

# Focused on ethical governance

Effective and ethical governance enables our business success, makes a positive contribution to our communities and demonstrates to our customers, shareholders and other stakeholders our staying power and unwavering commitment to earning their confidence and trust.

## OVERVIEW

At CSC, we are committed to maintaining the highest standards of accountability, independence and transparency, which we believe are essential for sustained success and long-term shareholder value. In light of this goal, our Board of Directors oversees, counsels and directs management in the long-term interests of the company and our stockholders.

The CSC global board has long adhered to governance principles designed to ensure excellence in the execution of its duties, and it regularly reviews the company's governance policies and practices. These principles are outlined in CSC's Corporate Governance Guidelines (the "Guidelines"), which, in conjunction with our Amended and Restated Articles of Incorporation, Amended and Restated Bylaws, Board committee charters, and related policies, form the framework for the effective governance of CSC.

The CSC Board of Directors solicits feedback from our stockholders on governance and executive compensation practices. The Board also engages in discussions with various other groups and individuals on governance issues and improvements.

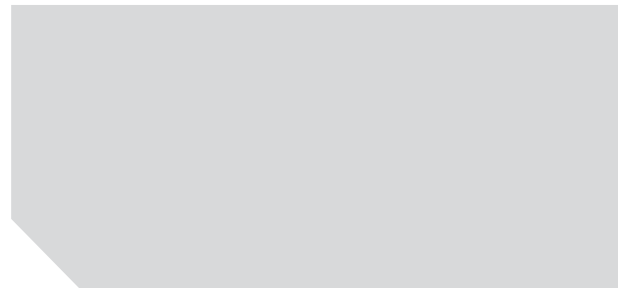
## MANAGEMENT PRINCIPLES

Our mission is to be a global leader in providing technology-enabled business solutions and services. This demands that we make an absolute commitment to excellence in our performance. We will achieve our mission by observing these principles:

- We commit to customer satisfaction as our most important business objective.
- We recognise that CSC's accomplishments are the work of the people who make up CSC. We will encourage initiative, recognise individual contribution, treat each person with respect and fairness and afford ample opportunity for professional growth.

- We require the highest standards of professionalism and technical competence from our people.
- We will maintain the highest standards of ethics and business conduct and operate at all times within the laws of all countries in which we do business.
- We will proactively pursue new business opportunities, and commit to success in each undertaking.

Our success as a company requires that we achieve financial performance consistent with these principles and commensurate with a leadership position in our industry.



## OUR VALUES ARE THE CORE OF WHO WE ARE

They guide our actions as individuals and as one global team:

- We believe in the power of collaboration because we know that working together yields inspiring results.
- We respect diverse perspectives because varied viewpoints foster innovation and growth.
- We encourage unconventional thinking because we know our creativity and ingenuity can help us translate ambitions into reality.
- We stand on our integrity because we acknowledge that trust and respect enable us to go beyond expectations.
- We embrace responsibility because we have a profound sense of commitment to our customers, colleagues and the world around us.
- We commit to customer partnerships because we are passionate about building strong connections that fuel our shared success.
- We take pride in our people because CSC employees are the core of our success.

## GLOBAL RECORDS AND INFORMATION MANAGEMENT

- The CSC Global Records and Information Management Program is foundational to sound corporate governance.
- As a global leader in IT services, we require a sustainable approach to the governance of records and information management that keeps pace with our business needs, the customers we serve and our corporate responsibility principles. As proliferating technologies, rapid growth and increasing regulatory mandates create a clear need for a consistent approach across our worldwide locations, we are taking steps to fully globalise our Records and Information Management Program.
- You can find more information about our governance policies at [csc.com](http://csc.com) under Corporate Governance, including full text of the Guidelines; the charters for each Board committee; the Code of Ethics and Standards of Conduct; the Code of Ethics for the CEO, CFO and CAO; the Equity Grant Policy; the Related Party Transactions Policy; and the Executive Compensation Clawback Policy.

These materials are also available in print, without charge.

To request a copy, call +1.800.542.3070  
or write to:  
Investor Relations, CSC  
3170 Fairview Park Drive  
Falls Church, Virginia 22042

## EFFECTIVE STEWARDSHIP

CSC's continuing focus on governance starts with our Board of Directors and extends throughout our 93,000-strong global team. We each invest in ensuring disciplined, forward-thinking stewardship, for the benefit of our shareholders, customers and company.

## CR GOVERNANCE

Our Corporate CR Governing Board, chaired by our vice president of CR and comprising CSC's senior-most executives, meets quarterly to lead our global CR program, including defining our strategic direction and progress. Our CR Council, chaired by the program's director and comprising representatives from each operating unit, meets monthly to execute our global strategy and report on CSC-wide stakeholder engagement and CR progress. This year we added two new committees to the CR Governing Board: one focusing on environmental sustainability and one on our community and philanthropic efforts.



## ENVIRONMENTAL MANAGEMENT SYSTEM ISO 14001:2004

Within our ISO 14001 certified Environmental Management System, the GreenWay Team assesses all our activities and processes which have an impact on the environment.

It also engages relevant senior management in the setting of objectives and targets and the development of management programs to meet these.

These are reviewed by senior management during the annual Management Review. Audits are undertaken of our end-to-end processes in facilities, supply chain and asset management. Our management programs we have put in place to achieve our environmental objectives are also audited.

## QUALITY MANAGEMENT SYSTEM - ISO 9001:2008

ISO 9001:2008 is becoming a requirement to do business in many markets. As part of a globally Certified Organisation, CSC Australia has an advantage over its competitors. Our Quality Management System incorporates reporting on Key Indicators. Corrective and Preventive Action, Internal Audits and Management Reviews to ensure services meet customer requirements.

CSC's Quality management System is applicable to the sales, architecture, design, development, testing, implementation, management and support of Information Technology services. This includes the implementation and customisation of packaged software solutions, software development, systems integration, infrastructure outsourcing, process outsourcing, project management and supplier / partner management.





## IT SERVICE MANAGEMENT ISO/IEC20000.1-2005

CSC is the first major IT outsourcing company in Australia to achieve ISO/IEC20000:2005 certification. This approval applies to CSC's IT Service Management System and signifies a high standard of control in the development, deployment and provision of managed IT services to internal and external customers.

## IT INFRASTRUCTURE LIBRARY (ITIL)

ITIL provides best practice guidelines for achieving excellence in IT Service Management. CSC is committed to aligning our processes and procedures with the ITIL framework to improve the overall quality of IT service development and support. Particular attention is paid to the gathering and defining of requirements that meet business objectives.

The ITIL framework and CSC's commitment to the ISO/IEC 20000 standard demonstrates CSC operates with business integrity and security, and that it promotes a culture of continual improvement in IT Service Management. The ISO/IEC 20000 certification provides a yardstick for measuring and validating CSC's success in implementing best practices as defined by ITIL. CSC has a systematic and professional approach to IT service management, and therefore, are able to deliver tangible results to our clients

## HEALTH AND SAFETY MANAGEMENT SYSTEM OHSAS 18001:2007

CSC Australia's President and CEO appointed Christiane Moloney, the Vice President of Human Resources, as the senior leader representative for our Australian business. Christiane is accountable for ensuring that CSC's Health and Safety Management System (HSMS) performance continually improves. The National Health and Safety Management Team provides subject matter expertise to all levels of the organisation in the areas of CSC's HSMS development, risk mitigation, compliance and injury management and rehabilitation.

The management review of CSCA's HSMS is performed by the Australian Executive Leadership Team, and extends to the CSC Corporate Environmental and Health Management Department. Additional oversight is provided by the CSC Corporate Responsibility Governing Board. CSCA's HSMS is compatible with, and aligns to global objectives and directions, and these are tailored to meet Australian operating conditions and legislative and customer requirements.

The Australian Health and Safety Management System is due to be certified to the OHSAS 18001:2007 Standard in November 2011 by Lloyds Register Quality Assurance and will be integrated into the CSC Global Process Innovation and Quality Excellence Program by end of FY12.