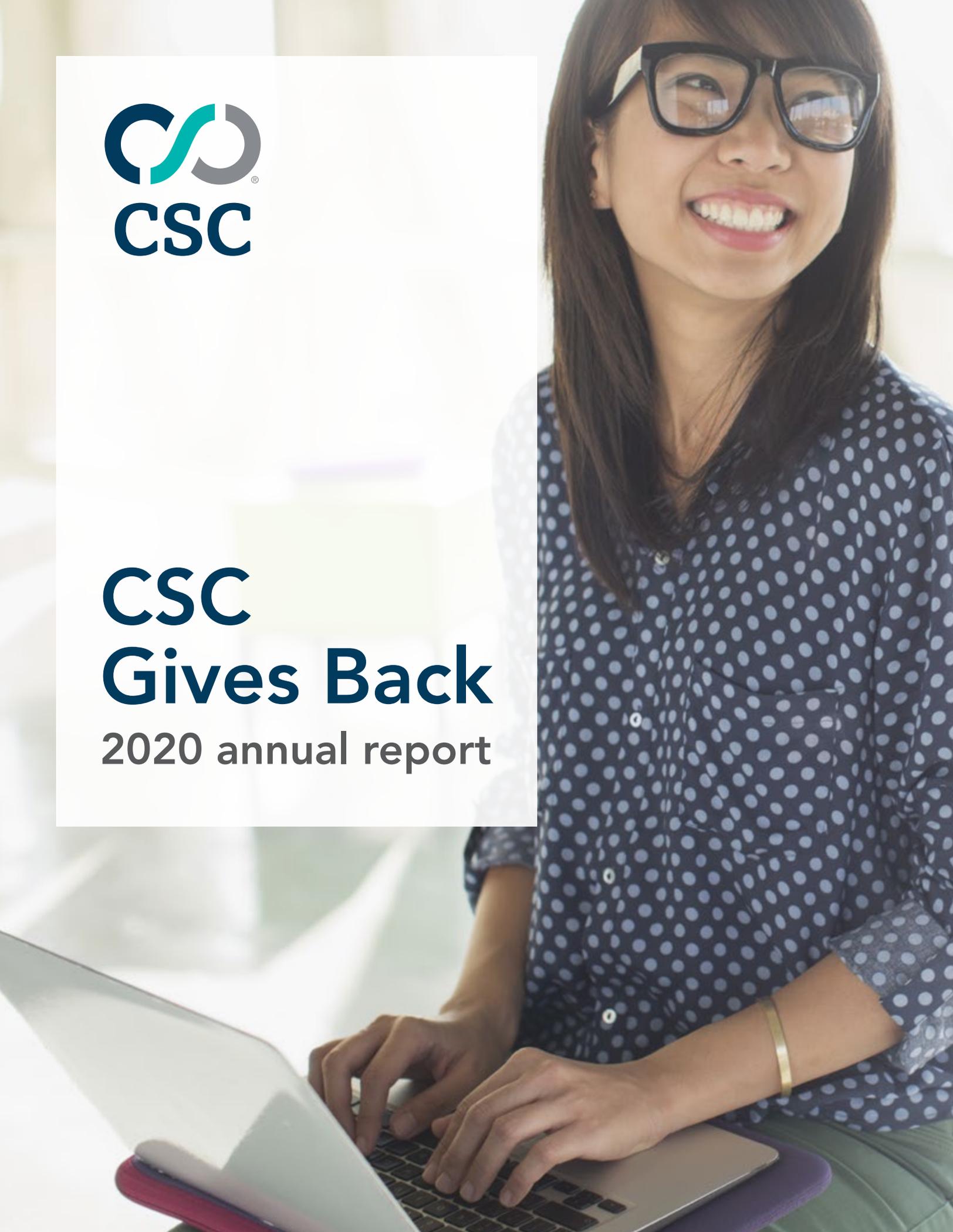




CSC Gives Back

2020 annual report





A message from Rod

The year 2020 was like no other. For example, we used the word “unprecedented” an unprecedented number of times. And we faced real adversity. The good news? Adversity reveals character—and CSC was built on our character and our commitment to Our Values. So in 2020, we leaned in.

This annual report offers a sampling of our employees’ heroics across our more than 40 offices worldwide. It shows how well-prepared we are to enter a new season of hope, a season in which we are sure to thrive. After all, Our Purpose is to make our communities better off tomorrow than they are today.



Working toward a better tomorrow

As the years progress, we’ll continue to expand our philanthropic efforts. And we’ll continue to live Our Values, always striving to be genuine and make a difference in the communities where we live and work.

To fulfill Our Purpose of being a great, enduring, profitable company, earning the respect and trust of all who come to know us, we must be committed to serving the communities where we do business. That commitment begins with our people. Supporting initiatives they’re passionate about, our employees proudly contributed to more than 225 causes worldwide in 2020. Their fundraising, volunteering, and donating form the cornerstone of our collective effort.

CSC is built on a foundation of giving back to our communities. Our Purpose is to create a better tomorrow for everyone. Moving ahead as a company, we’ll continue to build, lead, and excel. We’ll grow and thrive as a positive and prosperous organization. We’ll remain steadfast in our dedication to public service. Service—to our people, partners, customers, and communities—is who we’ve been, who we are, and who we will continue to be.



“I’m genuinely impressed by CSC’s commitment to developing a sustainable campus with such attention to detail and effort to integrate the company into the fabric of the community. Community service, donation matching, hosting local events—the company does a great job.”

– An operations employee in Corporate and Legal Solutions

“CSC’s support for the community is unmatched. What they’ve done not only in terms of their philanthropy program but also what they do to encourage our team to support the community is incredible.”

– An operations employee in Digital Brand Services

Overview of CSC Gives Back

Our philanthropic pillars

Three pillars uphold our philanthropic efforts:

1. Ensuring our local communities thrive

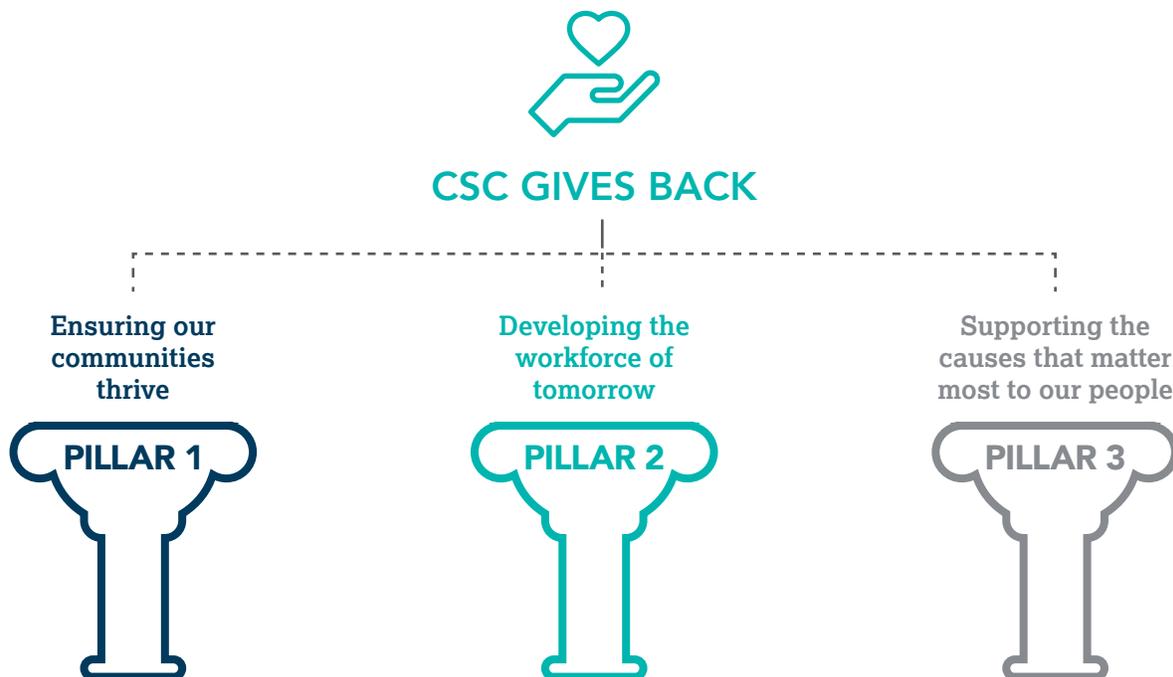
Proudly located in the United States, Canada, Europe, and the Asia-Pacific region, we invest in causes and foundations that better the areas where our people live and work.

2. Developing the workforce of tomorrow

Rooted in our efforts to help shape the future workforce, these initiatives focus on education and skill-building through youth mentorship, membership on education-related boards, and financial support.

3. Supporting the causes that matter most to our people

CSC prioritizes initiatives and causes that are most important to employees. We rally behind the efforts championed by our people to ensure the greatest possible benefit.





Adversity reveals character

The worst of times bring out the best in people. As the world came to a virtual standstill in 2020 due to the pandemic, the people of CSC were the best they've ever been. With tenacity, strength, and compassion, we worked together to help those who needed it most.

Many employees looked out for their neighbors—delivering groceries and supplies to those unable to shop for themselves. Some took their dogs to assisted living facilities for pet therapy sessions. They worked with Hospital Sisters Mission Outreach to sort donated medical supplies, which were shipped to developing nations. San Diego employees partnered with Promises2Kids and helped agencies working with foster children select holiday gifts for shelters and foster families. And in Delaware, employees prepared tax returns for underserved communities.

On the corporate side, CSC accelerated payments to nonprofits, knowing they likely needed the help more than ever. We also donated \$100,000 to the Delaware COVID-19 Strategic Response Fund. The fund helped nonprofits support those who were disproportionately affected by the pandemic. CSC also cut the minimum employee donation-matching threshold in half so their donations could be doubled in the company's matching contribution program.

Through these efforts and many more like them, we show that we're committed to making our communities better off tomorrow than they are today.

“CSC continues to be an active participant in the community. We continue to be aware of the communities' needs and strive to meet those needs as an organization.”

– An employee in Global Financial Markets

Highlight reel

Thanks to our employees' efforts, we were able to take another step in ensuring that our communities will be better off tomorrow than they are today. In 2020, we:

EMPLOYEE MATCHING

27%
increase in employee donation matching over prior year

131%
increase in total employee donation matching since 2018



Cut our minimum employee match threshold in half so we could match more employee donations

CSC FIGHTS COVID



\$100,000

donated to the Delaware COVID-19 Strategic Response Fund

Provided a **free**, socially distanced office space for college students to continue their studies during the pandemic



Kept our CSC family safe by procuring and distributing

90,000
bottles of hand sanitizer

90,000
wipes containers

45,000
masks

130
thermometers

GLOBAL IMPACT



Made a positive impact in **28 cities** and **eight countries**



Financially assisted more than **225 organizations** around the world



Increased total philanthropic spending for the second consecutive year

“There are plenty of opportunities to get involved to serve others. CSC often matches money raised for charities. There is a supportive culture for getting involved and helping others.”

– An employee in Tax and Business Solutions



Community champions

CSC people give back. While there are many employees who deserve to be featured, here are just a handful of community champions.



Name:
Eileen Rogers and
Laura Crozier

Shared services:
Marketing

Office location:
Wilmington,
Delaware, U.S.

Fundraising is challenging. It's even more difficult when you're trying to do it in the middle of a pandemic, and events like 5K runs aren't possible.

The Leukemia and Lymphoma Society (LLS) Light the Night Walk raises funds for research and support for families battling cancer. Families, friends, and coworkers gather to celebrate and honor those touched by the disease. The 2020 event was virtual due to the pandemic.

Eileen Rogers and Laura Crozier of the Marketing Department headed up the CSC Light the Night team to honor Rob Kalesse, a member of the CSC Marketing Team who passed away in 2020 at the age of 43. The team also celebrated Sara Scotto D'Apollonia, a CSC user experience analyst being treated for leukemia.

"We hoped to raise \$3,000 to \$5,000, but we ended up raising almost \$7,000," says Eileen, who has worked at CSC for three years as an event marketing specialist. "At CSC, we talk about the tenacity that we have here. But when you meet folks who have cancer or those who are working to raise research funds, fighting the big fight—now that's tenacity."

Eileen and Laura decided to create a video featuring clips from all the people on their

team. In the process, they happened to meet Sara, who had started her own team. "We brought her into our team, and we ended up with about 45 people," says Eileen. "Honoring Rob's memory meant a lot to us. He was a loyal friend and cherished co-worker. Adding Sara to our team helped us exceed our goal and gave us confirmation that these kind of events—though virtual this year—really do support curing cancer in our loved ones," added Laura.

Because the team couldn't walk together, people recorded themselves walking. "Everyone on the Marketing Team walked or sent pictures or clips that we put in the video," says Eileen. "There's a clip in the video from Rob's wife Cristina and a clip from Sara."

There was no set distance for people to walk, so they just went as far as they wanted or donated money. "The people who walked were as much a part of it as those who provided money," adds Laura. "It's the motivation, wanting to support LLS, that's important."

Both Eileen and Laura found the CSC Light the Night Walk very gratifying. "It was an honor to lead the team, and it wound up being a really a great experience for us," Eileen says. "I think we got as much back as we provided for them."

We hoped to raise \$3,000 to \$5,000, but we ended up raising almost \$7,000.

**Name:**

Mike Lemons

Business unit:

Tax and Business Solutions

Office location:

Buffalo Grove, Illinois

When the pandemic lockdown started last year, Mike Lemons wanted to find something that would benefit his health and mental wellness. So he laced up a pair of inline skates and took off.

“Skating always interested me, but I’d never done it before,” says Mike, a sales enablement manager for CSC Corptax in Buffalo Grove, Illinois. “I knew I needed to do something because I was cooped up, working from home, and our three kids were home too, involved in remote learning.

High-impact exercise like running wasn’t good for my back, and skating seemed like the thing to do.”

He admits his early days on skates weren’t very pretty. “It was ugly and shaky, but I’ve gotten better, and I’ve skated more than 1,600 miles since April,” Mike says, adding that skating has been a significant factor in keeping his mental wellness in check. He typically skates 12 to 15 miles per day, weather permitting.

Mike saw an article about skaters in New England raising money for men’s mental health. Inspired, he decided to do his own skating fundraiser to help others. Mike [blogs about his anxiety](#) and depression (he’s been in treatment for the last 15 years) and is an advocate for mental wellness. “Men typically shy away from getting help for mental health because there’s a perception of weakness,” he says. “As a man, as a provider, I know how important it is to get help.”

There were about a dozen people from NAMI waiting for me, cheering and waving signs.

He contacted the local chapter of the National Alliance on Mental Illness (NAMI) and told them about his planned skate for mental wellness. He wanted to skate from his home in Naperville, Illinois, to the local NAMI office in Wheaton, 12 miles away. He asked if someone from the office would be there at the end of his skate to accept the funds he would collect. They agreed, and Mike put a notice on Facebook and solicited contributions there. The donations poured in.

He skated on main roads, with his wife and children following behind in the family car and a news crew in front, providing a buffer from oncoming traffic. “A lot of people honked as they went by, and we got a lot of thumbs-up.” He avoided traffic and potholes, and his biggest obstacle was the 92-degree heat and accompanying humidity on the late August morning.

Mike didn’t expect the greeting he received when he arrived at the NAMI office, 40 minutes after leaving his home. “There were about a dozen people from NAMI waiting for me, cheering and waving signs. It was one of the coolest experiences of my life.”

He raised \$1,700 for NAMI that day and plans to make his Skate for Mental Wellness an annual event. “If I get one more person to skate with me next year, we’ll have double the participation,” jokes Mike.





Name:

Natalie Leroy

Business unit:

Digital Brand Services

Office location:

London, U.K.

Chance encounters can sometimes lead to amazing opportunities to help others.

Natalie Leroy, a senior brand analyst with DBS in London, found herself chatting with another parent in her son's school year group. "I asked her what she did, and she said she essentially runs a nonprofit that helps children who are struggling with their reading skills." The nonprofit is called Innovations for Learning, and its TutorMate program provides tutoring for children between the ages of 5 and 7.

"We spend half an hour a week with children, so they become more confident readers," Natalie explains. TutorMate is an online program where the child and the tutor share a screen with audio, but they don't see each other. "There will either be words or a story on the screen, or there will be various reading games. It's to get them to be a bit more confident with their reading, fluency, and understanding what they read—and hopefully enjoying it."

"These are kids who are struggling a bit in the classroom, but not struggling so much that you would need a specialist teacher or somebody with loads of experience," she adds. "You just need somebody who has time and patience. Speaking from personal experience, when it's not your own kids, you've got all the patience in the world."

Natalie, who has worked for CSC for 12 years, recalls one child who had a humorous take on

his lessons. "After he finished a story, I'd ask him comprehensive questions, like 'why did the boy not want to walk his dog?' And he'd say something like, 'Duh, because it was raining.' It was really sweet, and he made loads of progress," she says.

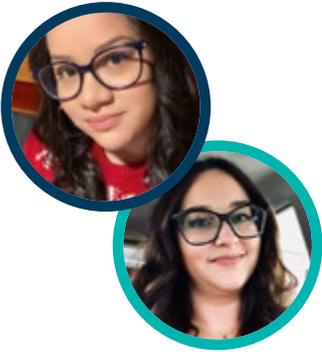
"You remember where a child struggled from one week to the next, and you'll work with them on those weak areas again. You'll give them some easy stuff to do so that they feel a sense of achievement," she says. As a parent, Natalie says TutorMate has helped her support her own children. "I have a child with special needs. He has an autism diagnosis, so the program has helped me find more strategies and be more patient with him with his reading."

When Natalie first started tutoring, she did it from the office. "There are now nine other coworkers tutoring with me from the London and Cambridge offices throughout the week," says Natalie.

Despite the COVID lockdown, the program continues, with volunteers helping from their homes. "It's a lovely charity to work for, and it's a good break to your day to take time out and help a little kid with reading," says Natalie. "And when you give your time to someone else, you're giving it back to yourself as well. Most people don't see it like that, but this has been good for me, too."

We spend half an hour a week with children, so they become more confident readers.





Name:
Monica Melendez and
Caitlin Hartzel

Shared services:
Marketing and HR

Office location:
Wilmington,
Delaware, U.S.

There are no advanced degrees and no specialized training needed to become a mentor. Each year, scores of CSC employees serve as mentors, and the company supports and encourages their efforts. Monica Melendez and Caitlin Hartzel are two of those employees who are forging relationships with the communities in which they work and live.

Monica and Caitlin both mentor students at Eastside Charter School in Wilmington, Delaware. They work with younger children, mostly third- and fourth-graders, and usually see their mentees for about 45 minutes a week or every other week. “You have to have a willingness to really listen, be patient, and try to talk to as much as you can. I wouldn’t say you necessarily need training for that. It’s just a willingness to be there and be present for them,” says Monica, who has worked at CSC for more than seven years. She’s a team leader for the Database Hygiene Team in the Marketing Department.

Monica’s young mentees “have their own feelings and personalities and have things they need to get off their chest. They have really big emotions and things they need help

in understanding. If I can provide a little bit of guidance and a little bit of wisdom, it means a lot to me.”

“CSC is really involved with Eastside. There’s a large group of employees who mentor weekly,” says Caitlin, who has worked at CSC for six years as an instructional designer in the HR Department. “Technology leaders have presented about women in technology, and another group met with students to help them manage different projects. The employees who participate love doing it, but knowing that CSC supports us makes it an even better experience,” she says.

Watching a mentee grow and develop are some of the benefits both Monica and Caitlin have experienced. “You may think you’re making only a small difference,” says

Monica. “But it’s something they’ll remember for a long time.”

“This is my third year mentoring, and sometimes I feel like I get even more out of it than the students,” says Caitlin. “There are huge benefits for mentees and mentors, and I’m so proud I get to be a part of their lives, even if it’s only for a short time.”

You may think you’re making only a small difference. But it’s something they’ll remember for a long time.





Name:
Springfield
Office

Business unit:
Corporate and
Legal Solutions

**Office
location:**
Springfield,
Illinois

Maybe there's something in the water in Springfield, Illinois. Or maybe the CSC employees there just really enjoy helping out in their communities.

"Before everybody was working from home, we had quarterly meetings here, and we always talked about CSC Gives Back and the different things that people are involved in," says Tom Kabarec, the senior service manager in Springfield. "There are a lot of people here that really care about different projects and causes."

Jessi Neighbors, Julie Janusweski, and Kourtney Squires are three of those people. Jessi, a customer service associate for CSC, serves as vice president of programming development for the Illinois Jaycees. The Illinois chapter is part of a global network of more than 5,000 chapters and 200,000 members offering leadership development and networking opportunities. Jessi was president of the Springfield chapter of the Jaycees in 2020 and has been a member for five years.

In addition to leadership programming, Jaycees chapters help their communities with things like neighborhood cleanups and planting trees in community gardens for sustainable sources of fresh fruit. "Our big project this year was collecting feminine hygiene products for the micropantries in town," says Jessi. "We did a lot of research and learned that many young women miss school because they don't have access to feminine hygiene products."

Julie Janusweski loves animals and donates her time to Meow Mobile in Springfield, an organization that facilitates adoptions of cats and kittens from the local animal control agency. "It started a couple of years ago," says Julie, a customer service

associate. "I was about to turn 40 and become a crazy cat lady. I did a fundraiser and then started volunteering. And before I knew it, I was secretary of the board."

"It can be hard to volunteer there," adds Julie. "Even though we do a lot of good, you see some bad things, like animals that have been abused or neglected or hoarding situations. It feels so good when I can get one more animal out of that facility. It makes me feel like I'm making a difference."

Kourtney Squires started Kourt's Kindness Group on Facebook in August 2020. "I've always tried to find ways of giving back," she says, "and when COVID started, a lot of people were stressed out and worried. There's so much negativity on Facebook, but we still go there. I just wanted to create a page that's nothing but positive and highlights good things." The group now has more than 500 members.

Some of the Kourt's Kindness Group posts come from small businesses looking to give back to the community. "There's one business that makes 500 meals and delivers them to anyone who wants them, no questions asked," says Kourtney, a customer service associate. "I try to post things like that to get people to support small businesses. And someone once donated \$100 to me, even though I don't ask for money anywhere on the page. They told me to use it any way I wanted, so I split it up and gave it to people at a grocery store just to help out."

That's what CSC Gives Back is all about—finding a cause you care about and volunteering your time to help.

There are a lot of people here that really care about different projects and causes.



For more information, visit
cscglobal.com/service/csc/csc-gives-back/.