wellbeing policy
- ✓ Training of employees on CPR
- ✓ To work towards SEQOHS external accreditation standards for our Occupational Health Service

#### In Germany:

- ✓ Successful surveillance audit of BS OHSAS 18001 in 2018
- ✓ Introduction of training for leaders to deepen the knowledge of occupational safety and health protection and to improve the perception of leadership responsibility
- ✓ In addition to the general training 'Health and Safety at Work', strengthening of the workplace specific instructions on occupational safety and health protection
- ✓ Continue the development of the EHS Management System. For example, the planning of the integration of other locations in the new EHS compliance tool

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

**2017 Objectives and Achievements**

- ✓ We continued to develop our suppliers assessment processes by using our questionnaire across the 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 within our operating model

**2018 Objectives**

- ✓ To continue to develop our suppliers assessment processes by using our questionnaire across the UK, France and Germany
- ✓ Publish our 2017 Modern Slavery Statement
- ✓ Review our whistleblowing policy

**LABOUR STANDARDS**

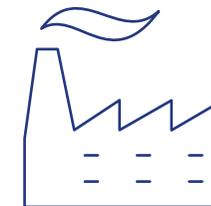
**PRINCIPLE 3: BUSINESSES SHOULD UPHOLD THE FREEDOM OF ASSOCIATION AND THE EFFECTIVE RECOGNITIONS OF THE RIGHT TO COLLECTIVE BARGAINING**

**2017 Objectives and Achievements**

- ✓ Continued with the positive interaction between the Group and the employee Works Councils in Germany and France
- ✓ Established 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

**2018 Objectives**

- ✓ Continue with the positive interaction between the Group and the employee Works Councils in Germany and France, including the election of a new Works Council in Germany
- ✓ Continue the work we started in 2017 with our newly formed European Works Council



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

**2017 Objectives and Achievements**

- ✓ Continued to use the suppliers questionnaire across the 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

**2018 Objectives**

- ✓ To continue to use the suppliers questionnaire across the UK, Germany and France;

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**PRINCIPLE 5: THE EFFECTIVE ABOLITION OF CHILD LABOUR**

**2017 Objectives and Achievements**

- ✓ 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 (not realised-standby in 2017)

**2018 Objectives**

- ✓ To support the charity "Enfants du Désert" through Computacenter France. A charity that support access to education for children in south Morocco

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

### 2017 Objectives and Achievements

#### In Germany we:

- ✓ Continued provision of online training relating to the General Equal Treatment Act for German employees.
- ✓ Continued with the provision of the 'Family Service' offerings
- ✓ Continued with the 'women@work' development programme with the aim of building up an internal pool of potential female executives
- ✓ Increased the awareness of our 'women@work' focus both internally and externally through various events
- ✓ Held an 'Unconscious Bias' workshop for our senior management to identify and raise awareness of unconscious prejudices
- ✓ Supported various initiatives and programmes aimed at supporting pupils with IT and promoting young talents  
For example;
  - Erlebe IT ([www.erlebe-it.de/](http://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 the IT branch.
  - Girls'Day ([www.girls-day.de](http://www.girls-day.de/)): On this day, young women and girls should get to know professions in technical and sciences-oriented areas.

- IHK Ausbildungsbotschafter ([www.ihk-koeln.de/Ausbildungsbotschafter](http://www.ihk-koeln.de/Ausbildungsbotschafter)): Apprentices are sent to schools and inform pupils about their vocational training, everyday work and career opportunities.

#### In the UK we:

- ✓ Reviewed the experiences of our employees who go on maternity, adoption or shared parental leave. This 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.
- ✓ Partnered with the Muscle Help Foundation to support five young adults with muscular dystrophy in conjunction with the Herts Chamber of Commerce.
- ✓ Held further 'Women in Sales' events
- ✓ Participated 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
- ✓ Had our largest ever intake of industrial placement programmes that were offered across seven different business areas, and continued with our graduate and sales associate programmes.
- ✓ Offered numerous apprenticeships, bringing the total that we have to 186.

- ✓ Attended 38 career fairs at universities, over 15 school career fairs, advertised our programmes at over 40 universities, gave 12 guest lectures at universities, 13 school lectures and ran 10 school interview/employability days, two mock assessment centres and supported over 40 work experience students on our official programme
- ✓ Were recognised as a Top 100 Graduate Employer and ranked No.1 Employer for smaller intakes in the IT, Support and Telecoms category at the 2017/18 JobCrowd Awards
- ✓ Further developed our outreach programme to address the subject in schools, colleges and universities

#### In France we:

- ✓ Continued raising awareness on sustainable development through newsletters during the year
- ✓ Participated in recruitment fairs dedicated to disability
- ✓ Continued to improve the ratio of female to male employees within the company in line with the agreement in place with the Unions
- ✓ Worked towards reducing the pay gaps between men and women for every socio-professional category and maintained our reporting duties on this to the French Works Council and Unions

- ✓ Signed a new agreement in June 2017 with the 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
- ✓ Continued working to achieve the target of 3.5% of employees being over 50 when recruiting in accordance with our agreement with the Unions
- ✓ Adhered to our company-wide French diversity charter that demonstrates our commitment to diversity and non-discrimination
- ✓ Completed training for those involved in recruitment on non-discrimination in line with our legal obligations

**2018 Objectives**

- ✓ Continue to focus on diversity and inclusion across the Group
- ✓ The People Panel to continue with the work they began in 2017 on championing diversity and inclusion. In particular; raising awareness of collaboration, joining up key initiatives and giving people the confidence to identify things that are undesirable

**In the UK;**

- ✓ Publication of data and analysis of the information under the UK Equality Act 2010 [Gender Pay Gap information Regulations] 2017
- ✓ To become a Disability Confident Committed company
- ✓ To continue with the progression of our Future Talent work

**In France:**

- ✓ To continue raising awareness on sustainable development through newsletters during the year
- ✓ To continue participation at recruitment fairs dedicated to disability
- ✓ To continue 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. 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
- ✓ 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
- ✓ To achieve the target of 3.5% of employees being over 50 when recruiting in accordance with our agreement with the Unions
- ✓ To promote our company-wide French Diversity Charter that demonstrates our commitment to diversity and non-discrimination
- ✓ To continue to implement our commitments in accordance with the agreement 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

- ✓ Commitment of diversity split of men/women at the staff representatives level
- ✓ Completion of training for those involved in recruitment on non-discrimination in line with our legal obligations
- ✓ Sign the partnership with the GESAT network in relation to equality of opportunity for disabled employees

**In Germany:**

- ✓ Continuation of the 'Family Service' offering.
- ✓ Continuation of the 'women@work' Development Programme
- ✓ Continuation of different communication measures around the subject 'women@work' to sensitise the employees and the management as well as external target groups



## ENVIRONMENT

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

#### 2017 Objectives and Achievements

- ✓ Our emissions reported are 6.20 metric tonnes per £m value of Group revenue. This is a decline of 21% from 2016. Per Group employee they are 1.54 metric tonnes which is again a decline – 14% since 2016. This covers our properties in all locations in the UK, Germany, France, Belgium, Spain, South Africa, USA, Switzerland, Malaysia, China, Mexico and Hungary
- ✓ We have continued to invest in new technology to help reduce the emissions in datacenters and continually adopt best practices in this field, as well as being signed up to the European Code of Conduct for datacenters. We also attended the best practice review meeting at the European Commission Joint Research Centre to discuss progress and new initiatives
- ✓ Our 2017 projects delivered a 10 per cent kWh reduction in one datacenter saving 117 tonnes of CO<sub>2</sub>; this is the equivalent of 40 tonnes of coal burned for electricity or the energy associated with continually powering a 42 inch TV for 79.8 years. Activities included installation of intelligent lighting and mechanical cooling optimisation

#### In France:

- ✓ Successful implementation of the new standard for the Environmental Management System [from ISO 14001:2005 to ISO 14001:2015]

#### In Germany:

- ✓ Successful implementation of the new standard for the Environmental Management System [from ISO 14001:2005 to ISO 14001:2015]

- ✓ Successful re-certification of the quality and environmental management system [ISO 9001:2008 and ISO 14001:2015]
- ✓ Completion of the review and revision of environmental key performance indicators and continued tracking of performance of these
- ✓ Continued development of the EHS Management System [aggregation of environmental, occupational health and safety management]

#### In the UK:

- ✓ We continued to have more lighting replaced with energy efficient LED devices in the UK warehouse
- ✓ Our London [Blackfriars] office refurbishment was completed in January 2017 and included an air conditioning upgrade to a more energy efficient system, LED lighting throughout the building and new electrics
- ✓ Environmental awareness training has been rolled out to UK employees with the aim of making everyone aware of energy waste and the potential savings that could be made in the future
- ✓ The UK continues to fully comply as a registered participant of the Energy Efficiency Scheme [CRC] [CRC8804716] scheme
- ✓ Remain as a registered distributor of product under the Packaging Waste Regulation via the compliance company Paperpak, ensuring full compliance since 2000
- ✓ We remain registered to the ISO 14001:2004 [EMS 71255] standard
- ✓ We remain compliant with the Energy Savings Opportunity

Scheme [ESOS] and have submitted our energy report for the period 5 December 2015 to 4 December 2019

#### 2018 Objectives

##### In France:

- ✓ Review of environmental key performance indicators and continued tracking of these
- ✓ Develop the EHS Management System [aggregation of environmental, occupational health and safety management] in order to achieve certification in 2019

##### In the UK:

- ✓ Successful re-certification of the quality and environmental management system [ISO 9001:2015 and ISO 14001:2015]
- ✓ Project to upgrade our Manchester datacenter air conditioning, UPS and other plant to reduce carbon dioxide emissions by 1 million kWh per year

##### In Germany:

- ✓ Successful surveillance audit of ISO 14001:2015 in 2018
- ✓ Revise and improve the environment dashboard and key figures
- ✓ Greater integration of the environmental indicators and aspects of our suppliers
- ✓ Continue the work we started in 2017 with our newly formed European Works Council

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

### 2017 Objectives and Achievements

#### In Germany we:

- ✓ Continued with ongoing blood donation campaigns during working hours in conjunction with the Red Cross
- ✓ Participated in various charity events including the Cologne Corporate Run, IKK BB Berliner Firmenlauf and J.P. Morgan Corporate Challenge Frankfurt
- ✓ Supported various initiatives and programmes aimed at helping pupils with IT and promoting young talent. For example;
  - Erlebe IT ([www.erlebe-it.de/](http://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](http://www.girls-day.de/)): On this day, young women and girls should get to know professions in technical and science-oriented areas
  - IHK Ausbildungsbotschafter ([www.ihk-koeln.de/Ausbildungsbotschafter](http://www.ihk-koeln.de/Ausbildungsbotschafter)): Apprentices visit schools and inform pupils about their vocational training, everyday work and career opportunities

#### In the UK we:

- ✓ Continued with our involvement and support of charity events through our charity partners; Alzheimer's Research UK, Rainbow Trust and Mind
- ✓ Continued to support and encourage many charity initiatives proposed and run by employees
- ✓ Have again continued to offer the 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

- ✓ Partnered with the Muscle Help Foundation to support five young adults with muscular dystrophy in conjunction with the Herts Chamber of Commerce
- ✓ Attended 38 career fairs at universities, over 15 school career fairs, advertised our programmes at over 40 universities, gave 12 guest lectures at universities, 13 school lectures and ran 10 school interview/employability days, two mock assessment centres and supported over 40 work experience students on our official programme
- ✓ Further developed our outreach programme to address the subject in schools, colleges and universities

#### In Spain we:

- ✓ Continued to support our current Spanish Charity Partner, Acnur Comite Catala per als refugiats

#### 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

### 2018 Objectives

#### In France:

- ✓ To support the Moroccan populations isolated in the desert thanks to the association 'Children of the Desert' the objective of which is to support access to education for all children

#### In Germany:

- ✓ Ongoing blood donation campaigns and participation in charity runs
- ✓ Ongoing support of various initiatives and programmes aimed at supporting pupils in their dealings with IT and promoting young talents

#### In the UK:

- ✓ To continue with our involvement and support of charity events through our new employee-elected charity partners; Dementia UK, British Heart Foundation and Make a Wish Foundation
- ✓ To continue 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

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

**2017 Objectives and Achievements**

- ✓ 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%

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**ANTI-CORRUPTION**

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

**2017 Objectives and Achievements**

- ✓ Launch of the Groupwide 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

**2018 Objectives**

- ✓ To review all our Anti-Bribery and Corruption policies across the Group to ensure they remain in line with best practice





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### **Enabling users and their business**

Computacenter is a 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.