



**CORPORATE
RESPONSIBILITY
REPORT 2010/11**

Cable&Wireless
Worldwide

Cable&Wireless Worldwide is a leading global telecoms company providing a wide range of high-quality managed voice, data, hosting and IP-based services and applications. Established in the 1860s, our network stretches to more than 425,000km, enabling connectivity to more than 150 countries. We help more than 6,000 organisations deliver their goals. Our vision is to be the first choice for mission critical communications. We operate our business responsibly and believe our success and longevity depends on that.

This report sets out to:

- Explain our Corporate Responsibility vision and strategy.
- Describe our approach to governance and compliance.
- Inform on engagement.
- Demonstrate our Business Principles.
- Highlight our social and environmental initiatives.
- Detail our Sustainable Procurement Programme.
- Focus on our working environment.

Our report focuses on issues of public, or material, interest.

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CEO'S STATEMENT.

Cable&Wireless Worldwide is committed to maintaining a sustainable business. Now, more than ever we realise that we have the power, the obligation and the passion to act. Sustainability means continuous improvements; resulting in the need for new processes, applications, capabilities and Information Communication Technology, all of which create opportunities for Cable&Wireless Worldwide to make a significant difference to the environment. Demerger gave us an opportunity to review and re-energise our social

agenda; we have taken onboard our responsibility and our desire to make our world and that of the communities we operate in, a better place. You just have to look around you, in all markets, to see how Corporate Responsibility is growing in importance; especially to our customers, their customer's and our colleagues. It's time for us to raise the bar. Corporate Responsibility may have started life as an adjunct to a business' main objectives, but that is no longer the case. It is not enough simply to non-profit ones. The two are now the

same. I find it hard to conceive of a large modern business that doesn't embrace the opportunity to enrich society in some way of another. Our colleagues and customers wouldn't have it any other way.



John Pluthero

John was Chief Executive Officer of Cable & Wirelesss Worldwide plc from 28 June 2011 to 28 November 2011.



CORPORATE RESPONSIBILITY HIGHLIGHTS.



Telecoms Sans Frontiers –
Emergency communication
relief in action 2011.

ISO 14001

(Certified for the UK)

72% WASTE RECYCLED

Against a target of 54%

2.4% HCFC & HFC LOSSES

Control the amount of HCFC and HFC refrigerant lost to the atmosphere to no more than 4% of the total held in Cable&Wireless Worldwide estate

E-LEARN COURSES

97% colleagues completed and compliant on our Business Ethics e-learn course

SUPPLIERS ASSESSED

73% key suppliers assessed through our sustainable procurement programme

FOUNDATION STRATEGY

Cable&Wireless Worldwide Foundation strategy approved by the Plc board.

MEMBERSHIPS

Cancun Communiqué
CRC Energy Efficiency Scheme
Copenhagen Communiqué
ETNO Sustainability Working Group
FTSE4Good Index
May Day Network
UNEP

OUR BUSINESS PRINCIPLES.

Business principles at Cable&Wireless Worldwide are embedded throughout all our departments; managed collectively by our Leadership Team who assesses risk, compliance and governance to ensure that we run a business with integrity and respect.

BUSINESS ETHICS

Our Business Ethics policy explains how we do business throughout the world, it is there to guide us as we continue to develop, and let people know what to expect from us, wherever they find us.

We aim to be honest, open and fair in all our dealings; to respect the human rights of our colleagues and the communities in which we operate; and we are determined that the very highest of standards of Business Ethics should underpin our relationships with all our key stakeholders – shareholders, colleagues, customers, business partners and suppliers.

In 2010, 97 per cent of our colleagues across our global business completed our Business Ethics e-learn course (80% pass rate).

www.cw.com/cr/ethics-policy

BRIBERY & CORRUPTION

We are committed to the prevention, deterrence and detection of fraud, bribery and all other corrupt business practices. It is our policy to conduct all of our business activities with honesty, integrity, and the highest possible ethical standards. The appropriate actions and conduct of our colleagues, together with those third party agents, consultants, contractors and suppliers acting on behalf of the business are essential to maintaining these high standards. It is a mandatory requirement that all colleagues and those who engage on behalf of our organisation comply with our Anti-Bribery and Corruption Policy. This policy is currently being implemented across our global business.

www.cw.com/cr/bribery-policy

WHISTLE BLOWING

At Cable&Wireless Worldwide we have an Ethics Hotline; this is a confidential telephone and web service, which enables our colleagues to report incidents of fraud or unethical conduct within the workplace that they feel cannot be raised through normal line management channels.

It is a confidential service, managed by a third party that is independent from Cable&Wireless Worldwide.

Cable&Wireless Worldwide has a 'whistle blowing' policy prohibiting any retaliation against a colleague who makes a complaint in good faith about misconduct in our company. This protects all colleagues from being demoted, dismissed or discriminated against in any way as a result of raising concerns about unethical conduct or improper business practices. Accordingly, all colleagues are encouraged to speak up and use all of the channels available to them to express their concerns.

Our Risk Director manages a process that ensures that all concerns are investigated appropriately.

GOVERNANCE & COMPLIANCE



“The Board of Cable & Wireless Worldwide plc is committed to the highest standards of corporate governance and firmly believes that these standards form an essential underpinning to the Group’s business practices.”

John Pluthero

John was Chief Executive Officer of Cable & Wireless Worldwide plc from 28 June 2011 to 28 November 2011.

GOOD GOVERNANCE

As a UK Listed Company, Cable & Wireless Worldwide plc (the Company) is required to comply with Section 1 of the 2008 Combined Code on Corporate Governance (the Code). The Company is required to make certain statements relating to the way it is governed and explain where provisions of the Code have not been met. A full version of the Code can be found at www.frc.org.uk

REGULATORY

The Office of Fair Trading (OFT)

The UK body for consumer protection and competition law.

The Office of Communications (Ofcom)

The regulation and competition authority for the UK communications industry.

PhonepayPlus

The regulatory body for the UK’s premium-rate telecommunications industry.

Information Commissioner’s Office (ICO)

The independent authority set up to promote access to official information and to protect personal information.

LEGAL PROCEEDINGS

In 2010/11 there were 0 confirmed proceedings, all related to:

- 0 legal actions upheld for anti-competitive behaviour.
- 0 legal actions upheld for regulatory breaches.
- 0 fines upheld for uncompetitive behaviour.

COLLEAGUE COMPLIANCE TO MANDATORY COURSES

- 97% of colleagues completed Business Ethics training.
- 96% of colleagues completed security essential training.
- 96% of colleagues completed health, safety & environment training.
- 98% of colleagues completed business continuity & management.
- 96% of colleagues completed competition compliance.
- 97% of colleagues completed data protection essentials.



ENGAGEMENT.

WHAT IS THE ECF & WHY DOES IT MATTER?

The Employee Consultation Forum (ECF) is a team of elected representatives from across the business who regularly meets with members of our Leadership Team to discuss and influence key decisions impacting colleagues.

The ECF is designated as our official channel of colleague consultation, in compliance with the Information & Consultation of Employees Regulations 2004. This was revised to make explicit our commitment to all Cable&Wireless Worldwide colleagues at the ECF meeting on 20 August 2009, with the amendments formally signed off then.

WHAT IS DISCUSSED AT ECF MEETINGS?

ECF meetings can cover any issue of general colleague concern, including:

- General business performance
- Reward and recognition principles
- Performance Management principles
- Customer service
- Company organisation and structure
- Feedback on business issues
- Mergers, acquisitions and outsourcing
- Health, Safety & Environment issues - delegates are the company's official Representatives of Employee Safety

In addition, much of the ECF's best work is achieved through informal local consultation with managers and HR business partners. More complex issues are frequently referred to dedicated working groups. Current standing working groups focus on:

- Strategic change programmes
- Property
- Communications
- Health, safety & environment
- Policy and Reward

The elected delegates of the C&W Worldwide ECF have been representing their colleagues in the UK and Ireland for more than 16 years. In recent years, this remit has been extended to cover all Cable&Wireless Worldwide colleagues globally. In the most recent 'My Say' survey, 87% of colleagues gave the ECF a positive approval rating.

OPEN DOOR

We operate an 'open door' policy. Our Chairman, CEO and other Leadership team members are very visible in the offices and telephone numbers and email addresses are available to all.

Our Leadership Team run regular colleague road show events at all our major sites. This is an opportunity for colleagues to hear straight from the team and also encourages dialogue. The Leadership Team members are also 'buddied' up with sites to create sustainable working relationships throughout the business.

MY SAY, COLLEAGUE ENGAGEMENT

OUR MOST RECENT SURVEY RESPONSE RATE WAS 81%.

We measure colleague engagement through a twice yearly survey of all colleagues, facilitated externally to guarantee confidentiality. Results of the survey are shared with all colleagues and regular updates on action plans and improvements at both a corporate and team level are encouraged. Our most recent survey response rate was 81%. We've also created an engagement index; key metrics from the survey enable us to track progress and benchmark our progress against a basket of over 100 blue chip businesses and organisations as well as explore the links to customer satisfaction. The Engagement Index collates the level of positive response to four questions covering: Pride, Belonging, Recommend and Motivation to do more. Followed up with regular communications around the theme "You said, we did" promoting the importance and connection between undertaking the survey and delivering specific improvements which can then be measured in future surveys.



SUSTAINABILITY.

Information and Communication Technology (ICT) has changed the way we work and provided us with solutions to connect, engage, and collaborate. Cable&Wireless Worldwide recognises that ICT plays a dual role in being both a potential cause and a solution for environmental sustainability issues - with a significant amount of energy usage which generates a large ecological footprint on one hand, and vital technology that can help address environmental sustainability problems on the other.

Adopting intelligent solutions, such as converging IT and telecommunications technologies and, implementing tools like video conferencing, can help in the development of sustainable business strategies. Our strategy is reviewed, measured and managed at Leadership team level, making sure that our commitments are reflective of our opportunity and demonstrate our commitment to recognising and acting on our responsibility.

Seeking continuous improvement in our environmental performance is a crucial element of our annual operating plan. With all of this in mind, we have a programme to manage our environmental impact.

We recognise organisational drivers for action:

1. Customers
2. Energy costs
3. Influencer position
4. Operational costs
5. Market dynamics
6. Partner positioning
7. Market opportunities

ENVIRONMENT POLICY

The Cable&Wireless Worldwide Environment Policy sets out our overall environmental objectives and the arrangements that will be adopted to put the Policy into effect. The policy is reviewed at least annually. The policy is personally reviewed and signed by our CEO.

Effective prevention of harm to the environment, caused by accidents or substandard working practices, is clearly better and more cost-efficient than dealing with the consequences of that harm. The avoidance of costs associated with pollution or failure to comply with environment law will contribute to our profitability within the competitive market place. Cable&Wireless Worldwide is committed to the objective of incorporating careful control of environment matters into everything we do. This approach helps us to manage and minimise the environmental impacts of all our activities in the UK and abroad.

www.cw.com/environment-policy

Environmental Successes

- Environment policy signed off by CEO
- ISO 14001 certified (UK only) environmental management system written in line with ISO14001 applied to the whole organisation
- Five years of carbon footprint assessments (UK)
- Customer partnerships now include sustainability plans

Achievements for 2010/11 & Targets for 2011/12

Target	Achievement	2011/12
Achieve ISO14001 for UK operations by April 2011 and Worldwide by April 2013	Achieved	Developing a programme for worldwide certification
Increase proportion of UK facilities waste that is recycled to 54% by April 2010 (Increasing to 65% by April 2012)	Achieved – We recycled 72%	Increase the proportion of UK facilities waste that is recycled to 79% by April 2012
Control the amount of HCFC and HFC refrigerant lost to the atmosphere to no more than 4% of the total held in Cable&Wireless Worldwide estate	Achieved – Losses were 2.4%	Control the amount of all HCFC and HFC refrigerant lost to the atmosphere to no more than 2.5% of the total held in the UK estate by April 2012
Deliver a Worldwide colleague awareness / engagement campaign in 2010	Achieved – Mandatory e-learn courses, regular all colleague communications material	Establish a network of Environment Champions across the UK business to support colleague awareness campaigns by April 2012
Reduce water consumption by 27.5% on office and non-office estate by 2020	On target	Reduce water consumption by 27.5% on office and non-office estate by 2020
Implement energy saving initiatives to deliver 200,000,000 kWh between April 2010 and 2020	On target	Reduce our total UK carbon emissions by 6% per annum in 2011/12 and 2012/13. Reduce our total UK carbon emissions by 4% per annum every year from 2013/14 to 2019/2020

We are committed to providing:

1. Clearly defined roles and responsibilities for colleagues, with consultation and access to relevant information, guidance and training. This will promote the involvement of colleagues and suppliers in environmental matters
2. An appropriately planned environment management system with adequate investment to resource issues properly
3. Products and services that meet environmental assurance requirements.
4. Conducting a minimum of three internal audits per month

CARBON

Our Carbon footprint in the UK was 238,703 tonnes of CO_{2e} compared with 239,679 tonnes of CO_{2e} for the last financial year. This figure, calculated using the Greenhouse Gas Protocol methodology, has been externally verified for the fifth consecutive year by the Edinburgh Centre for Carbon Management.

At Cable&Wireless Worldwide we manage our carbon footprint through the implementation of a Carbon Policy. We calculate our carbon footprint annually, using Camco to provide external verification. We make our carbon footprint data available externally through our Annual Report and the Carbon Disclosure Project.

We were ranked 2nd best Telco by the Carbon Disclosure Project (CDP) in their FTSE350 2010 report.

Our Carbon Policy sets the framework for achieving our carbon target, and includes commitments to:

1. Calculating our carbon footprint and reporting publicly to the Carbon Disclosure Project on an annual basis.
2. Setting targets to improve our environmental performance in the key areas that contribute to our carbon footprint including energy, waste, business travel and refrigerant gases.
3. Continually improving our processes to monitor measure and identify trends in aspects that contribute to our carbon footprint.
4. Minimising GHG emissions through effective monitoring and maintenance regimes.
5. Identifying opportunities to design energy efficiency into new equipment and services.
6. Identifying opportunities to improve energy and emission efficiency in our mainstream processes and business travel.
7. Increasing, where possible, the use of energy from renewable sources and prefer where economically practicable, energy suppliers with less GHG emissions per energy unit.
8. Incorporating energy efficiency criteria in purchasing, supplier selection and sub-contracting processes and working in partnership with suppliers to minimise equipment energy consumption.
9. Educating and raising awareness of colleagues, customers and investors about our carbon footprint, the impact we have as a large organisation and what they can do to help.
10. Sharing knowledge and good practice with other organisations through participation in trade associations and industry groups.
11. Compliance with all applicable legal requirements, regulations and standards such as the UK Carbon Reduction Commitment Energy Efficiency scheme.
12. Ensuring sufficient resources are in place to support and implement this policy.

Energy consumption¹ in the UK

	2010/11	2009/10
Electricity ² (kWh)	375,932,198	403,681,907
Natural Gas ³ (kWh)	15,473,295	17,294,554

¹ We also measure fuel and heating oils consumption with a 2010/11 baseline. This consumption accounts for a negligible amount of our emissions at this time. We continue to reduce the environmental impact associated with the use of these fuels to improve where we can.

² Used to power our network, to provide support services such as network cooling, and in our offices.

³ Used to heat our offices.

ENERGY EFFICIENCY PROGRAMMES

We are assessing the value of investing to develop our British sites to accommodate on-site wind-generated energy.

Electricity consumption generates a significant portion of our carbon footprint, 90% of which comes from technical sites, so improving the efficiency performance of equipment remains a priority. Through a number of energy-efficiency initiatives, including Liquid Pressure Amplification, Direct Drive Fans, Air Conditioning Controls and Power Smoothing, we aim to reduce energy demand by 6% in FY2011/12 and then by a further 6% in FY 2012/13 and 4% in each subsequent year. We are on target to deliver. Decommissioning unused switching, transmission and server equipment and migrating to more efficient systems will also be key to delivering significant carbon emission reductions and cost saving. We spend £10's of millions a year on power so every time we save carbon we also save money.

Travel

We identified the most popular alternative to single occupancy car travel as car-sharing and we encourage this via our Lift Share scheme with guaranteed car-parking spaces for lift share cars situated near the front entrance to buildings. The car share scheme matches colleagues with others who live nearby, or who live along the same route to work. To date we have more than 260 registered Lift Share members.

Cycling is also promoted as a greener travel option. We have a Smart Cycle scheme, part of the Government's Cycle to Work initiative, which gives colleagues access to a range of bikes and accessories at a discount with payment spread over the year. Our bike-to-work scheme gives colleagues access to a fabulous range of high-quality bicycles and accessories with a great discount.

We also participate in national 'Bike week' during which colleagues are sponsored per mile to cycle to work with the proceeds donated to Leukaemia Research and Sport Relief. 2010/11 saw colleagues cycle 7033 miles, raising £3,546.

We have a corporate target to reduce carbon emissions from business travel by 10% by April 2012 relative to 2009/2010 levels.

To help achieve this we provide:

- Shuttle bus service to railway stations
- A successful on-line car share matching scheme with preferential parking spaces for car sharers
- Cycle facilities
- Sponsorship of employees who cycle to work during the annual Bike Week with proceeds going to charity
- Smart Cycle scheme which offers attractive discounts and repayment options on a range of bikes and accessories.
- Interest free annual season ticket loans are available to colleagues who commute to work by public transport, with the cost of repayments spread over the period of the season ticket. This gives colleagues a cost effective incentive to use public transport.
- Awareness campaigns

We encourage the use of Managed Video Conferencing to minimise colleagues' travelling to other offices either in the UK or around the world. About 2000 colleagues travel regularly each month to do their job. We now have a total of 95 Video Conferencing facilities globally at various office locations throughout C&W Worldwide. Following colleague awareness campaigns and improving the booking processes to make it easier for colleagues to use VC room demand for VC enabled meeting rooms has increased and the number of calls made has nearly tripled in the last year.

- Video conferencing calls as at 31st March 2010 = 985
- Video conferencing calls as at 31st March 2011 = 2,943
- Plan for 2011/12 is to increase video conferencing facilities by 15 new suites globally
- We are currently piloting integrated desktop conferencing systems in 2011/12

Workforce management

We operate a Workforce Management System which allocates jobs to the engineer with relevant qualifications closest to the job. WFMS records the schedules, skills and accreditation for every field engineer and intelligently assigns tasks to engineers via a GPS device. Previously, faults would be manually allocated to available engineers in regional operating units, now WFMS allocates faults to the nearest engineers taking account of Service Level Agreement thresholds, where engineers are located at the time the fault is raised and the time that an engineer will be released. This should deliver the dual benefits of a reduction in the CO2 emissions per fault and more faults being dealt with per engineer.

Green car scheme

Our iDrive scheme is a discretionary benefit offering colleagues the opportunity of a new company car (with 160g/km emissions or less) via salary sacrifice. Our expenses system allows for preferential mileage rates for car-sharing.

Renewables

We are currently reviewing the economics of installing Solar Photo Voltaic panels at a number of our largest sites and wind turbines on or near selected technical sites.

Carbon offset scheme

Off-setting emissions is not currently part of our carbon strategy - we prefer to invest in measures which will actually reduce our emissions, for example decommissioning legacy equipment and improving the efficiency of our cooling plant through technologies such as direct drive fans. Liquid Pressure Amplification and Wave Form Correction will all make significant contributions to reducing our carbon footprint.

We also run colleague engagement programmes to encourage colleagues to reduce emissions through switching off equipment overnight, car-sharing and video/audio-conferencing.

Reduction of our carbon footprint in our offices

Examples of carbon reduction activities in offices include:

Regular awareness campaigns. Switch off campaigns, including out-of-hours desk surveys, competitions, poster and email campaigns to encourage employees to submit carbon savings suggestions, recycling, and projects to improve efficiency of office lighting, printing and cooling.

Reducing our footprint through green travel initiatives

We have a corporate target to reduce carbon emissions from business travel by 10% by April 2012 relative to 2009/2010 levels.

To help achieve this we provide:

- Shuttle bus service to railway stations.
- A successful on-line car share matching scheme with preferential parking spaces for car sharers.
- Cycle facilities.
- Sponsorship of employees including who cycle to work during the annual Bike Week with proceeds going to charity
- Smart Cycle scheme which offers attractive discounts and repayment options on a range of bikes and accessories.
- Interest free annual season ticket loans are available to colleagues who commute to work by public transport, with the cost of repayments spread over the period of the season ticket. This gives colleagues have a cost effective incentive to use public transport.
- Awareness campaigns - including bringing a driving simulator into our head office.

Waste & recycling

We check our waste contractors to ensure that they comply with all relevant waste legislation and with our waste management procedures.

We continue to improve recycling facilities and awareness of them in our offices to ensure that plastic, card, paper and aluminium are separated and diverted from landfill.

- 72% waste recycled against a target of 54% in the UK
- Increased target to 79% for 2011/12.

- In 2011/12 we will also conduct waste minimisation audits across the business.

Packaging

Whilst we do not generally package items ourselves at Cable&Wireless Worldwide, we do procure packaged goods and we require contractors to package pre-assembled items for us. We work with our contractors to ensure that they are compliant with all applicable environmental legislation, including the Packaging (Essential Requirements) Regulations. These regulations require that where packaging is used it is minimised, and that some or all of the packaging is either recyclable, suitable for energy recovery, compostable or reusable. We check compliance through supplier questionnaires, audits and regular contract meetings.

Cable&Wireless Worldwide is not currently in scope for the Packaging (Producer Obligations) Regulations due to the small quantities of packaging we are responsible for but this situation is regularly reviewed in light of changes to products, services or suppliers.

Waste electrical and electronic equipment (weee) and restriction on hazardous substances (rohs) legislation

Cable&Wireless Worldwide is not classified as a Producer in respect of WEEE Regulations (Waste Electrical and Electronic Equipment) but will be either a distributor or an end-user according to who owns the equipment involved in site installations. We have conducted assessments of the equipment producers that supply the EEE that we use and distribute to ensure their compliance. Our Purchasing and Supply Chain department carry out checks to ensure that suppliers, including those overseas, are registered with a Producer Compliance Scheme.

For equipment owned by Cable&Wireless Worldwide that requires disposal as waste, we have existing equipment recovery and disposal routes using licensed waste contractors. We ensure that redundant equipment is re-used or retained for spares where feasible or that resale opportunities are identified. Where there is no further use for the equipment, it will be either returned to the Producer under WEEE take-back schemes or disposed of via Cable&Wireless Worldwides' own waste management processes through authorised, controlled routes in compliance with our waste Duty of Care. We require that all possible components be recycled. We have also conducted checks to ensure RoHS (Restriction of Hazardous Substances Regulations) compliance in our supply chain and obtained written declarations of compliance from suppliers.

As part of our WEEE (Waste Electrical and Electronic Equipment) Regulations compliance we have assured that all equipment supplied to our customers is WEEE compliant. This means that the equipment producers from whom we source products must provide equipment take-back schemes and must ensure that equipment recycling (e.g. ease of disassembly) is considered in its design.

Secure Disposal of Equipment

For secure disposal/ destruction of redundant equipment, Cable&Wireless Worldwide use a company called "Secure I.T. Disposals Limited" who guarantee data destruction to standards defined by the Security Equipment Assessment Panel (SEAP). Secure I.T. Disposals Limited has a number of options to meet Cable&Wireless Worldwide's' security compliance requirements. Any electronic equipment is securely collected and any Data on our equipment is wiped using CESG/ CCT approved equipment.

Water usage

Compared with energy, water usage is not a significant impact for C&W Worldwide and has not been previously reported. However, with more than 6,500 colleagues in the business, we intend to measure and monitor our office and non-office usage and set the following target:

Target to reduce water consumption by **27.5%** on the office and non-office estate by 2020 relative to 2009/10 levels.



OUR SERVICES & SOLUTIONS.

Most of our customers deal with the same challenges we face so we facilitate and encourage responsible and innovative product and service design. We're a leading provider of innovative new capabilities which aim to improve business performance, reduce carbon emissions and lower costs for our customers.

Helping our customers to reduce their carbon footprint

In line with the Carbon Reduction Commitment (CRC) that come into force in April 2010, we've been working to report accurately on our own emissions and help our customers manage and reduce their emissions.

- For example, as a supplier to a large insurer, we worked with them to measure their carbon footprint including the ability to put a financial value on the carbon emissions from our operations to supply their services.
- Our Managed Video Conferencing service (MVC) also provides companies with an alternative to business travel, allowing them to reduce their costs as well as their carbon emissions. As an example we teamed up with Regus, the world's largest provider of flexible workplace solutions, to establish a joint initiative to install market-leading, High Definition Video Conferencing (HDVC) suites at premier global business centres including London, New York, San Francisco, Mumbai, Paris and Shanghai.
- Application Performance Management (APM) allows far better utilisation of existing bandwidth. The performance of business applications is prioritised and by hosting applications in a single data centre there is no longer a need to use more hardware or buy additional bandwidth. Customers' operations are simplified and carbon footprint reduced. By converging a customer's network they only use one energy source to run a network rather than having multiple networks for different activities.

Prosecutions

For year reported 2010/11, Cable&Wireless Worldwide have not had any environmental prosecutions.

We occasionally discover breaches in environmental compliance during internal audits (for example, problems with Waste Transfer Notes being completed correctly). Where these are identified action is taken quickly to resolve and prevent further non compliances. Our robust Environmental Management System which has ISO14001 certification in the UK, ensures that we have a process for identifying and resolving any breaches





COMMUNITY.

Our ability to provide connectivity in more than 150 countries and presence in five continents means we have an opportunity to positively impact the communities in which we operate. Our current community programmes are split into International, National and Local.

During the year ended 31 March 2011, the company made charitable donations totalling £300,762.

INTERNATIONAL

We have been a strategic charitable partner of Telecom Sans Frontiers for 14 years.

2010/11 saw this partnership support multiple relief efforts:

Area	Disaster Type	TSF Operation
Kyrgyzstan	Conflict	UN Support, Satellite Provision
Pakistan	Floods	HCO, UN Support, UNDAC Support
Philippines	Hurricane	Assessment
Indonesia	Earthquake / Tsunami	TC, HSO, UN Support
Thailand	Floods	HCO
Colombia	Floods	UNDAC Support, UN Support
Libya	Conflict	TC, HCO, UN Support
Japan	Earthquake / Tsunami	TC, HCO, UN Support

HCO: Humanitarian Calling Operation
TC: Telecom Centre for the humanitarian community on the ground
Assessment: Mission of evaluation in affected areas
UNDAC: United Nations Disaster Assessment Coordination
UN Support: Telecom and technical support for UN agencies

NATIONAL

We have multiple community initiatives aligned specifically to local communities and their needs. This proximity enables greater value, influence and opportunity to engage local colleagues. Below are just a few examples of community led charitable activities:

Region	Location	Beneficiaries
UK	Various Leeds Norwich London Swindon	Children in Need St. Gemma's Hospice New Zealand Earthquake Relief Clic Sergent Chernobyl Children in Need
Asia	India Singapore	Christel House Singapore Children's Society Japanese Red Cross
US	New York Virginia	Wesley Housing Development Corporation's Adopt-a-Family Program

We also support organisations such as Race online 2012 and Get Safe online. THUS, a C&W Worldwide business is a member of the Internet Watch Foundation.

£4,350
Via the colleague
fund raising scheme

4%
Colleagues give
as they earn

£300K
Group donations
FY 2010/11

LOCAL / COLLEAGUE LED

Our Colleague top up Scheme offers a simple way for our organisation to support colleagues and their fund raising efforts for worthy causes close to their hearts. The scheme offers £50 to any colleagues participating in fund raising. More than 80 colleagues have taken advantage of the scheme, raising £4,350 for 29 charities of their choice.

We continue to enable colleagues to donate to charities of their choice via Give as your Earn (GAYE) payroll giving scheme. This is a great way to promote tax efficient giving. We are currently awarded a Bronze certificate by the **Charities Aid Foundation** for 4% of colleagues donating through GAYE.

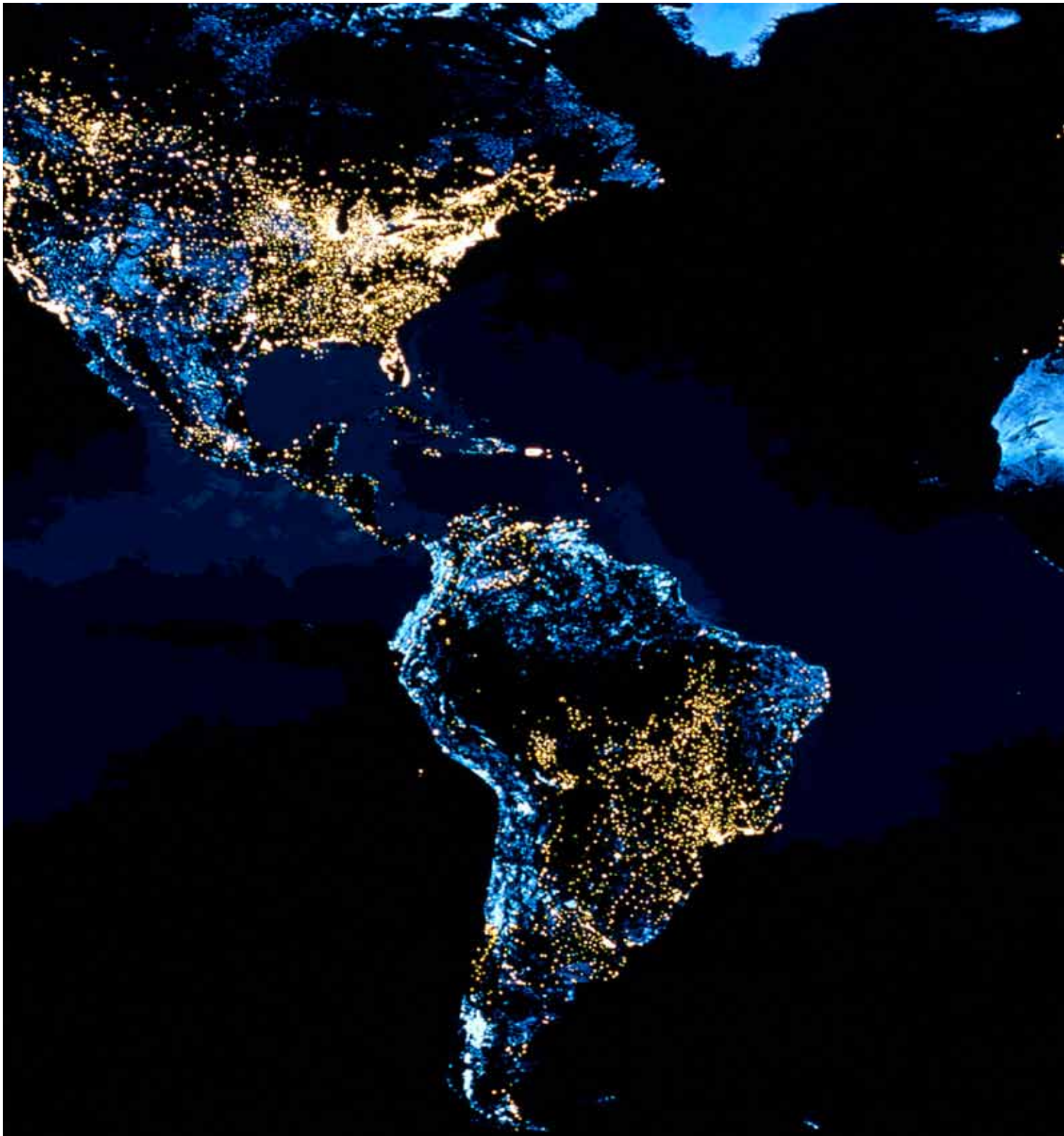
We have placed significant focus on our community agenda and launched the Cable&Wireless Worldwide Foundation in June 2011. The Foundation's aim is to enhance the lives of those people with special needs through its expertise in mission critical communications, and will look to partner and build relationships with institutions that support, research, develop or implement the appropriate, specialist communication requirements. By making the most of our resources, we also aim to offer communication solutions and services to organisations supporting people with special needs, as well as working with experts to understand how people's lives can be enhanced and enabling colleagues to build meaningful partnerships with relevant organisations.

If you would like more information, please visit www.cw.com/foundation or email foundation@cw.com

Partnerships

We have signed the Cancun Communiqué and the Copenhagen Communiqué. We are a member of the UNEP, the May Day Network, the LRQA (Lloyds Register Quality Assurance) and the GDP (Carbon Disclosure Project). We are also registered on the FTSE4Good Index.





SUSTAINABLE PROCUREMENT.



We're committed to developing strong working relationships with our supply partners, and work with the operational teams within the business to encourage cross-functional working for optimum partnerships.

Our Sustainable Procurement programme assesses our key suppliers against the following criteria:

1. Corporate Responsibility and Governance
2. Labour Relations
3. Health and Safety
4. Environmental Management
5. Business Continuity Management
6. Security

We review these assessments using internationally recognised benchmarks such as the ILO Charter, the Universal Declaration of Human Rights, the UN Global Compact, ISO standards to industry best practice. This information is used to assign a risk value to each key supplier, and to identify opportunities to work more closely with them on various aspects of corporate responsibility, including reducing the carbon foot print of our supply chain.

73% of our key suppliers are targeted with our Sustainable Procurement programme.

WORKPLACE.

Learning & Development

iLeARN is a global repository that brings together all our learning programmes, activities and resources.

We offer:

- Simulations: Technology enabled simulations
- Skills briefs: Summaries of key topics
- Job aids: Tools for colleagues to use on the job
- Customer e-learning: Developed with the help of internal subject matter experts
- Instructor led training: Courses that take place in the classroom
- Mandatory courses: To ensure colleagues have taken and passed mandatory learning

2010/11 measures

- 97% Colleagues have logged onto iLeARN
- Average of 2,234 colleagues accessing iLeARN per month (headcount circa 6,200)
- 53,010 hours of e-learning
- 68,072 hours of instructor led courses
- 12,239 colleague bookings for instructor led courses
- 733 instructor led courses delivered

My Career Framework

Colleagues consistently tell us how important it is to be able to progress their career and to know how to do that in our business. In addition, our aspiration is that 80% of vacancies are filled by our internal colleagues as we are committed to giving all colleagues the opportunity to develop and progress their career.

To be able to advance your career an understanding is needed of what roles are available across our organisation and what skills, experience and competence are required to be successful in those roles. Then the right development opportunities can take place to prepare for the next role.

We've created a My Career framework that contains information on job families, role profiles, competence, development suggestions, and support on how to get that next job and is to help and support any colleague wishing to progress their career within Cable&Wireless Worldwide.

Safe Place to work

With more than 6,000 colleagues in the business working throughout the world, maintaining and improving health and safety is a priority for us.

In addition to working towards OHSAS18001 certification, Cable&Wireless Worldwide were externally audited for the following contractor accreditation schemes:

UVDB Verify, a standardised Safety, Health, Environment and Quality assessment run by Achilles on behalf of subscribing utilities and suppliers and contractors;

SafeContractor, a third party accreditation scheme which is an independent audit that assesses the health and safety competence of a wide range of contractors and service providers;

CHAS (Contractors Health and Safety Assessment Scheme) - membership includes the public sectors: health trusts, emergency services and government departments and large private companies who have a supply chain;

These audits include a review of the management system and also an assessment of how it is implemented. The successful audit involved coordinated input from colleagues in health and safety, environment and facilities.

In addition, Cable&Wireless Worldwide has been awarded the RoSPA Gold Award for Occupational Health and Safety for the third successive year, reflecting our continuing commitment to protecting the health and well-being of our colleagues and others.

In 2010/11, out of more than 6,000 colleagues in the business, four incidents were reported under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) and there were no fatalities.

GRADUATE SCHEME

Our Graduate Scheme for engineers is a two year vocational programme designed to give colleagues the competencies required to gain Chartered Engineer status. 2010/11 we took on 11 graduates.

Our plans for 2011/12 are to increase this intake by 25% and expand into other business areas to ensure we have the skills that are in line with our future strategic capabilities.

APPRENTICESHIP SCHEME

In 2010/11 we took on 39 new apprentices

Our Apprenticeship scheme has been running since August 2008. The scheme is made up of a combination of college work, on the job training and Cable&Wireless Worldwide specific training at our training centre in Birmingham, UK.

Since 2010/11, the advanced apprentices go through CCNA accreditation in line with our future skills requirements

2011/12 we will be introducing the Apprenticeship scheme to new areas of the business such as hosting to ensure we have skills that are in line with our future strategic capabilities.

2nd Year Apprentice, Carl Norman just won the London regional stage for the Advanced Apprentice of the year. He was also runner up at the national finals.





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