

Strategic report (continued)

Section 172(1) statement (continued)

- The Company has also taken a number of steps to ensure a safe working environment for its employees during the unprecedented COVID-19 Pandemic. Such measures include conducting regular communications to keep employees informed of the health and safety measures in place at company facilities, creating a dedicated COVID-19 and Health & Safety site to keep employees informed of relevant updates in real-time, and establishing a Mental Health Matters program, with the aim of increasing awareness around the impact of COVID-19 on mental health, and providing practical and educational advice to support with these challenges.

Customers & Business:

- To ensure that the Company's business is conducted in a morally appropriate and ethical manner, the Company's code of conduct is reviewed on an annual basis to refresh and reinforce the importance of compliance with DXC policy and applicable laws.
- The Company has account and delivery teams for its largest customers to ensure that it can continuously engage with customers and drive the Company's services and the customer's business forward.
- The Company develops and maintains a comprehensive governance regime which includes structured open contact at multiple levels including operational, commercial, and finance forums, and also executive level interaction up to and including the Customer and DXC CEOs. As a result of this structure, any issues that do arise can be dealt with at the appropriate level and with subject matter experts.
- In addition, the Company has established a "Voice of the Customer" programme, the purpose of which is to interview and survey the Company's key customers in order to capture their views on what the Company could do better. By collecting feedback throughout the customer journey, the Company can deliver superior business impact, promoting customer satisfaction and building long-standing partnerships. This fiscal year, the Company focused on improvements in programme management (i.e. training, process documentation, target feedback and pilots), innovation and proactiveness, and resource management - as directed by its customers.

Suppliers:

- The Company actively manages its suppliers through its Supplier Relationship Management Programme which gives suppliers contact and feedback at all layers of the business in an effort to maintain a reputation for efficient communication and transfer of information.
- The Company holds regular reviews with its supplier's account or operational, finance and sales teams, with overall governance from the Company's Supply Chain organisation and in compliance with DXC policies.
- This process allows both the supplier and the Company to feedback on performance and further commercial opportunities, and also address any issues.
- During FY21, the Company submitted a Responsible Supply Chain survey to some of its suppliers, in order to ensure that they are meeting, and better exceeding, environmental standards. Those identified as high-risk were passed on to DXC's supply chain management to undertake a more in-depth review with the supplier and to work to resolve the issues identified within three months.

Communities and Environment:

- At a Corporate level, DXC has set a number of environmental targets to reduce the carbon, waste and water impacts the organisation has. These goals are embedded into the company strategy and the approaches being taken.
- The Company has implemented a Virtual First programme, which allows employees to embrace a more flexible and agile work experience and move to a largely virtual-first workforce. These programmes will reduce DXC's GHG emissions, overall energy consumption, and the dependence on employee daily work commutes and business travel.