



CORPORATE SOCIAL RESPONSIBILITY

Doing business responsibly



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

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

OUR PROGRESS - THE HEADLINE SUMMARY

PRINCIPLES 1-6: HUMAN RIGHTS AND LABOUR

Computacenter has a range of people-related policies, covering topics such as dignity 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.

We are committed to upholding internationally proclaimed human rights. The human rights of our employees are covered by our people and health & safety policies. 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.

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.

We support our wider communities by working with selected charities. 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.

Our aims in doing so have remained:

- To demonstrate our commitment to the wider communities
- To motivate staff, by encouraging teambuilding activities for a worthwhile cause; and
- To communicate Computacenter's core values to customers, staff and other stakeholders

PRINCIPLE 10: ANTI-CORRUPTION

We have continued with our zero-tolerance approach to bribery and corruption and ensure that we carry out our business with a high level of integrity, no matter where or with whom we work.

Anti-bribery and corruption training is an integral part of our induction process across the Group and we have continued to develop the awareness of our external whistleblowing hotline, ensuring employees, contractors, partners and suppliers know how they can report, in confidence any issues that concern them.



Mike Norris
Chief Executive Officer
September 2019

OUR PROGRESS 2019

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

2018 objectives and achievements

- ✓ In our French business, we continued to raise awareness of sustainable development via our newsletter throughout the year
- ✓ We published our 2018 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 2018 to 31 December 2018.
- ✓ Conducted a review our Group-wide 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

2018 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.
- ✓ Average results for 2018:

Country	AIR	AFR
UK	2.47	0.46
Germany	2.99	0.62
France	1.51	0.31

- ✓ We continued with the implementation of Health and Safety procedures in preparation for the Health and Safety Management System - ISO 45001 [that is replacing the BR OHSAS 18 001 standard]

In the UK;

- ✓ We introduced Health and Wellbeing champions across the business who are trained in Mental Health First Aid
- ✓ Attended and promoted various wellbeing initiatives at multiple internal business conferences
- ✓ Launched our UK Wellbeing policy
- ✓ Carried out multiple training sessions for employees so they are confident in delivering CPR
- ✓ Continued with our work towards achieving the Safe, Effective, Quality Occupational Health Service (SEQOHS) external accreditation standards for our in-house occupational health service

In Germany;

- ✓ We successfully achieved the surveillance BS OHSAS 18001 audit;
- ✓ Continued the development of the EHS Management System [aggregation of environmental, occupational health and safety management].
- ✓ Developed the "Health Circle" that has representatives from HR, the Disability Management team, disabled employees, the commissioner of employer and representative of Health and Safety with the aim of increasing our awareness of conditions that may limit people's activities and setup the right preventative measures and proactivity in the workplace
- ✓ We introduced training for leaders to deepen their knowledge of occupational safety and health protection to improve confidence in the perception of leadership responsibility in this area
- ✓ We conducted the 'Mental Health' web-based training for all managers
- ✓ Continued with the rollout of the webinar for leaders about dealing with severely disabled employees in their teams
- ✓ Launched an awareness program for employees that focused on various campaigns on a quarterly base
- ✓ Ensured that we had healthy options available at fair-stands and events for business meetings with the KKH [Kaufmännische Krankenkasse] and pme Familienservice

- ✓ Ran 'schools' for employees at 12 offices in cooperation with KKH
- ✓ Conducted annual health training for employees in cooperation with the KKH
- ✓ Offered the courses for work-life balance [web seminars] at the family services tele academy, in addition the e-coaches "stress", "movement" and "fit in job" that were already available
- ✓ Conducted the mandatory training "Health and Safety at Work"

2019 objectives

- ✓ To continue to implement Health and Safety procedures in preparation for the Health and Safety Management System - ISO 45001 [that is replacing the BR OHSAS 18 001 standard]
- ✓ To deploy road safety awareness through virtual reality experiments at the 3 main sites in France

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

2018 objectives and achievements

- ✓ We continued to develop our supplier assessment processes by using our questionnaire across UK, France and Germany;
- ✓ We published our 2018 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 2018 to 31 December 2018;
- ✓ Conducted a review of our Group-wide Whistleblowing policy to ensure that it remains in line with best practice

2019 objectives

- ✓ To continue to develop our supplier assessment processes in relation to human rights
- ✓ To review and continue to develop our Supplier Terms & Conditions with reference to the Modern Slavery Act.

LABOUR STANDARDS

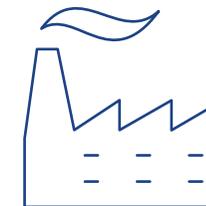
PRINCIPLE 3: BUSINESSES SHOULD UPHOLD THE FREEDOM OF ASSOCIATION AND THE EFFECTIVE RECOGNITIONS OF THE RIGHT TO COLLECTIVE BARGAINING

2018 objectives and achievements

- ✓ We continued with the positive interaction between the Group and the employee Works Councils in Germany, France and Belgium;
- ✓ Elected a new Works Council in Germany;
- ✓ Continued with the positive work with our European Works Council throughout the year. A key example of this was our Senior Independent Director meeting with our EWC employee representatives.

2019 objectives

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



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

2018 objectives and achievements

- ✓ Continued to use the supplier questionnaire with questions regarding the human rights and labour standards across UK, Germany, France and Belgium;
- ✓ As a family friendly and fair employer, particularly in the area of training, Computacenter in Germany has received several awards:
 - Trendence Trainee Award (<https://www.trendence.com/produkte>) from Trendence und Absolventa
 - Initiative „MINT Minded Company“ (<https://www.mint-minded-company.de/>) from “audimax MEDIEN GmbH” together with “MINT Zukunft schaffen”
 - Women Career Index (<https://frauen-karriere-index.de/>)

2019 objectives

- ✓ To continue to use the supplier questionnaire across UK, Germany, France and Belgium;
- ✓ To review and continue to develop our Supplier Terms & Conditions with reference to the Modern Slavery Act.
- ✓ To continue to be recognised as a fair employer in Germany

PRINCIPLE 5: THE EFFECTIVE ABOLITION OF CHILD LABOUR

2018 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]

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

2018 objectives and achievements

- ✓ We have continued to focus on diversity and inclusion across the Group.
- ✓ The People Panel have continued 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;

- ✓ We published our second report under the UK Equality Act 2010 (Gender Pay Gap information Regulations) 2017
- ✓ We signed up as a Disability Confident Committed company
- ✓ We continued and strengthened the progression of our Future Talent work

In France;

- ✓ We continued to raise awareness of sustainable development through newsletters during the year;
- ✓ 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. 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.

- ✓ We continued with our work towards reducing the pay gap 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 with the 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 representative level
- ✓ We completed training for those involved in recruitment on non-discrimination in line with our legal obligations.
- ✓ We signed the partnership with the GESAT network in relation to equality of opportunity for disabled employees.

In Germany

- ✓ We continued with the provision of online training relating to the General Equal Treatment Act for German employees.
- ✓ We continued with the provision of the 'Family Service' offerings and extended it with a special hotline for leaders (with the 'Family Service' Computacenter supports its employees in almost all aspects of

- life – support ranges from child care and a back-up kindergarten, through to a consulting service in the event of conflict at work and also the provision of a 24-hour hotline for individuals to discuss any personal or professional issue that they wish]
- ✓ We continued our activities around the initiative "women@work". This initiative focuses increasingly on the compatibility of work and family as well as the equality and advancement of women. The aim is to increase the proportion of women in Computacenter's core business and in management; specific targets were agreed with the management in 2018, and these are to be implemented from 2019.
- ✓ We continued the "women@work development program", which also successfully developed female employees into their first management positions in 2018.
- ✓ We carried out as part of our "women@work" programme several internal and external recruiting and networking events, including guest lectures in our offices, and identified "role models" for communication.
- ✓ Supported various initiatives and programs aimed at supporting pupils with IT and promoting young talents. For example;
 - o Erlebe IT (www.erlebe-it.de/): The school initiative of Bitkom brings together young talents, professional orientation and media competence. Colleagues from Computacenter train young people in the competent handling of digital media. At the same time, they give impressions about the vocational possibilities in the IT branch.

- o Girls' Day [www.girls-day.de]: On this day, young women and girls should get to know professions in technical and sciences-oriented areas.
- o IHK Ausbildungsbotschafter [www.ihk-koeln.de/Ausbildungsbotschafter]: Apprentices are sent to schools and inform pupils about their vocational training, everyday work and career opportunities.
- ✓ We concluded an inclusion agreement with severely disabled representatives and the general works council in which existing regulations for the integration of severely disabled and able-bodied people were summarised. At the same time, with this agreement we have set ourselves new goals to continually improve the equal participation of severely disabled and able-bodied people in working life by shaping work processes and framework conditions.

2019 Objectives

- ✓ Launch of the new Computacenter Diversity & Inclusion approach summarising our commitments and objectives
- ✓ Expansion of the People Panel to include both national and group panels, allowing us to deliver group objectives within the local context
- ✓ Review 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
- ✓ Inclusive decision-making training rolled out to senior leadership
- ✓ Begin regular D&I reporting including diversity

recruitment and retention

- ✓ Improve our communication of our D&I activities to increase understanding and raise awareness of key activities

In the UK;

- ✓ Maintain our status as a disability confident employer
- ✓ Continued 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
- ✓ Launch 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

In France;

- ✓ To implement a charter on the right to disconnect
- ✓ To sign a company agreement on quality of life at work
- ✓ Develop the 'Quality of Life' at work
- ✓ Develop Teleworking provisions
- ✓ To obtain a score of 87/100 to the Legal Index on Gender Equality for the year 2018

In Germany;

- ✓ To continue with the 'Family Service' offering.
- ✓ To continue with the "women@work Development Program".
- ✓ Extend the scope of the previous women@work initiative to Diversity & Inclusion, while maintaining the focus on gender diversity.
- ✓ Creation of a dedicated position to support D&I issues and a "People Panel Germany" is to be set up with representatives from the various divisions.
- ✓ To sign the Diversity Charter- an employer initiative to promote diversity in companies and institutions. This will give the company a clear commitment to D&I issues both internally and externally.
- ✓ To establish different communication measures around "women@work" and Diversity & Inclusion for employees, management and external target groups.



ENVIRONMENT

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

2018 objectives and achievements

In France:

- ✓ We reviewed our environmental key performance indicators and continue to track our performance against these;
- ✓ We develop the EHS Management System [aggregation of environmental, occupational health and safety management] in order to achieve certification against this in 2019

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

In Germany;

- ✓ We successfully achieved certification for the surveillance audit ISO 14001:2015;
- ✓ We revised and improved the environment dashboard and key figures system;
- ✓ Improved the integration of the environmental indicators and aspects of our suppliers in our own environment review.
- ✓ 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 include the planting of an additional 125 trees, installation of LED outdoor lighting, charging stations for electric cars and bicycles, using solar energy to heat water, the use of green electricity through our supplier and the installation of wet biotopes for protected toad species

2019 objectives

In France:

- ✓ To continue to review and track our performance against our environmental key performance indicators;
- ✓ Success achieve certification of the surveillance audit of ISO 14 001:2015
- ✓ Continue to develop the EHS Management System [aggregation of environmental, occupational health and safety management]

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

2018 objectives and achievements

In France;

- ✓ We continued with our support for the Moroccan populations isolated in the desert through association with the "children of the desert" which supports 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 Pätz 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.

- IHK Ausbildungsbotschafter [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.

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 with schools, colleges and universities.

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

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

2018 objectives and achievements

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

a surface area of 10,324m² and will enable us to generate 1.9 million kWh of electricity each year, equivalent to 22 per cent of the Operation Center's annual usage. This will reduce our CO₂ emissions by more than 1.1 million kg a year.

2019 Objectives

- ✓ To install a photovoltaic system on the roof of our Operations Center in Hatfield. The system will have

ANTI-CORRUPTION

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

2018 objectives and achievements

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

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 an overview of compliance and provides the employees with relevant contact details;

2019 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





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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 15,000 people worldwide.