



Corporate Policies

CTG Corporate Social and Environmental Management Policy

June 2015

Version 7.1



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Approvals



5/27/15

John Laubacker, Executive Sponsor

Date



5/27/15

Heather Alesius, Plan/Process Owner

Date

Change History Log

Date	Summary of change	Version	Authorized by
March 2015	New format; added information about recycling programs and volunteer opportunities	7	J. Laubacker/ H. Alesius
June 2015	Removed references to North American ISO 9001:2008	7.1	J. Laubacker/ H. Alesius

Standards of Operation

In cases where CTG employees work in client environments, they are generally obligated by contract to follow the client’s code of conduct. However, unless specifically prevented by contract, employees are obligated to follow the standards set forth in this document in supporting CTG policies and procedures at a minimum.

Plan Management Guidelines

1. This plan is to be reviewed semi-annually.
2. The Social and Environmental Management Committee will meet biannually to discuss ongoing and future initiatives of the plan.
3. This plan, like all CTG processes, is part of our quality process and is subject to internal and external audit.
4. This document, and all supporting documents, will be stored electronically. At present, the service is provided by Microsoft SharePoint.
5. This document and designated support documents are to be considered public. Anyone may access information regarding CTG’s social and environmental policies and request a complete copy of this plan on www.ctg.com.



1. Company Overview

Computer Task Group, Inc. (CTG) is an information technology (IT) services and solutions company headquartered in Buffalo, New York. For nearly 50 years, CTG has supported clients of all sizes—from relatively small firms to multinational corporations—in achieving competitive advantage through IT by developing innovative IT solutions to address the business needs and challenges of companies in several higher-growth industries, including healthcare, technology services, energy, and financial services.

CTG's corporate vision is to be recognized as a leading provider of value-added IT services and solutions in our selected markets, and our mission is to provide IT services and solutions that add real business value to our customers while creating professional opportunities for our employees and value for our shareholders. CTG builds strategic partnerships with our clients to provide these services, which help them to excel in their industries. Our IT services are tailored to our client's needs at every phase of the business life cycle. CTG sets itself apart from other IT providers by providing exceptional value to our clients. Through contact with our clients, CTG realized how important it is for CTG to have a social and environmental management policy in place. Therefore, we developed a formal policy in 2011 and continue to drive efficiency through enhancements to the plan.

CTG has an international network of offices in North America and Western Europe and 3,800 IT and business professionals worldwide. As an IT service provider, we do not manufacture any products; our resources are our people.

CTG owns two buildings located in Buffalo, NY that house our corporate headquarters. Both of the buildings are located in a historical district of Buffalo, at 700 and 800 Delaware Avenue.

2. Sustainability Journey

CTG is committed to being a socially responsible company and reducing our environmental footprint through use of best practices and continuous improvement. This approach to conducting business is good for our clients and employees, the environment, and our company.

Sustainability has always been an important part of CTG's corporate culture. Before we instituted an official plan, we had an informal policy that included recycling, making energy efficient choices for our buildings, and donating materials we could no longer use, such as furniture.

In 2011 we initiated a more formal management plan to execute our environmental strategy. In the past, environment initiatives were conducted largely independently by our corporate offices, our operating divisions, and branch locations. This has had the advantage of providing us with a rich collection of best practices as each area followed, in many cases, different approaches. However, this also had the disadvantages of uneven execution, lack of formal measurement and documentation, and limited collaboration.

CTG's Social and Environmental Management Policy was designed to centralize the management of our environmental initiatives and polices. Additionally, we recognize that being an environmentally conscious company is important to our clients, and having a formal policy allows us to demonstrate our commitment to environmental responsibility. This policy is meant to be a living document that permits us to continue to improve our environmental footprint both as individuals and as a company. To this end, CTG joined the Western New York (WNY) Sustainable Business Roundtable in 2014 to further educate ourselves about sustainability and bolster our environmental policy with the help of other local businesses and experts. Heather Alesius, the owner of this plan, is a member of the Board of Directors for the WNY Sustainable Business Roundtable.

CTG's environmental strategy has three areas of focus:

Leveraging Our Greatest Asset—People

As a company that provides information technology services to our clients, CTG's resources are our people. For this reason, much of our potential environmental impact improvements come from the efforts of each of our employees to be environmentally conscious corporate citizens, and to take those same principles with them into other aspects of their lives. To support this effort we will:

- Clearly state our polices, initiatives, measurements, and results
- Continue to offer and expand training opportunities
- Continue to support environmental-focused events such a Earth Day programs
- Continually raise the awareness of environmentally sound practices within our company through policies manuals, in house publications, and our website



Be Wise Consumers

CTG is committed to purchasing from vendors who share our concern for the environment and to purchase products that are, wherever possible, environmentally friendly. We also pledge to be conscious of how the materials that we use to carry out business are consumed and disposed of, and to recycle these materials whenever possible.

Since the vast majority of our office space is leased, we will seek out property management companies that offer environmentally-friendly space, and afford us services, such as recycling programs, that support our environmental goals.

Be Good Stewards

CTG owns two buildings located in Buffalo, New York, that house our corporate headquarters. Rather than build new facilities, we have elected to restore and reuse older buildings. One of the buildings, located at 800 Delaware Avenue, was completed in 1918 and is located in a historical district of Buffalo that restricts types of renovations that can be made. The second, located at 700 Delaware Avenue, was completed in 1956, and while not a historical site, it is also within the aforementioned historical district. Both of these buildings present challenging property management issues. Nevertheless, we have been able to make significant improvements to reduce their energy footprint over our years of ownership. We have plans for several more improvements over the next few years, and believe that improvements in technology will give us an overall energy usage improvement of 2 to 3 percent per year.

CTG initiatives are framed around these three areas of focus. Below is a list of our completed initiatives, including those that are ongoing by nature (i.e., recycling programs).

Completed Initiatives

Leveraging Our Greatest Asset—People

The purpose of these initiatives is to make each of our employees more environmentally aware in all aspects of their life.

	Initiative	Year	Comments
1	Added Statement of Intent to Employee Handbook	2011	
2	Added Statement of Intent to external website	2011	
3	Created SharePoint area for environmental documents and tracking	2011	
4	Added environment awareness to employee orientation	2011	
5	Developed and implemented a green IT eLearning development path to increase employee awareness and encourage individual action	2011	
6	Developed and implemented an environment awareness training module for our management curriculum	2012	2015 update: we are changing the format for this module due to a new platform
7	Feature an environmental awareness article in each issue of CTG's quarterly newsletter, <i>Telebit</i>	2011-present	



8	Hold company-sponsored environment action events each year at corporate headquarters	Ongoing	
9	Continue to provide can and bottle recycling for employees at all office locations	Ongoing	

Be Wise Consumers

The purpose of these initiatives is to ensure that CTG considers the environmental impact of its purchasing decisions and is conscious of how materials are consumed and disposed of, including the management and measurement of company-wide recycling.

	Initiative	Year	Comments
1	Provided online access to employee documents, including the employee handbook	2001	Reduced use of paper
2	Developed specific lease property environment standards document	2011	
3	Assessed current lease properties for adherence to standards document	2011	
4	Reviewed and rated current vendors' environmental impact programs	2011	
5	Reviewed branch offices (in lease space) recycling activity	2011	
6	Begin tracking of recyclable vs. non recyclable waste – target 5% improvement in 2011	2011	Measurement: monthly comparison of recycled vs. non-recycled waste
7	Complete installation of electronic transmission copiers	2012	
8	Continued current electronic, computer, and related products recycling ¹	Ongoing	Measurement: inventory records and certification of recycling vendors
9	All JDE reports transmitted electronically	Ongoing	Reduced use of paper
10	Taleo Recruiting Workflow Tool	2011	Reduced use of paper
11	100% recycling of electronic and computer equipment	Ongoing	
12	Created paperless pay option	2008	Reduced use of paper and energy savings from not mailing biweekly paychecks
13	Secure and non-secure paper recycling program	Ongoing	
14	Recycle all paper, glass, metal, plastic bottles	2014-present	Ongoing

Be Good Stewards

The purpose of these initiatives is to continuously improve the environmental footprint of our facilities located at 700 and 800 Delaware Avenue.



Building	Item	Year	Comments
800	New boiler	2005	Installed energy efficient
700	New Liebert (cooling computer room)	2006	Installed energy efficient
800	UV film installed on windows south porch	2006	Keeps heat out during summer, heat in during winter
800	New roof	2006	Old roof removed, roof insulated, and 30 year roof installed
700	Purchase parking spaces in nearby lots to provide additional parking for employees	2006-present	Instead of building new parking lots, we choose to purchase spots that are available during the work week from nearby companies/organizations (i.e., churches) to accommodate employee parking
700	New HVAC control panel	2008	HVAC system is now automatically controlled
700	SAN Installation and VMware Server migration	2008-2010	Decreased the physical server footprint in the 700 datacenter. (We removed 31 physical servers and removed the need to buy an additional 22 physical servers through virtualization.)
700	New roof	2009	Old roof removed, roof insulated and 30 year roof installed
800	Replace thermostats	2009	Electronic thermostats
800	Faucets and shower heads in locker rooms	2010	Installed energy efficient
800	Hot water tank	2010	Installed energy efficient
800	Heating/cooling replaced	2010	Installed energy efficient
800	AC unit phone room	2010	Installed energy efficient
700 and 800	Replaced all current light fixtures with energy efficient units	2011	
700 and 800	Begin tracking of electricity and natural gas use – target 2%-3% improvement in 2011	2011	Measurement: month use of electricity (KWH) and natural gas (CCF) and CO2 emissions (one metric ton) ²
700	Replaced the 700 datacenter UPS units	2011	Measurement: month use of electricity (KWH) (Going from three single phase units to one three-phase unit)
800	Replaced heating/cooling units	2012	Closed loop system installed, water savings and energy efficiency
700	Windows replacement, 1 st floor	2012	Energy efficient windows installed
700	Replaced windows on 2 nd and 3 rd floor	2012	Installed energy efficient
700	Replaced main electric disconnect to building	2013	Installed energy efficient
700	Installed a 2 nd Liebert in the data center	2013	Installed energy efficient
700	Installed a new AC unit exercise room	2013	Installed energy efficient



800	Billiards room installed AC unit	2013	Installed energy efficient
800	Exercise room installed a new roof top HVAC unit	2013	Installed energy efficient
800	New roof on mail room	2013	Old roof removed, roof insulated and 30 year roof installed
800	Installed 2 new roof top HVAC units marketing	2013	Installed energy efficient
800	Replaced toilet LL restroom	2013	Installed low flush toilet
800	Replaced gym roof	2014	Installed new insulated 30-year roof
800	New roof top HVAC unit for mail room	2015	Installed energy efficient
800	New condensate line for steam boiler	2015	Old line leaked boiler now more efficient
800	New Steam traps installed	2015	Steam radiators now working properly
800	New heat unit for the gym	Exp. 2015	On schedule to be completed in April 2015

NOTES:

- 1) CTG recycles 100 percent of electronic and computer equipment, except in rare cases of lost or stolen items.
- 2) CTG's 700 and 800 Delaware Avenue buildings are office space, not plant space. As such, there is no onsite processing of emission gases. Therefore, an increase or decrease in emissions is only affected by energy use, i.e., emission data is derived by the mathematical conversion of energy usage data.

CTG firmly supports continuous improvement, and as such, we will continue to look for new ways to bolster our recycling programs and increase the energy efficiency of our buildings, and will implement change based on need and feasibility. Through bi-annual meetings of our Social and Environmental Management Committee and attendance of the WNY Sustainable Business Roundtable meetings, we believe that we will be able to develop new and innovative initiatives to improve CTG's sustainability. To ensure that we maintain our current level of responsibility and to identify areas in need of improvement, we will continue to measure our recycling volume and our water and energy use, and track the amount of paper that we purchase.

3. Elements of Sustainability Plan

“We commit to become a thriving and resilient business by establishing and implementing a sustainability plan that:”

3.1. Reduces waste and pollution

CTG is committed to continually reducing the amount of waste and pollution that is created as a result of our operations. An important aspect of this is our comprehensive recycling program that provides for the recycling of electronics, aluminum, metals, paper, cardboard, glass, and plastic. We have partnered with several local businesses and organizations in Buffalo, NY to assist us in achieving our recycling goals.



Given the rapid rate of product obsolescence, CTG continues to invest in the responsible and safe disposal or reuse of our electronics. We have engaged Maven Technologies, LLC as our certified electronics recycler. Maven is committed to a zero landfill policy. They provide certificates of recycle and an inventory of the serial number, make, and model of any

item recycled. Through Maven, we are able to recycle all of the following items:

- Computer Devices
- Monitors
- Networking Devices
- Printing Devices
- Communication Devices
- Telecommunication Devices
- Power Supplies
- Wire/Cabling
- Hardware
- Batteries from laptops or UPSs

CTG partners with Republic Services to recycle all of our aluminum, metals, paper, cardboard, glass, and plastics. In 2014, CTG recycled 119,597 pounds of recycle materials from our 700 and 800 Delaware Ave buildings.



CTG employees often deal with sensitive and confidential information, including data that is protected by HIPAA, HITECH, and other government regulations. As such, we partner with Lincoln, Archives, Inc. in order to destroy and recycle confidential documents through secure shredding.



CTG also donates to the Buffalo ReUse program, which operates according to three R’s: repurpose, reuse, and recycle. For several years, CTG has been donating items that we can no longer use,





including light bulbs, furniture, tools, and more. By engaging with this program, items that are still in working condition can find a new home, instead of taking up space in a landfill.

As we have made improvements at our two corporate buildings to increase their energy efficiency and sustainability, we have chosen to recycle the old materials instead of creating more waste through our efforts. For example, when we installed a new 30-year insulated roof on our mail room at 800 Delaware Ave. in 2013, we recycled the old roof.

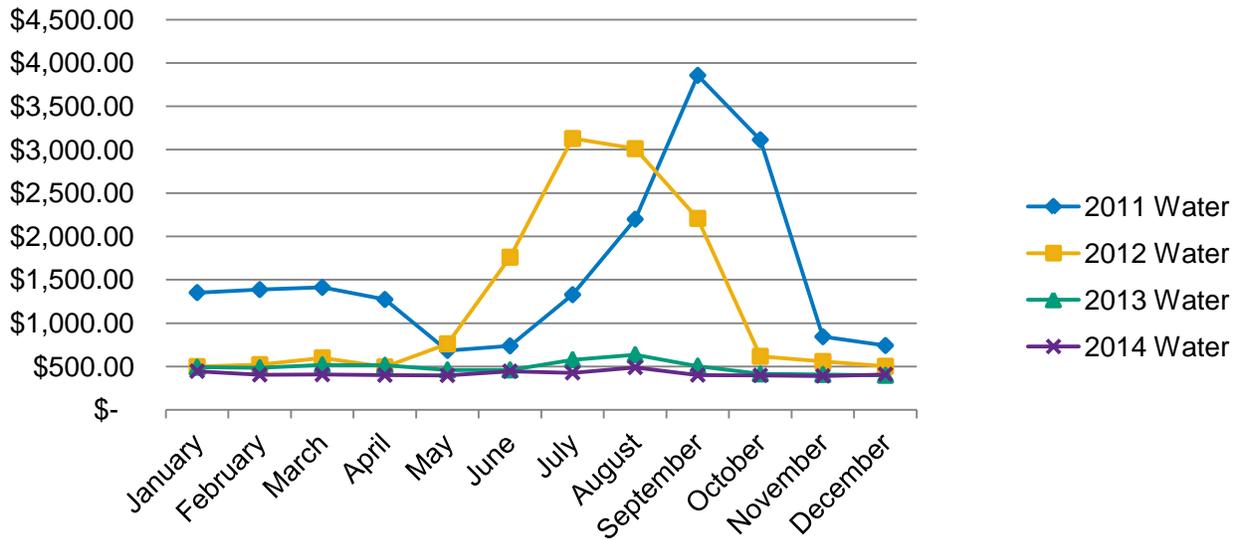
In 2015, we took a big step in reducing the waste produced at our corporate headquarters by discontinuing the use of Styrofoam cup and plates at our 700 and 800 Delaware Ave. locations. To accommodate this change, we asked employees to provide their own coffee mugs and/or drinking glasses, and purchased a supply of ceramic mugs and glassware for guests and meetings.

Since CTG's buildings contain office space rather than manufacturing facilities, we believe we have addressed all potential recycling opportunities at this time. In the future, we plan to continue reducing our use of paper through the creation of shared repositories. We will also continue to consult with outside vendors, employees, and other members of the WNY Sustainable Business Roundtable about how we can improve our efforts in reducing waste and pollution.

3.2. Protects our waterways

CTG is committed to conserving water use and avoiding pollution whenever possible.

We made a large reduction in our water use by replacing an open-loop HVAC system at the 800 Delaware Ave. location in 2013. The system was replaced with a closed-loop system and energy-efficient units. This replacement has resulted in a significant reduction of water usage, as shown in the graph on the following page.



Since CTG is not a manufacturer, we do not have water pollution concerns. In terms of water conservation, we will continue to monitor water usage through our closed-loop system.

3.3. Optimizes use of energy and materials

CTG endeavors to be responsible consumers of the energy and materials that are required for our daily business operations.

We are currently exploring more energy-efficient options for the HVAC system in one of our corporate buildings, and we are also looking into upgrading our restrooms to be more energy efficient, including the addition of automatic light sensors.

In the future, we plan to be more responsible in our use of FedEx and UPS by bundling packages whenever possible and choosing the most appropriate shipping option (i.e., ground versus overnight shipping).

3.4. Invests in our communities

An important aspect of CTG’s sustainability plan is social management, through which we aim to create a better working environment for all of our employees, as well as members of the communities in which we operate. As such, CTG is committed to the highest standards in our labor practices, health and safety of our employees, and ethical business practices.

Labor Practices

CTG currently has business operations in North America and Europe. These regions have strict labor laws regarding human rights, which are intended to prevent violations such as child or forced labor. CTG embraces these laws, and has numerous internal administrative policies that are intended to ensure



CTG's compliance with these laws. Furthermore, we will not knowingly transact business with vendors or clients who violate these basic human rights.

The management of contract labor is one of our core competencies—in no small measure because our clients depend on us for this service. As such, we are highly focused on adhering to The Fair Labor Standards Act, local labor laws, and prevailing wage rates. We cross reference all client job titles to CTG job titles, which must meet the standards of The Fair Labor Act to insure proper pay. We have weekly audits that review all new employees to ensure compliance. In addition, we continually survey the labor market to stay current.

We have a zero tolerance for work place harassment of any kind, an open policy of communication including formal whistleblower and issue resolution policies, and a spotless US Equal Employment Opportunity Commission (EEOC) record.

Health and Safety

The vast majority of CTG employees work offsite at client locations. CTG owns office space for its corporate staff and leases office space for its branch locations, none of which is subject to industrial hazards. We will not knowingly transact business with companies who do not enforce appropriate safety and health standards in their work environments.

We are continually assessing and upgrading our owned property and the corporate real estate and facilities management team is empowered to work with leasing managers to resolve issues with leased space compliance.

We also adhere to Occupational Safety and Health Administration (OSHA) office standards.

Business Ethics

As a baseline for business ethics, all CTG employees are required to follow our Employee Code of Conduct as articulated in our on-line Employee Handbook.

Throughout our 45-year history as a company, CTG management has committed to verifiable business integrity. We have a well-documented, process driven quality system that has earned us an ISO 9001:2008 certification in Europe, and we are subject to continuous quality, as well as, traditional auditing processes. In addition, we are highly supportive of, and compliant with, corporate accountability legislation such as the Sarbanes Oxley Act of 2002.

We believe our services stand on their own merits and will not seek unfair advantage.

We are also committed to the protection of both CTG's and our clients' intellectual property (through the use of employment agreements) and the confidential information of our employees and clients (through employment agreements, password protection and limited access).

Supporting Practices

We have a number of processes in place that aid to ensure our conformance to our ideals. These include:

- ISO 9001:2008 certification for our European operations
- Internal and external accounting and operational audits
- Weekly new hire conformance audits
- Employee code of conduct
- Risk assessment and mitigation methodology
- Adherence to OSHA office standards
- Whistleblower processes
- Online access to policies and procedures
- Training and orientation processes

Although we constantly review and revise these policies and procedures, we believe we have fundamentally sound processes and do not intend any major changes in 2015.

CTG’s employees are involved in a wide variety of volunteer organizations and programs that aim to make the community they serve a better place:

Belmont Housing Resources for WNY Board of Directors



Child and Family Services Board of Directors



Hospice Board of Directors



Hospice Light-a-Life



Mental Health Association of Erie County
Board of Directors



Niagara University Board of Directors



The Ride for Roswell



Ronald McDonald House Board of Directors



United Way Board of Directors



United Way Day of Caring



Western New York Sustainable Business
Roundtable Board of Directors





4. Goal and Metrics

We will track progress against our sustainability targets in a transparent and measurable way that collectively, with the efforts of other WNY organizations, reduces the severity of global climate change.”

CTG will continue to measure and review our water use, recycling volume, paper use, and FedEx/UPS shipping costs. During the bi-annual meetings of the Social and Environmental Management Committee, we will look for opportunities for improvement based on these measurements.



5. Stakeholders and Promotion

CTG maintains a committee of employees who are dedicated to the continuous improvement of CTG's social and environmental policies and processes. The committee is led by an executive sponsor and plan owner and is comprised of representatives from CTG's corporate departments and subcontractor relations division, as well as our IBM Account Manager. This cross-section of advocates allows us to draw from a variety of perspectives and knowledge bases to determine the most innovative and effective ways to implement positive change. The committee meets bi-annually to discuss the outcomes of past initiatives, the progress of current initiatives, and areas for future improvement and ways to achieve this.

The current committee is as follows:

Executive Sponsor

John Laubacker

Plan/Process Owner

Heather Alesius

IBM Liaison

Elizabeth Fallon

Advocates

Purchasing/Electronic Recycling

Janet Breindel

Human Resources

Michelle Runions

Training

Jeri Eberhardt

IT

Erin O'Brien

Property and Non-electronic Recycling

Pat Oxenholm

Jim Culligan

Legal

Jeffrey Gifford

Subcontracting

David Trance



Marketing Communications

Emilie Laubacker

CTG employees are encouraged to familiarize themselves with the company's social and environmental policies. Employees, as well as members of the public, can read about CTG's policies and request a complete copy of this plan on our external website, www.ctg.com. To increase employees' awareness of our program, important news about sustainability, and local issues in this area, an environmental awareness article is featured in every issue of *Telebit*, CTG's quarterly company newsletter. Additionally, we are exploring the possibility of holding more employee events that will have a positive impact on the local community and the environment, such as planting trees on Earth Day, and will also increase the awareness of our employees.