

Winning together for our people and our planet

Sustainability Report 2024



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Driving sustainable growth

I am proud to introduce our 2024 Sustainability Report, which reflects not only our latest achievements but also our continued commitment to sustainable growth.

Sustainability is not an isolated initiative for us; being a responsible business is simply central to who we are. Our Sustainability commitments are underpinned by our values and are aligned with our strategy, enabling us to create meaningful, lasting impact for our stakeholders as we pursue our strategic goals. By embedding responsibility into our operations, we deliver outcomes that strengthen our business, support our communities, and safeguard our planet for future generations.

Our straightforward approach is working; we are proud that our progress has seen Computacenter recognised by TIME as one of the World's Best Companies and World's Best Companies for Sustainable Growth, as well as being ranked as European Climate Leader in a study by the Financial Times. Our Sustainability activities are never undertaken in pursuit of external validation, but being recognised for focusing on action over words shows that we are on the right path.

Our journey is far from over, of course. We have clear sustainability goals that will require continued focus, innovation, and collaboration both up and down our value chain.

I'm confident that by upholding our values and principles, and by executing our strategy with purpose, we will continue to play our part in building a sustainable future - one that balances environmental stewardship, social impact and strong corporate governance with the needs of our customers, employees, and stakeholders.

Mo Siddiqi
Group Development Director





People

Planet

Solutions

Governance

Winning together for our people and our planet

The way in which we conduct our business has always been as important as what we do, which is why we have always been shaped by our values and guided by our principles. When it comes to sustainability, our values and principles drive our strategy of winning together for our people and our planet.

Each pillar of our sustainability strategy is owned and led by an Executive team member, reflecting our focus and commitment to achieving our sustainability goals.



People

Our people pillar is led by Sarah Long, Chief People Officer, and houses our Social Strategy. Our goals in this pillar focus on our people and the people in our communities - both in the places that we operate and up and down our value chain. We are committed to being a company that offers fair and equal access to everyone and where every person feels engaged, included and able to fulfil their potential.

We drive initiatives that foster employee engagement and contribute to diversity and opportunity throughout every stage of the career lifecycle.

Our Social Strategy also addresses how we engage with the communities around us, including social and charitable initiatives, and the rights of people within our value chain.

Planet

Our planet pillar is led by our Group Development Director, Mo Siddiqi, and addresses our direct and indirect environmental impact. Our Sustainable Operations Strategy, which underpins this pillar, considers the overall impact of our activities throughout the value chain, recognising the critical importance of topics such as emissions,

biodiversity and waste in the preservation and protection of the environment.

Our Net Zero transition plan also forms part of the planet pillar, with initiatives across the value chain to drive down emissions in line with our SBTi-approved 2040 Net Zero goal.

Solutions

Mo Siddiqi, Group Development Director, is also responsible for leading our solutions pillar, which focuses on delivering solutions and services that help our customers to achieve their sustainability goals.

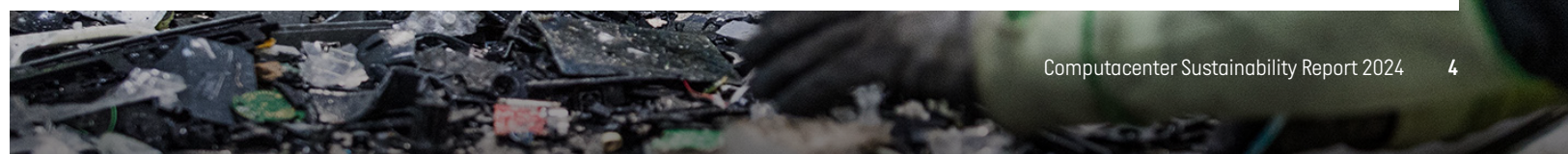
chain - from how a product is manufactured to how it is used and ultimately how it is handled at the end of its usable life.

Our customers are developing their own carbon reduction plans, which requires transparency throughout the value

We support our customers at every stage of this process, with a particular focus on leveraging our expanding Circular Services.

Governance

We govern our business with integrity, ensuring we have clear policies, decision-making frameworks and risk management processes. Our commitment to ethics and compliance supports all of our sustainability commitments.



Sustainability strategy framework

We focus on the areas that are most important to our stakeholders and our business, and where we can make the biggest difference. The strategy has three pillars (people, planet and solutions) and is underpinned by communication, governance, standards and frameworks. Each pillar is owned by a member of the Group Executive Management Team. This creates alignment and accountability across the organisation, helping to engage and empower our people in achieving our sustainability goals.



Considering the long term is one of the values on which Computacenter was built, it's a part of everything we do, and lies at the heart of our sustainability strategy."

Mike Norris

Chief Executive Officer

Winning together for our people and our planet

People

Creating positive impact for our people, customers and communities

Executive owner: Sarah Long,
Chief People Officer

Planet

Ensuring sustainable operations and delivering our Net Zero 2040 plan

Executive owner: Mo Siddiqi,
Group Development Director

Solutions

Offering sustainable solutions for our customers

Executive owner: Mo Siddiqi,
Group Development Director

Communication

Sharing our strategy with our stakeholders.

Executive owner: Mo Siddiqi, Group Development Director

Governance

Underpinning accountability, investment plan, compliance and reporting.

Executive owners: Mike Norris, Chief Executive Officer

Standards and frameworks

We align with the standards and frameworks that support our Sustainability Strategy and are important to our stakeholders, including:



Carbon Disclosure Project (CDP)



EcoVadis



Science Based Targets initiative (SBTi)
Approved Net Zero targets



Streamlined Energy and
Carbon Reporting



UN Sustainable Development Goals



Task Force on Climate-Related
Financial Disclosures



United Nations
Global Compact

United Nations Global Compact (UNGC)
Proud signatory of the UNGC since 2007

Winning together for our people and our planet

Our Purpose is helping our customers change the world, and to support this we build long-term trust with our customers, our partners, our people and our communities.

Our Environmental, Social and Governance (ESG) approach, 'winning together for our people and our planet' underpins Our Purpose and is integrated into our business model. The long-term future of our Company, our people and our planet, relies on an enduring commitment to sustainability, making it a fundamental part of how we work day-to-day.

Highlights in 2024



Top 15%

In TIME's World's Best Companies ranking



Top 10%

for environmental impact in TIME's World's Best Companies for Sustainable Growth



16th

in Financial Times' Europe's Climate Leaders ranking based on our environmental credentials

People

3,400

vacancies filled, including **2,500** people recruited from around **115,000** applications

426

people recruited for our Early Careers programmes

32%

of our most senior leaders are women

Planet

3.4m

kWh of electricity generated by our own solar farms

80%

of Group energy from renewable resources

Carbon neutral

under Scope 1 and Scope 2 for the third year in a row

Solutions

2.4m

items processed through our Circular Services division

208,000

tonnes of carbon avoided through reuse of items, redeployment and remarketing

902

tonnes of reusable raw materials generated through industrial recycling solutions

Sustainability and our strategy

We are committed to aligning with best practices that enhance our long-term business resilience, and to meeting all applicable regulatory requirements. Our approach to environmental, social, and governance (ESG) factors is grounded in risk management, operational efficiency, and value creation for our stakeholders.

Our purpose

Our purpose is helping our customers change the world, and it is the driving force behind everything we do. We recognise that we do not change the world ourselves, but with our help, our customers make world-changing decisions, investments and actions every day.

Our customers are some of the world's largest corporate and public sector organisations, and we help them to realise transformative benefits of technology for their businesses, their people and the world. They place their trust in our technology and services expertise, knowing that we are dedicated to helping them achieve their goals. Our customers choose to work with us and stay with us for the long term, and rely on us for our responsible and sustainable business practices.

Our strategy and business model

Our strategy has three core areas of focus; our clear target market, building scale and competitive advantage, and empowering our people to meet the needs of our customers faster. Our Group Operating Model is designed to support our strategy - putting customers at the heart of everything we do and meeting their needs efficiently, wherever they are, now and for the long term. Our strategy and business model are underpinned by our sustainability strategy and the values and principles that guide us.

Our strategic investment programmes build resilience, scalability, and sustainability through our operations, aligned to the market drivers and challenges that affect our target market customers.

Our values - Winning Together

These are the values on which Computacenter was built, and they are the values on which we will continue to grow.

We win by:

Putting customers first
Keeping promises

We do it together by:

Understanding people matter
Considering the long term

Our ambitions

Driving long-term value for our stakeholders is reflected in our ambitions:

- Our customers will strongly recommend us
- We'll be the preferred route to market for technology vendors
- People will want to join us, stay with us, and grow with us
- We'll be a trusted, agile and innovative provider of technology and services across the world

Sustainability and our strategy

We measure our progress using three core sets of Key Performance Indicators (KPIs):

1. Strategic KPIs

Measuring how effectively we are executing our strategy, ensuring alignment with our overarching goals.

- Customer relationships
- Services growth
- Productivity

2. Financial KPIs

Tracking our financial performance and stability.

- Revenue (£m)/Gross invoiced income (£m)
- Gross profit (£m)
- Adjusted diluted EPS (p)
- Adjusted net funds (£m)

3. Sustainability KPIs

Appraising our progress across our three key sustainability pillars.

- Employee engagement
- Net Zero roadmap
- Devices recovered

Measuring our progress helps all of our stakeholders understand our priorities and achievements.

By incorporating sustainability measures within our critical KPIs we ensure that we are continually guided by our principles in everything we do.

The subtle shift from compliance to strategy

A conversation with Clare Parry-Jones

The Sustainability conversation can feel like it's constantly evolving, with new trends and challenges popping up everywhere. In my role as a Sustainability Champion, I've spent a lot of time this year talking to organisations in every sector about sustainability, and I've noticed some fascinating shifts in what's driving these discussions and how companies are approaching their goals.

Let's start with regulations – everyone's "favourite" topic [!]. The European Union's Corporate Sustainability Reporting Directive [CSRD] has been working as something of a catalyst for any organisation with large entities in a European member state. Suddenly, transparency was shifting from an important-to-have to a legal must, and our customers began to dig deeper into their environmental and social impacts, preparing to share what they found. Add to that the Corporate Sustainability Due Diligence Directive [CSDDD], which puts supply chains under the microscope... it's fair to say that compliance has been pushing businesses to level up their sustainability efforts.

In the last few weeks, we've seen some proposed changing to the scope and timing of both of these regulations, and businesses are still working through the implications for themselves and their value chains. What's interesting and encouraging is many of the organisations I've spoken with



I wouldn't be fulfilling my Champion role if I didn't mention that Computacenter was amongst the first in our industry to have our Net Zero targets approved by the SBTi."

tell me that while they need to consider how these changes might impact them, they still see sustainability as a continued part of their strategy rather than just a compliance exercise.

I've had conversations with leaders who are genuinely excited about embedding circular economy models, adopting science-based targets, and exploring innovative climate tech. The Science Based Targets initiative has gained serious momentum - with nearly 10,000 companies on board, it's clear that measurable, tangible action is the new benchmark. And I wouldn't be fulfilling my Champion role if I didn't mention here that Computacenter was amongst the first in our industry to have our Net Zero targets approved by the SBTi.



Clare Parry-Jones

UK & Ireland

Who are you, and what is your role?

Clare Parry-Jones, Sales Enablement Director for Europe.

How long have you been with Computacenter?

17 years

What was one of your key sustainability achievements during 2024?

I would say Computacenter being named as a European Climate Leader by the Financial Times and a World's Best Company not once but twice! These rankings recognise how our approach to being a responsible business really makes a difference.

What are you looking forward to this year?

I'm excited to continue conversations with our customers around sustainability. These discussions provide invaluable opportunities to learn, share insights, and collaborate on meaningful initiatives that can drive positive change.

Then, of course, there are the stakeholders – consumers, investors, employees – all demanding more. I've seen consumer sentiment shift dramatically over the last year. People are more aware of climate change because they're experiencing its effects first-hand. It's no longer theoretical. This awareness is changing buying behaviours and creating pressure for brands to step up, and that flows into our conversations about how we provide the support our customers need to rise to the challenge.

That said, not every region or industry is approaching ESG in the same way or at the same pace. Businesses are taking time to reflect, and some have started to become more cautious and hushed over the last few months, too.

Despite some challenges and uncertainty, I think that many organisations still feel that sustainability isn't just about doing the right thing, it's also good for the bottom line. So, while the messaging may become more muted, it feels amongst our customers at least, that this isn't about to become a material shift in strategy.

From a Computacenter perspective, our ability to stay true to our values and principles is what has always helped us to steer ourselves and our customers through the changing fashions, hype-cycles and trends, and this is no different. We won't be greenwashing or greenhushing - we're going to just keep doing what we have always done: being a responsible business, considering the long term, putting customers first, and winning together for our people and our planet.



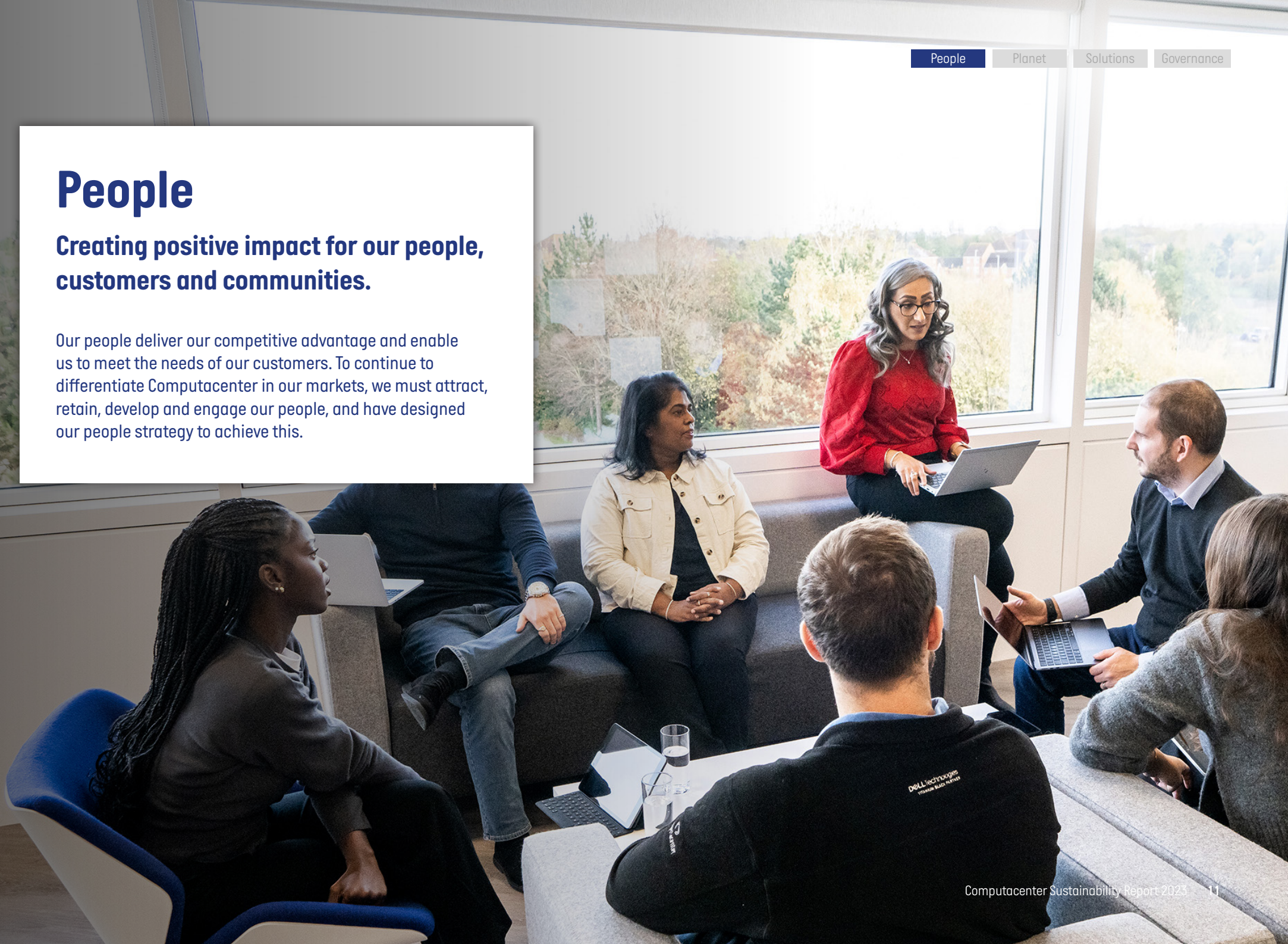
Despite some challenges and uncertainty, I think that many organisations still feel that sustainability isn't just about doing the right thing, it's also good for the bottom line."



People

Creating positive impact for our people, customers and communities.

Our people deliver our competitive advantage and enable us to meet the needs of our customers. To continue to differentiate Computacenter in our markets, we must attract, retain, develop and engage our people, and have designed our people strategy to achieve this.



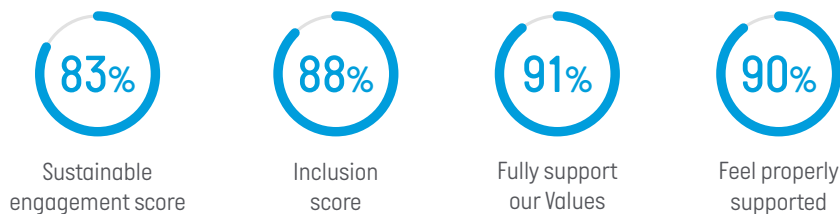
Our people strategy

Our people strategy has four pillars: talent acquisition, develop and engage, leadership excellence and organisational effectiveness. This strategy is underpinned by our culture and purpose, our people's experience as employees and our overarching approach to sustainability and governance.



Group employee survey

Our most recent employee survey had an **81% response rate** and showed:



Talent acquisition



We aim to attract the best talent, build a highly engaged, inclusive and ethical workforce, and use our Early Careers programmes to create talent pipelines for the future.

Activities and performance in 2024

During the year, we continued to invest in our employee branding to strengthen our market presence and support continued business growth. We also further developed our Future Talent programmes, to align to a Group Early Careers offering comprising graduate recruitment, apprenticeships, student placements and internships.

In addition, we continued to invest in our managers' recruitment skills through our Recruiting for Success training, to improve recruitment outcomes and the candidate experience. More than 420 people participated in this training in 2024.

In total, during the year we:

- received around 115,000 applications from candidates, up from around 100,000 in 2023, showing our success in attracting talent and that large numbers of people want to work for us; and
- filled around 3,400 vacancies across the Group, with around 2,500 people recruited externally [2023: 3,300], including 426 people for our Early Careers programmes [2023: 667].

Priorities for 2025

Our priorities for the year ahead are to:

- focus on the roles and future skills we want to hire for;
- continue to roll out the Recruiting for Success training; and
- further improve the hiring experience for both managers and candidates, by introducing new tools, systems and processes

Develop and engage



This element of our strategy includes our approach to fostering engagement, investing in our people, creating a diverse and inclusive organisation, and promoting wellbeing.

Activities and performance in 2024

Fostering engagement

Highly engaged people deliver better outcomes for our customers. We foster engagement by delivering an excellent employee experience. This includes our approach to reward and recognition, such as our Bravo recognition scheme, which allows our people to recognise each other's contributions and directly aligns reward and recognition with key business initiatives. We also listen to employee feedback and have numerous channels for them to tell us how we can improve our ways of working and our tools and processes. This includes our global employee survey, which we run every two years.

In 2024, we:

- continued to implement the improvement actions captured by managers in the 2023 employee engagement survey, to improve the employee experience and drive engagement;
- rolled out our new Bravo Long Service Award programme across the business;
- issued 17,000 individual Bravo recognition awards and 1,625 team awards; and
- recognised exceptional performance through our global Bravo programme, which resulted in 101 bronze, 163 silver and 16 gold star award winners.

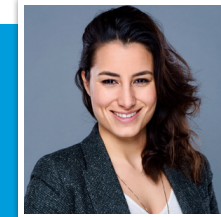
Learning and development

Computacenter has a learning culture that promotes continuous, career-long development, with learning opportunities that enable our people to reach their potential and provide great service to our customers. In 2024, we established a partnership with a leading global specialist, to provide us with a managed service for our training. This will enable us to focus on our core competencies, while leveraging specialised expertise in skill development. Our employees will benefit from tailored learning programmes that align with their personal development paths, our business goals and our customers' needs.

Technical accreditations are a key part of ensuring our people are experts in our technology vendor solutions, so they can apply that expertise for our customers. During the year, our people gained over 2,100 certifications and held over 14,000 between them at the year end (2023: over 13,000).

Diversity and inclusion

We understand the importance of a culture where everyone feels they belong and can be themselves, and where people are valued, respected, and supported to reach their full potential. Equal opportunity at Computacenter extends to all aspects of the employment relationship, including hiring, promotions, working conditions, compensation and benefits, and is reflected in our people policies and in the decisions we make. During 2024, we ran further cohorts of our Growing Together Programme, for women in mid-level roles who aspire to develop their careers, and our Leading Together Programme, to help senior female leaders recognise and promote their own value and experience, and explore their personal and career development goals. More than 200 women have now completed Growing Together, of which 36% have been promoted, and nearly 50 have completed Leading Together, with several moving into more senior roles or extending their remit, and the programme receiving a rating of 8.8 out of 10 from attendees.



Constance Renard-Heidemann

France

Who are you, and what is your role?

Constance Renard-Heidemann, Transformation Director and Sustainability Advisor for France.

How long have you been with Computacenter?

5 years.

What was one of your key sustainability achievements during 2024?

Partnering with "Solidarité Défense" to help fund 13,000 Christmas parcels for deployed soldiers—reinforcing our commitment to the armed forces. I also led Climate Fresh training for 70+ colleagues to drive climate action.

What are you looking forward to this year?

Leveraging our expertise and understanding of our customer needs, combined with regulations evolutions, to create innovative, sustainable solutions across the IT value chain.



Karsten Keck | Germany

Who are you, and what is your role?

Karsten Keck, EHS Operation Manager.

How long have you been with Computacenter?

16 years.

What was one of your key sustainability achievements during 2024?

Seeing sustainability awareness grow amongst our people, leading to success in key tenders, energy-efficient practices, support for customers driving positive change.

What are you looking forward to this year?

Further embedding sustainability into Computacenter's DNA by supporting colleagues and making a lasting impact for our customers, employees, and communities.

Our other diversity and inclusion initiatives in 2024 included:

- rolling out Inclusive Leadership Training across the Group, to ensure broad thinking in hiring practices and increase understanding of inclusion in the workplace;
- rolling out updated anti-harassment and discrimination e-learning to all employees in the UK, Ireland and India; and
- continuing to develop our Employee Impact Groups (EIGs), to give our people the opportunity to shape and drive sustainable change, with country-specific EIGs focusing on in-country priorities such as ethnic diversity, climate change, gender and wellbeing. Our UK Ethnic Diversity EIG was recognised at the UK Ethnicity Awards as a Top 10 Company Network Group.

At the year end, our gender diversity was as follows:

	2024		2023	
	Women	Men	Women	Men
Board	3	5	3	6
Senior managers	31	67	27	66
Other employees	5,657	14,311	5,579	14,341
Total	5,691	14,383	5,609	14,413

We have continued to improve the gender mix within our senior manager roles over the last four years, with the female representation increasing by over 11% since 2020 to 32% at the year end 2024.

Wellbeing

Our strategy focuses on physical, mental, financial and social wellbeing, and encompasses immediate support as well as long-term positive and preventative approaches. As part of this we have an Employee Assistance Programme in each country, enabling our people to access specialist wellbeing support. We also continue to equip our people to protect their own wellbeing and that of their teams, for example through training and awareness programmes.

During 2024, we:

- continued to roll out our Healthy Leadership training programmes for managers, to help them identify signs of individual and team stress and look after their team's wellbeing; and
- ran a global awareness campaign and local country activities in support of World Mental Health Day, sharing practical tips on how our people can look after their mental health and wellbeing.

Priorities for 2025

In the year ahead, we will:

- continue to implement the improvement actions identified in the 2023 employee engagement survey, and run our 2025 survey;
- continue to leverage our global learning agenda, to develop the skills we need for the future;
- support our D&I work by further developing our EIGs and employee networks, and enhancing our systems to improve our capture and reporting on diversity characteristics; and
- implement Headspace, our new global wellbeing offering that takes a holistic approach to improving mental health, including the mental health impacts of physical, social and financial wellbeing. Headspace will be available to our employees and up to five of their friends or family members, to help our people address wellbeing issues in their wider support networks.

Leadership excellence



Our leaders are our role models, stewarding our business responsibly and for the long term. Our approach to leadership is underpinned by our values, to help our leaders inspire their teams, foster collaboration and belonging, and lead change.

Activities and performance in 2024

In addition to the programmes for female leaders and the Inclusive Leadership training described, we continued to review and evolve our Leadership Development Roadmaps, which encompass Aspiring Leaders, Developing Leaders and our flagship Purposeful Leader programme. In 2024, we implemented Power On, which gives us a truly global approach to ensuring current employees and potential recruits are aligned with our culture, values and purpose. Power On has two main offerings, with Core 5 focusing on five essential behaviours for first-line leaders and Core 7 setting out seven behaviours and principles for our leaders of leaders.

During 2024, we completed more than 100 Core 5 assessments for development purposes and more than 130 for recruitment, promotion and selection. We also began a Core 7 pilot.

Priorities for 2025

In 2025, our priorities are to:

- introduce Global Together, which builds on the Purposeful Leader programme to help our most senior leaders develop their strategic leadership skills when working across multiple countries; and
- continue to roll out and embed Core 5 and Core 7 across the Group, along with further development of our Group Leadership Success Profiles.

Organisational effectiveness



This element of the people strategy supports organisational design and strategic workforce planning, to enable our business growth and ensure our people have the systems, tools, structures and processes they need to do their best work for our customers.

Activities and performance in 2024

In 2024, we prepared for a significant upgrade to our HR systems, which we will implement in 2025. This will see us move from the SAP SuccessFactors Human Capital Management suite to SAP SuccessFactors Employee Central, a cloud-based HR information system. This will give our people better HR tools and make them all available through a single, global people platform, significantly improving the user experience.

Priorities for 2025

In 2025, we will:

- implement the upgrade to our HR systems infrastructure;
- further develop our organisational design and strategic workforce planning; and
- continue to optimise our HR processes and systems.



Gil Marini
Switzerland

Who are you, and what is your role?

Gil Marini, Head of Quality Management & Operational Excellence.

How long have you been with Computacenter?

6.5 years

What was one of your key sustainability achievements during 2024?

Reducing Computacenter's carbon footprint through enhanced energy efficiency and increased renewable energy use—setting a benchmark for sustainability in IT services.

What are you looking forward to this year?

Advancing sustainability in Switzerland, especially through the HP Amplify Impact Programme, while balancing environmental responsibility, social solidarity, and economic performance.

Our people policies

We have a wide range of policies that relate to our people. These include:

- our recruitment policies, which ensure we are focused and consistent in our processes to bring people into the organisation, and that we assess their talent objectively and on merit;
- our Equality and Respect at Work policies, which underpin our D&I approach and set out our commitment to zero tolerance of discrimination relating to someone's personal attributes, including race, colour, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, marital status, pregnancy, citizenship, genetic information, socio-economic status, caste, or any other personal characteristic, trait or status that is protected by law;
- our talent management policies which, along with our Equality and Respect at Work policies, help ensure that we identify and develop the best talent, regardless of gender, ethnicity, or social background, or any other personal attributes; and
- our pay policies which require, for example, annual pay reviews for our people.

Our people can raise any concerns in relation to these policies through our in-country grievance processes or in accordance with the Group Speak Up (whistleblowing) policy, using our independent whistleblowing hotline. Any concerns raised are fully investigated, with oversight from the Group Legal and Compliance Director and the Chief People Officer.

Health and safety

Our health and safety policy requires us to reduce or eliminate health and safety risks, as far as reasonably practicable. We do this by identifying and controlling hazards and preventing incidents, particularly those involving personal ill-health, injury or damage to assets. We also investigate near misses, to avoid future incidents. This is an integral part of the efficient operation of the business.

Everyone concerned must be aware of their responsibilities for health and safety. All line managers therefore ensure the policy is implemented within their areas of responsibility and employees must take reasonable care of health and safety for themselves and others who may be affected by their acts or omissions. Failure to observe the policy can result in disciplinary action.

In addition, we:

- aim to continually improve and encourage all employees to set an example;
- promote employee participation and consultation on health and safety;
- provide the necessary resources in the form of finance, equipment, people and time to implement the policy; and
- maintain a legal compliance register, to ensure we fulfil our obligations.

Our primary performance measures are 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. We achieved a solid performance in 2024, with reductions in both rates. This was driven by our established Health & Safety Management System and supported by achieving the ISO45001 Health & Safety accreditation in the UK.

We also remained compliant with all relevant legislation and continued to monitor forthcoming legislation, to assess its relevance to us and our compliance.

	AIR		AFR	
	2024	2023	2024	2023
UK	0.95	1.53	0.18	0.19
Germany	2.65	3.83	0.13	0.31
France	2.67	2.92	0.49	0.54

We have seen good uptake of our health and safety training, with 2,703 completed courses. Topics covered range from asbestos awareness to manual handling.

Our community strategy

Our strategy for our communities focuses on delivering social value where we can make a difference, so we enable our people to use their passion to create positive and impactful change. We focus our work on the following areas:

- inspiring the next generation to follow a career in STEM, through educational outreach and mentoring programmes with schools, universities and charities;
- encouraging volunteering, to enable our people to positively contribute to their communities and drive forward our sustainability focus areas;
- working with our technology vendors and the wider industry to drive change around topics that are important to our business, our customers and our people; and
- giving back, both locally and globally, by working with charities that align to our wider sustainability focus areas.

Activities and performance in 2024

During 2024, we continued to develop our outreach programmes, which target groups including women, ethnic minorities, people with disabilities, and young people from disadvantaged backgrounds. Our flagship programme is Bright Futures in the UK and we now have similar programmes in seven countries. In total, over 200 employees took part in 2024, providing 1,076 hours of outreach and engaging with 23,485 people. To encourage our people to create social value, we launched our Volunteering policy in the UK, US and Canada. This provides each employee with paid time off to volunteer for activities aligned to our chosen UN SDGs, please see our website: www.computacenter.com/sustainability/un-sdgs. In 2024, over 50 people took advantage of this opportunity. Community programmes in conjunction with our technology vendors and the wider industry typically include clean-ups, collection drives and auctions to support local charities.

We also directly support charity fundraising. During 2024, together with our people, we supported over 40 charities. For examples of our community action and charitable initiatives, please see our website: www.computacenter.com/sustainability

Priorities for 2025

Our priorities for the year ahead include:

- continuing to expand our STEM outreach programme across the Group; and
- rolling out the Volunteering policy Group-wide.

Human rights

Our human rights considerations fall into two areas: protecting the rights of our employees and ensuring that we are not complicit in human rights abuses within our supply chain. To help us meet our responsibilities, we have adopted the principles of the leading international standards and conventions on human rights across our business dealings, in particular:

- the UN Global Compact (UNGC), which we signed in 2007;
- the Universal Declaration of Human Rights;
- the UN Guiding Principles on Business and Human Rights;
- the UN Conventions on Rights of the Child; and
- fundamental conventions of the International Labour Organization.

Human rights of our employees

The human rights of our employees are addressed by our people policies and our understanding of and compliance with local labour laws wherever we do business. This includes our Health and Safety, Respect and Equality at Work policies and our disciplinary and grievances processes. Our Group Ethics Policy also sets out our commitment to observing the highest ethical standards in

our business conduct, as these relate to the rights and treatment of individuals. Our people can report any human rights concerns using our independent whistleblowing hotline. In 2024, there were no issues raised within the Company that related to human rights breaches.

Human rights in the supply chain

When selecting suppliers, we ensure that our terms of engagement are clear and that they support our Group values and wider sustainability objectives. Onboarding of suppliers for most countries is managed by the Supplier Advisory and Monitoring team. The team uses a standardised onboarding process, which is underpinned by a supplier management platform to drive greater consistency, automation, visibility and risk management. Each supplier self-assesses on several topics, including sustainability issues, and accepts the standards required by key Computacenter policies by agreeing to adhere to our Supplier Code of Conduct. The code of conduct sets out the 10 principles in the UNGC, which include human rights, modern slavery, anti-bribery and corruption, and environmental matters, and requires those in our supply chain to use Safecall to report any concerns. Our Group Speak Up (whistleblowing) policy is also published on our website, to make it easily accessible to anyone within our supply chain. In 2024, there were no issues raised within the Company that related to modern slavery or human trafficking in our supply chain. Computacenter publishes a full Modern Slavery Statement each year and the latest statement can be found on our www.computacenter.com/en-gb/information/modern-slavery-statement.

Empowering success for all

A conversation with Maya Purkayastha

Maya Purkayastha, Head of Legal UK at Computacenter, has been with the company since 1999. This year, she was named one of CRN's Diversity Leaders of 2024. We sat down with Maya to discuss her career, the evolution of diversity and inclusion in IT, and what the future holds.

"Well, a career in IT wasn't part of the original plan," Maya admits, when asked how she first entered the industry. With a background in law and business, she had set her sights on an in-house legal role - until a recruitment consultant put her forward for a commercial role in IT. "I didn't know much about IT or the challenges I'd face, but the opportunity to step into a 'proper job' was too good to pass up."

Two and a half decades later, Maya reflected on how the industry had evolved, in more ways than one, but particularly when it came to inclusion. "Women in the industry were few and far between, especially in leadership roles. Today, that's changing," she says, "there's a wider awareness of inclusion and not just in terms of gender." Maya remains optimistic about the direction things are heading, but acknowledges there is still work to do "we've come a long way but there's always more that can be done to ensure we are creating truly inclusive environments."

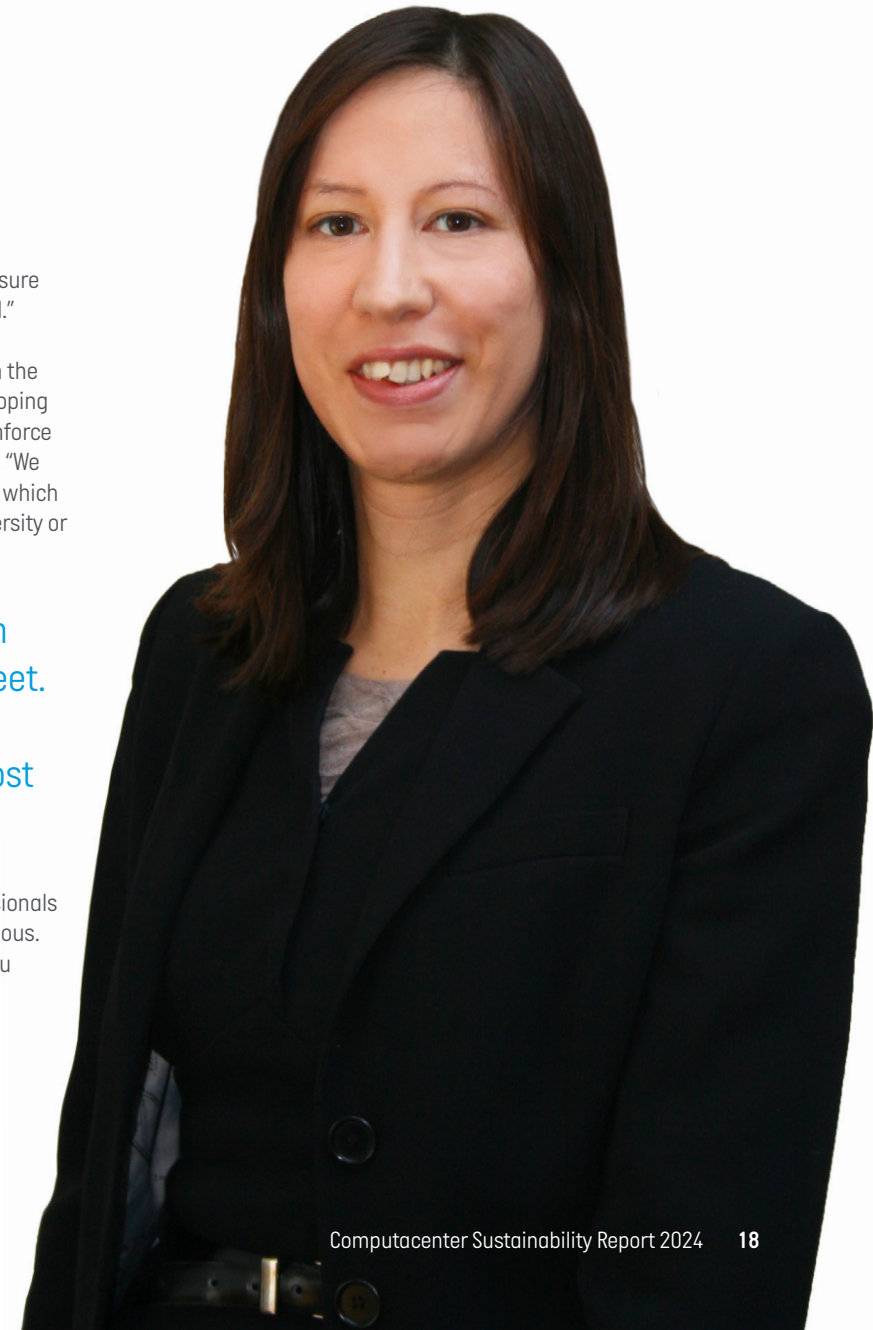
When asked what real inclusion looks like, Maya is clear. For Maya, inclusion is about the day-to-day. "It's how meetings are run, how feedback is given, who gets the opportunity to speak. Culture is

built in those moments" she explains. "It's about making sure people feel heard, respected, and empowered to succeed."

Looking ahead, Maya sees both opportunities and risks in the industry's rapid technological advancements. "AI is developing at an incredible pace, but if we're not careful, it could reinforce existing biases rather than break them down" she warns. "We should be mindful that AI is fed information by resources which may, for example, not consider factors such as neurodiversity or nuances in language across cultures."

"Be curious. Be open to learning from every experience and person you meet. Take chances, even if the path isn't exactly what you envisioned. And most importantly, be yourself."

When asked what advice she would give to young professionals entering the industry today, she doesn't hesitate. "Be curious. Be open to learning from every experience and person you meet. Take chances, even if the path isn't exactly what you envisioned. And most importantly, be yourself. The industry is evolving, and diverse perspectives are more valuable than ever. Your voice matters."



Planet

We have a long-standing commitment to sustainable operations and take a responsible approach to managing and reducing our direct and indirect environmental impacts.

2022

Carbon neutral for
Scope 1 and 2

Achieved ✓

2023

Near-term Scope 1, 2 and
3 emissions reductions

Progress →

2040

Net Zero for Scope 1, 2
and 3

Progress →

Computacenter's material environmental impacts are driven by:

Circular Services

Helping customers make responsible choices in the end-of-life treatment of their IT devices

Technology Sourcing

Helping customers to source sustainable options for their hardware and software estates

Technology Sourcing

Emissions, waste and pollution associated with the products we source for our customers

Our Sustainable Operations Strategy houses our Net Zero transition plan and sets out the focus areas where we will invest and innovate to achieve our environmental goals.

Three key workstreams help us to address our environmental targets through our priority transition plan initiatives:

1. Energy and natural resources

2. Travel and operations

3. VAR supply chain

1. Energy and natural resources

The energy we use at our facilities and the energy we purchase.

Our focus areas

Increasing the procurement of renewable energy and optimising our water consumption in high-use areas.

Expanding our own energy production by identifying new solar panel deployment opportunities.

Reducing the energy needed by our infrastructure by making sustainable investments.

Priority initiatives

- Using energy from renewable sources
- Continuing to invest in and leverage our own solar farms
- Leveraging lower carbon footprint infrastructure

Policies and outcomes in 2024

Sustainable energy procurement approach

During 2024, we have increased our commitment to sourcing energy from renewable sources in eight countries.

Sustainable Procurement Policy

We updated our policy guidelines at the end of 2023, in line with our key metrics and targets. This policy establishes a framework for integrating sustainability principles into our procurement activities.

Energy usage

In 2024, the Group consumed 9.3m kWh of Scope 1 energy, and 37.1m kWh of Scope 2 energy. Of this, the UK business consumed 3.2m kWh of Scope 1 energy, and 17m kWh of Scope 2 energy.

In 2023, the Group consumed 9m kWh of Scope 1 energy (United Kingdom operations: 1.96m kWh), and 40.5m kWh of Scope 2 energy (United Kingdom operations: 17.5m kWh).

We benefit from electricity generation from our solar panel installations in Hatfield, United Kingdom, Kerpen, Germany, Livermore, California, and most recently, Moordrecht, Netherlands.

In total we have the capacity to generate over 4.4m kWh of our own electricity, avoiding up to 2,324 tonnes of annual CO₂e.

In addition to generating our own electricity, we source renewable energy for our operations in multiple countries, including across Europe and the US. In total, we consumed 29m kWh of renewable energy in 2024, of which 16.8m kWh was consumed in the UK.

2. Travel and operations

Our business travel, commuting, IT operations, capital goods and downstream transportation.

Our focus areas

Pursuing our transition to a hybrid and electric fleet.

Using our business travel carbon levy to help reduce our impact, and using the funds generated to support our sustainability initiatives.

Reducing waste generation and diverting waste from disposal through recycling and treatment.

Priority initiatives

- Optimising the carbon travel levy to drive sustainable business travel and support environmental initiatives
- Maximising the environmental benefits of collaboration technology and hybrid working models
- Reducing the number of internal combustion engine vehicles in our UK fleet

Policies and outcomes in 2024

Internal carbon travel levy

Our carbon travel levy applies a carbon charge to business-related travel. This helps our people consider the environmental impact of their travel, and is supported by collaboration technologies in key locations – such as our new broadcast studio in Hatfield, UK.

Vehicle provision policy

The objective of this policy is to set out the responsibilities of the company, management and individual employees with respect to company vehicles. We increased the percentage of non-internal combustion engines (ICE) vehicles in our fleet.

Leased vehicles

We apply a financial control boundary for GHG emissions reporting, meaning leased vehicles are recognised as assets under IFRS 16. While this may typically place their emissions under Scope 1, we do not have operational control over vehicle maintenance or servicing. As a result, and in line with GHG Protocol guidance, we classify their emissions under Scope 3 while acknowledging their financial recognition on our balance sheet.

3. VAR supply chain

Our purchased and resold products and services, use and end-of-life treatment of sold products, and upstream transportation

Our focus areas

Understanding our vendor sustainability roadmaps and incorporating them into our Sustainability Strategy.

Refining our packaging and transportation strategy, to reduce the emissions related to our own logistics.

Automating the way we provide emission information to our customers, to help inform their purchasing decisions.

Priority initiatives

- Understanding key technology vendor Net Zero plans and establishing joint sustainability initiatives where applicable
- Driving customer engagement and transparency, to encourage sustainable sourcing decisions
- Leveraging our international infrastructure, to deliver low-carbon offerings to our customers
- Maximising the use of our Circular Services capabilities, to help our customers manage the end-of-life treatment of their IT estates

Policies and outcomes in 2024

Supplier Code of Conduct

Our Code of Conduct sets out our expectations for suppliers to be environmentally responsible.

Supplier onboarding and management

We continued to utilise our One Trust Supplier Management system for onboarding new suppliers. This system enables us to manage supply chain risk in accordance with our policies.

Materials usage and waste

Materials include the packaging we use in our Integration Centers and the packaging our technology vendors use when transporting goods to us. This category also includes items we mail and our use of single-use plastics. Initiatives to drive efficient material use and minimise landfill are part of our Responsible Operations Strategy. Nearly all plastic bags are now either retained to be re-used or separated and collected for dedicated plastics recycling. We send as little waste as possible to landfill and closely monitor recycling performance for materials such as plastics, paper and cardboard.

Environmental policy and management

The Group has an environmental policy, which we enact through an Environmental Management System (EMS) certified to International Management standard BS EN ISO 14001:2015. The environmental policy requires us to identify our significant environmental impacts and provides the framework for setting targets and objectives. It is supported by a manual that sets out the roles and responsibilities and actions we undertake with respect to our environmental policy, including our approach to due diligence.

The due diligence process addresses direct and indirect environmental aspects:

- Direct aspects are those that we can control and can be expected to influence.
- Indirect aspects are those where we are one of many stakeholders and may not have the ability to influence.

For each environmental aspect we identify, we make an objective and systematic evaluation of its significance, assessing it against criteria rated according to their perceived severity of impact – the higher the impact the greater the rating. Our Environmental Aspect Significance

Procedure sets out how we assess and determine our environmental aspects, and the Site Profiles Procedure describes how each of the sites is assessed. We record the results of these due diligence assessments in the Register of Environmental Impacts.

The environmental management of suppliers and contractors is set out within our Management System Vendor Assessment Procedure. We check suppliers of waste and recycling services to ensure that we only use those with permits and licences appropriate to the work. Where necessary, we may conduct an environmental audit of suppliers which could have a significant impact on our activities. The communication of identified environmental issues is governed by our procedure for internal and external communications.

There were no recorded breaches of the policy in 2024. Computacenter UK is registered as a distributor of product via the compliance company Paperpak, ensuring we have fully complied with packaging waste regulations since 2000.

Computacenter complies with the Energy Savings Opportunity Scheme (ESOS) by submitting its energy report each year.



Sustainability Q&A

In today's business landscape, sustainability is no longer a "nice-to-have" but a necessity. For Laura Burns, who leads our Sustainability Reporting team, the journey to help businesses better understand their carbon impact is both a challenge and a passion.

With her team and the support of an industry-leading expert partner, she has been developing a new service to calculate the carbon footprint of individual products - a capability that will help to empower customers in their sustainability goals. We caught up with Laura to discuss this upcoming service and her realistic, down-to-earth approach to making a difference.

Can you tell us a little about what customers are looking for in Sustainability reporting, and how we address that challenge

Like a lot of what we do in Sustainability Reporting, customer-specific reporting is about providing transparency. Our customers would like to be able to see the carbon footprint of each product they purchase from us, as that can help them understand the environmental impact of their choices and make informed decisions. Essentially, many decision-makers are asking for more clarity about the environmental cost of their products, and they don't have the tools to calculate it for themselves.

Our team, working alongside a leading expert in the field, is developing a methodology to address this need. It will be rigorous yet practical, designed to fit seamlessly into our existing processes. The aim isn't to overwhelm or preach, it's simply to empower customers with knowledge.

How will it work, and what makes it stand out from other sustainability data sharing?

At its core, the service we hope to provide will calculate the carbon footprint of each product, taking into account the specific product configuration, and analysing its lifecycle - from raw material sourcing to manufacturing, transportation, and beyond. What will make it different is its accessibility and precision. We want to integrate it into our customer billing processes so they can see the data at an invoice level. This wouldn't be a separate report that they have to wade through; it's embedded in day-to-day operations.

You're working closely with an expert partner to develop this. How important is that collaboration?

It's essential. The availability of consistent emissions information across the value chain is both varied and limited. While we have a strong team, we needed something robust, repeatable and automated, and that can provide the data and insight that can't currently be accessed through our vendor partnerships.

What excites you most about this development?

Honestly, it's seeing how it could help customers make meaningful changes in their value chains. I've always believed that sustainability isn't about trying to save the whole world overnight, it's about taking realistic, actionable steps. If we can help customers reduce their emissions or choose more sustainable options, that's progress for them, and of course, it helps us in our Net Zero journey, too.

It's also exciting to see how working together to improve transparency also fosters collaboration. When companies understand their carbon impact, it often sparks conversations with suppliers and partners, creating ripple effects across the industry.

Are there challenges in balancing ambition with pragmatism when it comes to sustainability?

Absolutely. Sustainability can feel overwhelming, especially with the scale of the climate crisis. But I'm a big believer in focusing on what's within your control. That's why working to deliver meaningful information is so practical. It's about giving customers data they can act on, not just abstract ideals. It's important to stay grounded and realistic while still pushing for progress.

Lastly, what's your advice to businesses just starting their sustainability journey?

Start small but start somewhere. You don't need to have all the answers right away. Focus on the areas where you can have the most impact and build from there. And don't be afraid to ask for help - whether that's from experts, peers, or your own team.

I love sharing our experiences and plans with our customers. Sustainability is a journey, not just a destination, and the journey will be better if we're all travelling in the same direction together.

Solutions

Offering sustainable solutions for our customers.

Sustainability relies on collaboration up and down the value chain. Our customers trust us to be a responsible business, and they rely on our technology and services expertise to help them to achieve their own sustainability goals.

895,000
devices recovered

Progress →

3.5 million
new devices sold

Progress →

We categorise our sustainable solutions into three main areas



Circular Services

In a traditional linear economy, goods are made, used and then disposed of. The circular economy means that we keep resources in use for as long as possible, extract the maximum value from them while they are in use and then recover and regenerate products and materials at the end of each service life.

Our UK subsidiary RDC has been offering circular services in the technology industry for over 30 years. In 2023 we made the decision to integrate RDC's Circular Services offering into the core Computacenter portfolio as a separate business division and to incorporate elements of Circular Services that we already have in different regions into this division. We currently provide these services to customers in over 40 countries, and we are investing to build further in-house capability in the US and Europe as needed, and to broaden our Circular Services coverage to the 70+ countries that we offer our other services in today.

Our offering has three components:

Redeployment - where we collect a customer's device that is no longer needed in its current setting and redeploy it into the same customer, either in a similar setting or to be used for a new purpose. We redeployed approximately 186,000 items in 2024 through Circular Services.

Remarketing - where a customer has finished using a device, but it still has a use in another market. When we remarket, we make sure the device is data cleansed and has a residual value. Any proceeds from the sale of a device into another market are returned to the customer for reinvestment. We remarketed over 1.3m items for our customers in 2024.

By significantly scaling our Circular Services business we believe we can make a positive impact on the environment faster.

Recycling - probably the most familiar of these types of activity. We recycle when a device no longer has a useful life or resale value. When we recycle, the device is broken down to extract materials that can be reused, with the unusable materials then being responsibly disposed.

We recycled approximately 880,000 items in 2024. When we redeploy, remarket or recycle a device, we are reducing the environmental impact that would have occurred in manufacturing a new one, which enables us to calculate and report the carbon avoidance for our customers.

Last year, we announced a new target: to recover a device for every device we sell.

Recovery means redeployment, remarketing or recycling through Circular Services. Devices include PCs, monitors, printers, switches, routers and servers.

In 2024:

895,000
devices recovered
[2023: 775,000]

3.5m
new devices sold
[2023: 4.7m]

Technology Advisory

As one of the world's largest VARs, we work closely with our technology vendors to understand their sustainability strategies and help our customers to make informed decisions.

Selection of the most sustainable technology products

We make available the Electronic Product Environmental Assessment Tool (EPEAT) and EnergyStar energy usage ratings for the products we supply to our customers and identify other sustainability metrics that help to contribute to each customer's specific goals. We also work with customers to help quantify the carbon footprint of their existing IT estate, enabling them to understand and address the environmental impact as part of future change initiatives.

Sustainable supply chain options

We are the VAR with what we believe to be the best international capability in the world, and this allows us to help both our customers and technology vendors to leverage our Integration Centers in different regions for local supply rather than export, where possible. We still have work to do with both our customers and technology vendors to further minimise the need for export solutions, and we continue to build the local capabilities to support this objective.

Technology Lifecycle

By combining our Service Lines (Technology Sourcing, Professional Services and Managed Services) with Circular Services, we are in a strong position to help customers throughout the technology lifecycle: inform, procure, deploy, support and recover.

Ways of working for people

Technology creates new ways of working for our customers. We provide workstyle analysis to support the design of optimum solutions, which include the use of our Tech Centers and secure locker collection to minimise travel, logistics and field force deployment. These approaches can all contribute to a sustainable hybrid working strategy and reduce the environmental impact of IT service support.

Sustainable deployment

We offer a range of services to allow customers to deploy technology with the minimum environmental impact. These include our trolley and flight case services, used to deploy at scale in offices but remove packaging from technology (laptops, network devices and servers) at our Integration Centers. These services increase efficiency, reduce local engineering effort, and provide environmentally friendly waste disposal at scale.

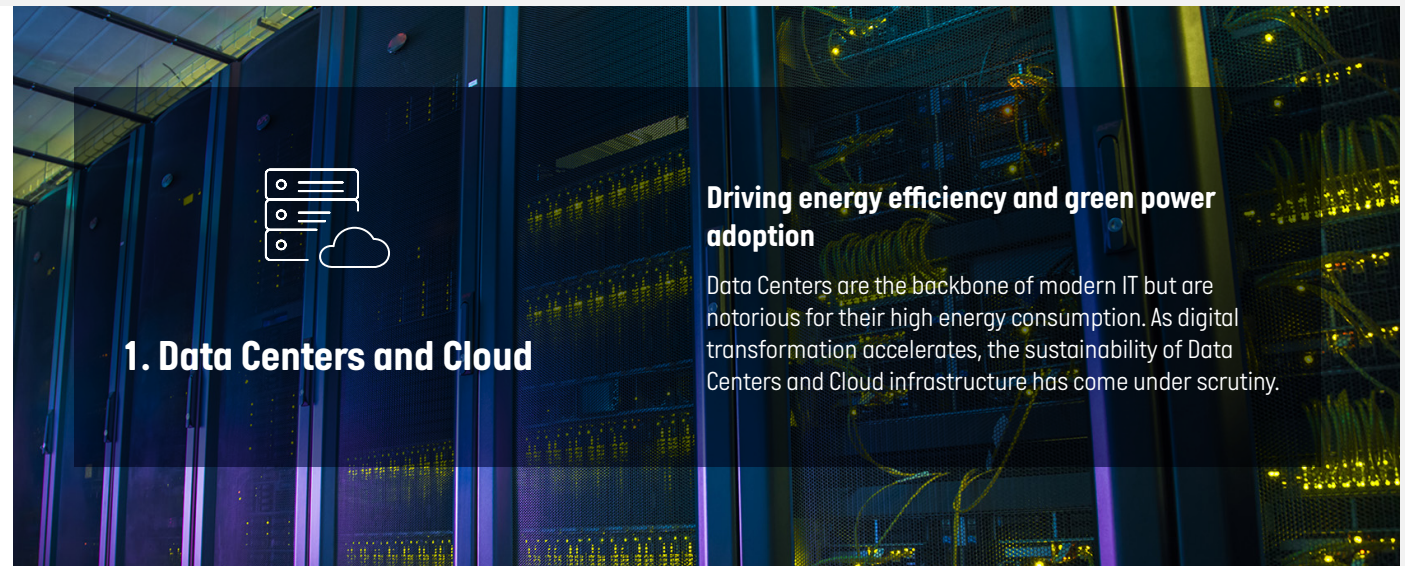
Asset management

Using our SmartHub platform, we provide customers with better data about their assets including length of life, configuration and update status. This information enables customers to make more-informed choices about redeployment and replacement, helping to extend the usable life of assets.

In the spotlight:

Sustainability trends shaping IT

The IT sector is at the forefront of enabling a more sustainable future, while also grappling with the environmental impacts of its rapid growth. We take a quick look at the emerging sustainability trends that seem set to reshape the industry.



1. Data Centers and Cloud

Driving energy efficiency and green power adoption

Data Centers are the backbone of modern IT but are notorious for their high energy consumption. As digital transformation accelerates, the sustainability of Data Centers and Cloud infrastructure has come under scrutiny.

Key trends:

Hyper-efficient cooling systems

Companies are adopting advanced cooling technologies such as liquid immersion cooling and free cooling to reduce energy use in data centers. For instance, liquid immersion cooling by companies like GRC can reduce energy use by up to 95%.

Shift to renewable energy

Cloud providers are increasingly powering their operations with renewable energy. Major cloud providers are all making commitments to sustainability, with goals to operate on renewable energy and reduce carbon emissions. Microsoft Azure aims to be carbon-negative by 2030, and Google intends to operate carbon-free. AWS targets 100% renewable energy by 2025. Some hyperscalers are exploring nuclear power,

alongside renewable sources, to meet their growing energy demands sustainably. For instance, Microsoft has invested in nuclear fusion startups as part of its clean energy strategy.

Carbon-aware computing

Workloads are now being scheduled to run during periods of lower carbon intensity on the grid. This innovative approach helps optimise energy use and reduce carbon footprints. GreenOps, similar to FinOps, focuses on monitoring and optimising carbon emissions across IT operations, complementing carbon-aware computing strategies.

Modular data centers

Modular designs that allow incremental expansion reduce overprovisioning and minimise waste during upgrades.



2. Workplace IT

Enabling a sustainable hybrid future

As hybrid working models become the norm, workplace IT is evolving to support sustainability goals while enhancing employee experience.

Key trends:

Energy-efficient devices

Organisations are shifting towards energy-efficient hardware such as laptops, monitors, and peripherals that meet or exceed Energy Star standards.

Device lifecycle management

Opting for optimised cradle-to-grave services, and extending the lifecycle of workplace devices through refurbishment, repair, and circular economy initiatives is becoming a priority. In 2024, we recovered over 2.4 million items, avoiding approximately 208k tonnes of carbon through reuse of materials and devices.



3. Networking

Greener infrastructure and smarter operations

Networking equipment and operations are undergoing a green transformation as companies seek to reduce their environmental impact.

Key trends:

Energy-efficient networking hardware

Vendors are introducing switches, routers, and other networking equipment designed to consume less energy without compromising performance.

Edge computing for sustainability

By processing data closer to its source, edge computing reduces the energy required to transmit and store data, supporting applications such as smart grids and IoT devices.

Shared infrastructure models

Co-location and multi-tenant networking services are reducing duplication of resources.

4. Security

Sustainability through smarter cyber defences

The rise in cyber threats has led to increased investment in IT security, but sustainability is now being integrated into these strategies as well.

Cross-cutting IT trends

Broadening the scope of sustainability

Across all these areas, several overarching trends are driving sustainability in the IT sector.

Circular Services

Companies are implementing circular economy principles by designing IT systems for disassembly, refurbishment, and reuse. This reduces e-waste and supports responsible sourcing, and is a key area of our focus as part of the Sustainable Solutions pillar of our strategy.

ESG-linked IT procurement

Procurement decisions are increasingly tied to ESG criteria, ensuring suppliers meet rigorous sustainability standards.

Green software engineering

A new discipline focused on developing energy-efficient algorithms and applications is gaining traction, helping reduce the carbon footprint of software.

AI-driven operational efficiency

Driving out cost and effort, and enabling more efficient use of visibility solutions to understand power consumption, cooling requirements, and opportunities to extend the maximise the asset lifecycle.

Key trends:

Virtual security solutions

Cloud-based security tools reduce the need for physical appliances, cutting down on material use and energy consumption.

Endpoint security solutions

Leveraging new NPU chips allow faster local processing with minimal device performance impact. This approach reduces the reliance on cloud services for data processing, albeit with limited sustainability impact.

Utilisation monitoring

Security devices, along with network devices, are now aiding the identification of unused systems and applications for repurposing or disposal, contributing to sustainability goals.

Security platforms

Whether on-premises or cloud-based, platforms are consolidating services previously spanning multiple technologies, reducing resource consumption and operational complexity.

AI-driven threat detection

Efficient use of AI for threat monitoring reduces the need for 24/7 human oversight, speeding up the identification, containment and removal of threats, and enabling less impactful remediations and device displacements,

Energy-efficient cryptography

Research into lightweight cryptographic methods is emerging, designed to secure data without the high energy costs of traditional encryption.



Fraser Phillips
Group Legal & Compliance Director



As a leading independent technology and services provider, our people and our customers trust us to comply with the law and behave consistently in a way that reflects our ethical standards and our values.”

Ethics and compliance

Ethics and compliance continue to play a key role in shaping our journey and safeguarding our future.

Our commitment to ethics, compliance and trust

Ethics and compliance are fundamental considerations when executing our strategy and growing a sustainable business. Our commitment to ethics and compliance is aligned to our Winning Together Values, reinforcing our focus on the long term and strengthening our relationships with our employees, customers and partners.

We believe that a culture of ethical behaviour and compliance must be embedded in every level of the organisation, to support the trust that our people and customers place in us. In this way, we strengthen our existing relationships and build new relationships with those who share similar values and commitments.

Strong leadership

Our Group Compliance programme is owned and driven by two regional leaders: the Head of Compliance for the Americas and APAC, and the Head of Compliance for Europe, South Africa, and India. They report directly to our Group Legal and Compliance Director. With extensive experience in managing global compliance, our Heads of Compliance ensure comprehensive coverage across regions, supported by their respective teams. This structure provides every country unit and its leaders with direct access to the resources and expert guidance they need to meet regulatory requirements worldwide.

Our Group Compliance Framework

Our Group Compliance Framework ensures that we conduct ourselves in accordance with the laws and regulations in the jurisdictions in which we operate. It is a proportionate, people-led approach, designed to address our legal obligations, reflect our culture and values, and meet customer requirements and expectations.

The framework has five key pillars: Tone from the Top/Governance; Risk Assessments; Standards and Procedures; Training and Communications; and Oversight. The framework empowers our people with the knowledge to make sound, ethical decisions efficiently and effectively, so we maintain a compliant, agile and customer-focused business environment. The standardised approach of the framework also allows us to swiftly and effectively adapt to changes in our business and in the legal and regulatory environment, which is continually evolving.

Our Group Ethics Policy and Code of Business Conduct

Our Group Ethics Policy and Code of Business Conduct is the cornerstone of our Group Compliance Framework, seamlessly integrating with our Winning Together Values. Together, they set the standard across our business to provide uniformity and clarity and ensure that each of our employees understands both our expectations and how to apply them to their day-to-day role at Computacenter. The Board has endorsed the Group Ethics Policy and Code of Business Conduct, and its alignment with our values, strategy and purpose.

Knowledge and training

To cultivate a culture of compliance and ethics, we provide a combination of policies and procedures, comprehensive training and multi-channel communications campaigns. All our compliance collateral and training content can be found on our internal Group Compliance page, with details of who to contact should our people have any questions. We also track feedback and engagement with this platform.

Communications and awareness

Our Group Compliance Framework is supported by an annual communications plan, which emphasises the key messages of our core compliance areas. The plan adopts a diverse, multi-channel approach to cater for different audiences and risk profiles, to maximise reach and impact. Our focus is on delivering engaging content in a way that resonates with our culture, bringing compliance to life in an accessible way. Led by our two regional Heads of Compliance, and developed by our Group Legal Operations team, each campaign is a collection of engaging tools, including concise video clips that distil key takeaways and informative news articles prominently featured on our intranet homepage. Our communications strategy seamlessly integrates each message with our central Group Compliance page. This fosters a sense of confidence and self-reliance among our people, encouraging them to actively seek and navigate this content.

Cultural reach

We make our Group Compliance policies accessible by publishing them in all the core languages in which we operate, accompanied by guidance documents and 'Golden Rules'. The Golden Rules concisely summarise the key requirements contained within the policies, as we recognise the benefit of straightforward guidance. This also allows for the varying ways in which people prefer to engage with compliance content.

While we communicate this content at Group level, we also tailor our approach to reflect local cultures and communication styles, ensuring the effective delivery of our core messages. Our Heads of Compliance work closely with our country units to ensure that communications are effective at a local level.

Regular assessment and continuous improvement

We use a variety of methods to ensure that our communications resonate with our people, including monitoring engagement metrics to evaluate each campaign's success. This gauges the current impact of our communications and supports continuous improvement. This cycle of evaluation and enhancement is fundamental to fostering an environment of proactive engagement and sustainable awareness within the Group. Our centralised compliance function allows us to identify trends and react accordingly, bolstering compliance workshops and collateral where we identify areas for improvement. We also monitor and report e-learning completion rates and actively seek feedback to incorporate into our initiatives. All compliance collateral is subject to regular review, alongside routine horizon scanning, ensuring we align with best practice and any change in regulations.

Supplier Code of Conduct

Our commitment to compliance extends to our suppliers, whether they are supplying us directly or as part of a customer transaction or offering, to ensure the integrity of our supply chain. We require our suppliers in our core countries to adhere to our Supplier Code of Conduct, which mirrors our ethical standards and provides clear guidance for our suppliers as to our expectations. The Supplier Code of Conduct is subject to regular review and updates, to stay aligned with evolving regulations.



Newar Gully Netherlands

Who are you, and what is your role?

Newar Gully, Sustainability Advisor at Computacenter NL.

How long have you been with Computacenter?

4 years.

What was one of your key sustainability achievements during 2024?

Achieving EcoVadis Gold in The Netherlands!

What are you looking forward to this year?

Bringing Belgium and the Netherlands closer together through our new BENE organisation - driving greater collaboration and impact!



Supplier due diligence

We screen our suppliers in our key geographies. Our due diligence includes leveraging industry recognised platforms to maintain transparency in our supply chain, including checking suppliers' ultimate beneficial ownership where appropriate. Significant preparation has been undertaken in our non-core countries ahead of the planned implementation of the platform in several new locations in 2025.

Oversight and reporting

Overseeing our ethics and compliance programme is the responsibility of our Group Legal and Compliance Director, our two regional Heads of Compliance, and our Compliance Steering Committee, which meets quarterly. Risks and issues are reported to the Group Risk Committee and to the Audit Committee, and we actively work to mitigate and remediate any concerns.

Whistleblowing hotline

To uphold transparency and provide a secure channel for reporting concerns, we offer a confidential whistleblowing hotline. This service, managed externally by the industry-leading whistleblowing provider Safecall, is available to our people and everyone in our supply chain, enabling them to report any suspicions of wrongdoing. We actively encourage our people to 'Speak Up' through an annual multi-channel communications campaign. In addition, we support our managers by providing them with tailored guidance, to help them understand their obligations when approached directly with a concern.

Anti-bribery and corruption

We have a strict zero-tolerance stance against any form of bribery or corruption and remain vigilant to ensure that such conduct does not infiltrate our practices, regardless of the jurisdiction. We are therefore firmly committed to complying with all applicable anti-

bribery and corruption laws in all jurisdictions in which we operate, including the UK Bribery Act.

Our Group Anti-Bribery and Corruption Policy clearly states that no employee or associate is to engage in any activity that could be construed as a bribe or corrupt practice. The policy therefore prohibits offering, accepting or soliciting bribes, and addresses the exchange of money as well as gifts, entertainment or other benefit or advantage that could improperly influence a decision. To reinforce this principle, any exchange of gifts or hospitality beyond a nominal value requires appropriate approval and must be recorded in the official Gifts & Hospitality Register, with these registers checked periodically.

Our policies also include clear rules and direction surrounding interactions with government officials, charitable contributions and political activities. No material breaches of our policies were identified during the year. To ensure full understanding and compliance with these standards, our employees are required to acquaint themselves with our Group Anti-Bribery and Corruption Policy and the accompanying Golden Rules and complete regular training.

Our supplier due diligence process and accompanying Supplier Code of Conduct extend our ethical standards to our supply chain and are designed to set a high level of expectations and the appropriate level of defence. This ensures that the vendors who act on our behalf within our core geographies are both aware of their obligations to comply with applicable anti-bribery and corruption laws and validates that they do not have a history of non-compliance, unethical behaviour or criminal sanctions. As noted, we plan to extend the supplier screening platform to additional countries in 2025.

Data privacy

We recognise the importance of data privacy and are committed to ensuring robust compliance with data protection laws and regulations across all jurisdictions in which we operate.

Our data protection framework is guided by industry best practices and aligned with internationally recognised standards, including those set by the International Organisation for Standardisation (ISO). This approach ensures that our data privacy management is recognisable and easily understood by our customers and stakeholders, providing assurance of the quality and completeness of our compliance efforts. The Group Risk and Audit Committees oversee data protection, ensuring accountability at the highest levels. We continuously monitor evolving data privacy obligations across all jurisdictions where we operate, enabling us to adapt swiftly and proactively.

Our centralised Data Protection function is led by our Group Data Protection Officer, who reports directly to the Group Legal and Compliance Director and is supported by a team of skilled and experienced specialists across our key geographies. Together with key stakeholders, including the Computacenter Information Security Team, they uphold our high standards of compliance in data protection.

A core principle of our approach is privacy by design, ensuring that compliance is embedded into our organisational, technological and procedural changes from the outset. This includes our Data Protection Inter-Group Agreement, which facilitates the secure and compliant transfer of data between entities within Computacenter.

Training and awareness remain central to our strategy, with mandatory online training for all employees supplemented by comprehensive policies and guidance, regular compliance bulletins, targeted training for specific business areas, and key stakeholder events. These initiatives equip our people to uphold our high standards in their day-to-day roles.

Regular audits and monitoring ensure that non-conformities are identified and remediated promptly. Our commitment to continuous improvement enables us to adapt to changing regulations, market expectations and industry developments. Through these measures, Computacenter remains dedicated to upholding high standards of data privacy and protecting the trust that our stakeholders place in us.



Wendy Coticchia

North America

Who are you, and what is your role?

Wendy Coticchia, Head of Compliance for the Americas & APAC.

How long have you been with Computacenter?

Since 2014 (my legacy company was acquired in 2020).

What was one of your key sustainability achievements during 2024?

Establishing stronger sustainability partnerships with our vendors - representing Computacenter in discussions, podcasts, panels, and vendor sustainability councils. But the standout highlight? Winning Cisco's Americas Sustainability Partner of the Year - a huge milestone for CCNA and our Group's sustainability goals!

What are you looking forward to this year?

Elevating sustainability in North America as customer engagement grows, driven by regulatory and humanitarian commitments. It's an exciting time to be a part of sustainability, and I look forward to working with my colleagues and fellow champions in 2025!

Sustainability in action!

Each year our people join with colleagues, partners and communities to create positive impact together. Here are just a few of our 2024 highlights.

In 2024, over 200 employee volunteers supported our flagship educational outreach programme Bright Futures. Between them, they undertook **over 1,000 hours of outreach activity that reached over 23,000 students and young adults**. The Bright Futures mission is to inspire the next generation of young people to follow a career in technology.

In India we were proud to support the local community with the provision of enhanced hygiene facilities in a local school – this vital resource helps to support girls to stay in education

During Volunteering Week in North America, all our corporate offices took part in dedicated activities for their local communities.

We piloted our volunteering scheme in North America, UK and Ireland during 2024, enabling our people to take up to **two paid days to volunteer per year**. This scheme creates great opportunities for people to give back to our local communities and support important causes.

Our French colleagues were active both in the workplace and their communities, supporting initiatives ranging from charity donations and partnerships to supporting those suffering from illness, poverty or exclusion, - engaging colleagues on topics including accessibility, gender, and inclusion.

In Germany, we **replaced 3,537 flights with rail travel** – helping to reduce the carbon footprint of our business travel.



Our people came together in Germany and the Netherlands to mark **World Cleanup Day** by clearing waste from local areas. Similar group activities have taken place across the globe with beach cleans in USA, Scotland and England, amongst others.



In France, we took part in the **Green Tech Forum** alongside our partners Cisco and Lenovo, for the second year running. This event is Europe's largest professional meeting for sustainable digital technologies (Green IT) – a great opportunity to share, learn, and collaborate!

Beyond food

We are proud to have continued our partnership in the UK with **Beyond Food Foundation (BFF)** charity. Our work with BFF focuses particularly on the 'Fresh Lives' programme that supports ex-prisoners with employability skills.

Task Force on Climate-Related Financial Disclosures

The following statement sets out Computacenter's approach to climate change, including the risks and opportunities, the potential impact on our business, and the mitigations and actions we have taken and will take to respond. We have made disclosures consistent with the TCFD's recommendations and recommended disclosures.

TCFD Theme	Recommended disclosures	Alignment 2024	Improvement areas
Governance Disclose the organisation's governance around climate-related issues and opportunities.	A: Describe the Board's oversight of climate-related risks and opportunities. B: Describe management's role in assessing and managing climate related risks and opportunities.		There is an opportunity to provide greater detail about the processes used by the Board and Board Committees in considering climate-related issues. Timescales: 2025–2026
Strategy Disclose the actual and potential impacts of climate-related risks and opportunities on the organisation's business, strategy and financial planning where such information is material.	A: Describe the climate-related risks and opportunities the organisation has identified over the short, medium and long term. B: Describe the impact of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning. C: Describe the resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.		We currently focus financial disclosure on principal risks only. Further transparency of the financial impact of all risks and opportunities is under review. Timescales: 2025–2027
Risk management Disclose how the organisation identifies, assesses and manages climate-related risks.	A: Describe the organisation's processes for identifying and assessing climate-related risks. B: Describe the organisation's processes for managing climate-related risks. C: Describe how processes for identifying, assessing and managing climate-related risks are integrated into the organisation's overall risk management.		We have taken a high-level approach to climate change scenario analysis. This could be refined to support more detailed disclosures in future. Timescales: 2026–2028
Metrics and targets Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material.	A: Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process. B: Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 GHG emissions, and the related risks. C: Describe the targets used by the organisation to manage climate-related risks and opportunities, and performance against targets.		There is an opportunity to clearly articulate the amount or extent of assets or business activities impacted by transitional and physical risks. We are working towards disclosing our Scope 3 emissions metrics. Timescales: 2026–2028

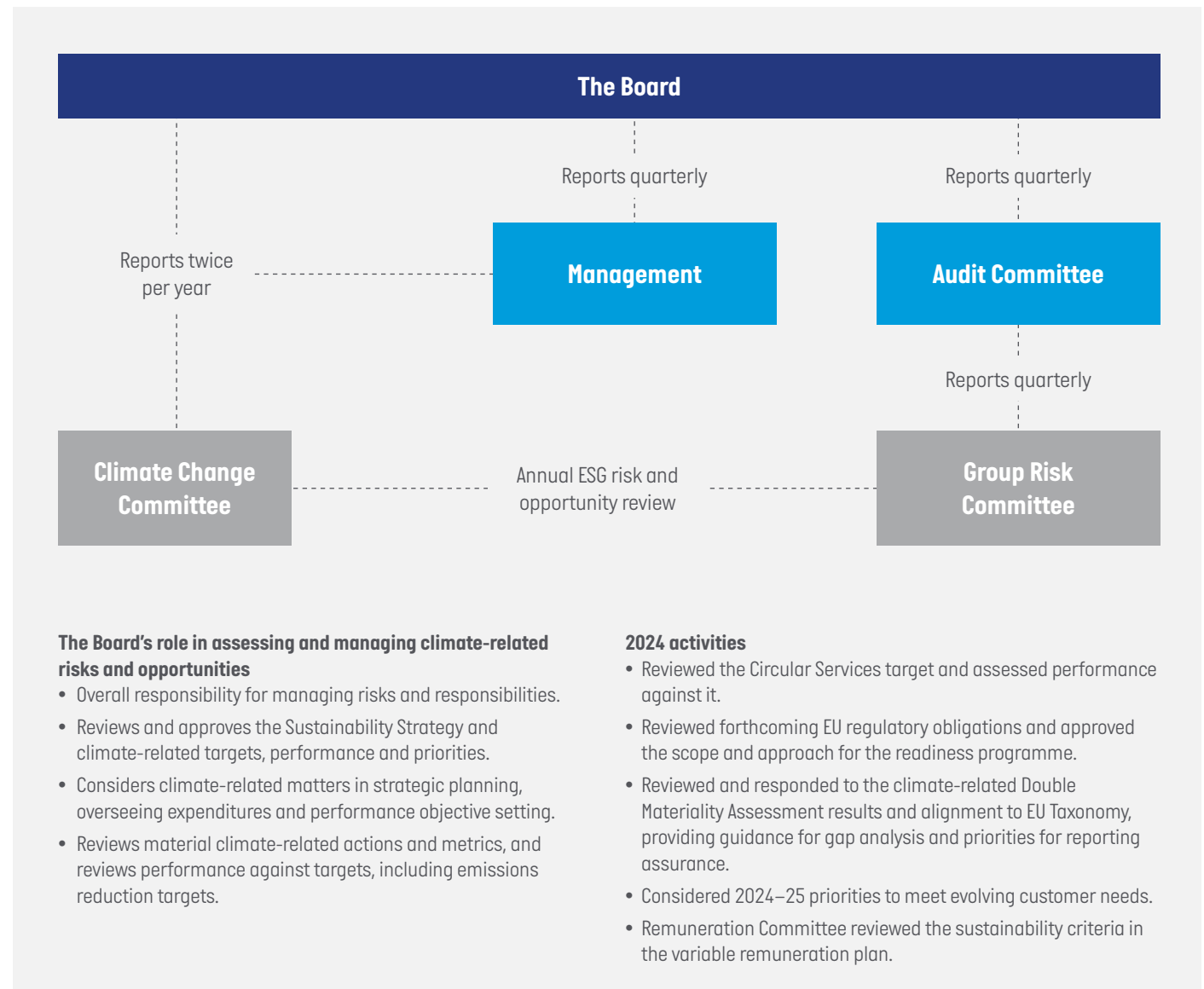
Governance

The Board's oversight of climate-related risks and opportunities

The overall governance structure for climate-related risks and opportunities is the same as for any of Computacenter's other key risks and opportunities, with the Board having overall responsibility for managing risks and opportunities.

Relevant experience

Two of our Independent Non-Executive Directors have current or prior experience of chairing and participating in ESG committees, as well as participating in climate-related risk management oversight in a variety of sectoral settings.



Management's role in assessing and managing climate-related risks and opportunities

The Board delegates specific climate-change matters to our Management and subcommittees:

Management

- Oversees non-financial disclosures, including climate-related disclosures.
- Assesses climate-related risks, both physical and transitional, that could impact operations financial performance or reputation.
- Monitors regulatory developments and ratifies alignment planning activities.
- Collaborates with other committees to ensure oversight of climate-related issues.

2024 activities

- Reviewed the Sustainability Strategy and associated targets.
- Discussed and reviewed the 2023 and 2024 Travel Levy approach.
- Provided support and sponsorship for the Double Materiality Assessment.

Audit Committee

- Ratifies and approves climate-related targets and investments.
- Considers climate-related issues in business plans, and material programmes of work.
- Provides data to support climate-related metric measurements.
- Implements climate-related actions and policies.
- Discusses material climate-related actions and policies with the Board.

2024 activities

- Reviewed the company's TCFD climate risk disclosure responsibilities and provided feedback on the disclosures.
- Approved the updated scoring framework for ESG and climate-related risk, opportunity and impact assessment.

Climate Change Committee

- Monitors climate-related regulation and assesses the impact on Computacenter.
- Reviews climate-related risks and opportunities.
- Develops risk management strategies to manage, mitigate, accept or defer climate-related risks, including making recommendations to Management for investment.
- Establishes and reviews climate-related targets, metrics, actions and policies.
- Communicates climate-related initiatives and achievements to the Sustainability Communications function.

2024 activities

- Conducted reviews of climate-related regulations, including reporting standards such as CSRD and the EU Taxonomy.
- Reviewed climate-related risks and opportunities by analysing industry trends, peer activities and market shifts.
- Communicated to Sustainability Champions to share updates on key climate-related initiatives, including progress on emissions calculation and reduction.
- Reviewed the TCFD disclosures.

The Climate Change Committee

The Group Development Director chairs the Climate Change Committee, which includes the Head of Facilities, the Managing Director Circular Services, the Head of Insurance, as well as representatives from Group Service Lines, Human Resources and the Group Sustainability Team. Regional representatives attend as required.

Each representative is responsible for considering climate-related risks, opportunities and impacts with respect to their divisional strategy and objectives, and for providing associated metrics to support decision-making and measure progress. The Climate Change Committee members are also responsible for ensuring policies and action plans are cascaded to relevant business stakeholders.

Sustainability Champions

We have established a network of Sustainability Champions in each of our key countries. They help to communicate and advocate for our Sustainability Strategy, identify risks and opportunities, and embed climate-related matters into local activities. We have also established a Group Sustainability Team, led by our Group Development Director, which focuses primarily on driving our Sustainable Operations Strategy, which underpins our climate-related activity and Net Zero transition plan.

The Group Sustainability Team also supports other departments to develop their strategies in line with our sustainability objectives, and to measure and report on key performance indicators.

Strategy

Climate change is a global threat and a challenge shared by all. We have therefore committed to becoming Net Zero by 2040 or sooner, with our 1.5°C aligned near-term, long-term and Net Zero targets validated by the Science Based Targets initiative (SBTi) in June 2023.

Managing climate-related risks and opportunities underpins our commitments and helps to ensure that we deliver on our promises and our strategy.

Climate-related risks and opportunities over the short, medium and long term

We recognise the potential impacts on our business, including those associated with the transition to a low-carbon economy and the physical effects of climate change. We have identified a variety of risks and opportunities that fall across the short, medium and long term.

In 2024, we updated our time horizons to reflect those set out in the European Sustainability Reporting Standards.

Short term	0–1 years
Medium term	1–5 years
Long term	5+ years

These time horizons also align with our strategic planning approach.



We use our risk management and control framework for assessing and identifying all principal risks, including climate-related risks. The Group Sustainability Team performs its own risk and opportunity assessment, which is fed into the Group Operating Business Risk Assessment process (GOBRA) alongside risks from managers across the business.

We used the TCFD risk framework to consider the potential regulatory, market, physical and reputational risks, and product and service opportunities. Our risk and opportunity scoring framework ensures each risk or opportunity is objectively scored on the basis of financial materiality (rating 1–6, with 6 being the threshold for a principal risk) and likelihood (also rating 1–6, with 1 being remote and 6 being expected).

The scoring uses financial scenarios rather than forecasts and we estimate impacts without accounting for any risk management or adaptation actions that we might take.

We review and assess risks on an ongoing basis and formally once per year. Our risk management framework details the controls we have in place for principal risks, including who is responsible for managing both the overall risk and the individual controls mitigating it. There are currently no climate-related risks that are principal risks.

Links to our strategy

-  **Focus on our target market customers**
-  **Build Service Line scale and competitive advantage**
-  **Empower our people**

Transitional risk:

Climate-related levies

Policy & Legal

Time horizon (years)



Climate scenarios

	Likelihood	Impact
Below 2°C	4	4
4°C	3	4

Risk

We may face an increased cost of climate-related levies, or increased pricing of greenhouse gas (GHG) emissions.

Service line or location impact

This risk will have a broad-reaching impact across the entire business.

Mitigation

We monitor climate-related levies and resource pricing through our Climate Change Committee. We have invested in our own energy generation solutions at key Integration Center locations.

Link to our strategy



Transitional risk:

Increased and inconsistent regulatory burden Policy & Legal	Increased and inconsistent stakeholder expectations Reputational	Increased cost of energy Market	Physical risk: Extreme weather conditions and their effect on our supply chain
Time horizon [years] 			
Climate scenarios Likelihood Impact Below 2°C 3 5 4°C 2 5	Likelihood Impact Below 2°C 2 5 4°C 2 5	Likelihood Impact Below 2°C 5 3 4°C 4 2	Likelihood Impact Below 2°C 2 4 4°C 3 5
Risk Operating in an increasingly burdensome regulatory environment, Computacenter faces an increased ESG regulatory burden, which can lead to higher compliance costs and resource allocation, and the risk of legal penalties and reputational damage if requirements aren't met.	Stakeholder expectation are driven by regional and market pressures. Operating on an international basis potentially exposes us to conflicting stakeholder pressures, which could lead to us being unable to meet our obligations effectively.	National climate adaptation measures may lead to increases in the cost of power, particularly green energy from renewable sources.	Extreme weather conditions – for example flooding – have the potential to disrupt value chain activities such as technology manufacturing and logistics, raw material mining, and third-party data centers. This would lead to service disruptions, delays in product procurement, and financial losses.
Service line or location impact This risk will impact the entire business.	This impact will chiefly affect our sales countries.	This risk will impact the entire business.	This risk will chiefly impact our Technology Sourcing Service Line.
Mitigation We perform horizon scanning to monitor evolving and emerging regulation in the countries in which we operate, with regulatory obligations being managed centrally to maximise efficiency. Expert third parties support and assure our approach.	We are active in our partner and customer communities, working closely to understand stakeholder demands and local, regional and industry pressures that drive ESG expectations. This is fed into the Group Sustainability Team to drive continued evolution of our Sustainability Strategy and alignment to stakeholder goals.	We have an established programme of investment in our own solar power generation capabilities, which helps to mitigate the risk of rising or fluctuating electricity pricing, in addition to actively reviewing our consumption across our estate.	We create scale through building partnerships with the world's leading technology vendors. Our vendor-agnostic approach helps customers source from multiple suppliers, creating supply chain resilience. Services such as bill and hold enable us to help customers manage long-term programmes.
Link to our strategy 			

Physical risk:

Extreme weather conditions and their effect on our operations	Higher temperatures and their effect on our people	Higher temperatures and their effect on critical infrastructure	Water scarcity and its effect on our supply chain																																				
Time horizon [years] <div><div></div><div></div><div></div></div> <div>1–5</div>	<div><div></div><div></div><div></div></div> <div>5+</div>	<div><div></div><div></div><div></div></div> <div>5+</div>	<div><div></div><div></div><div></div></div> <div>1–5</div>																																				
Climate scenarios <table><tr><td></td><td>Likelihood</td><td>Impact</td></tr><tr><td>Below 2°C</td><td>3</td><td>2</td></tr><tr><td>4°C</td><td>4</td><td>2</td></tr></table>		Likelihood	Impact	Below 2°C	3	2	4°C	4	2	<table><tr><td></td><td>Likelihood</td><td>Impact</td></tr><tr><td>Below 2°C</td><td>2</td><td>2</td></tr><tr><td>4°C</td><td>3</td><td>3</td></tr></table>		Likelihood	Impact	Below 2°C	2	2	4°C	3	3	<table><tr><td></td><td>Likelihood</td><td>Impact</td></tr><tr><td>Below 2°C</td><td>3</td><td>2</td></tr><tr><td>4°C</td><td>4</td><td>2</td></tr></table>		Likelihood	Impact	Below 2°C	3	2	4°C	4	2	<table><tr><td></td><td>Likelihood</td><td>Impact</td></tr><tr><td>Below 2°C</td><td>2</td><td>5</td></tr><tr><td>4°C</td><td>3</td><td>5</td></tr></table>		Likelihood	Impact	Below 2°C	2	5	4°C	3	5
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Risk <p>Isolated extreme weather events may cause business disruptions such as travel restrictions, potential losses, and operational downtime.</p>	<p>Higher temperatures may lead to greater heat-related illness among employees, leading to greater management effort, increased focus on wellbeing initiatives, and potential service degradation.</p>	<p>Higher summer temperatures and rapid changes in temperature and humidity may cause challenges for data center cooling, which could disrupt key business and customer services.</p>	<p>In some water-stressed regions where semiconductors are produced, droughts can disrupt manufacturing, leading to supply chain issues for us. This can result in financial losses due to an inability to meet demand.</p>																																				
Service line or location impact <p>This risk will impact the entire business.</p>	<p>Offshore locations such as India, South Africa, Mexico and Malaysia are most likely to be affected.</p>	<p>This risk will chiefly impact our data centers in Germany and North America.</p>	<p>This risk will chiefly impact our Technology Sourcing Service Line.</p>																																				
Mitigation <p>We have established a strong remote-working capability, with a blended service delivery model that enables us to deliver consistent services from on-, near- and off-shore Service Centers. This is underpinned by robust and consistent scale infrastructure.</p>	<p>Our blended service delivery model enables us to deliver consistent services from on-, near- and off-shore Service Centers. Our people strategy and focus on well-being will provide mitigating training and support for affected personnel.</p>	<p>Our investment approach to leveraging cloud-based solutions from leading global suppliers will mitigate our reliance on high-risk facilities and locations.</p>	<p>We create scale through building partnerships with the world’s leading technology vendors. Our vendor-agnostic approach enables us to source from different suppliers, helping to mitigate the supply risk. Services such as bill and hold enable us to hold stock for customers.</p>																																				
Link to our strategy <div><div></div></div>	<div><div></div><div></div></div>	<div><div></div></div>	<div><div></div></div>																																				

Physical risk:**Insurance costs for natural disasters****Time horizon** (years)**Climate scenarios**

	Likelihood	Impact
Below 2°C	2	2
4°C	3	3

Risk

Increased prevalence of climate-related natural disasters may lead to increased insurance costs.

Service line or location impact

Offshore locations such as India, South Africa, Mexico and Malaysia are most likely to be affected.

Mitigation

Our location strategy will continue to consider the environmental risks associated with our premises.

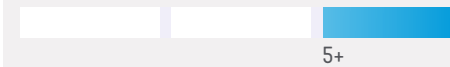
Link to our strategy**Wildfire and flooding**

	Likelihood	Impact
Below 2°C	3	4
4°C	4	5

The physical risks of climate change, such as wildfires and flooding in offshore sites, can damage our facilities and cause supply chain disruptions, potential losses, and operational downtime.

This risk will chiefly impact our locations in Germany, the UK, North America and India.

Our location strategy considers ESG risk to minimise disruption at a local level. This is supported by our blended delivery model, which facilitates the transfer of services between locations with minimised impact to our business and customers.

**Opportunity:****Increased demand for sustainable services, particularly Circular Services****Time horizon** (years)**Climate scenarios**

	Likelihood	Impact
Below 2°C	3	5
4°C	3	6

Opportunity

We have an established Circular Services capability which is a focus of investment and expansion. This service enables customers to achieve their sustainability ambitions.

This is underpinned by our ability to supply technology products locally in multiple regions (the UK, EU, North America and APAC) which helps large international customers to reduce shipment costs and the associated carbon footprint. This international coverage will also increase our resilience and help us provide greater value chain resilience to our customers.

Our existing strength as one of the world's most international and Services-led VARs give us the opportunity to establish a leadership position in helping both customers and technology vendors to achieve their sustainability goals.

Service line or location impact

This opportunity will impact all three of our Service Lines.

Actions

We have established an ambitious Circular Services target, which is supported by our expansion of capabilities across our Group delivery locations.

Our investments in technology sourcing infrastructure, including the deployment and integration of platforms globally, enables us to provide consistent services across all of our Integration Centers, working with leading technology vendors across all aspects of technology infrastructure.

Link to our strategy

Climate-related scenarios and strategy resilience

We have undertaken high-level scenario analysis to help us understand the implications of possible climate pathways for our business and strategy resilience. We are reviewing our scenario analysis approach as part of our broader ESG disclosure readiness activities, with plans to improve our approach.

Using information taken from the UN's Intergovernmental Panel on Climate Change (IPCC), we have considered the potential impacts of climate change on our business if average global temperatures were to rise by up to 2°C and 4°C above pre-industrial levels by 2100. We considered the impact on short-, medium- and long-term bases, and assessed our risks and opportunities in the context of these scenarios.

The scenarios we have chosen reflect the TCFD requirement for a 2°C or lower scenario and a higher-carbon scenario. They indicate that transition risks, and physical risks in particular become more material in a higher-carbon scenario.

Transition risk – legal and policy, and reputation risk

Particularly in a scenario where we move towards a low-carbon economy, we face increasing compliance requirements as well as pressure from business stakeholders and market initiatives related to sustainability reporting. As reporting requirements expand and customer demand increases, we could face increased costs to meet the range of expectations in the markets in which we operate. Failure to comply with the broad range of disclosure obligations could carry financial penalties or harm our reputation.

We undertake horizon scanning to understand the regulatory landscape in the countries in which we operate, and use a centralised approach to compliance to realise the synergies between requirements. We also work within our value chain communities and with our customers to understand demands and pressures, anticipate future needs, and align transition plans both up and downstream.

Physical risk – acute and chronic risk to our supply chain and operations

Significant changes in weather patterns in the medium to long term, both acute and chronic, could result in interruptions to our technology vendors' ability to manufacture and distribute on a timely basis, and could cause damage to our service delivery locations, including our Service Centers, Integration Centers and Data Centers, affecting our ability to run an uninterrupted service for our customers.

Most of our technology vendors are substantial international businesses with the size, resilience, technological capability, and investment capacity to mitigate the future risk of climate-related damage to their manufacturing and distribution process. We work with multiple technology vendors, which mitigates against one organisation, area or region being impacted by extreme weather.

We carry out a physical assessment of our service delivery locations across the globe as part of our insurance risk assessment process and retain the services of one of the foremost global engineering and risk-based insurers. We have business contingency planning, so we can move our service delivery to alternative locations with minimal impact to service levels. None of our service delivery locations are at material risk of flooding from rivers or sea level rises, from wind or from wildfires. Like many organisations, we have reduced our reliance on physical offices, a model proven successful during the Covid-19 pandemic.

Impact of climate-related risks and opportunities on strategy and financial planning

Any physical or transitional climate-related risk which disturbs the equilibrium of our value chain could impact the execution of our strategy, our levels of customer service and satisfaction, and ultimately our financial performance. While we do not recognise climate change as a principal risk to the business, we do recognise that sustainability is important throughout the value chain and critical to our strategy and in our planning.

- **Products and services:** our integrated portfolio is leveraged by customers to help them to achieve their goals. We invest in developing service outcomes that align with the key market trends including sustainability, such as scaling our Circular Services capabilities to help customers realise the environmental benefits of reuse and recycling. Our portfolio development activity considers sustainability as an input to the financial planning stage.
- **Supply chain:** our strategic partner planning includes alignment of Net Zero transition plan activities and other sustainable operations goals. Our supplier due diligence and supplier management processes consider environmental impact.
- **Operations and location strategy:** we build scale and resilience in our infrastructure, helping address the needs of our customers both locally and globally. We consider climate-related risk and opportunity as part of our operational investment planning, driving infrastructure investments including our ongoing programme of solar array installations, facilities upgrades and location planning.

We have a Sustainable Operations Strategy to drive our transition to a low-carbon economy, setting out the activities we will undertake to reduce GHG emissions in our operations and value chain to achieve our Net Zero targets.

Risk management

Processes for identifying and assessing climate-related risks

The process for identifying and assessing climate-related risks follows our GOBRA process, supplemented by activities undertaken by our Group Sustainability team and validated by the Climate Change Committee. As with all other risks, risks are identified from a top-down and bottom-up basis from management and business unit risk owners, along with subject matter experts.

In 2024, we undertook a Group Double Materiality Assessment, which identified impacts, risks and opportunities relating to climate change, alongside other sustainability topics. This work also formed part of our preparation for compliance with existing and emerging disclosure obligations including the Corporate Sustainability Reporting Directive (CSRD) and adoption of the International Sustainability Standards Board's (ISSB) International Financial Reporting Standards (IFRS) disclosure requirements in the UK.

As part of this assessment, stakeholder engagement from across the value chain – including our own subject matter experts, supply chain representatives, employee and community representatives, customers and investors – helped to identify key topics and risks. We used a comprehensive scoring framework to assess those risks and determine those that are material to both us and our stakeholders. We determined our materiality thresholds and used them consistently to establish a holistic view of our risk and opportunity landscape.

Our double materiality assessment used our existing risk classification assessment, and the inputs and outputs are aligned to the GOBRA process.

Processes for managing climate-related risks as part of our overall risk management approach

The process for climate-related risks is the same as the process for managing other business risks, forming part of the Group risk management programme that has been developed and is monitored by the Group Risk Committee.

The Climate Change Committee is responsible for setting the risk management strategy for climate-related risks, and the risks are managed by the team relevant to where the risk resides. For example, climate risks in relation to facilities are owned by the Group Facilities function and managed by the local Facilities Manager. These teams are supported where required by the Group Sustainability Team.

We have integrated the processes for identifying, assessing and managing climate-related risks into our overall risk management process by:

- using the Group risk framework and taxonomy for identifying, recording and assessing risks;
- setting risk management strategies at the Climate Change Committee to ensure alignment to targets and commitments;
- managing risks in accordance with the Group risk management programme; and
- reviewing and reporting climate-related risks annually.

Metrics and targets

Metrics used to assess climate-related risks and opportunities

In establishing the metrics, we have considered the TCFD guidance on Metrics, Targets and Action Plans. We have also considered the SASB's industry-specific metrics for the Software and IT Services industry.

We use several operational metrics to inform our climate risk strategy and measure our progress. Our Net Zero journey is the primary indicator for determining how effectively we are responding to all of the climate-related risks and opportunities outlined above. See operational metrics on page 43.

Remuneration

For the year ended 31 December 2024, the discretionary bonuses of the Chief Executive Officer and the Group Development Director were linked to climate-related change management and communication. Additionally, 50% of the management team members have a target aligned to our Sustainability goals.

Capital deployment

We do not have targets in relation to capital deployment, but we continue to make expenditure necessary to meet our commitments in terms of climate change:

- During the period 2018–2023, we invested £2m in solar panels, and we now have solar installations at Integration Centers in the United Kingdom, Germany, the Netherlands and the United States to support the reduction of Scope 2 emissions and help to mitigate the transition risk relating to rising energy costs.

- In 2024, we purchased renewable electricity at an incremental cost of £200,000, resulting in corresponding emissions reductions of 13,671 tCO₂e. In 2023, the incremental cost for green energy was circa £200,000, with corresponding emissions reductions of over 11,000 tCO₂e.

Targets used to manage climate-related risks and opportunities, and performance against targets.

Net Zero targets

Computacenter became Carbon Neutral for Scope 1 and Scope 2 emissions in 2022. We have established near-term, long-term and Net Zero targets.

Our SBTi-approved targets are:

- **Near-term targets** – we have committed to reduce absolute Scope 1 and 2 GHG emissions by 82.1% by 2032 from a 2019 base year, and to reduce absolute Scope 3 GHG emissions from purchased goods and services, capital goods, fuel and energy related activities, upstream transportation and distribution, waste generated in operations, business travel, employee commuting and upstream leased assets by 50.4% by 2032 from a 2021 base year.
- **Long-term targets** – we have committed to reduce absolute Scope 1 and 2 GHG emissions by 90% by 2040 from a 2019 base year, and to reduce absolute Scope 3 GHG emissions by 90% by 2040 from a 2021 base year.
- **Overall Net Zero target** – we have committed to reach Net Zero GHG emissions across the value chain by 2040.

These targets were approved by SBTi in June 2023.

Operational metrics

	Related transition risks and opportunities	2022	2023	2024
Renewable electricity As a % of total electricity consumed	Policy & Legal	>78%	>75%	80%
Electricity generated from our own solar installations kWh per annum	Market	>3m	>2.5m	>3.4m
VAR strategic supply chain partners with an SBTi-aligned Net Zero target As a % of all strategic supply chain partners	Reputation	—	—	43%
Fleet electrification % of UK non-ICE vehicles	Policy & Legal	64%	78%	96%
Devices recovered through our Circular Services division Total devices as described on page 24	Products and Services	—	775,000	895,000

The SBTi requires that science-based targets are recalculated to reflect material changes in climate science and business context, to ensure their continued relevance. The SBTi stipulates that targets shall be reviewed, and if necessary, recalculated and revalidated at least every five years. Our emissions recalculation process documents how and when we will restate or recalculate our data and targets, and this is overseen by our Climate Change Committee. We review our GHG inventory on an annual basis and will restate our data and/or recalculate our science-based targets when required, to reflect significant changes to our Company structure, methodology changes or errors.

We define a significant change as one that has driven a cumulative increase or decrease in emissions in a particular Scope of greater than 5.0% of previously reported numbers. Where we perform a restatement or recalculation, we will clearly describe it in our annual reporting.

Our commitment to the SBTi, along with other disclosures such as the Carbon Disclosure Project (CDP), reflect our investment in robust processes, procedures and controls to support climate-related reporting.

Definitions

Carbon neutral: means no net release of GHG emissions to the atmosphere, achieved first through continual emissions reduction, followed by offsetting through GHG avoidance schemes (applies to Scopes 1 and 2).

Net Zero: achieved through deep decarbonisation (at least 90% reduction from the baseline) of the value chain and own operations, followed by neutralisation of residual GHG emissions through permanent removal and storage.

Scope 1 includes combustion of fuel and refrigerants loss. Scope 2 is reported using the market-based methodology and includes electricity, heat, steam and cooling purchased for our own use.

The Group's UK operations accounted for (i) 38% of the Group's Scope 1 carbon emissions (732 tonnes), and 3.0% of the Group's Scope 2 carbon emissions (73 tonnes) in 2024 and (ii) 21% of the Group's Scope 1 carbon emissions (365 tonnes), and 0% of the Group's Scope 2 carbon emissions in 2023.

There has been slight increases in Scope 1 and Scope 2 emissions during 2024, which is attributed to an increased number of sites, changes to the availability of renewable tariffs at some third-party managed facilities, and a short-term increase in refrigerant loss within our UK data center facilities.

The Group's chosen intensity measurements for Scope 1 and Scope 2 emissions as reported above are:

- 0.47 metric tonnes per £m of gross invoiced income (2023: 0.40 metric tonnes).
- 0.23 metric tonnes per Group employee (2023: 0.20 metric tonnes).

Scope 3 includes 1 (purchased goods and services), 2 (capital goods), 3 (fuel and energy related activities), 4 (upstream transportation and distribution), 5 (waste generated in operations), 6 (business travel), 7 (employee commute), 8 (upstream leased assets), 9 (downstream transportation and distribution), 11 (use of sold products), 12 (end-of-life treatment of sold products) and 13 (downstream leased assets). Our VAR supply chain accounts for 98.5% of our Scope 3 emissions, which means that we are reliant on the transition plans of our supply chain partners and the buying behaviours of our customers to achieve our Net Zero goals, creating uncertainty.

To mitigate this, we work closely up and down the value chain to drive alignment in our transition planning, target setting and reporting transparency. We measure the number of strategic suppliers that have Net Zero plans, and track their progress on an ongoing basis.

We are working towards disclosure of our Scope 3 emissions.

Computacenter has chosen to use the financial boundary in our sustainability reporting to maintain consistency with our financial reporting. As we continue to align with emerging regulatory frameworks and best practices, we may consider moving to an operational boundary approach to provide a more comprehensive ESG impact measurement.

Methodology

This activity has been conducted as part of our UK EMS ISO 14001:2015 standard [EMS 71255]. We have used the main requirements of the GHG Protocol Corporate Accounting and Reporting Standard (revised edition). International emission factors used are from the organisation 'Carbon Footprint'. We source country-specific emission factors to reflect the variability in GHG-intensity of the local electricity grid. External consultants assisted with the implementation of our methodology which we continue to further refine and develop internally, to include the full requirements to collate the additional emissions, such as refrigerants.

We have reported on all the emission sources required under the Companies Act 2006 (Strategic Report and Directors' Reports) Regulations 2013. Group properties included in this report are all current locations in the United Kingdom, Germany, France, Belgium, Spain, South Africa, the United States, Canada, Switzerland, Malaysia, Hungary, Mexico, India, Poland, the Netherlands and Romania.

Limitations to data collection

While the majority of our emissions calculations are based on actual consumption data, a small proportion requires estimation due to practical constraints. Specifically, approximately 9% of our reported emissions are calculated using industry-standard methodologies based on square footage, ensuring a reasonable and consistent approach where direct data is unavailable. Additionally, approximately 6% has been estimated using prior-year billing data, adjusted where appropriate to reflect operational changes, as the latest invoices were not yet available at the time of reporting.

These estimates are derived from recognised best practices and will be updated with actual data once available. We remain committed to improving data completeness and continuously refining our approach to emissions reporting.

Internal carbon pricing

We introduced an internal carbon levy in October 2021, which applies a flat fee of £10/€12/\$14 to every flight or hotel booking in the United Kingdom, France, Germany, Spain, Belgium, and the United States.

The levy encourages employees to consider the environmental impact of their business travel. Where applied, it generates funds that we use in our sustainability-related initiatives, and to support the offsetting schemes we use to augment our emissions reductions efforts.

The total levy fund created during 2024 was £516,708.

Greenhouse gas (GHG) emissions (Metric tonnes of CO₂e)

	2024	2023	2022	2021	2020
Scope 1	1,939	1,747	1,979	1,908	5,640
Scope 2	2,699	2,254	2,437	3,302	8,216
Total	4,638	4,001	4,416	5,210	13,856
Per £1m of Gross Invoiced Income	0.47	0.40	0.49	0.75	2.55
Per employee	0.23	0.20	0.24	0.30	0.83

Scope 1 and Scope 2 2019 baseline: 19,808

Carbon offsets

While our primary focus is on reducing the carbon emissions associated with our operations and value chain, we recognise the important role offsetting may play in the global transition to Net Zero.

We support carbon offsetting projects using Gold Standard schemes. In 2024, we purchased and retired 4,638 credits, offsetting the small amount of Scope 1 and Scope 2 emissions that we are unable to remove. These offsets enable us to maintain our carbon neutral status for Scopes 1 and 2.

Computacenter is a leading independent technology and services provider, trusted by large corporate and public sector organisations. We are a responsible business that believes in winning together for our people and our planet.

We help our customers to Source, Transform and Manage their technology infrastructure to deliver digital transformation, enabling people and their business. Computacenter is a public company quoted on the London Stock Exchange [CCC.L] and a member of the FTSE 250. Computacenter employs over 20,000 people worldwide.



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