

CAPITA

CAPITA PLC CORPORATE RESPONSIBILITY POLICY

Classification	[PUBLIC]
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1 POLICY

THIS DOCUMENT MAY BE PROVIDED TO THIRD PARTIES WITHOUT APPROVAL FROM GROUP SECURITY.

Objective

We aim to develop Capita as a long term, sustainable business that delivers value for all our stakeholders including; our employees, clients, suppliers, business partners, and the wider community.

By managing our business responsibly, we support the creation of a financially stable organisation and deliver value for our shareholders.

Scope & governance

This policy is owned by Nick Greatorex on behalf of the Group Board and applies to all Capita employees, and relevant stakeholder groups. We ensure this policy is embedded into our business through our Corporate Responsibility Steering Group, the members of which are accountable for the implementation and monitoring of the supporting policies mentioned below. The policy is reviewed annually and is shared with stakeholders through our corporate website and other channels as appropriate.

Area of focus

To operate sustainably we focus our activities in our key impact areas. These impact areas reflect both our opportunities to make a positive difference and manage our non-financial risks. By managing these areas well, we believe we can deliver the best possible benefits for both our business and the wider world. We use both our corporate strategy and feedback from internal and external stakeholders to define these areas of focus.

Responsible business practices

Our corporate values, ethical code of conduct and group policies collectively set out how we do business and the standards of behaviour we expect. We ensure that these practices are upheld across our business through our Employee Handbook and employee training programmes.

Clients

We believe in delivering excellent service for our clients to meet their needs. We ensure that we manage their services responsibly, adhering to any legal requirements. We have robust policies and procedures in place to ensure we meet these requirements, providing user guidance and online training to our employees.

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Supporting our employees

We value our employees and are committed to providing them with a workplace which is safe and secure. We aim to create a culture where every employee is treated fairly and with respect. We recognise the value that a diverse workforce can bring and we do not accept any form of discrimination.

We believe in creating an inspiring workplace, committing to developing our people, giving them the right skills to help deliver our business strategy.

Managing our supply chain

We aim to develop mutually beneficial relationships with our suppliers and we are committed to working with suppliers who meet our business and sustainability standards. Our group procurement team manage relationships with our strategic suppliers and support a network of local procurement specialists within individual businesses to apply consistent standards across the Group.

Environmental management

We are committed to identifying, managing and minimising the environmental impact of our business operations. We have an environmental management system in place to help us manage our impacts and ensure that we comply with all relevant environmental legislation. Our risk management process also considers environmental risks on a site-by-site basis. We communicate our performance in this area in a transparent way.

Investing in our local communities

We engage with the local communities in which we work, committing to making a positive social and economic impact and understanding and managing any negative impacts of our business operations.

We also seek to make a positive social contribution through the services we provide to our clients and our clients' customers. We have programmes in place to support employee volunteering and fundraising and local communities.

This policy outlines our framework for responsible business management and is an integral part of our corporate responsibility and business strategies.

1.1 CONTACTS

FOR FURTHER INFORMATION OR SHOULD YOU HAVE ANY QUESTIONS, PLEASE CONTACT THE CORPORATE RESPONSIBILITY MANAGER BY EMAILING CORPORATE-RESPONSIBILTY@CAPITA.CO.UK

2 DOCUMENT REFERENCES

Related Documents and website	Ethical Code Statement, Human Rights Policy, Health and Safety Policy, Environmental Policy, Equality and Diversity Policy, Supplier requirements standard www.capita.co.uk/responsibility
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3 DOCUMENT CONTROL

Document History

Issue	Date	Purpose	Author
1.0	01/04/2016	Final Version - Issued	Juliet Jones

Distribution (i.e. those who are to receive a copy once baselined)

Name	Organisation	Role
Capita Connections	Capita plc	Corporate Intranet

Reviewers (i.e. those who will review the product)

Name	Organisation	Role	Signature	Date
CR Steering Group Attendees	Capita plc	Functional heads for key areas in CR		

Product Approval (i.e. those who have final authority to approve the product)

Name	Organisation	Role	Signature	Date
Nick Greatorex	Capita plc	Group Finance Director		April 2016