

## Challenges:

The biggest challenge we face as a re-seller, is that we do not make products for our customers. This means we must work closely with our supply chain and customers to implement sustainable practices.

The responsibility for sustainability within the organisation comes from our central team who help drive sustainability across the group. At the start of this year the group finished a project to fit our warehouse with solar panels and remove all single use plastic from our central Hatfield office. Our business means we often have individuals within the company who sit with our customers onsite. Often colleagues are nominated as sustainability representatives to drive more sustainable practices in their area and on customer sites.

We are compliant with ISO 1400 which shows our focus on environmental management across the company. We have a variety of environmental targets including having 5% of our fleet as electric vehicles by 2020. Our asset disposal service RDC provide a 0% to landfill disposal service and are certified to BSI standards for waste disposal. Computacenter complete the mandatory Carbon Reporting and are preparing for the SECR reporting initiative at the end of 2020.

## Impact:

- **Online learning:** By attending the online webinar session on reducing plastics, we considered our plastic consumption within our own business and on customer site. The impact of the session made us review our product portfolio to see where we could switch to recycled materials.
- **Guided learning:** Computacenter found the action plan a helpful guide with a focus to improve the business' knowledge of sustainability.
- **Manageable learning:** By breaking down the learning into manageable pieces, it was easier for Computacenter to progress with the action plan – the inclusion of time required for each session helped them to complete the education and develop the company's knowledge.
- **Multi-user learning:** Computacenter found the E-modules to be the most efficient way to have multiple people completing the action plan as they can be accessed at each user's convenience.
- **Enhanced reputation:** Computacenter have promoted their membership with their clients by providing monthly updates where appropriate. The value of these updates is their customer now understands Computacenter are a supplier who is taking their sustainability goals seriously.



## Fact box



### Company

Computacenter

### Global reach

UK, France, Germany, US, Netherlands, Belgium

### HQ

Hatfield, UK

### Website

[www.computacenter.com](http://www.computacenter.com)

### Main contact

Olivia Cottrell, Service Manager

Nigel Welford – Health and Safety Environment Advisor

### Services

IT

### About

**Computacenter** is a leading independent provider of IT infrastructure services, enabling users and their business in a digital world. We advise organisations on IT strategy, implement the most appropriate technology, optimise its performance, and manage our customers' infrastructures. In doing this we help CIOs and IT departments in enterprise and corporate organisations maximise productivity and the business value of IT for internal and external users.

Computacenter provides user support, supply chain management, and secure provision of applications and data to support individual working styles and improve collaboration. To achieve this, we assist with consulting and implementation of IT operations.

## Value gained:

- **Reduced plastics:** As a result of the School’s plastics webinar, Computacenter now provide their customers with recycled plastic laptop bags – they also internally removed all single use plastic products from their Hatfield operations centre.
- **Improved knowledge and confidence:** As IT re-resellers, Computacenter found the action plan gave them the background theory to sustainability, allowing them to break down the learning down into smaller pieces. The examples within the resources were especially important as they gave them ideas as to what they could implement within their own business.
- **Better understanding of client requirements:** Computacenter were able to use their School membership to demonstrate their commitment to creating a more sustainable working practise within their organisation, which will help them to better meet their customer requirements as they now see sustainability as a key-priority; particularly with their energy and aviation customers.
- **Promotion of successes and CO2 reduction:** Membership of the School has allowed Computacenter to share with their clients some of their learning and initiatives – for example, they have built solar panels on the roof of their Hatfield operation to drive their consumption of renewable energy. It is estimated that this will save 1,100 tonnes of CO2 per year.

## Future Use

We hope our continued membership of the school will allow us to help shape the agenda of the School to focus on providing broader education in sustainability or even topic’s dedicate to IT infrastructure. This is to help broaden the knowledge provided as a lot of the education focuses on the construction industry.

We would like to see the school continue to provide the educational material which, has proved so useful for us starting our journey in changing our operations to become more sustainable.

For our company’s continued involvement, we would like to see a broadening out of the network

events to encompass more than just the construction industry. We are planning to attend our first SCSS event on the 11/03 and we hope the information will be focused on the broader sustainability goals over just a construction perspective. As a technology provider we would need events and content focused on our industry to help ensure our continued engagement. As Computacenter moves to having a more mature outlook on our sustainability practices.

