


softchoice

2007-08

Corporate Sustainability Report

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www.softchoice.com/csr



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CEO'S Message

Over the past five years Softchoice has doubled our revenues, diversified our offerings and grown our presence to 45 locations across the U.S. and Canada. We have also strengthened our ability to deliver profitable growth by combining the efficiency of a large-volume IT supplier with the touch and technical expertise of a local solutions provider.

While Softchoice has clearly accomplished a great deal, we also recognize that there is a cost to the innovation that has fueled our growth. Capital spending on technology has risen dramatically over the last 20 years. Yet while IT has become an integral part of every business, it has also led to increasing amounts of electronic waste as old systems are replaced with newer and more powerful models. Similarly, as the data center has become the engine of the information age, the energy required to support these resources has risen exponentially. Today, the global use of technology generates as much in the way of greenhouse gas emissions as the entire aviation industry. Beyond these problems, the gap between developed and developing nations in terms of access to technology has continued to widen.

These issues are challenging us to develop new business methods that emphasize long-term sustainable growth. This is not simply a matter of good PR. At the core, sustainability is a leading enabler of efficiency and innovation. This focus also represents a significant competitive advantage by making Softchoice more attractive to customers and employees who share our belief that businesses are an integral part of solving today's social and ecological challenges.

As an industry leader, we are uniquely positioned to put IT at the forefront of positive change. In 2008, we unveiled our long-term sustainability strategy and our goal of becoming the greenest supplier of IT solutions in North America.

First, with the appointment of a full-time Sustainability Programs Manager and tremendous support from our people, we have made significant strides to green our business. This has included a number of initiatives – from improving the efficiency of our operations to offering financial incentives to encourage our employees to embrace green commuting methods to get to work.

Second, as a trusted advisor to more than 19,000 organizations, we are leveraging our knowledge of technology to educate customers on the business value of adopting sustainable IT practices and solutions. In 2008, we became the first in our industry to offer online search functionality to make it simple to identify and compare the world's greenest technologies. We also launched our six-city EcoTech Tour, which gave us the opportunity to speak with hundreds of customers about improving efficiency in the data center and managing electronic waste.

Our efforts do not end with creating awareness. Softchoice's expertise in designing and implementing complex business solutions is one of our most powerful assets in helping customers reduce the impact of their IT operations on the environment. Advances in data center and collaboration technologies are dramatically reducing energy consumption and the need for business travel. Every day, in markets across North America, our people are helping organizations benefit from the latest in green-friendly innovation.

Finally, we have aligned our philanthropic outreach to focus on providing access to technology to the less fortunate in our local communities and around the world. Since the launch of Softchoice Cares, we have funded the creation of eight computer labs – from Seattle, Washington, to Kampala, Uganda.

In 2009, we announced a new partnership with One Laptop per Child, an organization committed to creating educational opportunities for the world's poorest children. Through the boundless energy and creativity of our people, we are raising funds to give more than 1,000 children their very own laptop and, with it, the means for a better future.

Our goal is to become the greenest supplier of IT solutions in North America.

While our journey toward sustainability has only just begun, we are already seeing the fruits of our labor. In 2008, Softchoice was named one of Canada's Top Five Green IT Solution Providers by Computer Dealer News magazine. The response of our people has been equally gratifying. On our most recent employee engagement survey, 80 percent of our employees said they are proud about what we have accomplished, while 84 percent feel good about the ways we contribute to the community.

Achieving our vision will mean taking every opportunity to align our activities with the principles of sustainable business development. But like anything at Softchoice, the most important factor determining our success is our people. This is why we place such emphasis on creating a work environment that encourages every individual to achieve their full potential. It is also the reason we invest in programs like Softchoice Cares and our internal Green Team to give employees the opportunity to make meaningful contributions beyond their day-to-day responsibilities. Being named one of Canada's Best Workplaces by the Globe and Mail for the fourth consecutive year tells us that Softchoice has indeed become synonymous with growth and opportunity.

I would like to thank our people for helping us to accomplish so much. This Corporate Sustainability Report is a testament to their achievements and their desire to drive positive change. It is also a reflection of our commitment to continued leadership in our industry.

We are the first IT services and solutions company in North America to produce a report in accordance with the guidelines established by the Global Reporting Initiative. But more important than industry firsts is our desire to give you a transparent accounting of our economic, ecological and social activities. In so doing we seek to engage all of our constituents in constructive dialogue aimed at making our company and our world a better place.

We are pleased with our progress. But we also recognize we have a great deal left to accomplish. Becoming the greenest supplier of IT solutions in our industry is a challenging goal, to be sure. Then again, Softchoice has always set the bar high. We wouldn't have it any other way.

Sincerely,



David L. MacDonald
President and CEO, Softchoice



About Softchoice

Who we are

Softchoice is a leading North American provider of IT solutions and services. With a network of more than 40 local sales offices supported by five regional call centers, we manage the technology needs of over 19,000 small, mid-market, enterprise and public-sector organizations across Canada and the U.S. From in-person consultations to advanced solution design and delivery, we're helping organizations everywhere maximize the efficiency of their technology and harness the power of innovation.



Responsible Business

Corporate Governance

Building trust and ensuring transparency are the foundations for strong relationships between Softchoice and our stakeholders. Our Board of Directors is the cornerstone of Softchoice's governance system.

Softchoice Directors are elected by, and accountable to, our shareholders. They are ultimately responsible for the stewardship of our company and protecting and enhancing Softchoice's business. The mandate of the Board includes strategic planning, identifying and managing risk and enforcing Softchoice's standards for ethical conduct.

Board members are drawn from outside the organization to ensure balanced and independent oversight. Our Directors have been carefully selected for their financial and business acumen as well as their expertise in corporate governance issues. Softchoice invests significant time and resources to ensure each member has a strong working knowledge of our business and industry. As part of the orientation process, Directors hold meetings with executives of the company to review functional areas as well as related success factors and performance metrics. We also host meetings with strategic partners to enhance the Board's understanding of our industry and the major developments affecting the direction and execution of Softchoice's growth strategy.

Our people are important stakeholders in ensuring Softchoice meets the highest standards for ethical behavior and transparency. We have adopted an official code of conduct which employees sign to acknowledge their willingness to comply with Softchoice policies relating to issues such as avoiding conflict of interest, fair competition and maintaining a safe and healthy work environment. Softchoice has also implemented a whistleblower policy to encourage employees, officers, and directors to bring forward any issues relating to breaches of the code of conduct.



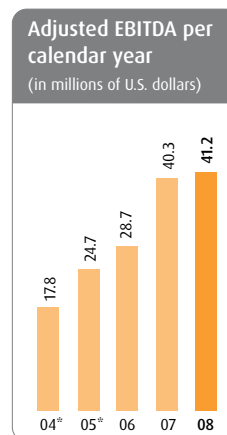
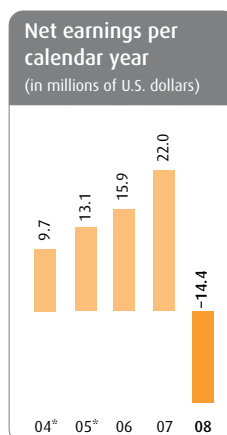
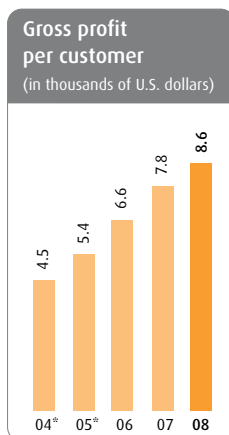
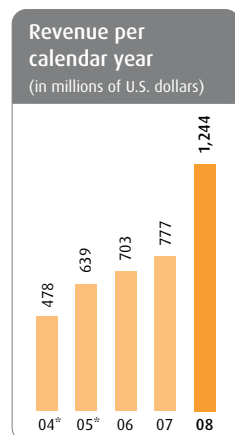
2008 Financial Highlights

(in thousands of U.S. dollars, except per share amounts)

	2008	2007
Revenue	\$ 1,244,295	\$ 777,082
EPS (basic)	\$ (0.82)	\$ 1.27
Cash flow from operations	\$ 30,880	\$ 35,064
Adjusted EBITDA per share (basic)	\$ 2.36	\$ 2.33

(in thousands of U.S. dollars, except per share amounts)

	2008	2007	2006	2005*	2004*
Revenue	\$ 1,244,295	\$ 777,082	\$ 703,237	\$ 639,482	\$ 477,935
Gross profit as a percentage of revenue	13.8%	16.1%	14.0%	12.7%	13.3%
Gross profit per customer	\$ 8.6	\$ 7.8	\$ 6.6	\$ 5.4	\$ 4.5
Net (loss) earnings	\$ (14,388)	\$ 21,997	\$ 15,930	\$ 13,108	\$ 9,731
Goodwill impairment	\$ 43,624	\$ -	\$ -	\$ -	\$ -
Resizing and refinancing charges, and software write-down	\$ 2,771	\$ -	\$ -	\$ -	\$ 925
Unrealized foreign exchange loss (gain)	\$ 2,333	\$ (1,175)	\$ (861)	\$ (1,044)	\$ (1,516)
Depreciation and amortization	\$ 10,813	\$ 5,121	\$ 3,933	\$ 4,044	\$ 2,830
Interest and other (income) expenses	\$ 6,457	\$ (556)	\$ (428)	\$ 86	\$ (61)
Provision for (recovery of) income taxes	\$ (10,442)	\$ 14,953	\$ 10,155	\$ 8,461	\$ 5,884
Adjusted EBITDA	\$ 41,168	\$ 40,340	\$ 28,729	\$ 24,655	\$ 17,793



* All figures have been restated in U.S. dollars and are unaudited.

Our Values

We've Got Customer Passion.

Our passion for providing exceptional service is the cornerstone of our success. We make every effort to put the customer first. As we seek to simplify the complicated and bring our knowledge of our business and IT to bear, we go above and beyond.

We Get It Done... Differently.

Our customers count on us to own the end result. We recognize that delivering on our promises is critical to their personal success and the success of the organizations they represent.

We Take Care of Each Other.

We put a premium on "nice" because, at the end of the day, our customers aren't systems or companies – they're people. We've built our entire company around the idea of people helping people get things done. It's what makes Softchoice unique.

We're in It for the Growth.

Personally, professionally and as a business, our commitment to growth is an exciting journey and one without a finish line. Fueled by individuals who live to learn, we set the bar high and reach for it every day.

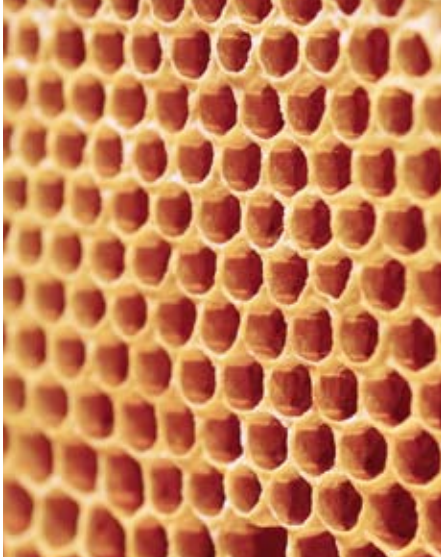


sustainenable

Softchoice's environmental strategy is a three-pronged approach:

- 1 We seek to make our own business operations environmentally sustainable, with the goal of becoming the greenest supplier of IT solutions in our industry.
- 2 We are maximizing our unique position in the IT supply chain to encourage organizations across North America to adopt green IT practices and solutions.
- 3 We strive to be the means for a better industry by focusing on issues such as the reduction of electronic waste and by providing access to technology to the less fortunate in our own local communities and around the world.

* All figures have been restated in U.S. dollars and are unaudited.



The Three Goals of Sustain-Enable:

Be an Eco-Efficient Partner

At Softchoice, we strive to manage our business in the most environmentally sustainable manner possible. Whether reducing energy consumption or eliminating waste generated through our daily operations, we're looking to minimize our environmental impact on the planet.

Key Goals:

- To continuously improve the sustainability of our business operations.
- To provide transparent annual reporting that demonstrates our progress toward becoming North America's most environmentally responsible technology supplier.

Be the Leading Enabler of Green IT Solutions

Organizations are finding it increasingly important to reduce the environmental impact of their IT investments. Softchoice's EcoTech Solutions make it easier for organizations to identify the greenest technology purchasing options.

Key Goals:

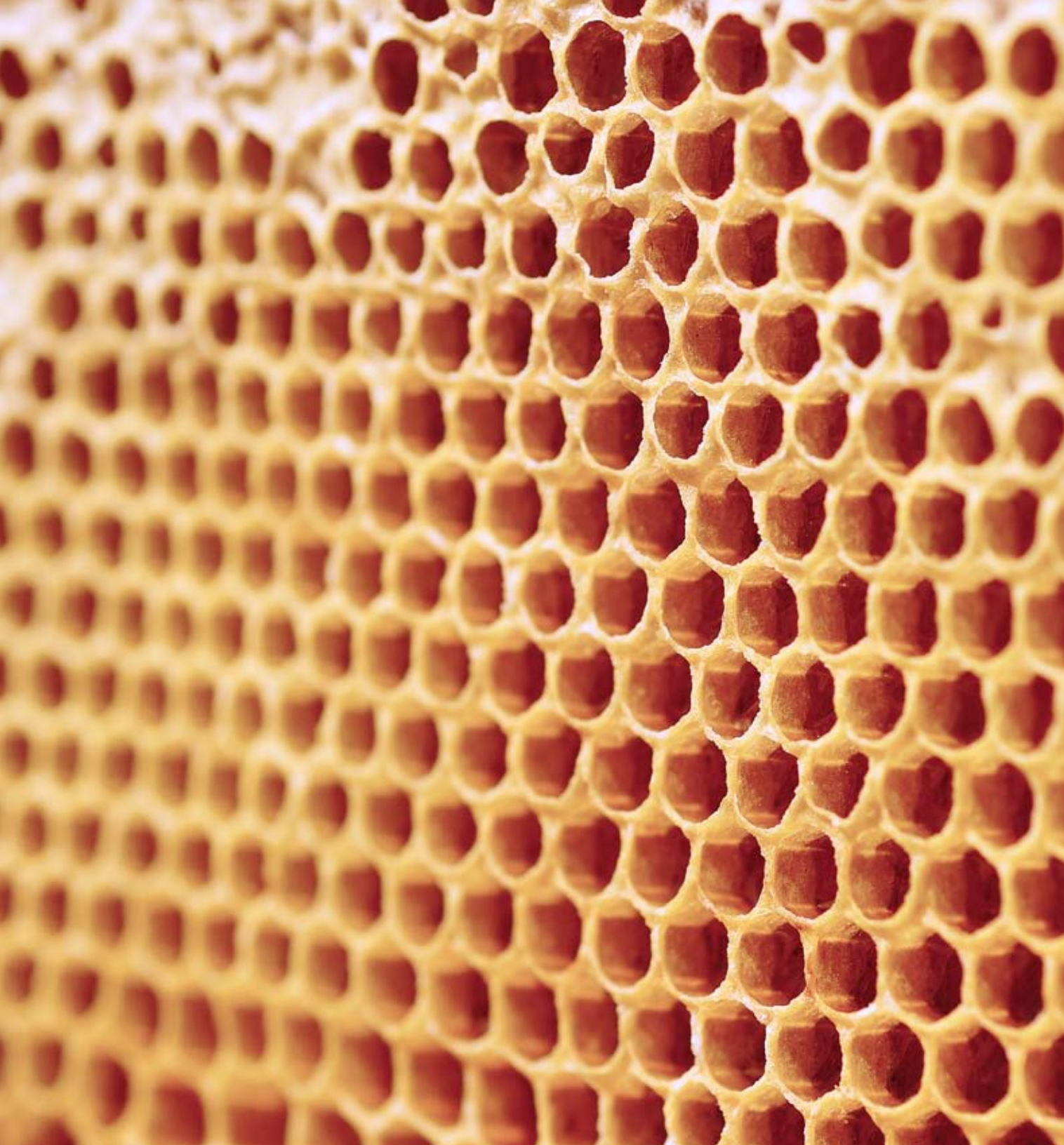
- To become the leading reseller of green technologies.
- To become the go-to authority on green IT solutions.
- To educate our customers on how to safely and responsibly manage their electronic waste.

Be the Means for a Better Industry

Technological innovation continues to enhance business and our quality of life. But these advancements in technology have had two side effects that Softchoice is focused on addressing. The first is the increasing amount of electronic waste. The second is the growing disparity or "digital divide" between developed and developing nations in terms of access to technology.

Key Goals:

- Annually double the number of individuals who receive IT training through Softchoice Cares
- Be a leading advocate of IT sustainability initiatives and standards.



Being an Eco-Efficient Partner

Softchoice has implemented an internal environmental management system (EMS) that allows us to manage our business in the most environmentally sustainable manner possible.

Whether it's reducing energy consumption or eliminating waste generated by daily operations, we're taking concrete steps to minimize our environmental impact. Our goal is to become North America's IT supplier of choice for organizations that are looking to green their supply chain.



By automatically turning off PCs, Softchoice has saved **130,000** kWh per year.

By switching to reusable utensils, Softchoice has reduced plastic cutlery by **12,000** pieces per month.

By switching to energy-efficient light bulbs, Softchoice has reduced its annual carbon footprint by **868,178** pounds.

279 Softchoice employees take advantage of our GreenCommute subsidy by walking, cycling or taking public transit to work.

Reducing Our Footprint

Softchoice's Environmental Management Policy

We believe that actively promoting business sustainability is both a corporate and individual responsibility.

Operating as a sustainable business includes:

- Being responsible for the safe disposal of the products we sell. For this reason, we are reusing old equipment by donating it to charity and safely recycling equipment that is unusable.
- Educating our customers on green technology options. Reducing the impact of business operations in terms of energy use, waste and carbon emissions.
- Helping to bridge the digital divide.

We will encourage our employees to take steps as individuals to protect the environment, as well as empower them to ensure that all corporate actions are in compliance with our corporate sustainability policies.

Making Greener Decisions

Green Procurement and Leasing

Softchoice recognizes that our own operations and purchasing decisions have a direct effect on the environment. In 2008, we asked 50 of our largest suppliers to participate in an environmental audit. Our goal was to assess which suppliers already had strong environmental policies in place and to gain a better understanding of any new policies slated for implementation in the near future. Through direct engagement and open communication, our goal is to work with our partners toward a shared vision of sustainable business practices.

Over the past two years we have also worked with a variety of property management companies to create more sustainable work environments. In cases where a Softchoice office lease does not contain environmental sustainability clauses, we have taken the initiative to retrofit these office spaces. For example, in Toronto and Chicago we have converted our lighting fixtures to low-energy systems that include automatic shut-offs at the end of every business day. We have also introduced waste sorting and recycling programs in the majority of our offices. And as of 2008, we only use non-toxic cleaners to maintain the cleanliness of our facilities.



Office Recycling

Through an internal audit that took place at the beginning of 2008, we determined that only 43 percent of our facilities had recycling programs in place to accommodate common waste such as paper, glass and aluminum. Thanks to the leadership of our Facilities Department and our local branch managers, Softchoice has now implemented recycling programs at more than 90 percent of our locations. We expect to roll out recycling programs across our remaining offices by mid-2009.

To make it easier for our people and cleaning staff to reduce unnecessary waste, Softchoice invested in new recycling bins made from 100 percent post-consumer recycled materials. These bins are clearly marked and strategically situated in common gathering areas such as office kitchens to encourage use. We are also pleased to note that Softchoice now has small electronics and battery recycling receptacles at our Toronto headquarters and plans to roll out similar programs across our branch offices in the coming months.

Eliminating Disposables

The convenience of grabbing a plastic fork or spoon at lunchtime was what originally led Softchoice to purchase plastic cutlery for our Toronto headquarters kitchens. However, upon closer examination, it was estimated that Softchoice employees were using roughly 12,000 pieces of plastic cutlery monthly at a cost of approximately \$7,000 per year. As of Jan 1, 2008, Softchoice stopped purchasing disposables and has instead stocked all kitchens with reusable cutlery, mugs, glasses and plates. Through this one action, we will help keep 144,000 pieces of plastic out of public landfills every year.



PrintLESS Program

Measuring Our Footprint

Softchoice has installed Preo Printelligence software to establish a baseline measure for paper consumption across our organization. To promote conservation, the software places a small icon on every employee's PC or laptop, allowing them to instantly see how much they have been printing and what their "rank" is at Softchoice in terms of total paper consumption. In addition, all Softchoice printers are set to print double-sided automatically so that a user has to manually change the setting to print single-sided. Currently Softchoice prints approximately 93,000 sheets of paper every month. Through a company-wide awareness campaign, we have challenged all departments to reduce their paper use by 15 percent or 79,000 sheets by 2009.

Electronic Pay Stubs

With roughly 900 employees, issuing biweekly pay stubs generates a lot of paper waste. Softchoice is proud to announce that all employees in the U.S. now have the option to receive their pay stubs electronically. We plan to give this same option to Canadian employees before the end of 2009.

Electronic Invoicing

Softchoice now has the ability to provide electronic invoicing to customers who request it. Plans are also under way to create a formal sign-up process to actively promote this option to the 19,000 organizations we support.

Green Events

Our fiscal launch in January and annual sales rally in July are company-wide events that date back to the very beginning of Softchoice. Bringing people together twice yearly is an important part of our culture and team-building initiatives. However, as with any major event, there is a significant environmental cost. Over the past year we have made strides toward reducing the negative impact of these events on our planet; for example, wherever possible, we now order locally grown seasonal foods, maintain a "no paper handouts" rule and no longer distribute bottled water. We also arrange for group transport via shuttle buses to discourage people from traveling by single-occupancy vehicles to and from corporate events.



Cutting Carbon

Promoting Green Commuting

In 2008, Softchoice implemented a GreenCommute program across our call centers to reduce the number of single-occupancy vehicles (SOVs) used to commute to Softchoice. Through these efforts we are not only reducing carbon emissions, we are helping our employees to save time, money and stress while lessening traffic congestion on our local roads and highways.

Principles of the Softchoice GreenCommute Initiative

- To provide financial incentives to encourage the use of alternative forms of transit such as public transit, walking, carpooling and biking.
- To implement a standardized program with comparable benefits and subsidies across our locations.

Softchoice has long provided subsidized parking to employees across our office locations. On August 1, 2008, we launched our GreenCommute program to encourage employees to use alternative forms of transport. If employees choose a GreenCommute method to get to work such as walking or taking public transit, they become eligible for a monthly subsidy. The subsidy ranges from \$75 to \$90 per month and is based on where an employee lives and the cost of taking public transit in that area. As part of the initiative, Softchoice announced that it would no longer subsidize parking for new employees, with the exception of individuals who join Softchoice in an outbound sales capacity. At our Seattle and Toronto offices we have also reserved prime parking spots for cars recognized for their fuel efficiency, as well as for employees who regularly carpool to work.

Progress in action:

- 41: Number of employees that returned their parking pass and applied for subsidy
- 279: Number of regular GreenCommuters in the office
- 13,501: Number of kms not driven by Softchoice Employees that GreenCommute to work!
- 49%: Percentage of employees currently GreenCommute to work.

Reducing Business Travel

Softchoice is implementing web-conferencing capabilities across our organization. With the ability to share information through presentation tools and collaborate on documents in real time, these investments will not only increase productivity, they will also reduce the need for business travel. In 2008 Softchoice employees traveled by air a total of 7,808,933 kilometers. We expect to significantly reduce this number in 2009 with the implementation of stricter travel policies in concert with increasing internal utilization of our Web conferencing tools.



Energy Efficiency

Lighting System Retrofit

At the end of 2007, Softchoice undertook a major project to retrofit the lighting systems in our Toronto headquarters. Our internal Green Team made the business case and enlisted more than 40 employee volunteers to replace nearly 600 light bulbs with new energy-efficient compact fluorescents. The project also included the installation of automated timers to turn off lights during non-work hours, as well as sensors that adjust task lighting conditions based on available natural light. Through these efforts Softchoice achieved a 70 percent reduction in power costs, or approximately \$40,000 per year in savings. Moreover, by reducing energy consumption by 647,000 KWh per year, we have also reduced carbon emission by 868,000 pounds annually.

We have also continued to improve the efficiency of our data center through virtualization and the adoption of blade server technology. By consolidating the servers required to run our business applications, we are reducing the number of physical servers, as well as the real estate, IT resources and energy required to support them. This has resulted in a smaller carbon footprint and lower overall operating costs. As of the end of 2008, approximately 70 percent of our data center environment was operating in a virtualized capacity.

PC Power Management



**FARONICS
POWERSAVE™**
AUTOMATED Energy Conservation

In 2008 Softchoice deployed a tool called Faronics PowerSave to measure PC energy use across our organization. Our first audit indicated that, on average, 20 to 40 percent of PCs were being left on more or less 24 hours a

day. As a result of this finding, we have now automated the powering down of any system that has been inactive for more than two hours. To avoid disruptions to the business, end users receive advance warning through onscreen prompts; in addition, the data associated with any open application are automatically saved. Through the rollout of PowerSave, Softchoice has reduced its energy consumption by 130,000 KWh per year, or the equivalent of \$13,000 in utility savings.

Greening IT

We have standardized our corporate laptops to Lenovo T61, which is ENERGY STAR and EPEAT silver certified. Our desktops are standardized on the ENERGY STAR certified Lenovo ThinkCentre M51 model. These systems are gradually being replaced by the Lenovo ThinkCentre M58, which is not only ENERGY STAR certified, but has also received the EPEAT gold level certification. All of our printers are ENERGY STAR qualified as well. These products use 60 percent less energy than similar non-certified models.



Our People Make the Difference

Sustaining Our Focus on Green

Softchoice's Sustain-Enable strategy began as a grassroots effort by employees who believed strongly in the cause of environmental sustainability. As we look forward, the biggest potential lies with the ongoing leadership of our people. Accordingly, we created three important pillars of the strategy that will further grow and encourage the efforts of employees across the organization.

Sustainability Programs Manager

In January of 2008, Softchoice affirmed its commitment to environmental sustainability with the appointment of a full-time Sustainability Programs Manager. Through this dedicated role, we are increasing our focus on becoming carbon-neutral and fostering a pervasive "eco mind-set" at Softchoice. Our Sustainability Programs Manager is directly responsible for defining and reducing Softchoice's environmental impact, inspiring the contributions of our employees and educating our customers and vendors on the value of environmentally responsible IT purchasing. Many of our most significant accomplishments – including the addition of green IT product search functionality on our website and our EcoTech IT Assessment – are a direct result of our investment in this resource.

The Softchoice Green Team

Our internal Green Team was started by five employees committed to driving positive change at Softchoice. Over the past two years this grassroots effort has grown to include almost 40 individuals and has spawned dozens of new initiatives across the organization. To more fully channel this enthusiasm and to provide structured opportunities for personal growth, membership on the team was formalized through an application process in 2009. Under the guidance of Softchoice's Sustainability Programs Manager, a total of seven Green Team volunteer positions were created to lead efforts in support of greening Softchoice's supply chain, facilities and IT infrastructure. Candidates can also apply for functions such as internal communications, employee engagement, strategic partnerships and corporate sustainability reporting. Applicants require the approval of their manager and are expected to devote 10 to 15 hours per month outside of normal business hours.



Sustain-Enable Leadership Award

To encourage and reward people's commitment to driving environmental initiatives in 2008, Softchoice created the Sustain-Enable Leadership Award – an honor bestowed on the individual who has made the biggest contributions to greening the operations of our company.

Our 2008 Sustain-Enable Award winner was involved with rolling out and implementing the GreenCommute program and instituting recycling across our organization. The individual also organized multiple electronics recycling days in the Toronto office so that employees could safely dispose of their old equipment from home. The award was presented by Softchoice's President and CEO in front of the entire organization at our annual fiscal launch event in January. As part of the presentation, the recipient was invited to join other top performing employees on our annual President's Club rewards trip.



Being the Leading Enabler of Green IT Solutions

We recognize the growing importance organizations place on reducing the environmental impact of their IT investments. Through Softchoice's EcoTech Solutions, we're collaborating with partners and leading advocacy groups to make it simple for organizations to identify the greenest technology purchasing options available.



300+ Softchoice customers attended one of our EcoTech events to learn about green IT.

Through the sales of EPEAT products, Softchoice has reduced primary materials usage equivalent to the weight of **48,880** refrigerators.

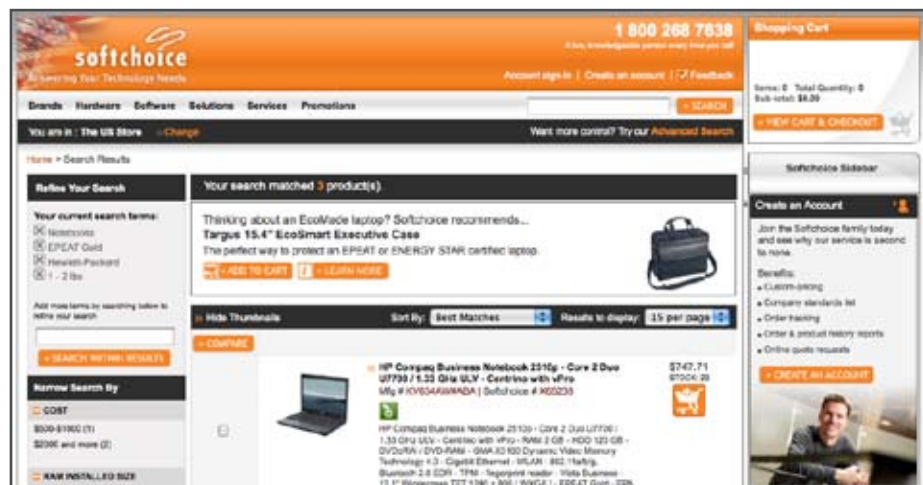
Softchoice has more than **2,400** ENERGY STAR products and more than **1,500** EPEAT rated products on our website, www.softchoice.com

Softchoice has sold PC Power Management software to turn off more than **37,000 PCs** at night.

Launching the First Fully Searchable Green IT Products Listing

Manufacturers have made significant strides in meeting the demand for more sustainable IT products and solutions. However, when it comes to making informed purchasing decisions, there continues to be a high degree of confusion in the marketplace.

In April 2008, Softchoice took a major step to address this issue with the launch of the world's first searchable EPEAT product registry. The addition of specialized search functionality to www.softchoice.com has given IT purchasers the ability to easily identify and evaluate more than 1,500 unique products based on their environmental attributes. Key benchmarks used in the EPEAT product selection process include the elimination of toxic materials in the manufacturing process, product longevity, energy efficiency and ease of recycling. Complementing this capability, Softchoice added ENERGY STAR certified products to our website in November of 2008, bringing our total roster of certified green IT products to more than 2,000.



Industry-recognized benchmarks like ENERGY STAR and EPEAT are critical to promoting the adoption of green IT solutions. The ENERGY STAR program is supported by leading government agencies from across North America. Certified laptops, printers, PCs and monitors use less energy overall to perform standard tasks and incorporate power management features that allow devices to enter low-power sleep mode when inactive. EPEAT, which includes ENERGY STAR, is supported by the U.S. Environmental Protection Agency (EPA) and was created in response to the growing number of IT purchasers seeking to buy more environmentally sustainable computer products.

Launched in 2006, EPEAT is now a mandatory purchasing criterion for the U.S. federal government and is used by numerous organizations across North America to assist in identifying greener electronic product options. It is estimated that in the next five years the purchase of EPEAT products will result in the reduction of more than 13 million pounds of hazardous waste and more than three million pounds of non-hazardous waste and will save more than 600,000 megawatts of energy.

EPEAT Sales & Environmental Benefits

Since the launch of our strategy on April 22, 2008, through the sales of EPEAT products Softchoice has:

- Saved enough energy to power 619 homes annually
- Reduced greenhouse gas emissions equal to removing 416 cars from the road/year
- Reduced solid waste equivalent to the waste generated by 539 homes annually
- Reduced Primary materials usage equivalent to the weight of 87,984 refrigerators
- Reduced toxic materials equivalent to the weight of 258 bricks

Greening Our Supply Chain

Softchoice's core systems are integrated electronically with our leading distribution partners. This allows us to access more than 30 state-of-the-art warehouses across North America to find the shortest route possible to our customers. We also work with our manufacturing partners to minimize the amount of packaging that is used to ship IT products.

Cathode Ray Tube (CRT) Monitor Ban

On June 1, 2008, Softchoice announced it would no longer sell cathode ray tube (CRT) monitors. The announcement was made in response to growing concerns about the harmful chemicals contained in these devices, as well as their lack of energy efficiency. Softchoice was the first major technology reseller in North America to champion this cause by issuing a complete ban.



To meet the growing demand for information on the latest green IT solutions, Softchoice launched a number of valuable resources under the EcoTech Solutions brand. Through this initiative, we are working to raise awareness about environmentally sustainable technologies and best practices. Softchoice's EcoTech Solutions are encompassed under the following six categories:



ECOMADE

Designated EcoMade technologies are products that have been designed and produced with the environment in mind. While these products typically meet EPEAT or ENERGY STAR standards, they also include solutions that promote environmental sustainability through unique functionality, such as collaborative technologies that reduce the need for travel.



TRAVEL REDUCING TECHNOLOGY

With the ability to communicate online in real time, today's workers no longer have to leave their desks to conduct meetings. Softchoice offers a full array of Web and video conferencing solutions, along with tools to help employees work from home and collaborate effectively with each other no matter where they are located. By cutting down on business travel, organizations can save valuable time and money while drastically reducing their carbon emissions.



PAPER REDUCING

Softchoice is helping organizations to reduce paper consumption through the implementation of innovative print-management solutions. From software that measures printer usage to equipment that scans and duplicates documents, Softchoice offers a variety of solutions that help reduce paper consumption and lower costs.



DATA CENTER EFFICIENCY

Greening the data center is one of the most effective ways for organizations to cut electricity use, lower utility bills and reduce their environmental impact. Softchoice offers deep expertise in the design, fulfillment and implementation of data center solutions. Through advances in server virtualization and consolidation solutions, Softchoice is helping organizations reduce the number of physical servers, as well as the real estate, IT resources and energy required to support them.



ENERGY REDUCING TECHNOLOGY

No organization can afford to ignore increasing energy costs, let alone the contribution of IT energy use to climate change. Softchoice helps organizations reduce energy use by recommending smart ENERGY STAR products and power-management solutions to ensure PCs and laptops are shut down when not in use.



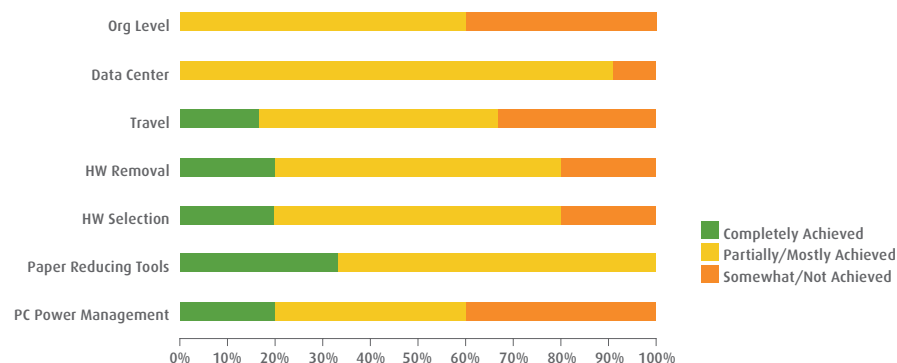
S.A.F.E. HARDWARE REMOVAL

Dealing with end-of-life hardware can be a costly and risk-intensive hassle for any enterprise. The decisions organizations make today can have significant repercussions on the environment, enterprise security and even their bottom line. Through our S.A.F.E. (Secure And Friendly to the Environment) Hardware Removal Services, Softchoice ensures our customers are equipped with a secure, cost-effective and environmentally safe solution for their end-of-life equipment.

Helping to Build the Plan

The EcoTech Assessment

New eco-friendly technologies and best practices are helping businesses raise their competitive advantage while reducing the environmental impact of their day-to-day operations. In 2008 we launched the Softchoice EcoTech Assessment to make it simple for our customers to identify the opportunities available to green their IT operations. Conducted in person or via Web conference, the free EcoTech Assessment is a consultative process designed to help organizations lay the foundations for a long-term green IT strategy. Participating organizations range from small 60-employee companies to enterprises with more than 30,000 PCs. The process begins by helping customers identify the low-hanging fruit, as well as projects requiring a long-term commitment. It is our belief that organizations must start with what makes most sense for their unique needs and then use these early wins to help build momentum for larger successes.



The EcoTech Assessment helped us identify key areas where IT can make a difference in our Green strategy.

Michael Guelpa, IT Manager, Neptune Food Service Inc.

The Softchoice EcoTech Assessment gave us a good idea of how we could save more energy. It pointed out the areas where we could do better and helped us prioritize the improvements that we plan to make.

Rod Funk, Systems Manager, Sierra Club

Creating Awareness

Softchoice offers a dedicated green IT information section on our e-commerce site called EcoTech Solutions. The website offers useful information on how organizations can reduce their IT carbon footprint and develop more sustainable IT practices. The EcoTech website provides free tools and calculators to help companies gauge their environmental impact, as well as resources such as e-newsletters to keep them up to date on the latest green news, changes in the law and new green IT products and solutions.

Taking our Message Across North America

In May and June of 2008, Softchoice took its green message across North America. The 2008 EcoTech Tour visited six cities to help educate organizations about the value and importance of fostering sustainable IT practices. More than 200 attendees in Toronto, Vancouver, Calgary, New York, San Francisco and San Diego learned about the latest trends in sustainable IT from leading experts such as HP, Lenovo, Symantec, APC, Faronics and VMware. The event menus also featured locally grown foods according to the 100-mile diet. In 2009, Softchoice's EcoTech Tour will visit Minneapolis and Washington in addition to returning to San Francisco, Vancouver and Toronto.



Being the Means for a Better Industry

Technological innovation continues to enhance business and our quality of life. However, continuous advancements in IT have led to increasing amounts of electronic waste (e-Waste) and a growing 'digital divide' between developed and developing nations.

In addition to being a leading advocate for IT sustainability, through Softchoice Cares we have continued to focus our philanthropic giving on causes that ensure people around the world have access to technology and the means for a better life.



100% of Softchoice branches participated in fundraising activities.

7,500 children are expected to use Softchoice-funded computer labs annually.

14 Softchoice employees provided computer training for two weeks in Uganda.

Softchoice employees are given **2** volunteer days off every year to work with their charity of choice.

Softchoice Cares: Being the Means for a Better World

Softchoice has focused our philanthropic outreach on causes that ensure people around the world have access to technology and the means for a better life. Through Softchoice Cares, our employee-led philanthropic outreach program, we are also giving our people opportunities to give back and develop valuable leadership skills in the process.

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Past, Present and Future

December 2005:

Softchoice raises \$85,000 to be sent to Sri Lanka in Tsunami relief to build houses and support the health care needs of 35 children over five years.

January 2006:

First Softchoice Cares board is formed.

Summer 2006:

Softchoice Toronto, Seattle, Washington D.C. and Indianapolis branches participate in local house building.

April 2007:

Softchoice raises \$125,000 for Habitat for Humanity.

October 2007:

2006/2007 board head to Ghana with Habitat for Humanity.

April 2008:

Softchoice raises \$227,000 for local and international philanthropic efforts.

July 2008:

Softchoice Cares Board goes to Uganda to teach computer skills.

October 2009:

Softchoice Cares Board plans to head to Rwanda to work with One Laptop per Child.



Softchoice Cares History

Softchoice Cares is an employee-inspired and employee-driven initiative that reaches across borders to show our caring in a very tangible way. Guided by our people and a clear focus on fostering sustainable change, this program delivers on the promise of sharing our success, creativity and compassion with those less fortunate in our own communities and around the world.

How It All Started

In the wake of the tragic tsunami of 2004, more than 500,000 Sri Lankans were left homeless. In response, Softchoice employees rallied together to make a difference. Each department formed a team and challenged each other to see who could raise the most money. Through countless fundraisers – including bake sales and karaoke nights and even a mechanical bull-riding competition – the foundation was laid for what would ultimately become Softchoice Cares.

Today, Softchoice Cares is spearheaded by the Softchoice Cares Board – a group of handpicked employees who serve as leaders of the Softchoice Cares initiative. Members undergo an application process and are appointed by Senior Management to serve a one-year term. Following the completion of the term, the entire Board participates in a two-week volunteer project overseas linked to their selected cause.

Softchoice Cares Board Vision Statement: To channel and intensify Softchoice’s philanthropic efforts and create an inspired, values-based workplace where our cause is integrated permanently into our corporate DNA.

Bridging the Digital Divide

The potential for technology to transform education and improve prospects for future employment is enormous. Nowhere is this more important or more needed than in third-world countries where limited access to computers creates barriers to learning new skills. Through Softchoice Cares, our people have rallied to the cause, aligning the focus of our business with our philanthropic efforts. In working to bridge the digital divide, our goal is to create opportunities to enhance education, further skills training and, ultimately, improve prospects for employment. Thanks to our employees, thousands of people around the world now have a powerful incentive to stay in school and lay the foundation for a more promising future.

Measuring Our Impact

Total Softchoice investment in the Softchoice Cares Board 2007/2008:	\$195,000
Total money raised by Employees through fundraising in 2007/2008:	\$207,150
Donations of Softchoice Laptops to local computer labs:	\$30,000
Total fundraising matched by Softchoice 07/08:	\$150,000
Total 2007/2008 Softchoice Cares Investment & Fundraising:	\$582,150

Volunteering Locally and Abroad

Whether a part of the Softchoice Cares Board or simply looking to do their part, our people have inspired us with their willingness to contribute to the greater good.

The Montreal Office Builds a Computer Lab

Our Montreal office partnered with Youth Unlimited in Chateauguy, Quebec, on an initiative called Project Renaissance. Launched in January 2008, the program focuses on helping local youth complete high school certifications and gain the computer skills necessary to successfully enter the local job market. Working with industry partners, our people secured the donation of computers and software, enabling the creation of a new computer lab and the opportunity to help dozens of individuals achieve their potential.

The Seattle Office Starts “Choose to Reuse” Campaign

Softchoice’s Seattle office partnered with Interconnection, a charity that takes donated computer machines, refurbishes them and donates them to underserved communities in Seattle and around the world. The Softchoice team created a flyer to encourage local customers to contribute PCs. Softchoice employees also donated their time at the local Interconnection computer lab to teach computer skills – another great example of Softchoice making an impact in our local communities.

International Volunteer Trips

Ghana Trip

On February 23, 2008, the alumni of our first Softchoice Cares Board traveled to Ghana, Africa. In partnership with Habitat for Humanity, the team stayed in the district of Afmanson for two weeks, where they participated in the construction of new homes. Through donations and on-the-ground volunteerism, our people helped provide access to simple, decent affordable housing for those who might not otherwise have had access.

Uganda Trip

On July 12, 2008, a group of 15 individuals from the Softchoice Cares Board traveled to Kampala, Uganda, for two weeks to volunteer at the OCA Computer IT center. In addition to providing donations to establish a new computer lab, our people provided computer training classes as part of the center's ongoing initiative to increase computer literacy within the community.

Fundraising and Creativity in Action

Our employees showed their resolve to make a positive impact by raising more than \$200,000 for Softchoice Cares through a variety of fundraising activities. The following is only a small sample of the many projects our employees have led over the past two years:

The Holiday Joy Drive

Now a Softchoice tradition, the Holiday Joy Drive encourages our people to share the holiday spirit with one another by sending co-workers a personalized Candygram. Through this annual fundraising drive, our volunteers raise more than \$6,000 for Softchoice Cares.

"Eat to Care"

In 2008, 14 contenders from five offices squared off in a chicken nugget eating competition, demonstrating the quirky creativity of our people and raising \$1,250 for Softchoice Cares.

Green Designer T—Shirts

Our Softchoice Design and Delivery team continues to put their creative talents to work, creating limited-edition T-shirt designs focused on the theme of eliminating e-waste and bridging the digital divide. T-shirt sales raise roughly \$7,000 annually and serve as a valuable vehicle for promoting Softchoice Cares in the broader community.



Africa: 100 Reasons to Care Photo Book

After returning from Uganda, our Softchoice Cares Board produced a beautiful photo album sharing experiences from their trip. To date this endeavor has contributed more than \$1,000 to Softchoice Cares. Moreover, this book has become the gift of choice for guest speakers and other VIPs who work with Softchoice.

Pub Trivia Nights

Over the past year, trivia nights have involved more than 250 people in our Seattle, Toronto and St. Louis branches. By connecting with co-workers, our people have raised more than \$7,000 for Softchoice Cares.

Charity Partnerships

Softchoice Partnership with CHI-KI Children's Foundation

In partnership with the CHI-KI Children's Foundation, Softchoice created a new computer lab in Ban Kiukacham, Laos, in August of 2007. Softchoice donated a total of \$15,000 dollars to purchase 12 computers and two printers. In addition, Softchoice is paying for the ongoing costs of security, electricity, maintenance and Internet access. The creation of this lab is expected to benefit hundreds of local children over the next three to five years.

Softchoice Partnership with Room to Read

Room to Read partners with local communities throughout the developing world to provide quality educational opportunities aimed at improving socioeconomic conditions for individuals and their families. In 2007, Softchoice donated more than \$15,000 dollars to create a new computer lab in the Cambodian village of A Cha Leak. This contribution enabled the purchase of new computers, printers and network accessories and also covered the costs of teacher training, electricity and ongoing maintenance.



Softchoice Partnership with One Laptop per Child

Starting in June 2008, Softchoice announced a new partnership with One Laptop per Child (OLPC). OLPC's mission is to create educational opportunities for the world's poorest children by providing each child with a rugged, low-cost, low-power, connected laptop. Since launching this initiative, Softchoice has raised \$190,000 dollars, which will give 1,000 children the opportunity to learn, create and further their education.



Our People. Our Success.

Offering a truly unique environment, the tools to do great work and the opportunity for rapid career advancement are just the first steps in ensuring Softchoice remains a destination for the best talent in our industry.

From our physical office spaces to compensation and training, we continue to invest in our most important asset – our people.



50 employees promoted to
new positions in 2007 and 2008

Percentage of employees who say
Softchoice is a fun place to work: 89

Number of annual paid community-
service/volunteering days offered to
Softchoice employees: 2

Number of dogs brought to work on a
regular basis: 65

Being a Destination for Top Talent

Softchoice does not manufacture products, nor do we focus on developing new technologies. Our success is based on our ability to deliver the best customer engagement in our industry. Whether it's as simple as providing a live knowledgeable response to customer calls or as complex as designing advanced IT solutions for a data center, we rely on knowledgeable and highly motivated employees to grow our business.

Becoming an employer of choice has meant fostering a culture that places a premium on open and transparent communication and the ongoing development of our people. Beyond competitive compensation and ensuring our employees have the tools to do great work, we also recognize the importance of maintaining warm, inviting physical workspaces. To balance the personal and professional needs of employees, we have invested in internal gym facilities and providing opportunities for our people to give back to our local communities. These initiatives reflect our belief in the value of a holistic approach to employee engagement.

Creating the ideal work environment is a continuous journey. To mark progress and identify opportunities for improvement, we have implemented a rigorous measurement process. Every 18 months, Softchoice commissions an Employee Engagement Survey. Conducted by an independent company, this survey solicits employee opinions on a range of issues – from compensation, environmental comfort and workload to management practices, communication, corporate social responsibility and the overall satisfaction with the leadership displayed at all levels of the business. Individuals also participate in the Globe and Mail's Best Workplaces survey — another valuable input in understanding the needs and concerns of our people.

We have been encouraged by our results. Our people tell us that they feel management keeps them well informed of the developments in our business and that our facilities contribute to a good working environment. Perhaps most gratifying of all, our results indicate a high degree of pride in Softchoice with respect to our standing in the industry and in terms of our focus on corporate philanthropy. We are pleased to note that in 2009, Softchoice was named one of Canada's Best Workplaces by the Globe and Mail for the fourth consecutive year.



Employee Demographics

Total Full-time Employees		
	CAD	US
2007	553	226
2008	448	398

Total Employee Wages 2007: 50,980,483.73 2008: 91,079,839.34

Diversity

We are committed to promoting diversity in our workplace and supporting the values of equal opportunity employment. To further these values, we have created an Employment Equity Program based on guidelines set out by Human Resources and Skills Development Canada (HRSDC). We have a committee in place consisting of Softchoice managers and employees to monitor our efforts at promoting these issues on an ongoing basis.

Compensation and Bonuses

Our compensation philosophy is based on attracting, retaining and motivating strong individuals and matching their compensation to their personal performance, as well as to the performance of Softchoice as a whole. Since roughly 65 percent of Softchoice's business is conducted in the United States, we consider compensation in the context of the broader North American market.

Softchoice pegs base salaries to benchmarks that are linked to market performance within the industry, as well as to the cities or regions where our employees reside. These benchmarks are regularly reassessed to ensure that the compensation we offer is competitive. This has allowed Softchoice to draw talent from the top tier of potential candidates.

Our bonus structure is based on the philosophy of "paying for performance." Promotions and pay increases are always merit-based. Employees and their managers set individual goals, which are reviewed twice annually. Bonuses are determined based on an employee's performance in relation to these predetermined goals. Softchoice also has a Long Term Incentive Plan (LTIP) for executives and senior employees. We constantly reassess our LTIP to ensure that it is on par with industry levels.

Our Work Environment

Our call centers and sales offices are typically located in major urban centers. This ensures ready access to a pool of skilled and highly educated candidates. We view our facilities as an extension of our unique corporate culture. Through open-concept loft-style spaces, we seek to promote a warm, comfortable environment that encourages the free exchange of ideas. That means providing spaces that offer plenty of elbow room and informal meeting areas where employees can connect on business or catch up with their co-workers. We continue to make significant investments to create a consistent feel across all of our locations.

In 2008, Softchoice expanded our Toronto facilities to accommodate the growth in our employee base. Through this process we upgraded our lunchroom facilities with the addition of comfortable lounge-style seating and a multimedia center to encourage employees to leave their desks and socialize with each other. We also built a quiet room where employees can spend downtime and added an in-house gym to encourage our people to integrate fitness into their daily routine.

Softchoice has also maintained a number of unique traditions that we believe contribute to a vibrant work environment. In most offices, employees are free to bring their dog to work, and every Friday afternoon we offer refreshments and snacks to all employees, providing an opportunity to wind down the week and celebrate our accomplishments together. While relatively small details, taken together, these initiatives ensure Softchoice remains not just a place to work, but also a place to socialize, relax and stay healthy.

Promoting Work Life Balance

Ensuring a healthy work/life balance among employees is an essential component of our success. To help reduce stress and promote overall health, we encourage our people to live an active lifestyle. Softchoice pays up to 50 percent of the team fees for any sports team that has a minimum membership of 50 percent Softchoice employees. We also have an employee gym on-site in our Toronto headquarters that is open for use seven days a week from 6:00 a.m. to 10:00 p.m. In our other locations, we provide employees with allowances that can be applied to gym memberships.

Softchoice offers complete benefit packages, including allowances for massage and alternative medicine, as well eye care and full dental coverage. With respect to sick time, we recognize that the personal circumstances vary from one employee to the next. For this reason we do not maintain a stringent policy. When employees fall ill, they are encouraged to stay at home and take care of themselves. This policy helps stop the spread of illness within the office and often leads to swifter recovery times. Should employees be away for more than five consecutive business days, they may be entitled to receive Short Term Disability pay at 100% of their base pay for a period of 30 days. Our Long Term Disability program covers employees at 60 percent of what they earned the previous year. To reduce stress and help our people balance their home and professional lives, we also offer an employee assistance program (EAP). This program provides lifestyle and stress management expertise, in addition to personal counseling.

Developing Our People

Softchoice dedicates considerable resources to the training and development of our people. In 2008, we expanded our internal Organizational Development (OD) team and the associated operating budget. OD now has eight full-time development coaches and an operating budget of \$1,900,000, representing an increase of 60 percent year over year.



Softchoice uses a combination of internal and external resources to deliver training on a variety of topics – from solution selling and account management practices to ensuring our IT and HR people are up to date with the latest certifications. Beyond hard skills development, we place special emphasis on identifying and nurturing the current and future leaders of our organization. Our Morpheus program is aimed at high-potential employees who are in the early stages of their careers at Softchoice. This program focuses on enhancing competencies such as emotional intelligence, consensus building and strengths development, which are particularly important for people who operate in an individual contributor capacity. Over the past two years, our managers have also undergone extensive leadership training with a focus on mentoring, coaching, self-awareness and effective communication. Developing our bench strength and ensuring we have competent frontline managers are critical to our long-term success, and we invest accordingly.

Employee Recognition

Recognition is an essential element in our culture. Over the years Softchoice has developed a number of high-profile awards to encourage our people to set the bar high and reach for it every day. Open to all employees, the Softchoice President's Club trip rewards the most outstanding individuals annually with an all-expense-paid trip to an exotic location. While enjoying first-rate accommodations, fun activities and great food, President's Club winners have plenty of time to interact with each other, as well as Softchoice's President and senior leadership team.

At our annual launch event in January, we recognize 12 people in our organization with Softchoice's highest honor, the Jone Panavas Leadership Award. This is given to individuals who embody the values of the organization and who go above and beyond in their day-to-day role. Recipients are typically sought-after in their own departments and across Softchoice for their expertise, guidance and natural leadership. The Jone Panavas Leadership Award automatically qualifies winners for inclusion in Softchoice's annual President's Club rewards trip.

One of the best rewards Softchoice offers our employees is the opportunity to forge an exciting career through rapid promotion. With more than 40 branch offices across North America, many employees are given the opportunity to relocate to new cities as they continue to advance their careers.

Softchoice self-declares this report to GRI G3 Sustainability Reporting Guidelines Application Level C. See www.globalreporting.org to view the comprehensive list of GRI G3 reporting items.

Strategy & Analysis		
Item	Description	Location in the Report
1.1	Statement from the most senior decision-maker of the organization about the relevance of sustainability to the organization and its strategy.	CEO Letter
1.2	Description of key impacts, risks, and opportunities.	Sustainability Strategy
Organizational Profile		
Item	Description	Location in the Report
2.1	Name of the organization	About Softchoice
2.2	Primary brands, products, and/or services	About Softchoice, EcoTech Solutions
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	About Softchoice
2.4	Location of the organization's headquarters.	About Softchoice
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.	About Softchoice
2.6	Nature of ownership and legal form.	About Softchoice
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	About Softchoice
2.8	Scale of the reporting organization.	About Softchoice
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Not Applicable – First Report
2.10	Awards received in the reporting period.	About Softchoice
Report Parameters		
Item	Description	Location in the Report
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	About this Report
3.2	Date of most recent previous report (if any).	Not Applicable – First Report

3.3	Reporting cycle (annual, biennial, etc.)	About this Report
3.4	Contact point for questions regarding the report or its contents.	greenteam@softchoice.com
3.5	Process for defining report content.	About this Report
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	About this Report
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Noted in relevant sections
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.	About this Report
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).	Not Applicable – First Report
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Not Applicable – First Report
3.12	Table identifying the location of the Standard Disclosures in the report.	GRI Index
Governance, Commitments, and Engagement		
Item	Description	Location in the Report
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.	Corporate Governance

4.2	Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement).	Corporate Governance
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Corporate Governance
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Corporate Governance
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.	Business Ethics & Values, Environmental Policy
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations.	Partnerships & Organization Memberships
4.14	List of stakeholder groups engaged by the organization.	Softchoice's stakeholders include shareholders, employees, customers and prospective customers, vendors, strategic partners, and distributors.
4.15	Basis for identification and selection of stakeholders with whom to engage.	Corporate Governance
Economic		
Item	Description	Location in the Report
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.	About Softchoice, Employees, Charitable Contributions, Annual Report
EC3	Coverage of the organization's defined benefit plan obligations.	Being a destination for Top Talent
Environmental		
Item	Description	Location in the Report

EN1	Materials used by weight or volume.	Not Applicable
EN2	Percentage of materials used that are recycled input materials.	Materials & Waste
EN5	Energy saved due to conservation and efficiency improvements.	Energy Efficiency
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Energy Efficiency
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Energy Efficiency
EN13	Habitats protected or restored.	Employee Volunteerism
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Not Applicable
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Cutting Carbon
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	EcoTech Solutions
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	SAFE Hardware Disposal
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Cutting Carbon
Labor Practices and Decent Work		
Item	Description	Location in the Report
LA1	Total workforce by employment type, employment contract, and region.	Employees
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Compensation & Benefits
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Organizational Development

LA10	Average hours of training per year per employee by employee category.	Organizational Development
LA12	Percentage of employees receiving regular performance and career development reviews.	Organizational Development, Employee Recognition
Society		
Item	Description	Location in the Report
S01	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	Digital Divide Mandate
S05	Public policy positions and participation in public policy development and lobbying.	Advocacy in the Industry
Product Responsibility		
Item	Description	Location in the Report
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	EPEAT and Energy Star Searches
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	About Softchoice
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	EPEAT and Energy Star Searches

About This Report

- Data in the Softchoice Sustainability Report is based on the 2007/08 calendar year, unless stated otherwise.
- This report covers Softchoice's operations North America wide, unless otherwise stated in the relevant section.
- Many factors were considered in determining the contents of this report, including Softchoice's main sustainability impacts and opportunities, reporting activity in the industry, and external guidelines such as the Global Reporting Initiative (GRI) G3 Sustainability Reporting Guidelines. A GRI Index is included in the full report online.
- Softchoice plans to release its next Sustainability Report in 2010.
- Currency is stated in U.S. dollars.

