

Human Rights Policy

We believe that every individual should have the freedom to lead a dignified life, free from fear or want, and free to express independent beliefs.

We are committed to

- Tackling our sustainable priorities by partnering with charity and community organisations.
- Running our business in line with the principles of human rights set out in the UN Guiding Principles on Business and Human Rights and the International Labour Organisation (ILO) fundamental conventions on labour rights. Our commitment to these principles is outlined in this policy.
- Respecting these principles in all aspects of our operations globally and with our interactions with each other, and, our clients, our suppliers and customers.

What you should expect from us

Leadership

- Every manager within Capita takes responsibility for ensuring our business is conducted in a way that is consistent with this policy.

- We consider risks to our people as risks to our business and we will manage these in line with the commitments of this policy and our company risk management approach.
- When you work with us, we will make you aware of and provide guidance in relation to the policies, standards and procedures relevant to your role.

Protecting the rights of children

- We will not use child labour and will comply with all relevant laws in this regard. We do, however, support legitimate workplace apprenticeships, internships and other similar programmes that comply with the applicable laws and regulations.

Preventing modern slavery

- We will not use forced, bonded or compulsory labour (including slavery and servitude). Workers are not required to lodge 'deposits' or identity papers with us and can leave after giving reasonable notice, with all wages owed to be paid. This includes our zero-tolerance approach to human trafficking.

- You can find out more about our commitment to stamp out modern slavery in our Modern Slavery Statement available from www.capita.com.

Preventing bribery and corruption

- In line with our **Anti-Bribery & Corruption policy** we will not pay bribes and will ensure that the company's services are not used to abuse human rights.

A safe and healthy workplace

- We promote and foster a safe and healthy workplace environment, in line with the requirements in our Health, Safety and Environmental policy and associated procedures.

Freedom of association and employee representation

- We consult with and seek our workers views and respect their right to join or not to join a trade union. As such they are free to join an organisation of their choice to represent them in line with local legislation. Where local rights to Collective Bargaining exist, it will be allowed.

Reasonable working hours

- We will ensure that working hours are reasonable and comply with the local legislation and industry standards in the jurisdictions we operate.

Equal opportunity and non-discriminatory treatment

- We respect all workers right to equal opportunity and non-discriminatory treatment in line with our Diversity and Inclusion policy and Code of Conduct which sets out our antiharassment and bullying expectations.
- We will provide written and clear contracts of employment which detail pay and the terms and conditions of employment.

Remuneration

- We will remunerate our workers with wages and benefits that meet the jurisdictional standards that apply.
- We are committed to equal pay and benefits for women and men for work. You can find out more our gender pay data in our Gender Pay Gap Report available from www.capita.com.

Working with suppliers

- We expect and work with our suppliers to ensure they operate in accordance with this policy upholding the principles of human rights in their operations and supply chains.
- Our standard supplier terms and conditions, **Procurement policy** and **Supplier Charter** set out these requirements.

What we expect from you

- To treat everyone you deal with fairly, respecting their right to work in an environment free from fear or want, and where there is freedom to express their independent beliefs.
- To speak up, if you face a situation, or circumstances where you are uncertain or not sure what to do with by letting your manager know in the first instance.
- If you have a concern human rights are not being respected, for example, you believe someone has been unfairly discriminated against, bullied, harassed or treated unfairly, or that something is illegal or unethical or does not comply with our **Code of Conduct** then speak up.
- Our **Speak Up Policy** sets out the channels available to you to do so and no action will be taken against you if you report a genuine concern. Whether any concerns are proven or not.

How we achieve this

- We regularly review and update our employment approach and practices to maintain our focus on human rights.
- We ensure the principles of this policy are reflected in our employment practices and standard terms and conditions of employment.
- We work with external groups and advisory bodies to keep up to date with market practice and how issues are dealt with.



Will Serle
Chief people officer
April 2019