

Environmental data book

Supplement to the Planet section of Capita annual report and accounts

Reporting period: 1st January – 31st December 2025

Version 1.0

Publication date: March 2026



Contents

1	About this environmental data book.....	1
2	Assurance and governance	2
3	Greenhouse gas (GHG) inventory	3
4	Energy and renewable energy use	6
5	Fleet.....	8
6	Waste and circularity	9
7	Water	11
8	People enablement	12

1 About this environmental data book

This environmental data book is published to supplement the Planet section of Capita plc's Annual Report and Accounts. It provides additional environmental performance data and methodological detail to support transparency for investors, clients, rating agencies and other stakeholders seeking deeper insight into Capita's environmental impacts and performance.

The document presents selected environmental metrics, including greenhouse gas emissions, energy use, renewable electricity, fleet composition, waste, circularity, water use and environmental training. It should be read alongside Capita's Annual Report and Accounts and Low Carbon Transition Plan, which set out Capita's strategy, targets and governance arrangements.

Except where stated otherwise, data in this document has not been subject to independent external assurance. Data may be updated in future editions to reflect improvements in data quality, calculation methodologies, or organisational changes, with prior-year figures restated where necessary to maintain consistency and transparency.

Reporting scope and boundary

Data includes operations where Capita has operational control, i.e. the authority to introduce and implement operating policies, across owned and leased properties and business activities.

Measurement and estimation principles

Capita applies a **consistent hierarchy of data sources** to ensure environmental data is reported using the most accurate and reliable information available. This hierarchy is applied across all environmental metrics and prioritises:

1. **Primary measured data**, such as utility invoices, metered consumption data, fuel card records and supplier provided datasets.
2. **Secondary data and reasonable estimates**, used where direct measurement is not available. This includes the use of intensity factors (for example, average electricity or water consumption per square foot) derived from comparable Capita occupied space.
3. **Standard assumptions and proxy data**, applied only where neither direct measurement nor reasonable estimation is possible, and based on recognised methodologies and publicly available factors.

The application of these principles, including any metric specific limitations, is described within the relevant sections of this document.

2 Assurance and governance

Governance and responsibility

Environmental data included in this Environmental Data Book is prepared under the oversight of Capita's Group Environmental function. Data collection, calculation and validation are coordinated centrally, with input from internal teams and external suppliers where relevant.

Reporting standards

Greenhouse gas emissions are calculated in accordance with:

- The **Greenhouse Gas Protocol Corporate Accounting and Reporting Standard**
- The **GHG Protocol Scope 3 Standard**

Emissions conversion factors are primarily sourced from UK Government (DESNZ/Defra) published conversion factors, with other recognised datasets used where appropriate, as described in the Capita's annual report.

Independent assurance

Capita's greenhouse gas emissions data has been subject to independent limited assurance over multiple reporting periods.

For the period **2019 to 2024**, Capita's **Scope 1, Scope 2 and Scope 3 business travel emissions** were independently assured under the **ISAE 3000** standard.

For the **2025 reporting year**, Capita transitioned to independent limited assurance in accordance with **ISO 14064-3:2019**. The scope of assurance was expanded to include **Scope 1 and Scope 2 emissions**, as well as selected **Scope 3 categories**, specifically **purchased goods and services, capital goods, upstream transportation and distribution, business travel, and downstream transportation and distribution**.

Metrics covered by independent assurance are clearly identified within the relevant tables in this document. All other environmental data included in this Environmental Data Book has been subject to internal validation processes but has not been independently assured.

3 Greenhouse gas (GHG) inventory

This section presents Capita's greenhouse gas (GHG) emissions inventory, reported in tonnes of carbon dioxide equivalent (tCO₂e), for the period from the 2019 baseline year to 2025. Emissions are reported in accordance with the **GHG Protocol Corporate Accounting and Reporting Standard** and the **GHG Protocol Scope 3 Standard**, using the **operational control** approach.

The tables below show emissions by scope, breaking down Scope 3 by category. Where relevant, emissions are reported using both **market-based** and **location-based** approaches for Scope 2. Selected emissions data has been subject to independent limited assurance, as described in the assurance and governance section.

Scope 1 and Scope 2 greenhouse gas emissions

Emissions category	2019 (baseline)	2023	2024	2025
Scope 1	18,960*	12,247*	5,150*	3,911*
Scope 2 (market-based)	27,651*	3,553*	4,076*	2,865*
Total Scope 1 + 2 (market-based)	46,611*	15,800*	9,226*	6,776*
Scope 2 (location-based)	41,894*	21,365*	16,010*	9,789*
Total Scope 1 + 2 (location-based)	60,854*	33,612*	21,160*	13,700*

Emissions are reported in tonnes of carbon dioxide equivalent (tCO₂e).

** Emissions data marked with an asterisk were subject to independent limited assurance, as described in the Assurance and governance section.*

What this shows

Capita's **Scope 1 and Scope 2 emissions have reduced substantially since the 2019 baseline year**, reflecting changes to Capita's operating model, a significantly reduced property footprint, increased use of renewable electricity and progress in fleet transition.

Scope 3 emissions

Scope 3 emissions represent the **majority of Capita's total greenhouse gas footprint** and arise primarily from purchased goods and services, capital goods, transportation and distribution, and business travel. As a business services organisation, Capita's Scope 3 emissions are influenced by procurement activity, business mix, outsourcing arrangements and changes in the scale and nature of operations.

As a result, Scope 3 emissions can show **greater year-on-year variability** than Scope 1 and 2 emissions and may not move in line with operational emissions reductions.

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Scope 3 greenhouse gas emissions by category (tCO₂e)

Scope 3 category	2019 (baseline)	2023	2024	2025
Category 1 – Purchased goods and services	196,330	144,611	117,235	115,045*
Category 2 – Capital goods	106,646	13,377	11,133	10,029*
Category 3 – Fuel and energy related activities	10,874	9,900	7,405	3,970
Category 4 – Upstream transportation and distribution	2,893	39,927	14,343	12,955*
Category 5 – Waste generated in operations	58	222	76	24
Category 6 – Business travel	30,823*	6,772*	5,154*	2,739*
Category 7 – Employee commuting	7,147	9,266	5,573	4,595
Category 8 – Upstream leased assets	n/a	n/a	n/a	n/a
Category 9 – Downstream transportation and distribution	25,302	13,658	22,233	22,871*
Category 10 – Processing of sold products	n/a	n/a	n/a	n/a
Category 11 – Use of sold products	n/a	n/a	n/a	n/a
Category 12 – End of life treatment of sold products	n/a	n/a	n/a	n/a
Category 13 – Downstream leased assets	n/a	1,520	9,313	14,409
Category 14 – Franchises	n/a	n/a	n/a	n/a
Category 15 – Investments	n/a	n/a	n/a	n/a
Total Scope 3 emissions	380,073	239,253	192,465	186,637

* Emissions data marked with an asterisk were subject to independent limited assurance, as described in the Assurance and governance section.

What this shows

Scope 3 emissions represent the **majority of Capita's total greenhouse gas emissions**. Since the

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2019 baseline year, Scope 3 emissions have **reduced significantly overall**, reflecting changes in Capita's operating model, procurement activity, capital investment and sustained reductions in business travel.

Year-on-year changes in Scope 3 emissions reflect a combination of factors, including changes in procurement activity, capital expenditure, transportation and distribution requirements, and the scale and nature of leased assets. As a services led organisation, these drivers can vary independently of operational emissions reductions.

Notes

- "n/a" indicates Scope 3 categories that are not material to Capita's business model or where emissions are not applicable.
- As a predominantly services led organisation, Capita does not have material emissions associated with the processing, use or end-of-life treatment of sold products.
- Detailed methodologies for the calculation of greenhouse gas emissions by scope and category are documented in Capita's Annual Report

4 Energy and renewable energy use

This section provides detail on Capita's energy use and the proportion of energy sourced from renewable sources. Data is presented separately for **electricity** and for **total global power**, which includes electricity, district heat, gas, diesel, fleet fuel and other energy sources.

Renewable electricity figures are reported in line with the **GHG Protocol Scope 2 market-based method**, using contractual instruments where applicable. Total global power figures reflect Capita's broader energy mix and therefore include energy sources that are more challenging to decarbonise in the short term.

Renewable electricity use

Metric	2023	2024	2025
% of global electricity from renewable sources	90%*	89%*	84%*

* Includes renewable electricity certificates purchased for locations in India and South Africa.

What this shows

Capita sources a **high proportion of its electricity from renewable sources** across its operations. While the **percentage of renewable electricity has decreased**, this reflects changes in the geographic mix of operations and the availability and structure of renewable electricity procurement in certain markets, rather than a change in Capita's underlying approach to renewable electricity sourcing.

Renewable energy as a proportion of total global power

Metric	2023	2024	2025
% of total global power from renewable sources	34%*	52%*	41%*

* Total global power includes electricity, district heat, gas, diesel and fleet fuels. Renewable electricity certificates are included for locations in India and South Africa.

What this shows

The proportion of Capita's **total global power** sourced from renewable energy is lower than for electricity alone, reflecting the inclusion of fuels such as gas and diesel that are currently more difficult to decarbonise.

Despite year-on-year variation, the proportion of renewable energy within Capita's total power mix remains **materially higher than the 2019 baseline**, reflecting sustained progress in decarbonising electricity supply alongside reduction in use of non-renewable energy.

Renewable electricity instruments

Renewable electricity figures include a combination of onsite generation, green tariff arrangements and market-based instruments such as **Renewable Energy Guarantees of Origin (REGOs)** and

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International Renewable Energy Certificates (IRECs). These instruments are applied in line with the GHG Protocol market-based method and reflect the contractual sourcing of renewable electricity in markets where Capita does not directly control electricity procurement.

The use of renewable electricity is reflected in Capita's **Scope 2 market-based emissions**, while Scope 2 location-based emissions continue to reflect grid average electricity intensity.

Electricity consumption

Metric	2023	2024	2025
Total electricity consumption (MWh)	145,764,316	74,622,042	66,466,290

*Electricity consumption is reported using the **best available data**. Where direct metered consumption data is available to Capita, this is used. In locations where electricity consumption is not directly measured or controlled by Capita, consumption is **estimated using average electricity use per square foot**, based on comparable Capita occupied space.*

What this shows

Capita's reported electricity consumption reflects changes in its operational footprint, including the **scale and location of office based activities**, changes in occupancy, and the **use of a combination of measured and estimated consumption data**.

Year-on-year movements in electricity consumption should therefore be interpreted alongside changes in Capita's property portfolio and operating model, rather than as a direct measure of energy efficiency alone.

5 Fleet

This section summarises the composition of Capita's vehicle fleet and progress in transitioning to lower emission vehicles. Fleet data is presented separately for car fleets and operational fleets, recognising the different operational requirements and decarbonisation pathways for each.

Fleet composition by vehicle type (2025)

Fleet category	Petrol	Diesel	Hybrid	Electric	% hybrid or electric
UK car fleet	0%	6%	68%	26%	94%
Global car fleet (including UK)	2%	6%	66%	25%	91%
UK operational fleet	5%	94%	0%	1%	1%
Global operational fleet (including UK)	5%	94%	0%	1%	1%

*Fleet data includes vehicles owned, leased or provided through company car schemes. Operational fleets include specialist vehicles required for service delivery (for example vans or fire engines), where decarbonisation options may be limited in the short term. Differences in fleet composition reflect **different operational requirements**, meaning that some vehicles can transition to low emission options more quickly than others.*

What this shows

Capita has made **substantial progress in decarbonising its car fleet**, with the majority of vehicles now hybrid or electric across both UK and global fleets. This reflects changes to company car policy and increased availability of lower emission vehicles.

In contrast, **operational and specialist vehicle fleets remain predominantly diesel**, reflecting the current limitations of vehicle availability, range and suitability for certain operational requirements. Decarbonisation of these fleets is therefore expected to progress more gradually as technology and infrastructure develop.

Supporting infrastructure

Capita continues to invest in supporting infrastructure to enable fleet transition, including the installation of **electric vehicle charging points at selected sites**, where operationally appropriate.

6 Waste and circularity

This section summarises waste generated from Capita's operations and the routes used for waste treatment, alongside actions taken to support circular economy principles. Capita is a predominantly office based, services led organisation, and waste arisings primarily relate to office activities, facilities management and IT equipment.

Waste generated by treatment method (tonnes)

Treatment method	2023	2024	2025
Recycling	313	645	393
Incineration with energy recovery	360	536	405
Composting	5	5	0
Anaerobic digestion	68	59	77
Landfill	0	0	0
Total waste generated	746	1,245	876

Waste data is collected from waste management contractors and facilities teams. Figures are reported in tonnes.

What this shows

Capita sends **no operational waste to landfill**, with all waste managed through recycling, composting, anaerobic digestion or energy-from-waste routes.

Year-on-year changes in total waste generated reflect changes in office occupancy and estate consolidation activity, rather than changes in Capita's approach to waste management.

Zero waste to landfill policy

Capita's policy is to send **zero waste to landfill**, and this is reflected in the waste data reported for the period covered by this document. Waste is managed in line with the waste hierarchy, prioritising prevention, reuse and recycling, with recovery used where residual waste remains.

Circular economy outcomes (number of items)

Resource type	2024	2025
Technology redeployed or donated	1,685	1,264
Technology remarketed for sale	10,729	7,216
Technology recycled	19,542	23,429
Furniture reused	1,215	700
Furniture donated	1,997	457

What this shows

Capita applies circular economy principles by prioritising the **reuse, remarketing and recycling of IT equipment and furniture**, reducing the need for new materials and minimising waste.

Year-on-year changes in circularity outcomes reflect the timing of technology refresh cycles, estate consolidation activity and changes in operational demand, rather than a reduction in commitment to circular practices.

Data boundary and interpretation

Waste and circularity data includes operational sites where Capita has access to waste contractor information. In shared or landlord managed buildings, waste treatment routes may be determined by the landlord, which can limit Capita's direct control over disposal outcomes.

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7 Water

Water supports Capita's day-to-day operations, primarily for sanitation, hygiene and drinking water across its property estate. As a predominantly services led organisation, Capita is **not a water intensive business** compared to industrial sectors.

Nevertheless, Capita recognises the importance of responsible water management, particularly in the context of climate change, regional water stress and the operation of data intensive facilities.

Water withdrawals (cubic metres)

Metric	2022	2023	2024	2025
Water withdrawals	198,748	201,204	260,796	121,993

What this shows

Capita's water withdrawals reflect changes in its property footprint and occupancy levels. Year-on-year variation is primarily driven by estate consolidation activity, rather than changes in water use intensity.

Wastewater (cubic metres)

Metric	2022	2023	2024	2025
Wastewater	178,873	181,084	234,716	109,794

What this shows

Wastewater is not directly measured and is estimated as 90% of water withdrawals.

Data boundary and estimation approach

Water data is reported using the **best available information**. Where direct metered water consumption data is available, this is used. Where water consumption is not directly measured, usage is **estimated using average Capita water consumption per square foot**, based on comparable occupied space.

Data centres and water efficiency

Capita's Ark data centre is designed with water efficiency and resilience in mind. Measures include **rainwater harvesting, high efficiency cooling systems**, and monitoring of **Water Usage Effectiveness (WUE)** in line with **ISO/IEC 30134**. These measures support the responsible use of water.

8 People enablement

Capita recognises that effective environmental management depends on the awareness and actions of its people. Environmental responsibilities are therefore embedded within mandatory health, safety and environmental training programmes for employees.

Environmental training

Metric	2025
% of employees completing HSE for Everyone	98%

What this shows

Environmental awareness at Capita is supported through **mandatory training programmes** that cover health, safety and environmental responsibilities. High completion rates reflect the integration of environmental considerations into core employee training rather than reliance on optional courses.

Scope note

Training coverage reflects completion of mandatory programmes and does not capture informal learning, role specific environmental training or participation in voluntary sustainability initiatives.