

## Procurement Policy

We want to work with suppliers who share our values and support us in delivering our purpose to create better outcomes. We value our suppliers and seek to build lasting relationships, treating our suppliers and partners fairly and paying promptly.

This policy sets out what you should expect from us when we buy goods and services and the requirements that must be followed by every one of our businesses, in every country we operate, when doing so.

### We are committed to

- Working with suppliers who share our values and support us in delivering our purpose to create better outcomes.
- Developing strategic supplier arrangements and supporting the use and growth of small and medium enterprises (SME's) and social enterprises in our supply base.
- Encouraging and working with suppliers to achieve the highest standards within our supply chain to ensure that together we can achieve wider social, economic and environmental benefits.
- Complying with all applicable regulatory, legal and professional obligations.
- Operating responsible business procurement practices that support Capita to be cost competitive in a way that supports the long-term sustainability of our business.

### In line with our

- Procurement Standard and Procedure.
- Supplier Charter

### What you should expect from us

- We will provide a clear and fair procurement process and seek to build lasting relationships with our suppliers.
- We recognise good supplier performance through repeat business opportunities.
- We will make payments in accordance with agreed payment terms.
- We will monitor compliance of our supply base in accordance with our supplier charter.
- We will seek to promote greater use of Social Enterprises.

### What we expect from you if you are involved in procuring goods and services on our behalf

- To demonstrate the commitments of this policy and follow our supplier charter, which supports this policy.
- To complete all due diligence requests in the time frame required.
- To speak up if you face a situation where you are not sure what to do, or if you have a concern this policy is not being followed.
- Our Speak up Policy sets out the channels available to you to do so. No action will be taken against you if you report a genuine concern. Whether the concern is proven or not.

### How we achieve this

- Every division and function in Capita must adhere to this policy, our supplier charter and associated standard and procedures.
- We take policy non-compliance very seriously. Exceptions are reported and managed through our governance mechanisms, which ultimately includes to our Risk and Audit committees.



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