



Our Winning Culture



CompuCom[®]
The Leading IT Outsourcing Specialist

Our Winning Culture

To **appreciate** and trust someone, you have to know a person's character.

To appreciate and **trust** a company, you have to know its culture.

At CompuCom, we understand how having the right **culture** is important to the success of our customers, associates, partners, and shareholders.

In the next few pages, we will tell you about CompuCom's

customer-first culture, the **core values** on which our culture is based, and how we leverage these elements to create winning results for all parties.

We hope that this insight into who we are and what we stand for will make you want to become a member of CompuCom's **community of winners**.

Our Core Values

At CompuCom, our people are our brand, and that includes our **character**, our ability to deliver on commitments, our **expertise** and operational **excellence**. Our brand and our culture are centered around these **shared core values**:

Win/Win

A successful business outcome happens when all parties have a win/win relationship. It's a true partnership when all parties work together to produce a win from the relationship.

Integrity

We do what we say we are going to do.

Excellence

We strive for excellence in everything we do. We ask our customers the right questions and we listen to them to better understand their needs and to proactively look for ways to help them succeed each and every day.

Respect

We respect the rights and dignity of each individual.

And because we have to quickly respond to our customers and our associates, we do all of these

...with a sense of urgency!

Our Associates

Our people represent the greatest element of CompuCom's equity. We refer to our people as **associates** rather than employees, because the definition better fits our culture of **respect for the individual** and puts us in a joint team approach.

Webster's Definition

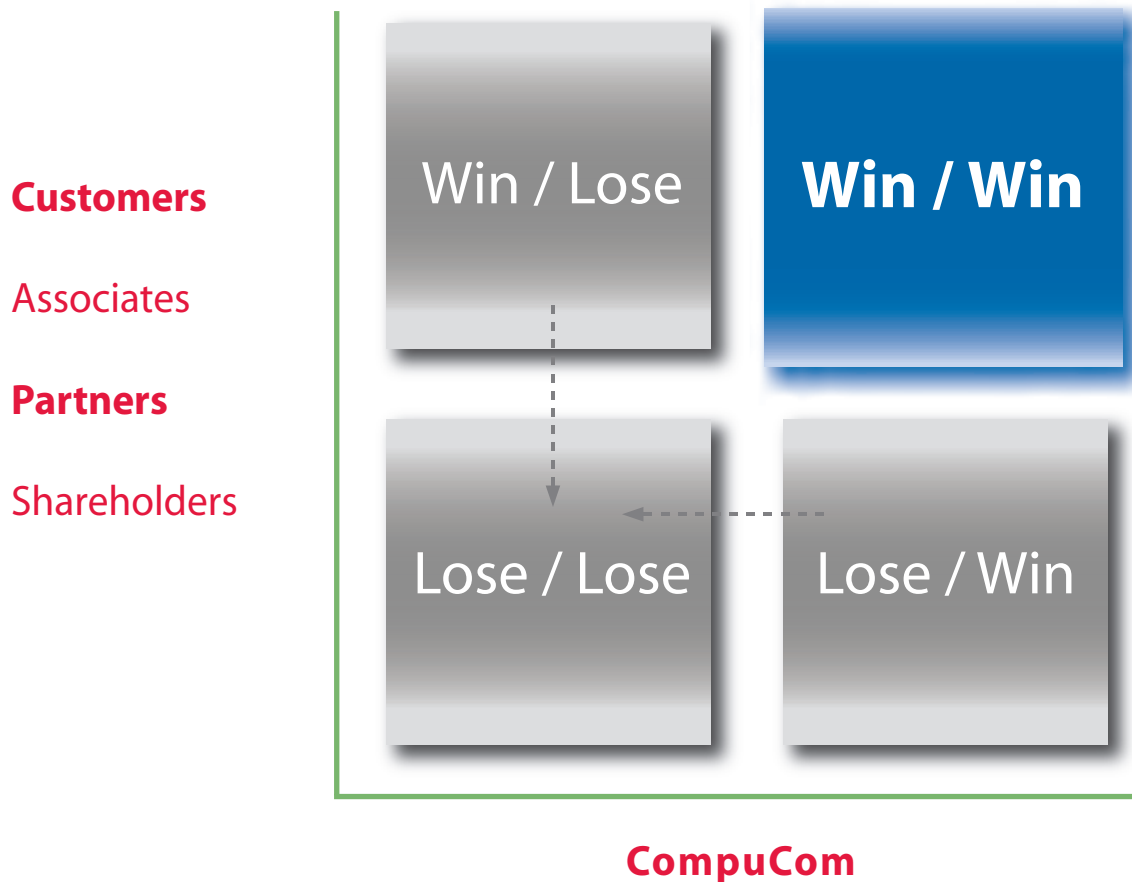
Employ(ee): To apply one's time or energies to some activity - To provide with a job - To use

Associate: To connect or join in a relationship - Join with others and having equal or nearly equal status - A partner; colleague

Our Win/Win Equation

A successful business outcome happens when **each party wins**. If either party wants to get more without giving more, the relationship is unbalanced and will denigrate to a Lose/Lose.

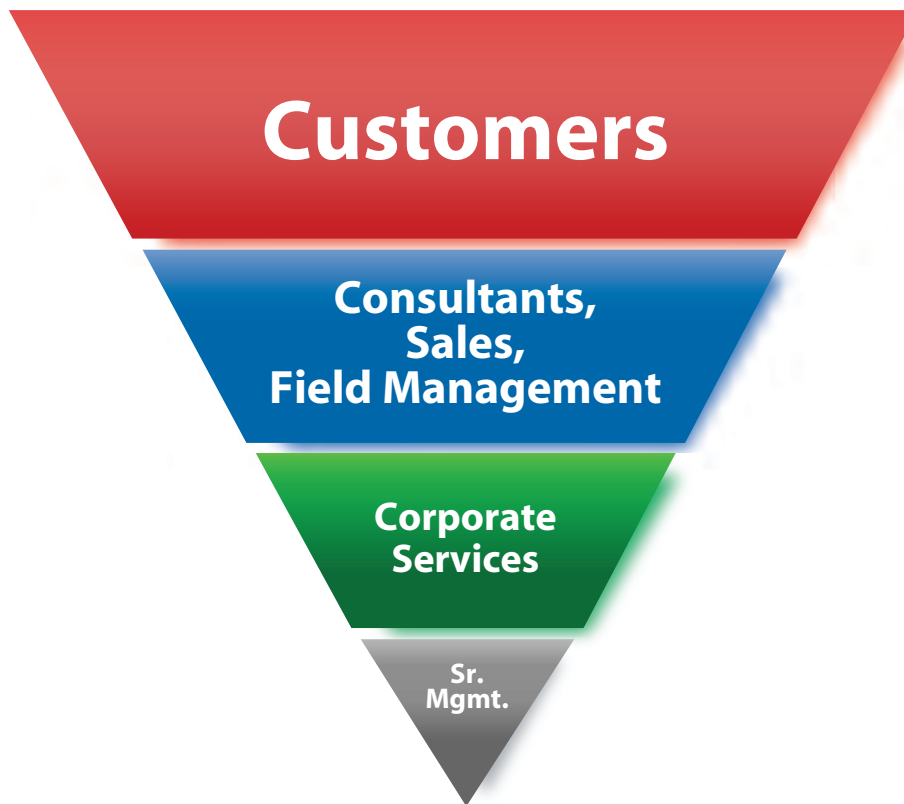
Win/Win relationships are the only **true long-term relationships**.



At CompuCom, we use the **Win/Win equation** to test every decision we make with our customers, our associates, our partners and shareholders. And we are not satisfied until the result puts all parties in the upper-right quadrant.

Our Customer-First Orientation

We are in business to serve our customers and to deliver the best quality and the highest level of **customer satisfaction** possible. We position our customers at the top of our organization chart to remind everyone that our customers come first, and we are here to serve them.



The highest level of our organization chart is the customer. The next highest is our associates who touch our customers. Our view is that every level of the company, from management on up, exists to support the associates who interact and who touch our customers to **deliver value** each and every day. By properly supporting these associates, they can then in turn properly support our customers. We are in the **people business** and by creating a people culture and by delivering the best possible level of customer satisfaction and by continuously exceeding our customer's expectations we will prosper and grow as a company.

CompuCom's Core Values

- **Win/Win**
- **Integrity**
- **Excellence**
- **Respect for the Individual**

...with a sense of urgency!

CompuCom is a leading IT outsourcing company that also provides application development, procurement and management of hardware and software. With more than 20 years of IT experience, CompuCom employs more than 11,000 highly skilled associates who have earned more than 60,000 industry certifications company-wide. As experts in workplace services, CompuCom's unique Integrated Infrastructure Management™ (IIM) solution reduces costs, increases productivity and helps clients gain maximum value from information.

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