

We are CSC

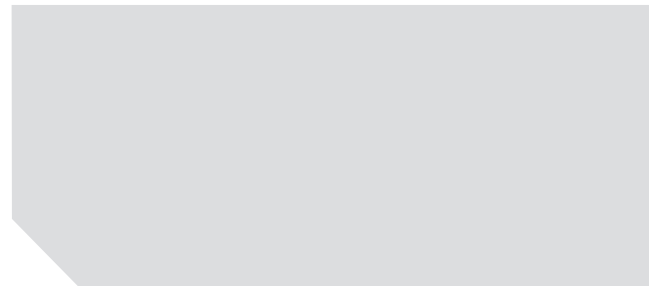
The people of CSC make the difference for our customers and our company. Our technical expertise, creative thinking and collaborative spirit are the foundation of every result we deliver, and every milestone we achieve. By ensuring opportunities to network, learn and grow; nurturing diversity and wellness; and recruiting and hiring, we empower our 93,000-strong global team to deliver the teamwork and innovation that create robust results.

EMPLOYEE ENGAGEMENT PROGRESSING OUR CULTURE

Regional Leadership Councils (RLC)

At CSC, we believe the wellbeing and health of our staff is crucial. In line with this objective, our Regional Leadership Councils (staff led and company supported groups) organised and sponsored a number of activities and events around the country. These included:

- A fitness program for staff, with classes including boxing, weight training, pilates and yoga was organised at our Macquarie Park and Docklands office.
- Bicycles have been provided for staff at the office to use at their leisure at our Macquarie Park offices.
- CSC branded sports gear was bought for staff involved in Sydney's Corporate Games and the BRW Triathlon. Staff were involved in a number of sporting events ranging from running and basketball to soccer, and CSC was proud to support them.
- RLCs in our Subiaco and Docklands office organised regular delivery of fruit boxes for staff.
- Staff at our Subiaco office got to enjoy monthly massages organised by their RLC.



We use a variety of methods to consult employees.

In FY11 these included:

- **CEO Circuit Employee Roadshow:** An opportunity for staff across Australia to meet, pose a question and gain insights from our CEO. There were 23 briefings in 12 locations to around 1,360 of our people.
- **CSC Board Town Hall Meetings:** Employees in all CSC operating units were invited to attend Town Hall sessions and ask questions of CSC's Board Members who were collectively visiting Australia from the United States for the first time in the reporting period.
- **Online Collaboration Spaces of the CEO & Vice Presidents:** Launched in the reporting period, the CEO and a number of our Executive Leadership Team post monthly blogs providing business updates and encouraging all staff to actively participate and post their comments in return.
- **Gallup Employee 'Engage to Drive Growth' Survey:** In the reporting period employees in all CSC operating units were invited to participate in this online survey, from which CSC will continue to develop impact action-plans to drive employee engagement.
- **Global Corporate Responsibility Council (GCRC):** Representatives from each CSC operating unit form the Global Corporate Responsibility Council. The Council meets monthly to manage daily philanthropic activities and report on the stakeholder engagement across CSC. The Corporate Responsibility has five focus areas: clients, employees, community, governance and environment. For employees CSC provides initiatives to support their health, welfare and professional growth.
- **Employee Resource Group (ERG) Forums:** Online global and regional forums where employees with similar professional interests and shared perspectives meet on a regular basis to advance best practices, share ideas and form professional and mentoring relationships. Each ERG is a self organised group open to all CSC employees.

By the end of March 2011 CSC Australia employed more than 2,944 employees



CSC WORKFORCE

| Type + Contract | Headcount | Composition |
|--------------------------------|--------------|---------------|
| Permanent | 2,769 | 80.4% |
| Part Time | 168 | 4.9% |
| Casuals | 7 | 0.2% |
| Contractors | 499 | 14.5% |
| Total Onshore workforce | 3,443 | 100.0% |
| Offshore workforce | 753 | |
| Total Workforce | 4,196 | |

CSC PERMANENT WORKFORCE ONLY

| Region | State | Composition |
|--|--------------|---------------|
| ACT | 200 | 6.8% |
| NSW | 1,369 | 46.5% |
| NT | 6 | 0.2% |
| NZ | 2 | 0.1% |
| QLD | 206 | 7.0% |
| OVERSEAS ASSIGNMENT | 4 | 0.1% |
| SA | 101 | 3.4% |
| TAS | 2 | 0.1% |
| VIC | 431 | 14.6% |
| WA | 623 | 21.2% |
| Onshore workforce excl. Contractors | 2,944 | 100.0% |
| Offshore workforce | 753 | |

OUR WORKFORCE

We are committed to attracting and retaining great talent at CSC Australia and continuously monitor our employee turnover.

Our turnover is calculated as the number of employees leaving CSC during the fiscal year, divided by the average number of employees working for us over that year.

In 2011, our turnover was 10.87%, an increase compared to last years' x% (due to a recovery in the employment market as the economic environment has improved).

Things we are doing to attract and retain the best people include:

- Articulating and communicating a new Employee Value Proposition (EVP) and employer brand to continue to attract the best people and ensure a good 'fit'.
- Our CSC-owned specialist employment agency (Paxus) and carefully selected panel of recruitment agencies leverage their understanding of CSCs unique offerings and the employee attributes that ensure a successful and rewarding career at CSC.

CSC DIVERSITY

| Turnover by Age Bands | Permanent Headcount | | Voluntary Turnover | |
|-----------------------|---------------------|--------------|--------------------|-------|
| | FY10 | FY11 | FY10 | FY11 |
| Under 25 | 88 | 60 | 35.2% | 29.5% |
| Between 25-35 | 788 | 704 | 13.3% | 20.0% |
| Between 35-45 | 1,053 | 1,015 | 6.7% | 10.0% |
| Between 45-55 | 874 | 839 | 4.2% | 5.5% |
| Between 55-65 | 282 | 314 | 5.0% | 4.4% |
| 65 years + | 6 | 12 | 33.3% | 0.0% |
| | 3,091 | 2,944 | | |

| Gender | Headcount | % | Vol T/O | Total T/O |
|--------------|--------------|-------------|---------------|---------------|
| Male | 2,214 | 75% | 11.37% | 16.92% |
| Female | 730 | 25% | 9.41% | 16.08% |
| Total | 2,944 | 100% | 10.87% | 16.71% |



The health & wellbeing of our employees is of vital importance to CSC and we support a range of activities to assist and promote good health.

- Providing a well-led, constructive culture which attracts and retains employees who work together towards shared success.
- We engage our people through the quality of our leaders, the opportunities to do rewarding and interesting work and employee benefits program designed to provide meaningful and valued benefits to our employee group.
- Leadership Development - extend our leadership development offerings to a broader base of new and emerging leaders.
- Increase the leadership capability of our top team with the help of leadership development and coaching.
- Measure and respond to employee engagement feedback to maximise employee engagement and pro-actively developing the capabilities we need for future work so CSC can resource growth more effectively.
- Identifying, developing and targeted retention planning key talent.
- Succession planning for critical roles and skills.

NEXT STEPS

Global HR EVP initiative executed in Australia [as per Global Deployment Plan.

EVP utilised in recruitment process by Paxus and >75% of panel suppliers.

Retention of top performers + new starters > total CSCA retention [ongoing] and CSCA turnover < AIIA Industry Average.

BUILDING CAREERS AND CAPABILITY TO SUCCEED

1,952+ external training events attended

19,468+ online courses completed

1,590+ internal instructor-led sessions recorded

450+ attended Catalyst Change Management training

7,542+ ebooks read

3,246 employees completed internal learning

Data 2010-11

| | Count of Full Name | Sum of Courses Completed | Sum of Books Viewed | Sum of Instructor Led Sessions |
|--------------|--------------------|--------------------------|---------------------|--------------------------------|
| Total | 3,246 | 19,468 | 7,542 | 1,590 |

Data 2009

| | Count of Full Name | Sum of Courses Completed | Sum of Books Viewed | Sum of Instructor Led Sessions |
|--------------|--------------------|--------------------------|---------------------|--------------------------------|
| Total | 3,501 | 18,198 | 4,061 | 472 |



CAPABILITY MANAGEMENT

CSC uses a career development framework to identify the appropriate level for someone within their capability groups. Capability management provides an understanding of what capabilities people have and what's required to move up and between roles. It enables us to build the agility and workforce profile needed to meet demand into the future and provide greater career growth for our people. This is one of our foundational inputs for workforce planning.

The output of capability management is not just about career frameworks or assessing the skill and capabilities of the organisation, it is also about understanding the demand, identifying gaps in skills and capabilities and building workforce plans in the capability groups. We use appropriate sourcing strategies, set learning and development priorities and drive appropriate training investments that close that gap, effectively allowing us to meet the demand and improve customer satisfaction.

TARGETS AND MEASURES

FY10

93% of employees had formally defined and recorded performance goals for FY10, Target = > 95 %

92% of employees had a completed formal performance evaluation against these performance goals, Target = > 95 %

FY11

97% of employees had formally defined and recorded performance goals for FY10, Target = > 95 %

95% of employees had a completed formal performance evaluation against these performance goals, Target = > 95 %

PERFORMANCE, LEARNING AND DEVELOPMENT

CSC employees agree individual performance goals each year. These goals align an individual's work to the strategic and operational focus of the work area, and include at least one area for the employee's learning and development needs.

At year end, employees complete a formal review their progress against the performance goals and are provided with performance feedback and a performance rating, which is an input to our annual remuneration review.

Analysis of comments posted by employees on CSC's online collaboration space and networking community sites such as "With access to CSC's on line learning we are able to enjoy the best of everything. We are able to educate ourselves without actually needing to attend classes and take advantage of flexibility where we are able to study at our own pace without adhering to class schedules which we often cannot get to".

Employee feedback from pilot Project Management Mentoring Program such as "My experience in the PM Mentoring Program has been great! My mentor has helped me to understand the company. This relates not only to internal procedures but also to CSC's core values and internal culture. He helped me to build a training plan to develop my project management skills."



HEALTH AND SAFETY

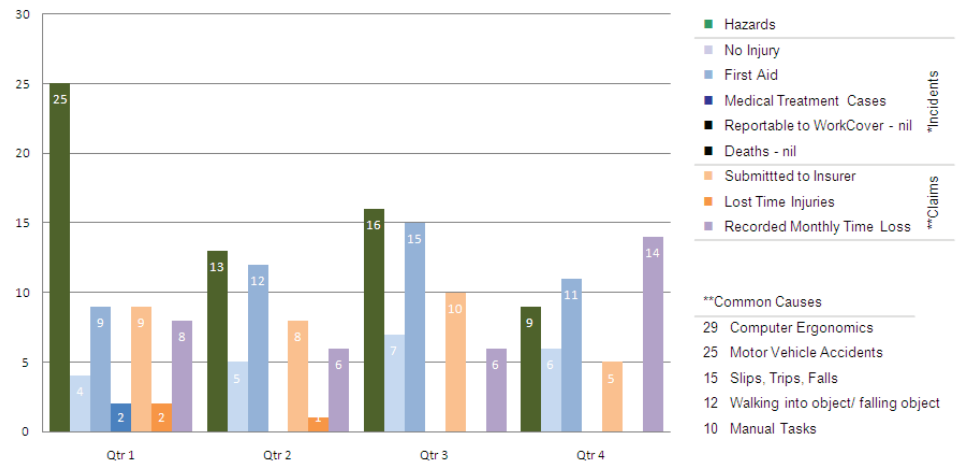
The CSC National Health and Safety Management Team continued to develop and implement the core components of the CSC Health and Safety Management System (HSMS). A continual process of improvement focused on developing key health and safety procedures and processes throughout our Australian operations. With significant senior leadership sponsorship CSC was able to meet and exceed our customer expectations and contractual obligations in relation to the management of health and safety.

Major driving factors which led to HSMS performance improvement for FY2010/11 include:

1. Our desire and commitment to provide a zero harm work environment for person(s) that have the potential to be impacted by CSC operations;
2. Our need to meet and exceed customer contractor health and safety performance as part of our new bid and renewal processes; and
3. Our drive to meet legal and other requirements in response to the new Workplace Health and Safety Harmonisation Laws which came into effect in January 2012.

The above three drivers culminated in CSC organisational OHSAS18001 certification in October 2011. This international Health and Safety Management System certification is an outstanding achievement and places CSC as one of the only IT services organisations in Australia

FY11 CSCA Health & Safety Metrics



Source: SafetyLink Hazard and Incident Reports submitted between 1 April 2010 and 31 March 2011

*Hazards and Incidents exclude journey, recess, sporting, personal ill health issues

**Claims and Common Causes includes all injuries reported (including those which CSC has limited ability to influence)

to obtain this level of success. The certification enables CSC to provide evidence to internal and external stakeholders that CSC has a robust and comprehensive Health and Safety Management System that is positioned to manage a diverse range of health and safety risk exposures. This certification will be integrated into CSC's global

certification framework, joining ranks with our CSC United Kingdom office.

Achievements:

Our achievements aligned directly with the 2009 - 2011 Strategic Safety Objectives as outlined in CSCAHSREC004A Health and Safety Strategic



Framework 2009 – 2011. These included:

- Transforming CSC’s collection of safety policies and procedures into a systemic quality based HSMS at CSC maintained sites and CSC controlled entities;
- Improving and expanding on CSC’s health and safety training, awareness and competency program in terms of procedural development and systematic tracking of training competencies that are tracked and monitored through Human Resource systems;
- Expanding and implementing CSC’s HSMS into broader areas of the organisation and within daily work activities undertaken by CSC personnel;
- Developing and implementing a safety risk control program and supporting documentation in targeted CSC operations and customer sites;
- Improving CSC emergency, preparedness and response processes by releasing a new set of procedures, one CSC hotline number and personal protection packs for all First Aid Officers;
- Improving HSMS document and record control practices by applying the CSC Global RIM Classification requirements and utilising CSC Docs repository; and
- Integrating CSC Australia’s OHSAS18001 Certification Program into CSC’s global certification framework with Lloyds Register Quality Assurance.

Promoting Health and Safety at CSC:

Safe Work Australia Week 2010

CSC celebrates Safe Work Australia Week (SWAW) each year by increasing employees awareness of targeted health, safety and wellbeing issues and mitigation strategies. A core element is promoting participation and consultation into CSC’s HSMS and programs. Regional Health and Safety Committees played an integral role in the success of this event by organising and implementing the following within their regions:

- Men’s and women’s health seminars;
- Surviving the working week seminar;
- Energy seminar;
- Sleep well seminar;
- Cycling safety;
- Ergonomics and posture 4 life seminars;
- Skin cancer diagnosis and treatment seminar;
- Safe driving competition (online RTA questionnaire);
- Healthy heart checks
- Ten minute massages; and
- Home safety seminar including presentation by local fire fighters.

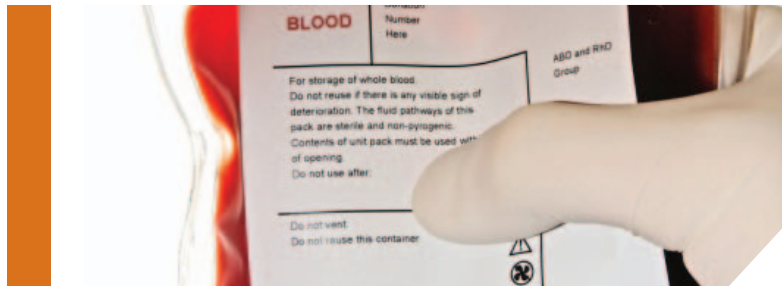
CSC Health and Safety Management System Review Report Tabled at Top Level

The CSC National Health, Safety and Wellbeing Manager delivered the second annual CSC Health and Safety Management System Review Report to the senior leadership group of CSC Australia in the third quarter of FY10/ 11. The Report was prepared to ensure the CSC Australia Board of Directors and Executive Leadership Team were provided with a formal overview of the performance of CSC’s Health and Safety Management System (HSMS) in Australia over the previous reporting period.

The report included a review of health and safety related policies and procedures in addition to the objectives and targets as outlined in the Health and Safety Strategic Framework 2009 – 2011. The overall intent of the report was to enable CSC’s senior leaders to evaluate the continuing suitability, adequacy and effectiveness of CSC’s HSMS. The next CSC Health and Safety Management System Review Report will be tabled in January 2012.

CSC Health and Safety Performance Metrics:

CSC’s first 2009 – 2011 strategic safety objective is to reduce the impact of workplace injuries and illnesses. The below table and graph provides a summary on key performance statistics for FY11.



| CSC Safety Metrics | FY2009 | FY2010 | FY2011 | Target |
|--|---------|--------|--------|--------|
| Total number of fatalities by region | 0 | 0 | 0 | 0 |
| Total number of lost time injuries | 9 | 7 | 3 | 0 |
| Total number of lost work days (where 1 day = 7.5 hours) | 315 | 267 | 383 | 200 |
| Average time lost rate (total no. of lost work days/ total number of lost time injuries) | 35 | 38 | 128 | 0 |
| Injury frequency rate (including first aid and medical treatment cases) (Total number of first aid and medical treatment cases/total number of hours worked x 1,000,000) | 11.3 | 16.1 | 14.4 | 10.5 |
| CSC Health and Safety Management System performance rating | 46% | 69% | 76% | 75% |
| Percentage of workforce represented in formal joint management – worker health and safety committees that help monitor and advice on occupational health and safety programs | 268 | 253 | 315 | 300 |
| * Education, training, prevention and risk control programs in place to assist workforce members, their families, or community members regarding serious diseases | Unknown | 15 | 17 | 15 |

* Educational programs are detailed in Safe Work Australia Week 2010. Additional programs which are driven by CSC's Health and Safety Management System include Health and Safety Corporate Induction, Health and Safety CSC premise Induction, Health and Safety Awareness online learning module, Computer Ergonomics online learning module, Manual Tasks online learning module, Fatigue Management online learning module.

WELLBEING

Due to the ongoing success and wide participation by CSC employees in FY10 a number of wellbeing activities were offered again in FY11.

These included annual flu vaccination program (14% participation rate), Global Corporate Challenge and blood donations to the Australian Red Cross (120,320 millilitres of blood donated).

Regional Leadership Councils (RLCs) across Australia continued to provide CSC employees with access to activities and initiatives designed to help them lead healthy lifestyles while at work and when at home. These included sponsored NSW Corporate Games, bicycle hire program, onsite fitness programs including boxing, yoga, pilates, Zumba, 10 minute massages at work, fresh fruit deliveries, weight watchers, local walks, Melbourne Cup celebrations to name a few.