



Easynet Global Services Press Pack

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1 About Easynet Global Services

Easynet Global Services is a worldwide provider of managed network, hosting and value added integration services, such as Telepresence, to international corporate customers. The company has customers in 50 countries including Michelin, Newscorp, Tchibo, Transport for London, EDF, SAGE, Q Park and Bridgestone.

LDC (Lloyds TSB Development Capital) is the mid-market private equity arm of Lloyds Banking Group, and together with the management team it owns 100% of Easynet.

Easynet has 18 global offices, customers in 50 countries and can deliver solutions in 194.

For more information, visit www.easynet.com. Follow us on Twitter: [@easynet](https://twitter.com/easynet). Connect with us on Linked In: [Easynet Global Services](https://www.linkedin.com/company/easynet-global-services)

Easynet's vision is to be recognised by its peers, customers and partners as the provider of choice for global managed network, hosting and value added integration services. The company is committed to delivering excellence, and differentiates itself on the 'customer experience', understanding its customers' businesses, the benefits and impacts of its service, the solution design, project and partner management, process, quality and customer service management; Customer Relationship Management (CRM) and Information Systems (IS) tools.

Its core values are:

- Passionate
- Engaged
- Flexible
- Innovative
- Pragmatic

2 Facts and Figures

About Easynet Global Services

- Easynet Global Services is a worldwide provider of managed network, hosting and value added integration services such as telepresence
- Easynet revenues 09/10 of £203M
- Chief Executive Officer and founder is David Rowe
- LDC, David Rowe and management team own the company
- LDC is the leading private equity company in the UK mid-market. LDC (Lloyds TSB Development Capital) is part of the Lloyds Banking Group
- Positioned in Visionaries Quadrant of Gartner, Inc's 2010 Magic Quadrant for European Network Service Providers

Solutions

- Full portfolio of managed hosting, network and value added integration services including MVM, IPVPN, connectivity, carrier services, hosting and co-location in purpose-built data centre facilities, and security solutions to international businesses

Global Network

- Easynet retains full control and ownership over the core network assets at a global level
- In the UK, Sky and LDC have entered into a long-term supply agreement to give Easynet Global Services continued access to the Sky LLU access network on an exclusive basis
- Easynet presence at 14 European Internet exchanges

Data Centres

- Six international data centres
- Over 50 co-location facilities across Europe
- Carrier-grade, providing a resilient, managed and secure environment
- Connected directly to Easynet's back-bone offering the best possible performance for customer applications

Customers

- Over 500 large corporate customers
- Customers include SSL International, Dior, the Ford Motor Company and Kohler Mira

Customer Network Operations Centre

- A global fault management and monitoring centre for all end-to-end managed solutions
- Providing support 24/7, 365 days a year
- Coordination and management of network partners across the globe

Video Network Operations Centre

- Cinematic telepresence suite
- Secure facilities for dedicated and hosted video management
- Fully Managed Virtual Meeting service
- 24/7 concierge service

Customer Care Centre

- Central point of contact
- Multi-lingual
- End-to-end ownership of customer problems, from initial report to successful resolution
- Fault Management - skilled engineers dedicated to resolving technical faults as effectively as possible
- Service Management - Service managers provide a named single point of contact for all service-related issues, from reporting to root-cause analysis

3 Easynet and Corporate Social Responsibility

Easynet is committed to managing its business and operations in a socially, ethically and environmentally responsible manner. It recognises the importance of corporate responsibility and is making changes across the organisation to demonstrate this. A strong CSR policy is a significant part of many of its customers' decision-making processes.

3.1 Easynet and its employees

Easynet is an Equal Opportunities employer and adheres to strict Equal Opportunities Policies. It respects the rights of all staff to work within a non-discriminatory environment and has full policies and guidelines in place to ensure this is adhered to.

Easynet operates within a Business Ethics Policy, which includes Ethics and Conduct, Gifts & Hospitality, Conflicts of Interest and Financial Interests, and works to ensure its staff adhere to the code. It expects its employees to be honest and to behave with integrity whatever their position or status within Easynet. Employees dealing with suppliers and other external organisations are required to maintain the highest standards of professional competence and integrity in all business transactions.

Easynet employees have full knowledge of a range of policies and procedures, which are in place to make Easynet a safe, enjoyable, professional place to work.

3.2 Easynet and its Commitment to the Environment

Responsibility

Environmental responsibility is a crucial part of Easynet's operations. Easynet manages this with the following process:

- Assess and measure the impact of its operations on the environment
- Consult on change to reduce this impact
- Communicate and adopt change

Systems in place to reduce this impact include the installation of motion sensitive lights in Easynet offices; intelligent data centre design; assessing the impact on the environment of the entire supply chain; a prominent recycling programme, and engaging employees on environmental issues.

Easynet maintains compliance with environmental regulations, including but not limited to:

- The Waste Electrical and Electronic Regulations (2006) (as amended)
- The Producer Responsibility Obligations (Packaging Waste) Regulations (2007) (as amended)
- The Waste Batteries and Accumulators Regulations (2009)
- The Registration Evaluation Authorisation and Restriction of Chemicals (REACH) Regulation (2007)
- The Hazardous Waste Regulations (2005) (as amended)

In 2008 and 2009, Easynet successfully passed audits by the Environment Agency for compliance with the Packaging Waste Regulations and the WEEE Regulations.

3.3 Easynet and its not-for-profit commitments

Easynet is a patron's company member of the Outward Bound Trust, its chosen charity for 2010-11.

Outward Bound®, the Trust providing developmental adventure breaks to some of the UK's underprivileged young people, has announced that Easynet is to become a Patron's Company member, providing it with an increased level of support.

As part of its Patronage of Outward Bound®, Easynet is encouraging customers and staff to take an active interest and involvement in the organisation participating in events including the London Marathon and the Duke of York's Regatta.

The Patron's Company programme is Outward Bound®'s bursary programme, benefiting schools and youth groups applying directly to the trust for funding.

4 The People Behind Easynet

Group Management Board

- ▶ David Rowe – Chief Executive Officer
- ▶ Richard Croft – General Counsel
- ▶ Bradley Palmer – Chief Finance Officer
- ▶ Justin Fielder – Chief Planning and Technology Officer
- ▶ David Doherty – Chief Information Officer
- ▶ Andy Sumner – Global and UK Sales and Marketing Director
- ▶ Adrian Thirkill – Global Customer Operations Director
- ▶ Julie Partridge – Group HR Director

Managing Directors

- ▶ David Rowe – Managing Director, UK
- ▶ Dirk Peeters – Managing Director, Northern Europe
- ▶ Diethelm Siebuhr – Managing Director, Central Europe
- ▶ Christophe Verdenne – Managing Director, Southern Europe
- ▶ Arjen Berendsen – Managing Director, rest of world

Easynet Board Members

- ▶ Richard Atkins – Non-Executive Chairman
- ▶ Hanif Lalani, OBE – Non-Executive Director
- ▶ Patrick de Smedt – Non-Executive Director
- ▶ Daniel Sasaki – Non-Executive Director
- ▶ Patrick Sellers – Non-Executive Director

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