

Building a sustainable future together

Fiscal 2012 corporate social responsibility report





Our dream

To create an environment in which we enjoy working together and, as owners, contribute to building a company we can be proud of.

Our mission

To help our clients with professional services of outstanding quality, competence and objectivity, delivering the best solutions to fully satisfy client objectives in information technology, business processes and management. In all we do, we foster a culture of partnership, intrapreneurship, teamwork and integrity, building a world class IT and business process services company.

Our vision

To be a world class IT and business process services leader helping our clients succeed.

The CGI Constitution

Our values

Partnership and quality

For us, partnership and quality are both a philosophy and a way of life. We develop and follow the best management practices and we entrench these approaches into client relationships and service delivery frameworks in order to foster long-term and strong partnerships with our clients. We listen to our clients and we are committed to their total satisfaction in everything we do.

Intrapreneurship and sharing

Our success is based on the competence, commitment and enthusiasm of our members. Therefore, we promote a climate of innovation and initiative where we are empowered with a sense of ownership in supporting clients, thus ensuring the firm's profitable growth. Through teamwork, sharing our know-how and expertise, we bring the best of CGI to our clients. As members, we share in the value we create through equity ownership and profit participation.

Financial strength

We strive to deliver strong, consistent financial performance, which sustains long term growth and rewards our members and shareholders. Financial strength enables us to continuously invest and improve services and business solutions to the benefit of our clients. To this end, we manage our business to generate industry superior returns.

Objectivity and integrity

We exercise the highest degree of independent thinking in selecting the products, services and solutions we recommend to clients. In doing so, we adhere to the highest values of quality, objectivity and integrity. Consequently, strict rules of business and professional conduct are applied. We do not accept any remuneration from suppliers.

Respect

As a global company, we recognize the richness that diversity brings to the company and welcome this diversity while embracing the overall CGI culture. In all we do, we are respectful of our fellow members, clients, business partners and competitors.

Corporate social responsibility

Our business model is designed to ensure that we are close to our clients and communities. As members, we embrace our social responsibilities and contribute to the continuous development of the communities in which we live and work.



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A message from **Michael E. Roach**, President and Chief Executive Officer

Since 1976, we have pursued a simple dream – to create an environment in which we enjoy working together and, as owners, contribute to building a company we can be proud of. As part of this dream, our business model is designed to ensure that we contribute positively in all of the communities in which we live and work.



Sustainability is at the heart of our business model and has always been one of CGI's core values. Day in and day out, our members show these values through concrete actions. Together we are committed to building a positive legacy. Our dedicated members in over 400 offices around the world give us the ability to achieve results and make a lasting impact.

At CGI, we are passionate about building and operating a sound, stable and growing business for the long term.

For us, sustainability goes hand-in-hand with financial strength. As a cornerstone of our commitment to be sustainable, our financial strength has enabled us to continuously invest in and improve our services for the benefit of our clients; to offer expanding and rewarding career opportunities for our members; and to deliver superior returns for our shareholders.

Last year, we linked all our best practices to a global policy formalizing our approach and identifying the following commitments:

- Provide our professionals with training, health, wellness and ownership programs that positively influence their well-being and satisfaction
- Partner with our clients to deliver energy and environmental sustainability solutions and to collectively support charitable causes
- Support our communities through causes that improve their social, economic and environmental well-being

- Improve the environment through eco-friendly operating practices, community service activities and green IT offerings
- Continue operating with the highest level of integrity through a strong code of ethics and good corporate governance
- Extend our CSR commitments to CGI partners throughout our supply chain

In 2012, we combined with Logica and warmly welcomed 41,000 new colleagues into the CGI family. We are now better positioned to deliver more capabilities to contribute to the success of our stakeholders.

For this first CSR report, we focused on reporting our CSR data and key performance indicators that have the greatest impact on our business, the environment and our communities.

We want to thank you for your continued interest and commitment to CGI. Together, we will remain a strong, sustainable company anchored in profitable growth—and dedicated to contributing positively to the economic, social and environmental needs of the communities in which we work and live.

Michael E. Roach

President and Chief Executive Officer



About CGI

Founded in 1976, CGI is a global IT and business process services provider delivering business consulting, systems integration and outsourcing services.

For 36 years, CGI has been a reliable and trusted partner committed to our client's success, providing flexibility, accountability and quality through our client proximity business model and the application of our Management Foundation.

Historically, CGI has profitably doubled its size every three to five years. With the combination of CGI and Logica, we now have the scale to offer our clients greater presence, service capabilities and expertise around the world.



among independent IT and business process services firms globally



FTSE4Good

\$10B

Annualized revenue

\$18B

Contract backlog

\$2.2B

New contract bookings

\$147.2M

Cash provided by operating activities

69,000

Number of members

★ As of March 31, 2013.

CGI's 2012 awards and rankings

American Banker

CGI ranks 19th among 25 Leading Global Technology and Service Providers within the FinTech 100.

Brand Finance Canada

CGI ranks 37th on the Top 50 Canadian Brands list compiled by Brand Finance, Canada.

Branham300

CGI ranks 6th among the Top 250 Canadian Technology Companies encompassing four major categories: Software, IT Professional Services, ICT Hardware and Infrastructure and Service Providers.

- CGI ranks 1st among the Top 25 Canadian IT Professional Services Companies.
- CGI ranks 2nd among the Top 5 Mixed-play Healthcare ICT Companies.

International Association of Outsourcing Professionals (IAOP)

CGI ranks 15th overall in the Global Outsourcing 100 and in the Top 10 among IT/BPS providers.

Top Arbeitgeber

CGI's operations in Germany and Poland have received the Top Employers 2012 award by the CRF Institute, which recognizes employers that meet exemplary workplace benefits and exhibit a positive company culture.

Washington Technology

2012 Washington Technology Top 100: an annual rankings track the largest government contractors – CGI ranks 32, up from 41 in the 2011 list and 81 in 2010.

Additional information

Click here to learn more about:

- Our [management team](#)
- Our [company overview](#)
- Our [2012 Annual Report](#)
- Our [history](#)
- Our [industries](#)
- Our [services](#)
- Our [solutions](#)
- Our [offices](#)

A strong local presence in 400 offices around the world

Americas

ARGENTINA
BRAZIL
CANADA
CHILE
COLOMBIA
PERU
UNITED STATES
VENEZUELA

Europe, Middle East and Africa

BELGIUM
CZECH REPUBLIC
DENMARK
EGYPT
ESTONIA
FINLAND
FRANCE
GERMANY
HUNGARY
IRELAND
ITALY
LUXEMBOURG
MOROCCO
NETHERLANDS
NORWAY
POLAND
PORTUGAL
SAUDI ARABIA
SLOVAKIA
SPAIN
SWEDEN
SWITZERLAND
UNITED ARAB EMIRATES
UNITED KINGDOM

Asia Pacific

AUSTRALIA
INDIA
MALAYSIA
PHILIPPINES
SINGAPORE

● - INDICATES LOCAL CGI OFFICE(S)



Financial Services

- 23 of top 25 banks in the Americas and 21 of top 25 in Europe
- 7 of top 10 global insurers
- 30 IP-based solutions
- 350 collections implementations worldwide
- Process 40% of the world's foreign exchange payments

Government

- 2,000 government organizations in 15 countries
- 60 IP-based solutions
- Helped tax and revenue agencies generate \$2B in tax recoveries
- Produce weather satellite imagery for 3B citizens
- Defend against 43M cyber attack incidents a day on military and intelligence networks and infrastructure

Health

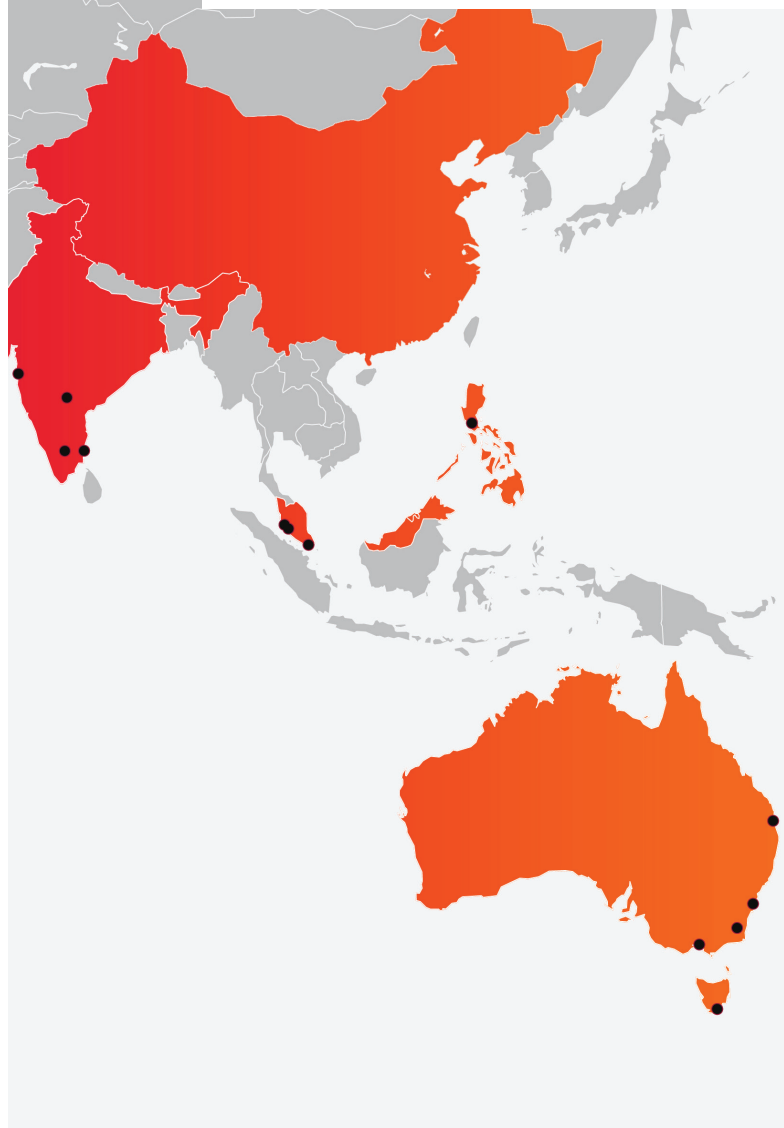
- IT service provider to more than 1,000 healthcare providers
- 3 of top 4 U.S. commercial health payers
- Serving 48M U.S. Medicare users
- Recovered more than \$1B in fraud and waste



EUROPE, MIDDLE EAST & AFRICA



ASIA PACIFIC



Telecom & Utilities

- 6 of top 10 global telecom service providers
- 9 of top 10 European utilities
- Built the first M2M platforms in telecom industry
- Designed and operate 10 of top 16 world's central energy market systems

Manufacturing, Retail & Distribution

- 25 of top global firms across mining & metals, automotive, aviation, rail, retail and mail/logistics
- 2,000 clients across MRD segments
- 20 unique and targeted industry solutions
- Handling 28,000 train movements per day

Oil & Gas

- 3 of top 6 oil companies
- Manage the entire Exploration & Production application portfolio for our global clients
- Manage more than 1.2B fuel card transactions a year, totaling over \$90B



Our CSR approach

Experience has taught us that clients, members and shareholders want to be associated with the best — the best partner, the best employer and the best investment. We are passionate about building and operating a sound, stable and growing business for the benefit of all stakeholders.

As one of our core values, CSR represents a key aspect of our business model, which is designed to bring us closer to our members, clients, shareholders and communities. We've always believed that balancing this equilibrium between our stakeholders is a key to our long-term sustainability. Last year, we linked all our best practices to a new global policy formalizing our approach and identifying our CSR commitments.



Empowering our business units

Our business model empowers our business units with local decision making, and CSR decisions are no exception. We believe that being close to our clients and communities helps keep our members engaged and contributes to the continuous development of the communities in which we live and work. On a global level, we promote CSR practices throughout the organization worldwide and provide our business units with standardized policies and strategic objectives.

This strategy allows our business units to develop CSR initiatives and KPIs that are responsive to their local context

and also align with global objectives and standardized policies. The core KPIs that we established will help us measure progress against our strategic objectives, alongside with their associated risks and opportunities.

Additionally, working to reduce the environmental impacts associated with our operations not only saves us money, but also demonstrates to our clients and our members that we walk the talk, and that we are a sustainable supplier and credible provider of sustainability services.

Strengthening a culture of sustainable and profitable growth

Our CSR policy serves to publicly reinforce the importance with which we view our collective responsibility in all facets of our business to ensure alignment across all business units. From the Americas to Europe and Asia, we work together to ensure that our commitment to responsible business

practices - quality management, environmental responsibility, community investment and care of our professionals - is achieved both within CGI and throughout our chain of partners/suppliers.

Defining significant aspects of our approach by consulting our stakeholders

Meeting our stakeholders' needs is the reason we are in business. This is why our clients, members and shareholders are at the heart of our continuous improvement process. We value the input of internal and external stakeholders in the development of our strategy and on-going improvement of our processes.

- Members have the opportunity to discuss their satisfaction, areas for improvement and potential solutions, through the Member Satisfaction Assessment Program.

Member satisfaction, ownership and engagement are all key competitive differentiators for our company. It is evidenced by the fact that an overwhelming 90 percent



of our members believe it is part of their role, as owners, to offer suggestions and take actions to improve our operations. This level of member engagement is one of the key reasons why we continue to be a top performer in our industry. When members are engaged, they collaborate for success and all stakeholders benefit.

- As part of our strategy to delight our clients, we solicit and receive direct feedback from approximately 2,500 signed client assessments through our Client Satisfaction Assessment Program.

On a ten-point scale, we earned 9.1 on overall satisfaction. We received 9.4 on loyalty, suggesting clients will continue using our services and recommending CGI to others. Client loyalty is very important in any business, but in ours, it is critical.

- Institutional shareholders and analysts are surveyed every year through our Shareholder Satisfaction Assessment Process to gauge their satisfaction with our strategy, execution, management and investor relations program, and compare our performance objectively against other

publicly traded companies. The results are reported to our senior management and board.

Like clients and members, we know and respect that shareholders have a choice where they invest. Accordingly, we are committed to ensuring CGI remains the preferred choice for investors seeking superior returns. Overall, our shareholder satisfaction scored 8.1 out of 10, which compares very favorably to the 6.7 average score for other public companies. In the critical area of strategic execution, which is vital to retaining investor loyalty, we scored 9.0. And, investors also awarded us 9.0 out of 10 on our ability to execute, integrate and deliver to our M&A strategy. This is especially important, given our combination with Logica.

Moreover, our strategic planning is established on an annual basis according to a rigorous process that includes extensive participation from within the company as well as from our clients and shareholders.

Key aspects identified

Throughout CGI's history, the CSR agenda has always been driven by the needs of our stakeholders and of the communities in which we operate. As such, its governance has reflected this approach. Following CGI's CSR policy and CSR roadmap, a global governance structure for CSR

is being developed, building upon our network of local CSR ambassadors throughout our operations as well as representatives from all relevant global functions.

Environmental stewardship



Managing our energy consumption, travel and resulting greenhouse gas emissions is considered as a significant aspect of our program, followed by our consumption and recycling of paper and e-waste.

Sustainability services & solutions



IT-led innovation in sustainability are considered as opportunities, enabling our clients and their customers as well as citizens to reduce their environmental impact and improve their wellbeing.

Member engagement



Members are our most important asset. Talent attraction and retention is therefore a key to the on-going success of our business. Essential aspects of our program include fostering an ownership culture, providing our members with exciting career opportunities, a good work/life balance as well as health and wellness services and recognizing their work and contribution by taking into account individual performance.

Responsible corporate citizenship



As a service company, our clients' trust and confidence in our ability to deliver is integral to our success. Clients and investors appreciate transparency on our corporate social responsibility policies and performance. Data privacy also remains a sensitive subject for our clients and their customers as well as citizens.

Maintaining the highest standards of governance and ethics

Good governance means achieving equilibrium between the interests of our clients, our members and our shareholders.

Corporate governance practices

From our founding, CGI has invested substantially in corporate governance to ensure we exceed the expectations of our stakeholders and operate a strong, productive and sustainable company that benefits society as a whole.

CGI intends to remain consistent with its commitments, since we believe strong ethics and corporate governance are integral to our CSR value. Acting with integrity and

accountability is essential in making a positive contribution to our clients, members and shareholders, as well as to the communities in which we live and work. For a brief description of the Company's corporate governance practices, consult the [fiscal 2012 report of the corporate governance committee](#).

CGI Board of Directors

CGI's corporate governance practices require that all members of CGI's Board of Directors be both financially and operationally literate and that a majority be independent. In addition the Board of Directors' objective in relation to its

composition is meant to ensure and reflect expertise on each of the company's targeted vertical markets. Consult [CGI's proxy circular](#) to view director biographies.

CGI Management Foundation

I S O 9 0 0 1 C E R T I F I E D O P E R A T I O N S	CGI Constitution				Code of Ethics	Human Resources Policies	Financial Policies	Security Policy	Quality Policy
	Dream	Mission	Vision	Values					
	Strategic Directions and Plans				Governance		Organizational Model and Adjustments		Management Frameworks
	Business Unit Processes						Corporate Processes		
	Business Development	Assignment and Recruitment	Engagement Health Check	Managing for Excellence	Business Unit Performance Review	Global Marketing and Business Development Performance	Innovation, IP and Efficiency Investments	Financial Management	
	Client Partnership Management Framework					Member Partnership Management Framework		Shareholder Partnership Management Framework	
	Proposal	Contract	Governance and Management Plan		Delivery				
	Technology Management		Application Management		Consulting, System Integration and Development	Business Process Management		<ul style="list-style-type: none">• Integration• Team meetings• Performance management & career planning• Leadership Institute	<ul style="list-style-type: none">• Relationship management• Disclosure guidelines• Communications
Client Satisfaction Assessment Program						Member Satisfaction Assessment Program		Shareholder Satisfaction Assessment Program	

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The CGI Management Foundation highlights the key elements that define and guide the management of CGI. This management framework lays out clear and proven practices for building and maintaining relationships with our stakeholders, including ensuring open and transparent communication as well as material issues.

It has earned ISO 9001 certification, which requires that CGI demonstrate every year to external evaluators that its Quality Policy is applied across all operations. The key elements of our Management Foundation reflect our collective experience and have been developed to make our actions as efficient as possible.

This efficiency must respect a number of principles which are integrated into the CGI Management Foundation, including:

1. The primacy of the dream, the mission, the vision and the values of the company

2. The equilibrium between the interests of our clients, members and shareholders

3. The balance between the need to assure cohesiveness and rigor in the management of the company and the commitment to promote autonomy, initiative and intrapreneurship.

The CGI Management Foundation intends to guide rather than prescribe. Thus, it offers a certain amount of freedom in order to remain focused on our essential goal: to provide high-quality services truly adapted to our clients' needs.

Visit our corporate governance section on cgi.com for a complete description of our [Management Foundation](#).

Code of Ethics

CGI's "[Code of Ethics and Business Conduct](#)" along with our corporate governance practices guide our decision making to ensure we live up to our core values and are open, transparent and accountable in our interactions with all of our stakeholders. Our code of ethics emphasizes the importance of conducting business in an ethically sound manner. It provides guidance for CGI members, officers and directors in maintaining the professionalism that has earned our company an enviable reputation among our clients and within our industry. Upon joining CGI, all members must agree to comply with the code of ethics and must re-sign it each year in order to complete their annual performance review.

CGI Federal, a wholly-owned U.S. operating subsidiary of CGI that employs 7,000 members, also provides ethics training

to its teams on an annual basis. This includes awareness training on anti-corruption and anti-bribery topics, which is mandatory for all new members both during on-boarding and as part of the annual ethics refresher training. CGI Federal achieved a 100% completion rate for each training course in 2012.

Moreover, in 2012, 96% of members joining CGI from our recent acquisition completed an ethical responsibility e-learning session. A new global anti-corruption training program is also in development and is scheduled to be launched across the entire company in F2013.

Whistleblower policy

CGI has established a policy for incident reporting - the whistleblower policy- as well as a process under that policy which allows any person who has direct knowledge of specific facts to report incidents where the company is exposed to a serious risk in matters of accounting, auditing, internal accounting controls, finance, banking or financial corruption.

Provided by a third party, CGI's whistleblower hotline is confidential and allows members to remain anonymous. There are two ways to report a violation, by phone or online. On day 1 of our combination with Logica, all new members were informed of and given access to the whistleblower hotline and webpage.

Privacy and Information Security policy

CGI manages its information assets as well as those of its clients with due diligence and care, and takes appropriate measures to safeguard these assets to deliver its services.

The information security policy sets the direction for the consistent management of CGI security risks, and provides guidance for the establishment of security controls required to adequately protect CGI and client information assets.

The purpose of CGI's privacy policy is to set forth general principles that govern the handling and protection of CGI members' personal information as well as client information, which may be collected, used or disclosed during the normal course of CGI's business.

In order to raise awareness of the importance of information security, train members on their responsibilities in ensuring



a secure work environment and provide guidelines on how to better protect CGI's and client's assets, we developed a security awareness program with three online trainings.

More than 75% of our members completed the three-part security courses, and all new members are asked to complete these trainings.

Percentage of members who have completed the training:

79%

Security awareness part 1

- Why security is important to CGI
- Security in the workplace

75%

Security awareness part 2

- CGI's information system and information technology security policies
- Protection of personal and client information

77%

Security awareness part 3

- Mobile computing
- Physical security
- Data privacy
- Third party intellectual property
- Business continuity program
- Teleworking



Offering members exciting career opportunities



“At CGI, we have always understood that talented, committed people are the common denominator of success of any organization. In fact, we recognize a strong link between our member’s health and job satisfaction, our clients’ satisfaction and our company’s success.

We also view our members as our most important asset because they play a defining role in the realization of the CGI dream: To create an environment in which we enjoy working together and, as owners, contribute to building a company we can be proud of. And to underscore their value to our company and their ownership rights, we call them ‘members’.

This is why developing and nurturing talented members is CGI’s highest priority.”

Julie Godin

Executive Vice-President, Human Resources and Strategic Planning, CGI

Nurturing a culture of ownership

Our philosophy of intrapreneurship, our term for the ownership culture, fosters responsible decision-making and adds a more personal dimension to our commitment to building a sustainable company. Indeed, our members are encouraged to become shareholders and owners of CGI through our share purchase plan.

As owners, they have the opportunity to play a key role in the growth and development of our company and to share in the rewards of our success through, for example, our profit participation plan.

Prior to our combination with Logica, 85% of CGI members were proud shareholders and we are working towards offering this program soon to the members who joined us from Logica.

Furthermore, CGI is committed to advancing its culture of ownership by encouraging members to communicate their suggestions, questions and concerns. CGI members are consulted each year as part of a company-wide strategic planning exercise. Their expertise and suggestions help define the company’s strategy and ensure our strategic plan reflects the realities of our day-to-day operations.

Strategic planning member consultation:

28,000 comments submitted in 2012

Cultivating member engagement

At CGI, the quality of the relationship between management and CGI members is a cornerstone of our corporate culture. The principles guiding this relationship are defined in the Member Partnership Management Framework (MPMF), part of the CGI Management Foundation.

The MPMF aims to create a favorable environment in which to build solid long-term relationships with our members by promoting meaningful dialogue. The MPMF incorporates a number of activities: new member orientation and integration, performance and career management, regular one-on-one

and team meetings. It encourages leadership at all levels of the company by facilitating the dissemination of information on the company’s orientation; ensuring that our members receive support, feedback and recognition; and offering members the chance to make suggestions to improve CGI.

As noted earlier, CGI measures the satisfaction of its members through its annual Member Satisfaction Assessment Program (MSAP). The MSAP encourages members and their managers to frankly discuss subjects essential to continuously improving communications and their relationship in order to foster a

working environment that remains satisfying. The program begins with an opportunity for members to meet their manager one-on-one and talk about specific aspects of the member's satisfaction with their job. Members then have the chance to complete a confidential questionnaire, the results of which are used by managers to identify improvements for their teams and by CGI leaders to assess the quality of the company's management practices and policies.

MSAP and Share Purchase Plan

Metric	F2012
Percentage of members who have had their MSAP meeting	87%
Percentage of questionnaires completed	82%
MSAP score	7.75/10
Share Purchase Plan participation	84.5%

Promoting health and wellness

Our members are the key to making CGI's dream and vision a reality. CGI believes that operational excellence is closely tied to the health and wellness of our members and is convinced that the promotion of these factors is crucial to their work-life balance and overall quality of life. This was the driving force behind the creation of Oxygen, the company's global health and wellness program, which reflects a corporate culture that promotes a healthy lifestyle.

Oxygen organizes activities around the world to encourage our members to adopt a healthier lifestyle; establishes a structure to guide, support and advise members locally on

how to implement an effective health and wellness strategy; sets priorities; and measures the impact of the actions introduced.

The Oxygen Portal is an interactive platform that puts the focus squarely on members' health and is available anywhere, anytime. It provides an array of health content to help members learn more about local health services and to enable them to take concrete steps to improve their health and wellness. The Oxygen Portal includes an impressive library of health articles, monthly features by health professionals and interactive tests and tools for analyzing health risks.

Case studies

Walking around the world for better health

On September 13, 2012, members in 40 countries all over the world were invited to participate in the Walk Around the World annual event, a 30-minute walk that encourages an active and fit lifestyle as part of CGI's commitment to health and well-being.

To help them prepare, members could take part in the Walking Challenge that began two weeks before. Because every minute counts, they were able to share the number of their daily walking minutes on the Oxygen Portal. CGI members in the Asia-Pacific won this year's Walking Challenge by garnering the most walking minutes: 102,200. CGI participants from the Philippines turned out in great numbers for a fun and relaxing evening walk in the hills

and streets surrounding three CGI sites. In addition to the walk, a team of health professionals set up free health checks and back massage sessions for all members to enjoy.



Promoting member engagement in India

Because our members are our most important asset, their satisfaction is always a priority. For example, in India, by June 2012, 96% of our members were CGI shareholders, and the turnover rate was just 10%, compared to an industry average in this country of 15-20%.

Health and wellness is also a top priority for members in India. Two of our Indian offices are OHSAS 18001-2007 certified, covering close to 50% of members, and health and wellness initiatives covered by the certification are also offered in other offices. Our cafeterias in India offer balanced and nutritious meals, with regular quality monitoring. A number of our Indian locations have gym facilities with qualified trainers. To promote a balance between our members' physical and mental wellness, a doctor and mental

health counselor visit each India location once a week. In addition, all members can take advantage of a complete health check once a year. Last year, several additional health and wellness initiatives were implemented, including medical and dental camps, eye tests and yoga workshops. Several clubs also support members' interest in fitness, such as running, cycling and trekking. Campaigns are organized throughout the year to highlight the importance of healthy living, nutrition and exercise. For example, a number of our Indian members participated in the International World 10K marathon in Bangalore, and Indian members had the highest level of participation in CGI's annual Walk Around the World.

Building awareness with the American Heart Association



In partnership with the American Heart Association (AHA), a non-profit organization with a mission to build healthier lives free of cardiovascular diseases and stroke, CGI organizes several heart awareness activities for our members such as National Walking Day, Go Red for Women, Fit-Friendly offices, CPR training and webinars with expert health care providers. Team CGI's participation in AHA's 2012 Heart Walk engaged nearly 200 CGI members, as they took on a health and fitness challenge to individually walk 36 miles in three months while raising funds and awareness for the fight against heart disease and stroke. Team CGI raised more than US\$21,000 and CGI also contributed US\$80,000 to the cause.

Cheryl Campbell, Senior Vice-President, Health & Compliance Programs, CGI Federal, has championed CGI's partnership with the AHA for the past four years. Her leadership in providing education and awareness programs across CGI has motivated members to live healthier lives. Since the beginning of our AHA partnership, more than 500 CGI members across the globe have actively participated in heart health programs such as fitness

challenges, CPR training, free health screenings and educational events.

"At CGI, we care about the health and wellness of our members and the communities we serve. As a national partner with the American Heart Association (AHA), CGI is looking forward to participate in the Heart Walk."

The Heart Walk is a fun way to promote physical activity and wellness among our members. CGI offices participated in a number of regional walks across the U.S. The Heart Walk events give back to members and our local communities in meaningful ways. The money raised helps to fund critical research, regional educational programs, and local advocacy efforts."

Cheryl R. Campbell

Senior Vice President, Health and Compliance Program, CGI Federal
American Heart Association, Mid-Atlantic Affiliate Regional Board Member

Attracting, retaining and developing talent

At CGI, we strive to create an environment that promotes the personal and professional development of our members and the exchange of knowledge and expertise among them.

We encourage our members to continually upgrade their professional skills so that they can achieve their career goals while contributing to the growth of CGI. Each year, CGI invests a significant amount in improving our members' skills and knowledge. These investment decisions are made at the business unit level based on the needs of the local market, business opportunities and members' individual interests.

CGI Leadership Institute

We believe that the quality of our leadership is essential to maintaining our success in a highly competitive world. CGI's Leadership Institute, our corporate university, was founded in June 2001. Its mission is to provide our members with best practices and educational resources to ensure their continuous professional development. The Institute offers comprehensive programs that promote best leadership skills and practices and fosters leadership aptitudes through teamwork. One of these programs is CGI 101, our leadership training program. The success of CGI is directly linked to the ability of its leaders to adhere to a key set of values, principles and guidelines that enable us to realize our dream and achieve our shared mission and vision. True harmonization of management and leadership can only be obtained by taking the time to understand and experience the work done by CGI.

This basis of our CGI 101 training enabled us, as part of our integration priorities, to train more than 1,000 new members in just a few weeks on the CGI way and operating model.

Voluntary turnover: **12.7%**

The CGI Leadership Institute is at the heart of our integration process.

Knowledge sharing tools

At the global level all members have access to an e-learning portal to expand their knowledge and gain new skills. The portal offers access to a wide range of books, courses and other resources, including test preparation materials and mentoring for the most current certifications.



CGI's enterprise social network called CynerGI is a centralized, global program that fosters knowledge sharing. As President and CEO Michael E. Roach described it: "This social network has become a common environment to share, help, discuss and be collectively engaged towards the realization of our dream, and in pursuit of our profitable growth strategy.



It enables instantaneous, two-way communication across the company and helps validate that we are focusing on the most important people issues. It is also another important vehicle for our member-owners to exercise their rights, and to engage in the daily life of our company.”

Sharing with members at the Annual Tour

For 36 years, the Annual Tour tradition has been a great opportunity for our members to meet our executive team and exchange points of view on the future of the company.

As the single most important activity of its kind, the purpose of this tradition is to kick off the fiscal year by launching the planning process, celebrating our successes of the past year, and coming together in an informative and friendly setting to share a meal and conversation with both peers and the management team.

At the 2012 Annual Tour, members could learn more about the Logica integration and CGI's vision and strategic objectives for fiscal 2013. As per the tradition, President and

CEO Michael E. Roach and Founder and Executive Chairman of the Board Serge Godin took time after each presentation to answer any questions members might have had.

Global Mobility Center of Excellence

The CGI Global Mobility Center of Excellence was created in 2010 to provide a framework to develop models for talent deployment and working conditions. It is a flexible framework that can be adapted to a wide range of projects and contracts while taking into account the laws of the host countries (immigration, taxes, etc.), cultural differences, and socio-political and financial issues in order to do business abroad while ensuring respect and fairness for members.

CGI initiated close to 300 new international assignments in fiscal 2012, and some 530 members remained on global assignments during the last quarter of the fiscal year. The CGI Global Mobility Center of Excellence is currently working to harmonize the global mobility management practices and processes of CGI and Logica.

2012 Annual Tour



Fostering diversity in the workplace

At CGI, we believe it is essential to create a fair work environment that offers equal opportunity to all.

This approach is reflected in all of our human resources practices in order to better respond to the expectations of our members and clients. Our diversity approach enables

us to attract, recruit and retain the most talented individuals and benefits our clients and CGI alike. Diversity is a key lever in our business relationships, as it allows us to better understand and respond to the needs of our clients.

Gender diversity split in total workforce:



Case studies

Promoting disability awareness

This year, France held its 16th annual “Semaine pour l’emploi des personnes handicapées” (Employment Week for Persons with Disabilities). The event aims to raise awareness among businesses and the general public about the challenges faced by disabled workers in the job market.

During the week, many activities were organized for CGI’s French members. Plastic bottle caps were collected for an association known as Les bouchons d’amour, which resells the caps to a manufacturer of recyclable plastic pallets. The money earned

is used to buy equipment for disabled athletes, improve conditions for people living with disabilities, and contribute to humanitarian initiatives. The week also included a number of awareness activities, such as a disability quiz, training sessions, and motivational presentations by individuals such as Philippe Croizon, a swimmer and quadruple amputee, who swam across the English Channel in 2010 and swam the four straits separating the five continents in 2012.

Networking for women’s career development (Les essenTielles)

Les essenTielles network was created in June 2011 as an initiative by a group of CGI women in Montreal to advance their personal and career development at CGI.

To this end, the committee organizes various activities such as conferences featuring CGI women vice-presidents with outstanding career achievements, lunch and learn sessions where CGI women present about professional projects they care about, and networking events allowing women to pursue exciting mandates. Success in this network is made possible through the participants and the support of CGI senior management. Today, the network has close to 400 members, and more than 1,000 women have participated in Les essenTielles’s activities.

“I understand and appreciate the unique perspective and contribution that women are making and will continue to make in building CGI. I will continue to support initiatives like yours which are generally focused on bringing attention to an opportunity while facilitating an open dialogue. In my view,

CGI’s structure is ideally suited to advancing strong leaders’ careers. Regardless of whether they are male or female. In the final analysis, the most important factor in determining your success is not your gender, it is you.”

Michael E. Roach

President and Chief Executive Officer, CGI



Looking ahead

- Continue to provide a career path that promotes the professional enrichment of our members through our training programs and one-on-one meetings.
- Further develop our ownership culture. In conjunction with the Logica integration, members from Logica will progressively be invited to participate in the CGI share purchase plan.
- Deploy our Oxygen health and wellness program for members at all of our sites.
- Oversee the successful integration of our current and future members. The integration of new members who joined CGI from Logica is a strategic priority for the company. In order to transmit CGI values and processes to these new members, a training plan was established. At publication, the first phase consisting in training all of our 41,000 new members on Member Partnership Management Framework principles is well underway.

Giving back to our communities

At CGI, we care deeply about the communities in which we live and work. We take the skills that have propelled us to the forefront of the IT services industry, i.e. problem resolution, creativity and dedication, and use them to innovate and effect change in our communities. Through volunteer activities and financial investments, we are committed to contributing to the causes that improve their well-being.

The CGI business model, which is based on a client proximity approach, allows us to maintain close ties with our clients and communities. We know from experience that service focused on proximity benefits us all. Year after year, CGI teams around the world contribute to the advancement of their communities by giving their time and expertise to the causes that they believe in.

Volunteering and leveraging our member skills

CGI members support communities across the globe. For that purpose, CGI has entered into partnerships with non-profit organizations, close to our offices, that provide our members with opportunities to get personally involved in projects to improve local communities.

At CGI, all of our members are empowered to support causes they feel strongly about. Our philosophy is to be a part of win-win initiatives that help both our members and the communities we support. Through this, our members are able to make tangible and impactful contributions.

Case studies

Mentoring skilled immigrants

At the 2012 Mentoring Partnership reception, the Toronto Region Immigrant Employment Council (TRIEC) recognized outstanding corporate leaders and individual volunteers for their mentoring initiatives.

The Mentoring Partnership matches recently skilled immigrants with established professionals to form occupation-specific mentoring relationships. Mentors share job search tips, industry insights and professional contacts, helping skilled immigrant mentees build a professional network in Canada. In 2012, TRIEC recognized CGI for achieving 100 mentoring matches.

“There is no downside to being a mentor. From a business perspective, CGI is able to tap into new talent pools and skillsets. And from a personal perspective, it forces you to look at the work environment and the norms, boundaries and expectations in a different way and think about the implications of these in your business. For CGI, mentoring skilled immigrants new to Canada is a great way to give back to the community.”

Michael Grahlman

Director, Business Systems Analysis, CGI

Supporting local programs and activities for students in India

CGI's association with the Yemlur Government School in Bangalore is the perfect example of a sustainable partnership. Located in a community near CGI's office in Bangalore, the school partnership offers opportunities for members to make charitable donations and contribute their time.

The school is attended by underprivileged children in the community and requires a great deal of support to create an environment conducive to learning and the students' overall development. CGI members work closely with school authorities, local governing authorities and the local community association to provide programs and activities for the students. Over the past three years, CGI has set up an IT lab providing equipment, time and expertise in the school, and provides volunteers from its

office to teach IT every week. Year round, several other activities are organized by CGI, including workshops for teachers, the celebration of festivals, art and sports activities, as well as book donation drives. Future plans include setting up a library and starting English classes.



Partnering for mission results

The CGI Initiative for Collaborative Government is a public-policy project launched by CGI in partnership with leading U.S. academic institutions. Founded in 2008, the Initiative's mission is to create opportunities for thought leadership and collaboration between government and academia, nonprofits and the private sector through analysis of the most challenging issues facing the public sector, including cyber security, budget deficits and health care.

With its roster of in-house fellows, all former high-level government executives, and academic partners such as Virginia Tech, Johns Hopkins University, George Mason University and the University of Maryland, the Initiative also publishes reports, conducts webinars, produces videos and podcasts, sponsors events and publishes an e-newsletter. Through its flagship publication Leadership, the Initiative gives voice to leaders in diverse organizations that are tackling government challenges in new ways.

Click to access the [publications](#), [executive summaries of events and webinars](#), [videos](#) and [expert commentary](#), as well as to [register](#) for the e-newsletter, [Collaborative Government Today](#).

"The CGI Initiative for Collaborative Government is exemplary of CGI's commitment to creating value to the public sector community by capturing critical best practices and insight and sharing them broadly. Through the Initiative, CGI brings experts to the table to share existing and new solutions to the challenges our industry is facing. For example, in 2012, we brought some of the best thought leaders from the federal government and industry together to share how each sector is dealing with the security around the explosion of mobile devices."

Molly O'Neill

Vice-President, CGI Federal
Former Assistant Administrator and Chief Information Officer at U.S. Environmental Protection Agency

Gaining French government recognition for environmental commitment

In February 2012, the French Department of Ecology, Sustainable Development, Transport and Housing held its second annual "Trophées du mécénat d'entreprise" (corporate sponsorship awards). The awards aim to encourage environmental sponsorships while recognizing projects that benefit the environment and sustainable development in France. Twelve projects were recognized in 2012, including the Planète Mer BioLit program (BioLit) supported by CGI.

BioLit, a national participative science program on coastal biodiversity, brings citizens together with researchers. As part of the program, teams from CGI developed a collaborative computer platform, as well as smartphone and tablet applications. The platform enables citizens to photograph wildlife species observed along the coastline, collect data using simple, accessible protocols, and then transmit this data directly to the researchers via their mobile phone. The platform provides researchers with a

wealth of information, enabling them to conduct analyses and more closely track the evolution of coastal biodiversity.



Fostering future leaders through case competition

The John Molson MBA International Case Competition is a not-for-profit event organized by a team of four MBA students from the John Molson School of Business at the Concordia University. The competition is open to top business schools worldwide and is recognized as the largest competition of its kind. The Competition's format is a round-robin tournament consisting of five business cases, one of which is a live case presentation, about a real-life business challenge. In 2012, CGI sponsored the event, provided the live case and had members of its management team serve as judges and speakers.

Gathered in Montreal for the 2012 John Molson MBA International Case Competition, 230 MBA students from all over the world studied CGI's future, responding to an invitation from the company's Executive Vice-President, Global Client Transformation Services, Douglas McCuaig. During his presentation to the

36 student delegations from 11 countries, Doug asked participants to make recommendations regarding the company's go-to-market strategy, its emphasis and its investments in view of current market evolutions.

"MBA students bring a certain strategic element to businesses like CGI, who use technology to solve business problems. I think their bright young minds can bring growth opportunities forward and I think some of these ideas can often turn into tangible and strategic business opportunities for companies like CGI."

Lorne Gorber

Senior Vice-President, Global Communications and Investor Relations, CGI

Sharing knowledge through a Planète Urgence project

Planète Urgence is a non-profit organization aiming to support and encourage the independence of people and the protection of the environment through the sharing of know-how, training and technical support worldwide. Through this organization and supported by CGI, Nicolas Berlemont participated in a Corporate Volunteering Abroad program for several weeks in Benin. His mandate was to use his IT skills to mentor three groups of citizens: workers, people looking for work and university students.

"The skills I've taught were similar to the ones I use when I work as a consultant: listening to understand the requirements, adapting to the needs of the audience, transferring knowledge, responding and being innovative. The success of this project depended on the high personal involvement and great cooperation between

CGI, Planète Urgence organization and local NGOs in Benin," explained Nicolas.



Investing in and collaborating with non-profit organizations

Every year, CGI invests approximately 1% of its pre-tax earnings to disperse philanthropically among charitable causes. Our investments and community commitment are inspired by the CGI client proximity business model. The model provides our business units with the ability to decide on the best way to contribute to the well-being of their communities. By entrusting local teams with the responsibility

of managing their community initiatives, CGI ensures that its members serve the long-term interests of their communities and adapt their activities to the most pressing local needs. In addition, to leverage our collective strengths, CGI members share expertise with and contribute financially to national and local organizations.

Case studies

Raising funds for cancer relief and support



In the Netherlands, two CGI teams participated in large fundraising sports events: Alpe d'HuZes and Roparun. In the Alpe d'HuZes event, a team of seven members each cycled up the famous French mountain Alpe d'Huez, up to six times. This team raised approximately €28,000 (approx. C\$37,000). In the Roparun event, 24 colleagues joined a 41-hour run from Paris (France) to Rotterdam (The Netherlands), covering 500 kilometers and raising €11,000 (approx. C\$14,600). The money raised for both events was given to support cancer relief and research.

Helping Centraide / United Way build communities

Centraide/United Way is an organization that improves lives and builds communities by engaging individuals and mobilizing collective action. Since 2005, CGI has been a recipient of the Thanks a Million award, which recognizes organizations that contribute, through corporate generosity and the combined efforts of their employees, more than a million dollars to Centraide/United Way across Canada. In 2012, CGI's Canadian business units collected once again more than a million dollars through creative fundraising activities. For instance, our Regina, Saskatchewan,



office participated in United Way's Day of Caring; our Saguenay, Quebec office organized a fundraising concert with CGI musicians; and our Victoria, British-Columbia office was recognized with a third United Way Spirit Award nomination. In addition, our Greater Montreal campaign surpassed all of its goals while increasing the number of donors by 50% over last year.

Supporting Share Our Strength's efforts to end childhood hunger



Share Our Strength is one of the leading non-profits in the U.S. committed to ending childhood hunger. Its innovative No Kid Hungry campaign connects kids to healthy food where they live, learn and play.

From October to December 2011, CGI raised nearly US\$100,000 for Share Our Strength through unique company fundraisers, such as the production and sale of "Cooking with CGI". This cookbook features more than 500 recipes from CGI members as well as artwork by CGI family members, ages 5-12. CGI members have also supported the organization through other activities, such as purchasing Share Our Strength holiday gift tags and holding bake sales to benefit No Kid Hungry.

CGI and Share Our Strength's partnership has also involved pro bono work for No Kid Hungry for various offices. For example, when the State of Maryland decided to partner with Share Our Strength, it faced the challenge of collecting and analyzing data

from government child nutrition programs in Maryland. CGI developed a data management and reporting tool to meet the challenge, enabling the Governor's Office for Children to easily track and measure its progress in achieving the goals set for ending childhood hunger in Maryland.

"CGI is honored to partner with an organization like Share Our Strength, and we're proud of the efforts of our professionals in rolling up their sleeves and finding creative ways to support and advance its mission of ending childhood hunger in the US. We're committed to our long-term partnership, continuing our fundraising activities, and providing pro bono services for years to come."

Mark Boyajian

Senior Vice-President, CGI

Sponsoring the Children's Aid Foundation's Teddy Bear Affair for disadvantaged children



CGI has proudly served as a Patron Sponsor of the Children's Aid Foundation's Teddy Bear Affair for more than 15 years. At the 2012 Teddy Bear Affair gala, the Children's Aid Foundation raised C\$1.36 million, making it the second most successful event in its history.

Like the Foundation, CGI believes that investing in children, especially those who are disadvantaged, will help them mature into confident, creative and compassionate adults. That's why once again this year CGI requested that C\$15,000 of its sponsorship dollars be re-directed to support the Children's Aid Foundation's National Stay in School program, supporting at-risk children and young people. In addition to CGI's contribution, a dedicated group of 15 CGI members, from across the Greater Toronto Area, showed their support for the cause by volunteering

their time at the evening gala. CGI's investment, donation and volunteer efforts have helped thousands of children and young people achieve success in the classroom and in their daily lives. Together, CGI and the Children's Aid Foundation are giving hope where it's needed most.



Partnering with Year Up to increase skills for young adults



Year Up is a non-profit organization dedicated to equipping young adults with the skills and experience they may not otherwise receive. CGI Federal began the partnership in July 2009 by sponsoring three Year Up interns, and is now a Year Up Corporate Partner. Year Up considers the partnership a great success.

"As we look at the rising unemployment rates among young people, 18-24, we celebrate innovative companies who choose to invest in the talent that exists in our communities, The

alumni of the Year Up/CGI internships have become proven role models among their peers and promising leaders in their fields. The CGI internships are now some of the most sought after in the Year Up program!"

Erin Regan Madden

Director of Internships, Year Up

Sponsoring a girl in India

In 2012, CGI participated in the "Sponsor a girl" initiative in India through several NGOs, such as the Smile Foundation, the Ashwini Charitable Trust, the Sulbha School for Mentally Retarded Children and the Aadarana Trust. The "Sponsor a girl child" initiative aims to improve the lives and provide education and healthcare for disadvantaged children and youth in India. CGI contributed Rs.250,000 (approx. C\$4,500) towards education for 59 children.

In addition, during International Women's Day festivities, CGI invited youth from several NGOs to CGI offices where they had an opportunity to interact with members. More than 300 CGI members across our locations (Bangalore, Hyderabad and Mumbai) contributed Rs.599,410 (approx. C\$10,800) to this highly successful initiative, which spanned several days.

Riding to Conquer Cancer

Sixty CGI members were among nearly 2,000 bikers who gathered in Montreal on July 7, 2012 for a two-day ride to Quebec City to raise money for cancer research and treatment. The CGI team, with matching contributions from CGI, collected C\$150,000 for the cause.

This was the fourth year the Enbridge Ride to Conquer Cancer has been held in Montreal. More than C\$7 million was raised, making it the largest cycling fundraiser in Quebec. The fund raised went to the Jewish General Hospital's Segal Cancer Center to fund research and care there and at its partner Foundations across Quebec. In four years, the event has raised more than C\$26 million.

CGI Founder and Executive Chairman Serge Godin served as co-chair of the 2012 event. CGI also donated to each CGI rider the C\$2,500 minimum fundraising requirement and outfitted each rider with custom CGI branded cycling gear.

"Everybody had a great time and found it challenging to ride the 230 kilometers of rolling hills from Montreal to Quebec

City. Most importantly, we were inspired by all those around us, particularly the cancer survivors who had yellow flags attached to their bikes."

Michael Tevel

Manager, Global Marketing, Cloud and Infrastructure Services, CGI



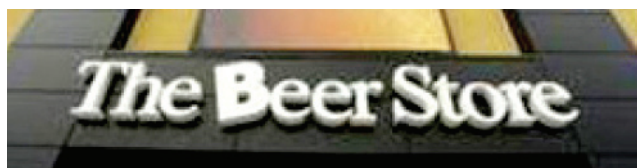
Partnering with clients to support charitable causes

CGI's desire to partner with clients extends beyond providing the business and technology solutions they need to drive profitable growth. It also encompasses supporting

the charitable causes that are important to them and that improve the local communities in which we do business together.

Case studies

Collecting bottles with The Beer Store to fight leukemia



CGI's support for The Beer Store extends beyond providing IT outsourcing services. We also participate in the company's annual Returns for Leukemia Bottle Drive, which raises funds for The Leukemia and Lymphoma Society of Canada. CGI members devote a weekend each year to collecting bottles for the cause, which has raised millions in the fight against leukemia.

Co-chairing with Bell at Québec's largest-ever fundraiser event for mental health

CGI announced in 2012 it would co-chair the Bal des Lumières, Québec's largest-ever fundraiser event for mental health. The Bal des Lumières, held March 20, 2013, at the Bell Centre in Montréal raised funds for the Fondation de l'Hôpital Louis-H. Lafontaine, the Mental Illness Foundation, and the Douglas Mental Health University Institute Foundation.

"The last two years have seen major progress in highlighting mental health while breaking the stigma of mental illness.

Collectively we are committing to making the next leap in converting awareness of mental illness - which after all affects 1 in 5 of us - into much needed funding for these three leading organizations in Québec mental health."

Serge Godin

Founder and Executive Chairman, CGI



Fostering economic development

Recognizing its role in fostering economic development, CGI adopted a strategy to invest in full-service IT centers based in smaller communities. Onshore delivery is an integral part of CGI's global delivery model, which offers best-fit solutions from onsite, onshore, nearshore and offshore locations that follow rigorous standards and employ highly skilled talent.

CGI's onshore centers offer high-quality IT alternatives at costs significantly below average for major metropolitan areas, meet strict government and commercial security requirements and offer end-to-end IT and business process services.

Case studies

Creating jobs for military veterans at CGI's Belton, Texas Center

Continuing our long history of veteran hiring, CGI is committed to recruiting a qualified workforce that includes those who serve. In November 2011, CGI opened its third US onshore IT services delivery center in Belton, Texas, in close proximity to Fort Hood, the largest US military installation where more than 800 soldiers are separating and retiring each month.

The Center provides both government and commercial clients with application development and testing, network engineering and business process services. It will create 350 positions in five years, giving veterans an opportunity to apply the leadership, experience and dedication they developed during military service in a customer-facing environment.

As part of our efforts to provide greater opportunities for veterans to transition back to civilian life and keep their families strong, CGI's outreach programs to the large veteran and military population in

and around Fort Hood have resulted in a veteran and military-related hiring rate for Belton of more than 50 percent. Workforce Solutions of Central Texas named CGI its 2012 Business of the Year, in large part due to our focus on hiring veterans and military family members.

"AT&T is committed to serving transitioning military and their families by connecting them to new job opportunities in their region. The location of the CGI center near Fort Hood was an important consideration in AT&T's decision to use the center to support the delivery of AT&T's Managed Network Services. Veterans make up nearly 30 percent of the Fort Hood population. It offers a rich pool of candidates that understand and value teamwork."

Paul Rosenbaum

Senior Vice-President, AT&T Managed Services

Partnering with the Association sportive montferrandaise Clermont Auvergne

The partnership between CGI and the Association sportive montferrandaise (ASM), the XV rugby club based in Clermont-Ferrand, is an excellent example of the links CGI has forged with this area of France. As principal partner of the ASM since 2009, CGI today plays an integral role in the economy of the region. CGI established itself in Clermont Ferrand more than 10 years ago to offer local teams to its clients and in doing so assure client satisfaction and success. Our partnership with the ASM has enabled us to strengthen our ties to the region, while demonstrating the values we share with the ASM: collaboration, team spirit and commitment. Just as we are present globally,

our logo is visible throughout Europe on ASM uniforms during Heineken Cup matches (H Cup), the largest annual XV rugby competition in Europe, which hosts teams from England, Scotland, France, Ireland, Italy and Wales. In fact, CGI decided to associate its image with the ASM because of the team's status as a leader in French rugby, because it plays a vital role in professional rugby in Europe, because it has been supported for years by our long-term partner Michelin, and because, aside from its athletic success, it has a devoted legion of fans in the Clermont area.

Looking ahead

In 2013 we will continue to:

- Leverage our skills, experience and expertise with not-for profit organizations on a pro bono basis
- Build a network of internal ambassadors able to share community experiences
- Where possible, provide and encourage hands-on local volunteering opportunities for our members
- Support our client's community programs



Helping clients win and grow

Businesses and governments around the world face significant challenges in preparing, standardizing and respecting environmental protection laws and regulations and in developing and maintaining green business practices. CGI's environmental and energy efficiency management solutions combine our leading-edge IT solutions, in-depth knowledge of the environmental and energy sectors, and the latest data exchange approaches to help our clients successfully deal with these challenges.

For 36 years, we have supported the endeavors of our clients to detect, monitor, solve and react to the risks associated with environmental quality and safety in order to reduce energy consumption and help preserve the world's natural resources. We also support clients in their efforts to improve social wellbeing of their customers and citizens. This enables CGI to align good business with positive, sustainable impact upon our stakeholders.

Offering sustainable solutions and services

In a challenging economic climate, we provide strategic insight and solutions that help our clients to grow commercially, as well as generate environmental and social benefits. Our sustainability offerings are based on our decades of experience in the health, utilities, distribution and manufacturing industries as well as in working with governments. They range from effective energy management and smart grid solutions, to developing innovative, sustainable transport systems and unlocking new opportunities in sustainable supply chains.

These services not only lead to stronger brands and profits, but also benefit the consumers and citizens our clients serve, as well as the wider economy. We are able to deliver value because:

- We work with our clients to co-create sustainability services for their customers and citizens.

- We innovate in areas related to energy, mobility and carbon. Examples include our innovations in electric vehicle charging and emissions monitoring.
- We have a strong track record in sustainability. We use the insights generated from our internal programs in the services we deliver our clients.

VERDANTIX

Verdantix, an independent analyst firm that provides data, analysis and advice to help their client resolving sustainability challenges, ranks CGI as a standout leader for the design and implementation of IT systems that support energy and environmental management.

Service offerings

Energy management



- Monitor and reduce energy consumption
- Meet energy needs from more sustainable sources
- Optimize energy supply and demand in smart grids

Sustainable mobility



- Drive supply chain efficiencies
- Change behavior, including moving to more sustainable modes of transport
- Reduce transport and logistics resource and emissions impacts

Green IT infrastructure services



- Profit from innovative and energy efficient green data centers that adhere to the highest level of quality and security standards
- Drive innovation, flexibility and savings, while providing for security, availability and performance through cloud services

Carbon and paper reduction



- Cost effectively manage and reduce carbon footprints
- Accelerate the transition to the low carbon economy
- Reduce paper consumption by bringing documents into the digital environment through our document management services
- Provide sustainable printing options

Compliance and regulatory management



- Issue, harmonize or comply with environmental regulations and develop and maintain sustainable “green” business practices
- Identify, monitor, regulate and respond to environmental health and safety risks

Sustainability services for governments



- Advance efficiency and sustainability while improving transparency, fiscal accountability and collaboration
- Integrate best-fit technologies for data collection and analytics, energy management, cloud computing, cybersecurity, open government and citizen services
- Reduce consumption, make sound investment decisions and design modernized workspaces through CGI's information-based solutions for energy-efficient facilities
- Integrate federal and state environmental reporting systems, data exchange hubs and interfaces to the Climate Registry

For additional information on our offerings, visit: cgi.com/environmental-solutions



“Through our energy and environmental work for dozens of federal, state and national governments, and numerous commercial clients, CGI has the IT and domain expertise to address a full range of sustainability challenges.”

Molly O'Neill

Vice-President, CGI Federal

Former Assistant Administrator and Chief Information Officer at U.S. Environmental Protection Agency

Quick facts

- CGI Smart Data Service serves 5 out of 6 of the UK's energy suppliers with smart meter management solutions
- 1 million Swedish households have access to CGI's energy monitoring application on their mobile, showing energy consumption against their peers
- CGI operates and maintains U.S. Environmental Protection Agency's central data exchange where millions of environmental data elements are exchanged between regulators and industry
- CGI's Renewables Management System enables EDP, a Portuguese electricity operator, to centrally manage over 2,000 wind turbines in Europe and the U.S.
- CGI was the first to implement an interoperable nationwide electric vehicle charging scheme in Europe. Our CiMS software is supporting over 2,300 charging poles in the Netherlands.
- CGI's IBOR platform manages dimming of 7,730 street lights in the Netherlands, resulting in annual energy savings of C\$90 per light
- 10 U.S. states use TEMPO, CGI's Enterprise Environmental Management Platform for environmental regulators, to achieve their goal of protecting the environment.
- Clients use CGI's ProSteward to support their operations in a large number of countries. ProSteward is our integrated



regulatory compliance platform for regulated entities, to manage compliance with regulations like REACH, GHS and TSCA.

- For more than 15 years, CGI has been advising clients on technology strategy development and business process design for water management functions. CGI's expertise and experience includes management of water sources like lakes, rivers and reservoirs, as well as underground

water sources (aquifers). CGI helps clients manage general water consumption, irrigation, etc., as well as water quality, including total maximum daily use (TMDL), discharge monitoring, and various ambient monitoring requirements designed to protect human and animal health.



"Our solutions drive energy efficiency, better manage sustainability risks, enhance reputation, comply with new regulation and generate new revenues by offering more sustainable products and services."

Melba Foggo

Vice-President, Business Consulting, CGI

Helping clients improve their sustainability performance

Key to creating success stories for both CGI and its clients is the partnering aspect of the relationship we foster with our client organizations. The following case studies show how we have partnered with our clients to reduce their environmental impact and improve the well-being of the citizens through our sustainable services and solutions.

Reducing the environmental impacts of our clients Case studies

Providing smart grid infrastructure support for Southern Maryland Electric Cooperative

In 2012, Southern Maryland Electric Cooperative (SMECO), one of the 10 largest customer-owned electric cooperatives in the U.S, selected CGI as the lead integrator to design and implement SMECO's enterprise smart grid infrastructure. SMECO's long-standing partnership with CGI began in 2004 with the implementation of CGI's PragmaSMART Outage and Mobile Workforce Management solutions, which SMECO uses to manage its distribution operations and provide advanced service restoration capabilities.

Along with the installation of smart meters, for which SMECO must receive approval from the Maryland Public Service Commission, these technology improvements will allow the co-

op to continue its commitment to providing reliable electricity service, improving operational efficiency, and saving money for its customer-members.

"With CGI's commitment and depth of experience, SMECO will move forward with the implementation of a smart grid that helps our customers to better understand and control their energy use. This integration will assist SMECO in reaching the EmPOWER Maryland goal set forth by Governor Martin O'Malley, which targets a 15 percent reduction in total electric usage on a per capita basis by 2015."

David Johnson

Meter Operations Director, SMECO

Helping Orlando Utilities Commission improve its operational efficiency and ecological footprint

CGI's PragmaCAD Mobile Workforce Management solution was implemented to help the second largest municipal utility in Florida, the Orlando Utilities Commission (OUC), make the shift to a paperless workflow between dispatch and the field.

With a real-time connection, PragmaCAD's automated data capture capabilities helped eliminate a mountain of paperwork and empowered OUC's technicians to fully leverage data while onsite at a customer premise.

The integration of a GPS capability with dynamic routing provided immediate visibility of all personnel and vehicles, resulting in significantly improved customer service and overall operations efficiency by reducing the number of miles driven as well as the associated fuel and fleet maintenance costs. By eliminating manual, paper-based processes, OUC also achieved standards of data accuracy and protection that were previously unattainable.



Reducing the environmental impact of IT through CGI's carbon calculator

CGI's carbon calculator is a new tool available in Europe which enables CGI to estimate the net carbon and cost impact of its services for a client. It calculates the carbon emissions for all of CGI's services, solutions and projects - from travel and accommodation to hosting servers in our data centers - enabling clients to compare investment alternatives from both an environmental and cost perspective. In turn, clients are better able to achieve both their IT and environmental objectives at the same time.

The City of Västerås, Sweden, is the first CGI client to use the carbon calculator, and the tool has helped the city identify steps for reducing carbon emissions from its IT operations by 48 percent. CGI is responsible for the city's entire IT environment, providing infrastructure, workplace, application management and service desk support, as well as printing services. With the carbon calculator, CGI is helping to ensure the city's IT operations have as little environmental impact as possible.

The carbon calculator is based on the world's most widely used standard for understanding, quantifying and managing greenhouse gas emissions—the Greenhouse Gas Protocol. In addition, with the carbon calculator, clients can assess the environmental impact of energy, real estate, transportation and travel operations to determine how process and/or technology changes can impact costs and the environment.

"CGI has helped us build a modern IT organization and is regularly measuring and reporting on the environmental impact of our IT operations based on a number of predefined metrics, which is of great value for the city and our residents. To be able to reach our environmental objectives, it's essential that our suppliers take responsibility for the environmental impact of the services we buy."

Mikael Lagergren

Chief Information Officer, City of Västerås, Sweden

Driving efficiency and sustainability with travel route planner for the city of Helsinki, Finland

CGI has developed an innovative, online travel route planner for the citizens of Helsinki, Finland. The service was an instant hit with the public, has won numerous awards, and promotes environmental sustainability. The system, known as the Helsinki Journey Planner, has been so successful that other Finnish cities have implemented similar systems using CGI technology and have aggregated their services to enhance national inter-city travel.

The Journey Planner finds the three quickest routes for a given journey and estimates how long they will take based on all forms of public transportation, as well as biking or walking. Each route brings up an onscreen carbon indicator providing a rough emissions equivalent for making the journey by car.

The site has a map tool to report travel issues—a traffic light out, a fallen tree—and alerts the right people automatically for a quick resolution. The system is accessible by mobile phone using disruption information to enhance service quality.

The system's back-end functionality enables rapid access to geographic and time data from all forms of public transportation with the ability to juggle multiple data sets in a realistic way, as well as advanced computer mapping. It ensures that connections

are not missed or involve excessive waiting. The system also offers a clear, simple user interface, allowing travelers to easily input starting points and destinations and quickly see the best options open to them.

The travel route planner is estimated to save ten times its running cost, and independent studies have reported very high user satisfaction. Overall, the system has delivered a fast, convenient, accurate and "green" travel service that is widely used by citizens and generates substantial efficiencies and cost savings for Helsinki and other Finnish cities.

"CGI has a dedicated team of travel experts who are enthusiastic, genuinely interested in public transport and very good at developing new ideas. In Finland, commuting is a major part of people's lives and ecological thinking is very important to many of them. With CGI's help, we've implemented a system that makes their lives easier while promoting environmental sustainability."

Jari Honkonen

Project Manager, Helsinki Region Transport, Finland

Enabling Consumers Energy to manage its energy optimization portfolio

Consumers Energy is one of the largest U.S. utilities, providing electric and natural gas services to nearly 6.5 million Michigan residents. The company sought an enterprise energy optimization tracking system to effectively manage its energy optimization portfolio throughout the entire lifecycle, as well as hosting and management services, and turned to CGI for support.

CGI's work includes developing a web-based user interface to streamline business processes, providing workflow management software to track project tasks from initial customer contact through to project completion, enabling bulk data upload for third parties, and delivering flexible data reporting and extract capabilities.



Supporting the Smart Home project in the Netherlands

CGI delivers key energy management software to the Dutch Smart Home project, a lighthouse pilot project on energy efficient housing and smart grids.

Prof. Dr. Ir. Han Slootweg, Innovation manager at Enexis, one of the Netherlands' leading energy network companies, and Smart Grids professor at TU Eindhoven, commented that: "This project is to investigate how flexibility in household energy demand can be made available for the energy system. Energy supply is increasingly variable, amongst others because of growth in renewable, decentral energy production. Affecting demand in order to match supply will enable a large scale growth in renewables, shave peaks of energy consumption and thus reduce the need for future investments in energy networks and energy production. In this pilot, more than 250 houses in Zwolle will be enabled to

monitor and pro-actively manage their energy consumption. As an example, consumers can set their preferences as to whether their smart washing machines run automatically at the moment when the sun is shining or when the smart grid's energy rates are at lowest level".

Referring to CGI's contribution to the project, Prof. Slootweg adds: "CGI's Central Energy Management System was proven during extensive live tests. The system manages supply and demand by providing triggers to households to optimize their energy efficiency and consumption pattern. Based upon the test results and taking into account the very good cooperation between Enexis' and CGI's engineers, we chose CGI to be our partner in this project".

Improving the well-being of citizens

Case studies

Helping the Netherlands roll out community policing system

Wanting to provide a way for citizens to take a more active role in the safety of their neighborhoods, the Dutch police developed a community policing concept called the Burgernet. The concept involves setting up a citizens' network enabling citizens to respond to crime, missing persons and other security alerts to help police quickly investigate and resolve incidents.

Working closely with the Burgernet organization and the Dutch police, CGI developed an integral system to connect participating citizens, the police and municipalities. The system was so successful within a pilot of nine municipalities that the Dutch government decided to launch it nationwide.

In 2012, it was rolled out to 382 municipalities, and today more than one million people are participating. All Dutch police control rooms are now connected to the Burgernet system, resulting in a network with nationwide coverage.

The Burgernet network has played a significant role in increasing community safety. On average, 14 percent of Burgernet alerts directly lead to the arrest of the accused or to finding a missing person. In addition, Burgernet participants provide a valuable contribution to police investigations. There are now more than 1,000 Burgernet actions per month (600 critical and 400 preventive).

The system enables alerts to be broadcast to participating citizens via a voice or text message. Citizens, in turn, can call the Burgernet number to provide information and are immediately connected to a police control room where their information is used by the police in its investigations.

The system supports multimedia and is easy to use. It also meets stringent security requirements to protect participant data. In addition, with its open architecture, the system can be used not only by the police but by other emergency services.

CGI maintains the system and proactively introduces new functionality on an ongoing basis. In addition, we are part of a strategic steering group that gives direction on the evolution of Burgernet to the police and municipalities.

"All expectations and projections about the rollout of Burgernet have been surpassed. Burgernet works!"

Ivo Opstelten

Minister of Security and Justice, the Netherlands

Supporting U.S. government efforts to manage the effects of Hurricane Sandy

Ready.gov is a U.S. government website designed to educate and empower Americans to prepare for and respond to emergencies and natural disasters. The website is managed and hosted by CGI and was referred to on many occasions by President Barack Obama during the November 2012 Hurricane Sandy disaster

which affected the eastern part of the United States. Ready.gov is hosted on a cloud server and secure platform, which remained up and running without interruption despite the high amount of traffic to the page during Hurricane Sandy.

Partnering with the Centers for Medicare & Medicaid to transform Medicare.gov

Medicare is a U.S. federal health insurance program covering 48 million people, primarily those aged 65 or older. It is administered by the Centers for Medicare & Medicaid Services (CMS), a long-standing CGI client.

CMS partners with CGI on important information technology programs, including public-facing websites such as Medicare.gov, the official site for the program. One of the largest federal websites, Medicare.gov had more than 27 million unique visitors in 2011 and is ranked by ComScore's "Best of the Web" report as the third best government website overall.

In 2012, CGI and CMS worked together to transform Medicare.gov to make the content more accessible and easier to understand. The redesign emphasized mobile-friendly design for optimal viewing on any device and a customer-centric approach driven by top user tasks for finding information.

Underpinning the CMS website upgrades is an innovative Web Assets Framework, an enterprise-wide shared code and image library built in partnership by CGI and CMS. The framework

promotes reuse of coding best practices and development techniques. Much of the new Medicare.gov was developed using these assets, which are being rolled out to other federal health websites as well as the [Federally Facilitated Health Insurance Exchange](http://FederallyFacilitatedHealthInsuranceExchange.gov).

"The re-launch of Medicare.gov is the first in a series of planned upgrades to CMS' public-facing websites that will improve the user experience while increasing efficiency through asset reuse. CGI's work helps CMS align with the federal CIO's Digital Government Strategy, which promotes an information- and customer-centric approach and the use of shared platforms."

John Booth

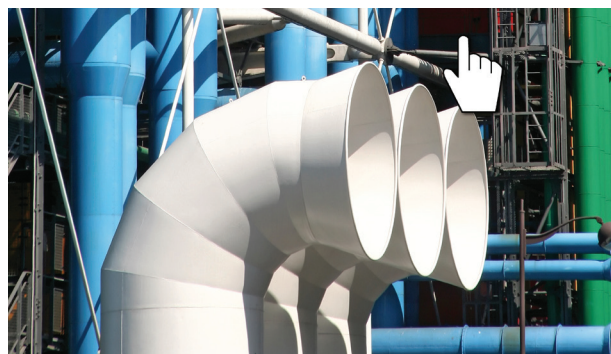
Director, Web & New Media Group, CMS

Driving digital transformation of Centre Pompidou in Paris, France

The Centre Pompidou in Paris, France, a world renowned cultural center and home to the National Museum of Modern Art, turned to CGI to develop, design and implement a digital transformation program—from the planning stage through to implementation and change management—that would create a completely new digital and cultural experience for its online visitors. The project culminated in the launch of the Virtual Centre Pompidou in October 2012, an innovative online platform that showcases the Centre's entire range of offerings using the latest web technology.

The open-source platform uses semantic web technology, which enables visitors to more easily and quickly search for content using simply key words. They can fluidly navigate from works of arts to artists to literary and historical resources, thanks to the semantic links between content sources created by the CGI team in close collaboration with Centre Pompidou's art, history and cultural experts.

Through the Virtual Centre Pompidou, the public now has access to one of the most important collections of contemporary and modern art in the world, while researchers can search through a vast array of documentary resources. In addition, each visitor can record his favorite resources, contribute to the enrichment of the content and share his experience via social networks.



"As the technological sponsor of our transformation program, CGI has provided the digital expertise and experience we need to evolve our web presence and create a far richer user experience through open-source and semantic web technology. This effort has enabled us to offer the public a virtual platform that's more closely aligned with our vision and services."

Aur lie Filippetti

Minister of Culture and Communication, France



Driving innovation with our clients, members and partners

Clients seek innovative solutions to gain operating efficiencies, reduce costs and improve competitive advantage. Technology is usually at the heart of every solution — this is where CGI adds value, offering a fresh point of view and a new perspective. We believe practical answers are not always found in an R&D lab. We prefer an open, collaborative approach that encompasses the entire business process.

CGI gathers the best ideas from markets, clients, partners, academia and our members and test them against real-world scenarios to find the right solution. Best of all, we are smart about finding creative ways to make the most of our clients' current assets — combining them with new technologies and business innovations that make the most business sense.

Case study

Reducing fuel costs in Sweden with CGI's EMO solution

The Swedish National Association of Driving Schools (STR) has recommended that all its member companies use CGI's EMO solution to enable approximately 100,000 driver license holders and 10,000 professional drivers to drive in more eco-friendly and cost-effective ways.

Through this partnership, the majority of all new drivers will learn how to reduce fuel consumption with EMO, a small device that is placed under the dashboard of the vehicle and connected to an app designed for iPhone and Android phones. EMO gathers information about the driver's braking, acceleration, speed and idling - information that the driving teacher can view and use to provide feedback on eco-friendly driving practices.

Pilot projects have shown a reduction in fuel costs of up to 15 percent.

A mobile app is also offered as a complement to the driving schools work with the EMO solution. The app makes it possible for students to practice eco-driving when driving at home

"Our partnership with CGI makes STR's education in eco-driving unique. With help from CGI, STR traffic schools are now able to offer both individuals and businesses the ability to monitor and report their driving."

Håkan Björklund

Chief Executive Officer, STR



Protecting the environment for future generations

At CGI, we understand that expansion must not come at the expense of the environment and communities in which we do business or of the environment at large. This is why we are committed to contributing to the protection of the environment through responsible and environmentally oriented operating practices.

CGI has been increasing its coverage of ISO 14001 environmental management certification. With first sites being certified in 2000, 38% of CGI members now work in sites which are ISO 14001 certified and we continue to expand its coverage.

Overview of CGI's main measures of environmental impact in F2012

Energy types	Original unit of measure	Greenhouse gas emissions
Energy consumption offices, document management	211 GWh	66,688 tCO ₂ e
Energy consumption data centers	133 GWh	18,418 tCO ₂ e
Business travel by car, train, air	412 mln km	61,529 tCO ₂ e
Procured paper	0,92 mln kg	874 tCO ₂ e

During F2012, CGI was not penalized for any violations of environmental regulations.



“Sustainability solutions enable us to reduce CO₂ emissions throughout our operations. For example, video and teleconferencing help to reduce travel while intelligent building systems generate energy savings in our offices, while green IT infrastructure drives significant improvement in energy consumption and cost at our data centers and other IT components. Sustainability solutions and Green IT infrastructure deliver value for CGI internally and are also a source of business development to support our clients to reduce their cost and environmental impact.”

Laurent Allard

Chief Technology Officer, CGI

Office energy

Proximity to our clients is one of CGI's key approaches to doing business. CGI operates in 400 offices, equating to 850,000 m² (9,15 mln sq ft) of leased office space. Our office portfolio ranges from large sites throughout North America, Europe and Asia-Pacific to medium and small offices that are located near our clients in all of our operating countries.

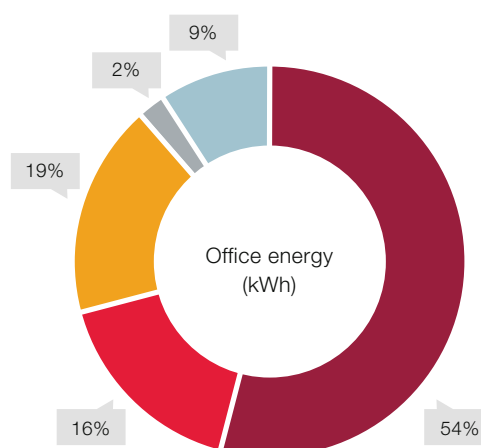
The most direct way in which CGI has been able to reduce its office energy consumption and cost is through optimal usage and design of our office space. As we are a human capital company, work can be done from anywhere as long as our

need to stay in close contact with clients and colleagues is being met. In North America, the UK and the Netherlands, this optimization of workspaces has enabled office rationalization and consolidation reducing 100,000m² of office space since 2010. CGI considers the total cost of ownership including energy cost as well as proximity to public transportation when evaluating real estate options.

CGI aims to increase the procurement of renewable energy at sites where it owns the energy contract and an economically viable renewable energy supply is available.

Office and document management consumption report in F2012

Energy type	Total energy (kWh)	Total greenhouse gas emissions (tCO ₂ e)
■ Grid electricity	113,912,597	53,341
■ 100% Renewable electricity	33,435,669	-
Total electricity	147,348,266	53,341
■ Natural gas	39,417,445	8,126
■ Other fuel combustion, including heating oil	4,573,589	1,225
■ District heating and cooling	19,428,141	3,996
Total consumption	210,767,441	66,688



Data centers

As an IT outsourcing provider, infrastructure services and data centers are core to our operations, representing approximately 20% of our global revenue.

CGI is a member of The Green Grid, a global consortium of IT companies and professionals seeking to improve and promote energy efficiency in data centers and business computing ecosystems around the globe.

As we grow, we continue to measure and improve energy efficiency and reduce our carbon emissions by combining energy-focused methods, processes and solutions to promote power and cooling efficiency. In line with these initiatives, we strive to:

- Establish environmental monitoring systems to continuously measure power utilization at the rack/server level to ensure power consumption and heat emissions are appropriately managed and adjusted.
- Leverage free air cooling technology that enables our Canadian data centers to use outside air in the winter months for cooling instead of power-generated air conditioning units. In Europe, most of our large data centers are located in the Nordics. The inherent climate enables us to lower energy consumption for cooling.
- Minimize the use of data center facilities in warmer and carbon-intensive regions.
- Virtualize and consolidate our servers as these are key initiatives in reducing energy costs.

- Take advantage of renewable energy sources; 64% of CGI's data center energy consumption is sourced from energy sources that contain 97% or more of renewable energy.

64% of our data center energy consumption is based on renewable energy

Data center energy consumption report in F2012

Energy type	Total energy (kWh)	Total greenhouse gas emissions (tCO ₂ e)
Grid electricity	45,449,844	16,502
100% renewable electricity	35,538,872	0
97% renewable electricity	47,749,358	117
Outsourced data center electricity consumption on cooling & power management facilities	3,951,425	1,757
Other data center energy	266,444	42
Total consumption	132,955,943	18,418

Travel

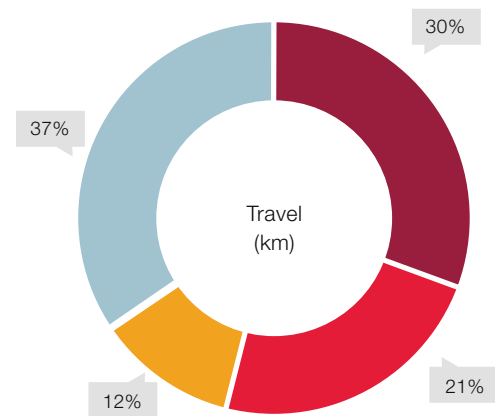
Making transportation more green

CGI extends the efforts of both the automobile industry and regulators in ongoing car fuel efficiency gains by setting maximum carbon emission labels for eligible lease cars; 60% of our European lease car fleet is subject to carbon reduction programs.

The proximity of our offices to public transport also encourages our members to make use of these more environmentally friendly modes of transportation. Our headquarters in Canada, as well as our main offices in Paris and London, among others, are within short walking distance of key metro and/or rail stations.

Travel consumption report in F2012*

Areas	Total travel Distance (km)	Liters of fuel (car travel)	Greenhouse gas emissions (tCO ₂ e)
■ Leased & company owned cars	124,834,686	9,137,855	23,078
■ Member owned car travel	85,787,564	7,637,492	18,286
■ Public transport travel	50,659,800		2,408
■ Air travel	150,222,088		17,757
Total consumption	411,504,140		61,529



In India, our real estate management joined a successful lobby to encourage local government to begin construction of a monorail system connecting Chennai's new metro with our campus.

company. Additionally, a range of business units have restricted short haul air travel in regions that offer efficient public transport alternatives. In F2012, air travel totaled 150 million km, equaling 2,100 km per member.

Air travel

Thanks to CGI's client proximity model and ongoing cost awareness, our air travel is not as substantial as could be expected from a global IT and business process services

Case studies

Providing a fleet of 9 electric vehicles in the Netherlands

In the Netherlands, CGI's CiMS system operates 2,200 electric vehicle charging points across the country. Walking the talk, CGI started a pilot in 2012 to lease a car fleet of 9 electric vehicles using the expanding network of charging points. During their

first six months of use in daily business and commuter travel, these cars were driven 90,000 km. The vehicles with full electric engines showed an average mileage of 11,4 kWh per 100 km.

Reimbursing bicycle and public transportation subscriptions in France

This year, we will once again refund in full all of our French member's subscriptions for public transportation in Paris and Lyon (train, metro and bus). Through this measure, we offer our

members the opportunity to do their part in reducing the use of polluting modes of transportation.

Encouraging fuel efficient driving in India

Encouraging fuel efficient driving is another way CGI is helping to reduce cost and environmental impact. In India, CGI held a fuel efficiency contest involving 10 members from August 2011 to May 2012. Their cars were fitted with our EMO solution, which monitors the fuel efficiency of cars on an ongoing basis, providing useful

feedback to drivers. The contest resulted in a fuel reduction of 15% for the winning participant and an average reduction of 11.3% among all participants, leading to a total savings of 1,2 tCO₂e in greenhouse gas emissions.

* This travel report takes into account all travel which has been paid for or reimbursed by CGI as business travel, excluding private travel.

Waste and water

Waste management

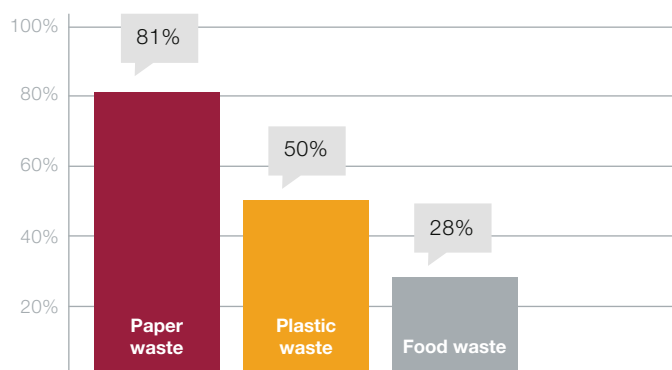
CGI's predominant operations are office-based, resulting in types and volumes of waste that are typical for a service company. Our most relevant types of waste include the following: paper waste and e-waste.

Waste recycling

The table shows the percentage of recycling facilities available in our offices. CGI has already embarked on a number of initiatives to reduce the environmental impact of our paper usage: 79% of reporting sites have double-sided printing set as a default, saving up to 50% of paper consumption.

- A number of countries have put follow-me printing in place, thus eliminating unused paper printouts
- 28% of our procured paper originates from FSC-certified vendors or recycled paper
- Numerous initiatives have been implemented to reduce our paper consumption. Examples include providing electronic salary statements instead of paper-based documents, applying digital member files, paperless Fridays (India), and working with suppliers on electronic procurement. Please see the "Helping clients win and grow" section of this report for a range of offerings we bring to our clients to help them reduce their paper usage.

Waste recycling at reporting offices



Paper report

915,223 kg procured

69%

629,846

procured for offices

31%

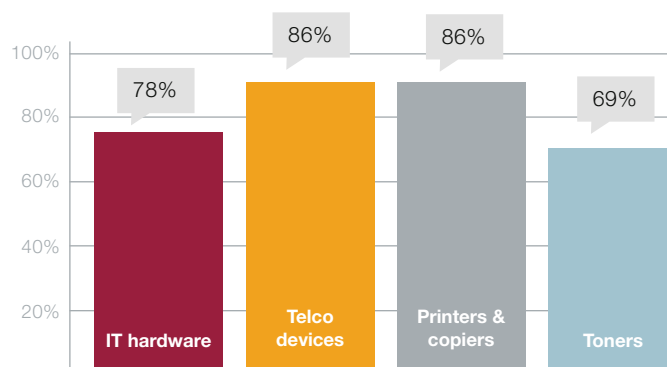
285,378

procured for document management centers

Treatment of e-waste

As CGI decommissions various types of electronics such as IT hardware (PCs, laptops, servers, telecommunication devices, printers, copiers and toners), e-waste is generated. Local operations are obliged to treat this e-waste according to local regulations. The majority of e-waste is being returned to e-waste suppliers or IT suppliers that are certified in e-waste treatment. Typically, these suppliers assess whether e-waste can be reused or recycled.

E-waste returned to certified supplier



Quick facts

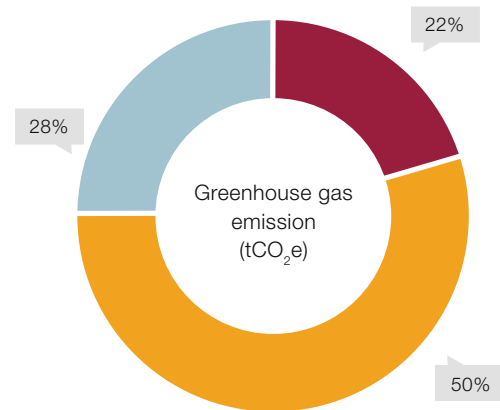
- **Weight of e-waste** - Reports on volumes and weight of e-waste were collected from our e-waste suppliers in our European and Asia-Pacific operations in offices covering 79% of our members in these regions. In total, this amounts to 97 tons of IT hardware e-waste and 4.5 tons of empty toners.
- **Water** - CGI's predominant use of water is through standard office facilities such as toilets, canteens, showers, etc., resulting in relatively low volumes of water consumption. During F2012, CGI offices consumed an estimated 350,000 m3 of water from local utility companies.

Greenhouse gas emissions

Greenhouse gas emission report in F2012 (tCO₂e)

■ Scope 1: direct emissions	
Leased and company owned cars	23,078
Fuel combustion	9,380
Total Scope 1: net direct emissions	32,458
■ Scope 2: indirect emissions	
Gross electricity, including renewable electricity counted as grid electricity	88,148
of which offices and print shops	64,631
of which CGI data centers	23,517
District heating & cooling	4,009
Total Scope 2: gross indirect emissions	92,157
minus renewable electricity consumption counted as grid electricity	-/- 18,188
Total Scope 2: net indirect emissions	73,969
■ Scope 3: supply chain emissions	
Member owned car travel	18,286
Public transport	2,408
Air travel	17,757
Outsourced data centers	1,757
Procured paper	874
Total Scope 3: net supply chain emissions	41,082
Net total greenhouse gas emissions scope 1, 2 and 3	147,510

The following greenhouse gas emissions report brings together CGI's emissions data from office energy, data center energy and travel.



147,510
tCO₂e

Net total greenhouse gas emissions
(scope 1, 2 and 3)

Looking ahead

This 2012 Corporate Social Responsibility report contains CGI's first quantitative information about our environmental performance. Using our 2012 data and input from internal and external stakeholders as a baseline, this will guide the

evolution of our policies and governance practices regarding the environment. We will identify our KPIs, set targets on KPIs, define programs to meet these targets and report on this in our 2013 Corporate Social Responsibility report.

This greenhouse gas emissions report is based upon 'Greenhouse Gas Protocol, a Corporate Accounting and Reporting Standard' revised edition of 2009, applying the operational control principle. Reported values are in tonnes of carbon dioxide equivalent (tCO₂e).



Partnering responsibly

As a service provider, managing our supply chain in a sustainable manner is a key component in ensuring that we deliver value effectively to our clients, members and shareholders. We believe we have a responsibility to encourage sustainable business practices as well as inclusion and diversity among our thousands of suppliers across the world.

Until recently, procurement managers would base their procurement decisions primarily on price, quality and time. More and more, sustainability brings a new dimension to their decision making. In working to embed sustainability deeper into our procurement policies, we aim to uncover cost reductions, reduce the growing environmental and social compliance risks and foster revenue growth through new market opportunities. Moreover, we strive to ensure that our contractual agreements with suppliers align with our values and our Code of Ethics.

Partnering responsibly

At CGI, we buy products and services across the globe. These purchases range from IT equipment, to office leases and supplies, to energy and contracts for travel by car, train and air.

We aim to partner responsibly because the effectiveness of our supply chain management and the ability of our suppliers to manage their own suppliers impact our ability to deliver

reliable, quality services to our market positioning and success as a business, as well as to the success of our clients.

Dialogue with suppliers is essential for developing a relationship based on trust. It not only mitigates supply chain risks but also helps to mobilize our partners and suppliers on important topics such as sustainable development and associated challenges.

Our Procurement policy

At the beginning of fiscal 2012, CGI added sustainable procurement questions in the Supplier Business Profile its suppliers are required to complete to become authorized suppliers to CGI. IT hardware suppliers are asked whether their management system complies with the elements of the Electronic Industry Code of Conduct (EICC). Further,

suppliers are queried regarding their practices with respect to the human rights of workers, health and safety, and the environment. Suppliers are also asked whether their material suppliers comply with these key areas of sustainability. This new questionnaire was sent to our top 100 suppliers.

Case studies

Realizing energy savings in our Dutch offices

In the Netherlands, CGI is partnering with Corporate Facility Partners (CFP), a facility management service provider, on office energy savings. "CFP is monitoring the energy consumption of all our offices, identifying energy saving opportunities based on energy monitoring feedback and local visits," said Mike Pertierra, a CGI health, safety and environment officer in the Netherlands. "With our approval, CFP champions proven energy saving measures, coordinating efforts by landlords, engineers and our

local facility managers. The execution and cost savings of these measures are also monitored. CFP receives 50% of energy cost savings generated during the first year of the implementation of a specific energy saving measure. CGI retains the other half plus the full cost savings of all following years. This partnership enables us to save energy and costs in an effective way, leveraging CFP's deep knowledge on energy efficiency."





Recycling IT equipment in Montreal

Since 2009, CGI has partnered with Global Electric Electronic Processing (GEEP), a service provider focused on reverse supply chain solutions for telecom and IT products, to recycle its IT equipment as well as the equipment of some of its clients in Montreal. GEEP employs state-of-the-art recycling facilities using innovative equipment for electronics processing and the management of IT and telecom assets. GEEP also continues to consolidate its alliance with the Centre de Formation en Entreprise et Récupération (CFER), which is a genuine school-enterprise that helps and supports the professional integration of teenagers who are faced with orientation/social challenges.

In 2012, in Montreal only, CGI recycled more than 5,000 desktops and more than 1,200 laptops, servers, printers and other IT equipment through GEEP; 51% of these desktops and 80% of these laptops were given a second life and used for re-sale. In total, 138,8 tons of equipment from CGI offices and its clients from the Greater Montreal Area were sent for recycling.

Contributing to career development for persons with disabilities

GESTFORM has worked with CGI in France since 2008, managing and digitizing all of our supplier invoices. Added to this service in 2011 was the digitization of the expense accounts of CGI members. GESTFORM is known as an Adapted Business (Entreprise Adaptée), with 80% of its workforce comprised of disabled persons working in an economically competitive environment. At its head office in Mérignac and its two other sites in France (Toulouse and Paris), GESTFORM provides its personnel

with ongoing support adapted to their disability. Its permanent training and reintegration mission is evident in all aspects of its strategy. As of October 30, 2012, a dedicated team, all of whom have disabilities, processed more than 72,000 invoices, 25,000 expense accounts and 270,000 digitized images for CGI's combined services. The partnership enables CGI to contribute to career development for persons with disabilities in an environment adapted to their profile.

Looking ahead

CGI's global purchasing policy has been strengthened during this year of transition. Combining our knowledge and experience has enabled us to enrich and broaden the social responsibility criteria in our procurement processes.

In the coming year, a sustainable procurement governance structure will be implemented to define a roadmap as well as milestones for an improved and integrated responsible purchasing policy to be applied worldwide.



About this report

Last year, CGI published a CSR roadmap, which has brought our policy to life by defining objectives and measures to support our commitments. Fulfilling a commitment from that roadmap, CGI's Fiscal 2012 corporate social responsibility report presents quantitative and qualitative results, identifies achievements and lists key indicators for setting our objectives going forward.

This report reviews the CSR performance of our worldwide operations for the financial year 2012, ended on September 30, 2012. The GRI 3.1 Reporting Framework was used to provide guidance for defining our report content. The Global Reporting Initiative (GRI) is a non-profit organization that promotes economic sustainability and produces one of the most prevalent standards for sustainability reporting. The GRI Index and standard disclosures can be found at the end of this document. Based upon our assessment, we consider this CSR report to conform to GRI Application Level B.

Boundaries and specific limitations

This report and accompanying data tables contain information on all our wholly owned operations and subsidiaries as well as regional and corporate offices. Their corporate social

responsibility impact is fully taken into scope of this report. Also included is the impact of assets owned, rented and leased by CGI.

CGI's Corporate Social Responsibility team can be contacted at csr@cgi.com

GRI Index

REPORTED

● Fully

◐ Partially

○ Not Reported

CROSS REFERENCE

◆ 2012 CSR Report

▲ 2012 Annual Report

■ 2012 Corporate Governance Committee Report

* 2012 Management Proxy Circular

● Code of Ethics

STANDARD DISCLOSURES PART I: Profile Disclosures

Profile Disclosure	Description	Reported	Cross Reference	Remarks
I. Strategy and Analysis				
1.1	Statement from the most senior decision-maker of the organization.	●	4 ◆	
1.2	Description of key impacts, risks, and opportunities.	◐	8 ◆	During F2013, CGI will further develop its CSR governance and establish a formal committee. This formalized committee will evaluate our CSR impact, risks and opportunities. Moreover, the core KPIs that we established will help us measure progress against our strategic objectives, alongside with their associated risks and opportunities.
II. Organizational Profile				
2.1	Name of the organization.	●	5 ◆	
2.2	Primary brands, products, and/or services.	●	5 ◆	
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	●	5 ◆; 70 ▲	
2.4	Location of organization's headquarters.	●		1350 René-Lévesque Boulevard West, Montreal, Quebec, Canada, H3G 1T4
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	●	5 ◆	
2.6	Nature of ownership and legal form.	●	5 ◆; 42 ▲	
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	●	5 ◆; 10 ▲	
2.8	Scale of the reporting organization.	●	5 ◆	
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	●	5 ◆; 5 ▲	
2.10	Awards received in the reporting period.	●	5 ◆	
III. Report Parameters				
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	●	38 ◆	
3.2	Date of most recent previous report (if any).	●	38 ◆	
3.3	Reporting cycle (annual, biennial, etc.)	●		CGI will publish a report on an annual basis
3.4	Contact point for questions regarding the report or its contents.	●	38 ◆	
3.5	Process for defining report content.	●	38 ◆	
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	●	38 ◆	
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	●	38 ◆	
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	●	38 ◆	
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	●	38 ◆	In preparing the reported values, GRI indicator protocols have been applied. Environmental data has been prepared by applying the Greenhouse Gas Protocol. Where practically possible, actual environmental data was collated from invoices, supplier reports and internal reports. Otherwise,



Profile Disclosure	Description	Reported	Cross Reference	Remarks
				estimations were applied. Estimations for missing office energy data were based upon local benchmarks per square meter of occupied office space. Estimations of missing travel data were made by extrapolating available travel data on an employee basis. Greenhouse gas emission factors for energy were applied as provided by International Energy Agency / Greenhouse Gas Protocol, Environment Canada and USA eGrid. Greenhouse gas emission factors for travel were taken from Greenhouse Gas Protocol/World Resource Institute, UK DEFRA and European train operators.
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	●		As this is CGI's first annual Corporate Social Responsibility report, no re-statements of earlier reports have taken place
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	●		As this is CGI's first annual Corporate Social Responsibility report, there are no significant changes from previous reporting periods
3.12	Table identifying the location of the Standard Disclosures in the report.	●		
3.13	Policy and current practice with regard to seeking external assurance for the report.	●	38 ♦	No external assurance has been sought for the report
IV. Governance, Commitments, and Engagement				
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	●	10 ♦; 40 ■	
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	●	41 ■	
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	●	14-15 ▲	Eleven members are non-executive, three members are female
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	●	9 ♦	
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	●	26 ★	
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	●	10-11 ♦; 46 ★	
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	●	47 ★	
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	●	8 ♦	
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	◐	8 ♦	During F2013, CGI will further develop its CSR governance.
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	◐	46 ★	Processes are in place to evaluate the performance of the Board of Directors with respect to the economic performance.
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	●	28 ▲	
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	●		CGI is a member of The Green Grid, participates in the Carbon Disclosure Project, reports to the Dow Jones Sustainability Index and is listed in FTSE4Good Index.



Profile Disclosure	Description	Reported	Cross Reference	Remarks
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	●		<p>A few examples of CGI's involvement in organizations that contribute to the social advancement and economic growth of the communities in which we operate:</p> <ol style="list-style-type: none"> 1. CGI's President and CEO is a member of the board of directors of The Conference Board of Canada. The Conference Board's mission is to "build leadership capacity for a better Canada by creating and sharing insights on economic trends, public policy and organizational performance". 2. The CGI Initiative for Collaborative Government is a public-policy project launched by CGI in partnership with leading U.S. academic institutions. Its mission consists of "analyzing models of government's collaboration with the private and nonprofit sectors in order to identify best practices in using collaboration to achieve mission results". 3. CGI in the UK is a member of the Business Disability Forum, which provides support to make it easier and more rewarding to do business with and employ disabled people. Tim Gregory, President of CGI in the UK, is part of the Presidents Group which brings together leaders to identify and discuss the strategic challenges of becoming disability-smart. 4. CGI is a member of the Swedish Finance Coalition Against Child Pornography and Björn Ivroth, CGI's leader in Sweden, is a member of its steering committee. CGI has played a key role in the creation of the Swedish Financial Coalition (SFC) and is actively supporting this community program through IT.
4.14	List of stakeholder groups engaged by the organization.	●	9 ♦	
4.15	Basis for identification and selection of stakeholders with whom to engage.	●	9 ♦	
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	●	9 ♦	
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	●	8-9 ♦	

STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)

DMA EC - Disclosure on Management Approach EC

Aspects	Economic performance	●	5 ♦	
	Market presence	●	5 ♦	
	Indirect economic impacts	●	18 ♦	

DMA EN - Disclosure on Management Approach EN

Aspects	Materials	●	34 ♦	
	Energy	●	31-32 ♦	
	Water	●	34 ♦	
	Biodiversity	●		CGI, as a services company, has a low impact on biodiversity
	Emissions, effluents and waste	●	34 ♦	
	Products and services	●	24 ♦	
	Compliance	●	31 ♦	
	Transport	●	32-33 ♦	
	Overall	●	31 ♦	



Profile Disclosure	Description	Reported	Cross Reference	Remarks
DMA LA - Disclosure on Management Approach LA				
Aspects	Employment	●	13 ♦	
	Labor/management relations	●	13 ♦	
	Occupational health and safety	●	14 ♦	
	Training and education	●	15-16 ♦	
	Diversity and equal opportunity	●	10, 16-17 ♦; 61 ●	
	Equal remuneration for women and men	●	10, 16-17 ♦; 61 ●	
DMA HR - Disclosure on Management Approach HR				
Aspects	Investment and procurement practices	●	36 ♦	Also see CGI's CSR policy at www.cgi.com/csr
	Non-discrimination	●	16, 36 ♦; 61 ●	Also see CGI's CSR policy at www.cgi.com/csr as well as EICC - Section A - Labor - Non discrimination: IT hardware suppliers are asked about their compliance to the EICC, which includes the rights of workers to be free of harassment and unlawful discrimination based on race, color, gender, sexual orientation, ethnicity, disability, pregnancy, religion, political affiliation, union membership or marital status.
	Freedom of association and collective bargaining	◐	36 ♦; 60 ●	Also see EICC - Section A - Labor - Freely Chosen Employment: IT hardware suppliers are asked about their compliance to the EICC, which includes the rights of workers to associate freely, join or not join labor unions, seek representation, and join workers' councils in accordance with local laws.
	Child labor	◐	36 ♦; 60 ●	Also see EICC - Section A - Labor - Freely Chosen Employment: Our IT hardware suppliers are asked about their compliance to the EICC, which includes child labor is not to be used in any stage of manufacturing.
	Prevention of forced and compulsory labor	◐	36 ♦; 60 ●	Also see EICC - Section A - Labor - Freely Chosen Employment: Our IT hardware suppliers are asked about compliance to the EICC, which includes prevention of forced and compulsory labor.
	Security practices	●	11 ♦	
	Indigenous rights	●	60 ●	
	Assessment	●	61 ●	
	Remediation	●	61-62 ●	
DMA SO - Disclosure on Management Approach SO				
Aspects	Local communities	●	4-8-18 ♦	
	Corruption	●	11 ♦; 60, 62-63 ●	
	Public policy	●	67 ●	
	Anti-competitive behavior	●	62 ●	
	Compliance	●	10 ♦; 60, 67 ●	
DMA PR - Disclosure on Management Approach PR				
Aspects	Customer health and safety	◐	28 ♦	
	Product and service labelling	◐	9 ♦	
	Marketing communications	◐	64-66 ●	
	Customer privacy	◐	11 ♦	
	Compliance	◐	65 ●	

STANDARD DISCLOSURES PART III: Performance Indicators

Profile Disclosure	Description	Reported	Cross Reference	Remarks
ECONOMIC				
Economic performance				
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	●		<p>Revenues: Annual report, p. 38, Revenue</p> <p>Operating Cost: Annual report, p. 38, Operating expenses</p> <p>Employee compensation: Annual report, p. 61, Costs of services, selling and administrative - Salaries and other member costs.</p> <p>Donations and other community investments: Community section - Investing in and collaborating with non-profit organizations, p. 20.</p> <p>Retained earnings: Annual report, p. 40 - Consolidated Statements of Changes in Equity</p> <p>Payments to capital providers: Annual Report, p. 62, Finance costs.</p> <p>Payments to governments: Annual report, p. 38, Income tax expense</p>
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	🔴	24-26 ◆	
EC3	Coverage of the organization's defined benefit plan obligations.	●	71-74 ▲	
Market presence				
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	🔴		Through our client-proximity model, we organize our operations around metro markets and client locations allowing us to be deeply rooted in the community and locally-accountable for clients' project success. Therefore, hiring senior management from the local community at significant locations of operations is considered as key.
Indirect economic impacts				
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	●	23 ◆	
ENVIRONMENTAL				
Materials				
EN1	Materials used by weight or volume.	●	34 ◆	
EN2	Percentage of materials used that are recycled input materials.	●	34 ◆	
Energy				
EN3	Direct energy consumption by primary energy source.	●	31 ◆	
EN4	Indirect energy consumption by primary source.	●	31-32 ◆	
EN5	Energy saved due to conservation and efficiency improvements.	●	31-32-36 ◆	
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	●	26 ◆	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	●	26 ◆	
Water				
EN8	Total water withdrawal by source.	●	34 ◆	
EN9	Water sources significantly affected by withdrawal of water.	●		As an service-based company, CGI doesn't have substantial water usage nor disposal which could significantly affect water sources. CGI sites are not located in or near protected areas or areas of specific value to biodiversity.
EN10	Percentage and total volume of water recycled and reused.	🔴		We have grey water reuse facilities in place in some of our Indian and German sites, but these are not metered.



Profile Disclosure	Description	Reported	Cross Reference	Remarks
Emissions, effluents and waste				
EN16	Total direct and indirect greenhouse gas emissions by weight.	●	35 ♦	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	●	31-33 ♦	This report indicates initiatives that have taken place to reduce our energy consumption and environmental impact of travel. As this is our first CSR report in which we report greenhouse gas emission values, these reductions haven't been quantified into greenhouse gas emission reductions.
EN22	Total weight of waste by type and disposal method.	●	34 ♦	
Products and services				
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	●	26 ♦	
Compliance				
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	●	31 ♦	
Transport				
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	●	32 ♦	
SOCIAL - Labor Practices and Decent Work				
Materials				
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	●	13-17 ♦	Total workforce and break up by gender is reported.
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	●	15 ♦	The total voluntary leave rate is reported.
Occupational health and safety				
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	●	14 ♦	
Training and education				
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	●	15-16 ♦	How CGI attracts, develops and retains talent is reported.
Diversity and equal opportunity				
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	●	16-17 ♦	Gender diversity (management and non-management) is reported.
SOCIAL - Human Rights				
Investment and procurement practices				
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	●		CGI's top 100 suppliers have been asked whether their management system complies with the elements of the Electronic Industry Code of Conduct (EICC), which incorporates management systems regarding human rights.
Freedom of association and collective bargaining				
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	●		IT hardware suppliers have been identified as having a potential risk regarding freedom of association. Our top 100 suppliers have been asked whether their management system complies with the elements of the Electronic Industry Code of Conduct (EICC), which incorporates Freedom of Association.



Profile Disclosure	Description	Reported	Cross Reference	Remarks
Child labor				
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	●		IT hardware suppliers have been identified as having a potential risk regarding Child labor. Our top 100 suppliers have been asked whether their management system complies with the elements of the Electronic Industry Code of Conduct (EICC), which incorporates Child Labor Avoidance.
Forced and compulsory labor				
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	●		IT hardware suppliers have been identified as having a potential risk regarding forced and compulsory labour. Our top 100 suppliers have been asked whether their management system complies with the elements of the Electronic Industry Code of Conduct (EICC), which incorporates Freely Chosen Employment.
SOCIAL - Society				
Local communities				
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	🔄	23 ♦	
Corruption				
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	●	11 ♦	
SOCIAL - Product Responsibility				
Product and service labelling				
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	●	9 ♦	