



CSC Gives Back

2021 Annual Report





A message from Rod

CSC gives back to the communities where we live and work. We step up to help each other, especially when times are difficult. We all understand that the best way to maintain a strong, healthy community is to work together to make people's lives better.

More than a company, CSC has always been a community of doers. We're supporting our customers and meeting their needs with resourcefulness and grace. We're living Our Purpose and Our Values—giving back to our communities—and we haven't let a pandemic slow us down.

We've always understood our responsibility to support our communities. This annual report is a snapshot of our employees' conscious decisions to do their part. You'll see examples of how we're creating a better tomorrow for everyone. We all win when our kids are successful in school and life. We all win when young people are on the right track and adults are healthy and engaged. And we all win when our communities are safe and stable.

At CSC, we take care of each other—and our communities.

Please stay safe and well. Stay #CSCStrong.



Working toward a better tomorrow

For more than 120 years, we've been proud to serve not only our customers, but also our people, partners, and communities. Through committed efforts to create environments where people can thrive in the years to come, we are bettering our collective tomorrow.

Over the next several years, CSC will be guided by Our Mission, **Thrive '25**, which extends to our philanthropic work. Our focus is on three tenets: to build, to lead, and to transcend. We'll strive to **build** an enduring and far-reaching philanthropic program. While our efforts to date have helped significantly worldwide, we want to magnify that effort by continuing to **do things that matter**.

We'll continue to **lead**, **setting the standard** as a company that truly cares about the communities where our employees live and work. Our efforts will not only improve our home state of Delaware in the U.S., but also strengthen our ties in cities and countries around the world.

And finally, we'll **transcend**. We'll go **beyond limits** to make a difference in our partnerships and ensure we're supporting the initiatives that our people care about. We proudly contributed to more than 200 causes worldwide in 2021.

These tenets will guide us as we fulfill Our Purpose together and thrive in the years ahead. Our dedication to service will remain unwavering. It's who we are, it's who we've been, and it's who we'll continue to be.

Our Purpose

To be a great, enduring, profitable company by providing superior solutions in a way that earns the complete trust and respect of our customers and all who come to know us.

We make business itself possible around the globe while creating an environment in which our people, partners, customers, and communities will be better off tomorrow than they are today.

"CSC is constantly encouraging employees to make a difference, sharing stories of employees who do, rewarding employees who do, and matching contributions."
– An employee in Tax and Business Solutions



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“I’m proud to be part of an organization that stands behind its commitment to the community, whether financially through corporate philanthropy and the employee contribution matching program, or by supporting employee volunteer activities away from the office. CSC promotes a culture that prioritizes community involvement.”

– An employee in Shared Services

Investing in the future

The need to give back has always resonated with the people of CSC. We’re committed to looking for ways to help, because it’s who we are. And that passion for philanthropy even extends to those of us who are here temporarily, such as our interns.

Since 2012, one of the most important components of our internship program has been a charitable project that the interns work on during their 10 weeks with us. The project reinforces Our Values of service and teamwork, as well as our overall purpose of creating communities that are better off tomorrow than they are today. Interns select charities based on where they live or those that CSC already has a relationship with.

The 2021 interns’ charities included American Red Cross, Faithful Friends, Feeding America, B+ Foundation, Special Olympics, Kind to Kids, and the American Heart Association. The interns volunteered, created fundraisers with raffles and shared-profit nights at local restaurants, and also made donations such as money, blood, school supplies, and food. To help magnify their efforts, the interns shared ways to support each organization via our company intranet, CSC Central.

John Andreoli, a Digital Brand Services intern, worked with other interns on a project for the B+ Foundation, which provides financial assistance to families of children with cancer in the U.S. John chose this group because he knew Andrew McDonough, whose family started the foundation after Andrew’s death from leukemia in 2007. John and Andrew attended grade school together.

John and his team worked with the BBC Tavern and Grill in Greenville, Delaware. BBC shared a portion of its profits from a happy hour with the team. The team also held a 50-50 drawing, selling tickets and giving half of the money from ticket sales to the winning ticketholder and the other half to charity. John says the winner told the intern group to keep all of the money for the B+ Foundation. The 50-50 and happy hour raised more than \$1,300. “We also set up a GoFundMe page to raise awareness about the foundation,” John says, “and that brought in more than \$1,000.”

“To be able to hold an event and then to absolutely shatter our expectations with the money raised was amazing,” John says.

Egan Boll’s group, which was spread around the U.S., worked with the American Red Cross. “Some of us were in Delaware, one of us was in Utah, and I was in Michigan. So we couldn’t get together and donate in person,” the Digital Brand Services intern says. However, that physical distance didn’t hinder the team.

Her group decided on a fundraiser so everyone could donate in their own way. “Some of us donated blood, and some volunteered in person at blood drives,” she says. The group also received \$755 in cash donations.

When Egan chose the Red Cross, she didn’t realize the magnitude of services that the organization offers. “With most natural disasters, victims are left with nothing, and the Red Cross steps in to help,” she says. “They also offer training in first aid, CPR, lifeguard skills, and other skills that are so valuable in an emergency. That’s another reason why I wanted to work with them.”

Breana Jayne was a Corporate and Legal Solutions intern who worked with a team helping Kind to Kids, which helps children who have suffered abuse, trauma, and neglect.

“A lot of these kids haven’t graduated high school,” Breana says. “Kind to Kids helps give them the education they need to graduate, and also provides support services so the kids get better at dealing with their emotions. All of those programs help kids avoid falling into poverty as adults.”

She says her team worked with an Amazon wish list set up by Kind for Kids. “We created a special flyer that directed people both to the wish list and to the organization’s website if they wanted to donate.” The team’s work was successful—people purchased items from the wish list and made financial donations.

At the end of their 10 weeks, our interns left with not only valuable real-world experience but also firsthand experience of a service-first company culture. We hope that each of them also took away an understanding of the impact they can have in their communities. And we take pride in further instilling the importance of service and teamwork into the leaders of tomorrow.



REACH Riverside Partnership Aims to Improve CSC's Home State

CSC has a global presence but has been proud to call Delaware home for more than 120 years. Nearly 40% of our company's employees live in Wilmington and the surrounding areas. As we've expanded over the years, we've formed partnerships with organizations that are located where our employees live and work. **REACH Riverside** in Wilmington is one of those organizations, committed to improving the lives of residents in the Riverside neighborhood.

REACH Riverside is part of the Purpose Built Communities Network, a national organization dedicated to community redevelopment. In Wilmington, REACH Riverside is focusing on housing, education, and health and wellness services—the three pillars of revitalization shown to have the greatest impact on long-term community health and well-being.

The project includes hundreds of new housing units, pre-K-12 education programs with the goal of 100% high school graduation rates, and family-oriented health and wellness services. "It's a remarkable project for Wilmington that will have a huge impact on the community," says CSC CEO Rod Ward. "Wilmington has faced a lot of challenges over the years. This project fits right in with what we're trying to accomplish."

In 2019, CSC committed to donating \$500,000 over five years to help with the redevelopment effort. "When you see a community that is the epitome of systemic disinvestment and oppression, it's typical to turn a blind eye when it does not directly impact you personally or professionally," says REACH Riverside CEO Logan Herring. "However, CSC is not your typical company."

"With its deep Delaware roots, CSC understands the bigger picture, and its consistent and significant support of the work we are doing (in a neighborhood where 70% of our children

live in poverty) is not only essential but encouraging, because we realize we are not alone," says Herring. "Riverside will be a thriving community in the future because of partners like CSC, and we are forever grateful."

In addition to the housing portion of the plan, REACH has partnered with EastSide Charter School, a pre-K-through-eighth-grade school, to provide quality education for neighborhood children. CSC is actively involved with EastSide Charter. Dozens of employees serve as mentors to students there, and Kristyn DiIenno, CSC's senior human resources director, is a member of the board.

REACH has also partnered with the renovated Kingswood Community Center, a fixture in Wilmington for more than 70 years. Kingswood provides community health, wellness, and safety resources; community engagement opportunities; and workforce development programs supported by 29 organizations for community residents. The Warehouse, designed by teens for teens, provides young people with the tools and opportunities they need to make a positive difference in the world.

Ward says working with a project like REACH Riverside makes sense for CSC because there's such great alignment between what's being planned and CSC's vision and values. He adds that the redevelopment project follows a blueprint that's been successful across the U.S.

"The relationship with REACH is such that anytime they need help with a project, they know it's just a phone call away," Ward says. "We have opportunities to engage at many different levels."

In the years ahead, CSC will continue to partner with organizations whose mission is to improve the lives of those in our home state of Delaware. It's the efforts of groups like REACH Riverside and others that will help Wilmington residents to be better off tomorrow than they are today.

"I feel like there is a lot of investment in the surrounding areas of the CSC offices and a dedicated focus on supporting local charities."

— An employee in Digital Brand Services



Highlight reel

Thanks to our employees' efforts, we were able to take another step in ensuring that our communities will be better off tomorrow than they are today. In 2021, we:

Financially assisted more than
200 
organizations worldwide for the second consecutive year

19.8%
increase in employee donation matching over prior year

\$100,000
 matched in employee donations

Matched even more employee donations through the permanently lowered matching threshold 

\$100,000
donated to REACH Riverside for the **third consecutive year**

Continued partnership with more than a dozen nonprofits or foundations within the city of Wilmington, Delaware 

\$10,000
 donated to SEWA International for COVID-19 relief


Collected more than **500 articles** of brand-new clothing for a school in need

"CSC is always actively involved in the local and global community. If any employee is a part of or knows of a cause or an organization in need, CSC is happy to share information with every team member, match any donations, and encourage others to help or volunteer."

– An employee in Corporate and Legal Solutions



Community champions

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



Name:

Jim Isaac

Business unit:

Tax and Business Solutions (TBS)

Office location:

San Diego, California, U.S.

There's an old adage that reminds Jim Isaac of his family: When you have more than you need, build a longer table, not a higher fence.

Jim grew up in Sunnyvale, California, and says the whole family volunteered, donated things, and assisted whenever they could. "We were always helping, thinking about someone else that might need something or some help."

His parents would always invite "stragglers" over for dinner around the holidays. He says the stragglers were usually airline pilots with nowhere to go. "Our family was four kids and two parents, and it wasn't uncommon for us to have 20 people at the house for Thanksgiving or Christmas dinner," he recalls. "I don't remember any holiday dinners with just the immediate family."

But the family's generosity wasn't reserved just for holidays. Jim says depending who was in town and when, they might have their holiday dinner a week ahead of time. His parents have passed on, but the tradition continues with Jim, his sisters, and his brother. "On Thanksgiving, our table has like 40 people, with my sisters and my brother and they invite friends and there will be an occasional straggler," Jim says.

Jim says if you visited his house and saw something you really liked, he'd probably give it to you, unless it was his favorite guitar or his cat. Jim's love of animals even prompted him to find new ways to express his innate generosity. For the last several years, he's been big into helping organizations that aid animals. Years ago, while on an annual road trip to Lake Powell, Jim came across Best Friends Animal Society in Utah. Best Friends is a no-kill animal sanctuary on hundreds of acres with a mission to bring about a time when there are no more homeless pets.

He said he and a girlfriend stopped at Best Friends during their trip and fell in love with the place and started making donations. "A couple

of years ago, I kept saying I was going to donate some time there," Jim recalls. "So I just up and did it one time. It was easy because I planned it around my Lake Powell trip. I go there for a couple of days, get my love on and help, hit the lake, and then drive back."

Giving back has also gotten Jim into shape. Six years ago, he tagged along with two friends who were running a marathon in the California Redwoods. On the way back, they asked him what it would take to get him running. Jim told them he didn't want to run with 5,000 people and didn't care about competing or how long it took. So they created Jim's Donut Run for their group of friends, with no official times.

It got its name because the finish line was originally near a local donut shop. The owner of a different donut shop approached Jim and a friend, who was wearing a T-shirt from one of the races, and offered them free coffee and donuts if they moved the finish line to his shop (he thought it might be good for publicity).

"I immediately thought if we're getting something for free, we should give back," Jim says. He met with the owner and they chose Rancho Coastal Humane Society, just down the street from the donut shop, as the beneficiary. The organization offered to publicize the 5K run on social media, but Jim insisted it was just for friends.

"I sold the T-shirts we created at a tiny profit, with all the money going to Rancho Coastal," Jim says. He reached out to CSC and explained that 11 people from work were also running and asked if they'd match the donations. "We got \$464 in employee contributions, and CSC wrote a matching check and sent it to Rancho Coastal."

Through his runs, volunteering at a shelter, and even his longstanding open-door tradition during the holidays, Jim continues to find new ways to better his community and make room at his table.



Name:
Toska Pieters

Business unit:
Global Financial
Markets (GFM)

Office location:
Maarsbergen,
Netherlands

As she walked her dog one day, the unassuming building in Toska Pieters' neighborhood piqued her curiosity. She knew it was a hospice, but it looked like a house, not a medical facility.

The GFM compliance officer says there was a sign out front calling for volunteers, so she attended an information session to learn more. "When you first come into the house, you immediately feel the loving and warm atmosphere that prevails," Toska says. Contrary to the misconception that there would be an overwhelming aura of sadness, there was a lot of humor and laughter among the guests, their family members, and volunteers and nurses. "I knew I had it in me to be of help," she says. So, in that moment, she decided to begin her work, listening to the guests and their families and supporting where needed. Toska has been volunteering now for three years at the hospice in her hometown of Soest in the Netherlands.

In total, there are 70 volunteers who offer their time, usually in four-hour shifts, and there are always two volunteers on site. Sometimes Toska works an eight-hour night shift.

The guests have had all the treatments they can get; they are in fact medically out of treatment. "It's often called a near-home home," she says, "where people stay for the last period of their lives."

There are sad moments, of course, especially when the guest is a young parent. Toska says you can see the intense sadness of their children and also what they are going through. "As a mother, it touches me even more," she says. "It's very nice that, as a volunteer, you always have the opportunity to talk about it afterward, if you feel the need. The other volunteers, the nurse, or the management are always there for you."

Despite the sadder days, Toska always leaves satisfied—content in knowing that she was able to help. The experience of working with people at the end of their lives grounded her. "It doesn't matter what you've been in your life, whether you've been president or cleaned houses. At the end everyone is equal. There is no status anymore," she says. "It gives me great satisfaction to give love and warmth to someone during a small period of their life, just to be there for them."

"It gives me great satisfaction to give love and warmth to someone during a small period of their life, just to be there for them."

– Toska Pieters



Name:
Vinita Verghese

Business unit:
Digital Brand
Services (DBS)

Office location:
Melbourne,
Australia

The pandemic lockdowns in Australia have been frustrating, especially for folks like Vinita Verghese who thrive by going out into their communities and helping wherever they can.

Vinita, a DBS service trainer based in Melbourne, has done volunteer work since she was a child in India. She says her parents volunteered at their church and helped families who moved into the area. Vinita and other children from the church would visit senior living facilities around the holidays and spend time with residents who didn't have families. But the pandemic has put a crimp in her efforts to help others.

At one point, the lockdown in Melbourne prohibited people from traveling more than five kilometers from their homes. Because of that, Vinita was unable to do some of the charitable work she's done in the past, which includes kick-starting a bake sale that raised money for Suicide Awareness Week or organizing a walkathon to benefit cancer research.

"Sometimes when I'm frustrated that I can't do much, I think about what others around the world are doing," Vinita says. "There must be others in a more difficult position than myself. So instead of focusing on the negative and going online for some retail therapy for myself, I try to focus on something more fulfilling."

In doing so, Vinita found causes she was able to support even in a lockdown. She contributes to fighting hunger by donating to Foodbank Victoria. She says it's particularly important to help now because of the pandemic and people being out of work. Foodbank Victoria is

Australia's largest hunger relief organization.

The Good Friday Appeal—a charity that raises money for the Royal Children's Hospital—has been another way in which Vinita has contributed. Donations to the Good Friday Appeal have gone toward the purchase of medical equipment for treatment at the hospital. She's donated to organizations to aid families in India affected by COVID, and has backed Canteen, a nonprofit providing support for young people between the ages of 12 and 25 who are fighting cancer.

"I also gave to the Red Cross and SAVEM for animal rescue after the bush fires that ravaged Australia last summer," Vinita says.

Once COVID is over, Vinita looks forward to more in-person opportunities to support her community. She previously participated in Walking Stars, a 21-kilometer walkathon to raise funds for cancer. She was inspired to help after her best friend's mother died of cancer. "We created a CSC group. We received a lot of support from our teams and friends and raised close to AU\$1,500."

Thankfully, there's been a silver lining through the pandemic. Vinita says it's given her the opportunity to slow down, reflect, and find ways to help. "I like to look at the glass half-full rather than half-empty," she says. And while the future may be uncertain, Vinita looks forward to discovering new, creative ways to make a difference.

"So instead of focusing on the negative...I try to focus on something more fulfilling."

– Vinita Verghese



Name:
Greg Dale

Business unit:
Corporate and
Legal Solutions
(CLS)

Office location:
Wilmington,
Delaware, U.S.

When he was first approached about mentoring a student at EastSide Charter School in Wilmington, Delaware, Greg Dale was unsure. He was new in his role at CSC and had limited experience working with children, aside from family members, and wasn't convinced that he'd be a good mentor.

"My sister runs a dance program for kids in Wilmington and I volunteer a little with that," the CLS communications specialist says. "Even though I had experience working with kids, I was on the fence." Now, more than two years after first hesitantly agreeing to participate, he was glad he did.

Greg started mentoring before the pandemic, paired with a second-grade boy at EastSide Charter. He met with his mentee once a week before the sessions went virtual due to safety precautions. That shift online, however, didn't prevent the two from building a connection. They got to know each other, talking about school and the boy's interests. "He told me about this YouTube series he watched where people performed aerial tricks," Greg says. "I watched some of the videos on my own and then we talked about it the next day."

Greg was fascinated with the way the relationship transformed as the year went on. The first few times they met, the boy was shy and didn't want to share too much.

But he eventually opened up, talking about things in school that were frustrating him. "We talked and I gave him some suggestions on how to work through those frustrations," Greg recalls. The boy eventually started the conversations, talking about how he was now able to work through any difficulties he was experiencing. "That was really nice to hear. It was such a good feeling to know that I'd made an impact in some small way," he says.

As pandemic restrictions eased, Greg returned to in-person mentoring this past November and was paired with two new second-graders. "They're both very competitive but still work together well," he says. When one of his mentees is struggling with a problem, the other steps in and helps out.

In looking back, Greg is glad he decided to become a mentor. He says the experience has been more than rewarding and encourages others to experience that fulfillment for themselves. "I'd say just go for it, because you never know how you can affect someone's life," he says. "You don't know what type of things that you can offer the kids that will help them in the long run. Step outside of your comfort zone. You'll end up loving it."

"You don't know what type of things that you can offer the kids that will help them in the long run. Step outside of your comfort zone. You'll end up loving it."

– Greg Dale



Names:

Shellie Bailey

Tax and Business Solutions (TBS) Pinnacle, North Carolina, U.S.

Kellye Bruce

Digital Brand Services (DBS) Salem, Oregon, U.S.

Gabby Festa

Shared Services Wilmington, Delaware, U.S.

Nancy Tominaga

Tax and Business Solutions (TBS) Woodland Hills, California, U.S.

There are animal lovers, and then there are people like Gabby Festa, Kellye Bruce, Shellie Bailey, and Nancy Tominaga. These CSC employees go out of their way to make sure the most vulnerable creatures are kept safe and given a chance at a better life.

Gabby, CSC's director of data governance and privacy, volunteers at Main Line Animal Rescue in Chester Springs, Pennsylvania. Gabby has volunteered at Main Line since 2019, working with cats to help them become more social and helping out in other ways, like cleaning litter boxes. She says the cats are not always friendly when people come in to adopt them. "A lot of them have troubled backgrounds or were abandoned," she says. "One of my goals is to socialize them and make them friendly and appealing for adopters."

As a child, Gabby always had pets, and she's passionate about animal advocacy. She also works with dogs at Main Line, walking them and helping to socialize and train them. "We give them what they need to be good puppies," she says.

Kellye donates her time to the Oregon Humane Society in Portland. She helps with scheduling there, making sure there are enough people to train and take care of the dogs. Kellye, a member of the Digital Brand Services (DBS) External Projects Team, has volunteered at rescue organizations for eight years, the last four in Oregon since she moved to Portland.

"You sit with them and try to get them to come to you instead of you going to them," she says of the dogs and the socialization process. "Sometimes you win them over quickly. And there are times when you have to give them a couple of days. But there's nothing like going in there after a bad day and walking the dogs and being outside with them."

Shellie was part of an animal rescue program with the Humane Society of Lincoln County, North Carolina, for nearly 20 years. The senior CSC tax manager had to stop because it became

too taxing for her physically. Her last rescue came when she got a call that someone had moved from West Virginia and chained a dog to the house. Shellie traveled from North Carolina to rescue the pup. Sadly, those kinds of stories were routine for her.

She's still committed to helping animals and offers financial help to many rescue organizations. She learned of a chimpanzee rescue, where the primates are removed from years of medical research and taken to a safe place where they can live out their days in peace. One chimp had become particularly attached to a Betsy Johnson purse that was getting worn out. Shellie spearheaded an effort to find an identical purse through a group on Poshmark and got more than 200 responses. The purse was eventually found in Canada, and she says people from the online group sent her money to buy it and send it to the chimp at the Florida rescue.

Nancy spends her volunteer days at a PetSmart store in Southern California, introducing people to adoptable pets from L.I.F.E. Animal Rescue and giving them information about the process. She'll also do home checks, visiting families looking to adopt a pet and making sure the environment is safe for the animal. "We don't adopt them to a family that doesn't have a fenced-in yard," the Tax and Business Solutions (TBS) director of content management and design says.

She's worked with L.I.F.E (which stands for Living Is For Everyone) for eight years, and says there's nothing more rewarding than helping an animal, especially those who were victims of abuse or mistreatment, find their forever home. "It's amazing to see how some of these mistreated animals react when they're adopted," Nancy says. "They're just so happy when they find their forever home. They really show their appreciation."

It's through their work with different organizations that Gabby, Kellye, Shellie, and Nancy have made an indelible mark on some of the most beloved and furry members of society.

"They're just so happy when they find their forever home."

– Nancy Tominaga



Name:
Chris Kayondo

Business unit:
Tax and Business
Solutions (TBS)

Office location:
Chicago, Illinois,
U.S.

Growing up in a middle-class section of Uganda's capital city, Kampala, Chris Kayondo never had to worry about clean water. But in the surrounding communities and villages, it was a different story.

"You have people living there who have to walk many kilometers just to get water, because there's only one well for an entire village of 500 or 600 people," says Chris, a lead engagement manager with CSC Corptax. "A lot of the people that are fetching water are kids. Before they go to school, they have to walk for kilometers, fetch the water, and bring it back so the family can do all the basic things we take for granted."

Chris moved to the U.S. when he was 19 to attend college and has lived here ever since. While living in Chicago, he learned about a group called Surge for Water from a friend's Facebook post. Surge for Water invests in communities worldwide to provide access to safe water, sanitation, and hygiene solutions to help end the cycle of poverty.

"My friend was fundraising for Surge for Water, which was doing work in Uganda, which I found very interesting," Chris recalls. His friend was competing in a triathlon and wanted to raise awareness and funds for the group on Facebook. "When I talked to her about Surge, I could see how passionate she was about it," he says. "She wasn't even from Uganda; she was born and raised in the U.S."

Chris researched Surge, which happened to be based in Chicago, and met Shilpa Alva, the organization's founder, "a very inspirational person."

"She worked in corporate America and woke up one day and realized that her career wasn't enough. She wanted to do more and give back more," Chris says. "She took her life savings, quit her job, and started this endeavor to bring clean water to communities. And she's been doing just that for 13 years."

He began attending events to learn more about Surge for Water and, over time, volunteered for the organization. "Their work hit really close to home. The more I've been involved, the more I feel like I'm part of something larger and making a meaningful contribution." One of Surge's biggest fundraisers is an annual gala, which Chris has helped organize for several years.

Chris also works on Surge's associate board, recruiting passionate, driven people who want to give back. "We ask them to contribute in whatever capacity they can," he says. "We look for people who are good at social media, corporate relations, organizing fundraisers, and things like that to help us with our mission."

Being a native Ugandan helps Chris when he describes the situation there to other volunteers. "Some have been able to take 'impact trips' to see the work that we do. But most have only seen a video or pictures," he explains. "It really resonates because I can share some of those experiences with people who haven't visited Uganda."

Chris says the more you get involved with a cause, the more you feel like you're a part of something larger and making a difference.

**"The more I've been involved,
the more I feel like I'm part of
something larger and making
a meaningful contribution."**

– Chris Kayondo



Name:
Justin Rodriguez

Business unit:
Corporate and
Legal Solutions
(CLS)

Office location:
Wilmington,
Delaware, U.S.

A 2017 trip to Haiti was truly an eye-opening experience for Justin Rodriguez.

“I was so blind to what a lot of people’s reality is,” says Justin, CLS sales director. “When we got to Haiti, I couldn’t believe the horrific conditions that people were living in. It was truly life-changing.” The trip, led by his church, and other similar missionary trips inspired him to help to start a child sponsorship program called Food for the Hungry. It’s an international nonprofit seeking to end all forms of human poverty and Justin’s latest effort towards creating a better tomorrow.

Unlike other mission programs where volunteers visit an underdeveloped community, work for a week or so, and return home, Food for the Hungry works on a 10-year transformation process. The idea is to visit a country every year for 10 years and teach the residents how to be self-sustaining. “It’s not just providing food and supplies,” he says, “but really teaching people about agriculture and why hygiene is so important. That’s what drives me with Food for the Hungry.”

And he’s worked to expand involvement in the program among his peers at CSC. He says employees can make donations that the company will match in order to help impoverished children in Peru. There’s even a [CSC-specific landing page](#) where people can sign up to become sponsors. There are currently about a dozen children in Peru being sponsored by the CSC-employee partnership, but Justin hopes to see that number grow to at least 100.

“We’re hoping to springboard that into some more strategic work in the country,” he explains. “My goal is to have teams go from CSC to Peru and participate in the community transformation work.”

Due to pandemic travel restrictions, Justin hasn’t been able to be part of that process yet, but he plans on taking a vision trip to Peru. He’ll visit three communities at different stages of the process. “I’ll get an idea where they are now and where they’re headed.”

Justin attributes his desire to help to his servant nature and says the old saying, “Not everyone can do everything, but everyone can do something,” absolutely applies to him. “I truly believe that helping others does so much for not only them, but for you too.” He says he and his wife love to help wherever they can. Because for Justin, the simple truth is that you don’t have to go very far to make a difference.

“Not everyone can do everything, but everyone can do something.”

– Justin Rodriguez



Name:

Ashley Lauren Toner

Business unit:

Digital Brand Services (DBS)

Office location:

Wilmington, Delaware, U.S.

Ashley Lauren Toner is the first to admit she doesn't have the skills or training to help solve the problem of homelessness. "But I can cook," the senior DBS business analyst says. Ashley volunteers with the Paris Foundation in Elkton, Maryland, which supports the homeless in the area.

"Every month I help my church create a meal to feed those in the area," she says. "The Paris Foundation helps me give back to the community and make an impact in someone's life. I can make sure that they have the opportunity to feel cared for and a part of the community."

Her philanthropic work isn't limited to fighting homelessness. Ashley helps coordinate the annual Operation Snowflake initiative at DBS, where members of the DBS Team decorate areas of Nemours Children's Hospital in Wilmington, Delaware, and run a toy drive to support the children and families in the hospital over the holidays.

Ashley also gives to other nonprofits supporting children facing medical challenges throughout the year, primarily focusing on the Ronald McDonald House of Delaware, St. Jude Children's Research Hospital, Alex's Lemonade Stand, and the B+ Foundation. "My daughter Aria was diagnosed with neuroblastoma as an infant," she explains. "And many of the organizations I support helped her and us as a family through that difficult time." Ashley said her daughter is doing much better now and is in survivorship, but coordinating Operation Snowflake and participating in these fundraisers gave her the opportunity to pay it forward and help others facing similar journeys.

Volunteerism and giving back has always been important to Ashley. "I actively began volunteering through school organizations such as Girl Scouts and Model United Nations, and have continued doing so into adulthood," she says.

"I've been volunteering with the Paris Foundation since 2013," Ashley continues. "I was the community outreach coordinator at my church at the time and we were looking for ways to get more involved in the community. I helped to organize and gather the volunteer group, many members of which still participate in our monthly meal prep and serving, with some new faces as well. Since Aria was born, I've moved from coordinator to participant in the meal preparation."

Her involvement with the other organizations started after her daughter's diagnosis. "I was encouraged to help coordinate ways for my team to participate in activities that would also benefit the community. Operation Snowflake has continued since then."

One of the best things about working at CSC, Ashley explains, is how much leadership encourages employees to give back to our community. "One of the questions I asked about before joining CSC was how it makes a difference in the community. And the answers I received during the interview process proved true," she says.

"Not only does CSC give back at the organizational level, but it also encourages its employees to do so on an individual basis," Ashley says. "It's a great feeling to know that you're making a positive difference in someone's life."

"It's a great feeling to know that you're making a positive difference in someone's life."

– Ashley Lauren Toner

Giving back—it's who we are and what we do

At CSC, our passion for our people, partners, customers, and communities propels us. Building trust among those with whom we work, serve, and interact, and empowering each other to be our most authentic selves, are at the core of who we are as a company.

CSC has had a formal philanthropy program for many years, and in recent years it has been branded as CSC Gives Back. Our efforts have always focused on serving a variety of groups and communities, especially the underserved. Over the last two years, we've sought to broaden our impact. In doing so, we've found new ways to partner with other company initiatives and programs, such as our **Diversity and Belonging (D&B) Program**. D&B leans into the strength of our diverse teams and people with a focus on the pillars listed below. And CSC Gives Back provides additional resources to apply those strengths into the areas where we live and work.

Here are a few accomplishments of this collaboration that served to broaden our impact and focus on the things that matter most—including our commitment to our communities:

Increased diversified talent

Through our Community Ambassador Program, we've partnered with several organizations that support this goal, including Zip Code Wilmington, Delaware State University, and The Precisionists. While these nonprofit organizations are diverse, they have the same goal—helping people succeed. As a result of these partnerships, we're proud to report that in 2021 we've increasingly diversified our talent in areas of ethnicity, gender, and more.

Employee development

Training and other resources helped our employees gain greater understanding of the communities that our global company serves. We've shared more than 50 articles on our company intranet in 2021, covering topics related to many aspects of diversity. We've created and facilitated a variety of educational programs for leaders on topics such as stereotyping, microaggressions, and unconscious bias. More than 625 leaders have attended those sessions.

A shared commitment

We all share a commitment to creating a sense of belonging at CSC. To help make fulfilling this commitment easier, we provided U.S. employees with an additional floating day off in honor of diversity and belonging. This "Belonging Day" allows employees to participate in or make a difference for a diversity-related celebration or cause important to them. This is in addition to other designated days allowed for volunteering.

Connections and celebrations

Internally, we created a Strategic Equality Alliance (SEA) and multiple employee resource groups (ERGs) such as our Black Employee Network and Veterans Resource Group. The SEA and the ERGs help employees discover common connections that can also help them find and act on causes that matter most to them. These groups have hosted events around topics such as mental health awareness, Pride Month, Diwali, Kwanzaa, and more.

By leveraging the passion of our people, and in line with our Thrive '25 mission, we'll continue to strengthen, grow, and combine the impact these programs can have—within our organization and our communities—in 2022. By doing so, we're increasing and will continue to expand our impact in our communities and cultures exponentially.

"I love working for an organization that truly improves not only the employees' lives, but the organizations we support and the communities where we live. CSC Gives Back is a life-changing program and I appreciate being part of it."

– An employee in Tax and Business Solutions



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