Capita Plc

CDP Corporate Questionnaire 2026

Word version

Important: this export excludes unanswered questions
This document is an export of your organization's CDP questionnaire response. It contains all data points for questions that are answered or in progress. There may be questions or data points that you have been requested to provide, which are missing from this document because they are currently unanswered. Please note that it is your responsibility to verify that your questionnaire response is complete prior to submission. CDP will not be liable for any failure to do so.
Read full terms of disclosure

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C1. Introduction

(1.1) In which language are you submitting your response?

Select from:

☑ English

(1.2) Select the currency used for all financial information disclosed throughout your response.

Select from:

☑ GBP

(1.3) Provide an overview and introduction to your organization.

(1.3.2) Organization type

Select from:

☑ Publicly traded organization

(1.3.3) Description of organization

Capita plc is a leader in business process outsourcing, technology-enabled services, and professional services, working in partnership with public and private sector clients to deliver and transform essential services. The Group plays a key role in supporting the day-to-day delivery of services that millions of people rely on, from customer management and digital solutions through to complex operational and administrative functions. Capita combines deep sector expertise with technology and data-driven solutions to help organisations run more efficiently, improve service experiences, and adapt to changing demands. Its work spans a diverse range of sectors, including government, defence, healthcare, education, financial services, and regulated industries, where it supports clients to deliver outcomes at scale. [Fixed row]

(1.4) State the end date of the year for which you are reporting data. For emissions data, indicate whether you will be providing emissions data for past reporting years.

(1.4.1) End date of reporting year

Public

12/31/2025

(1.4.2) Alignment of this reporting period with your financial reporting period

Select from:

☑ Yes

(1.4.3) Indicate if you are providing emissions data for past reporting years

Select from:

☑ Yes

(1.4.4) Number of past reporting years you will be providing Scope 1 emissions data for

Select from:

☑ 3 years

(1.4.5) Number of past reporting years you will be providing Scope 2 emissions data for

Select from:

☑ 3 years

(1.4.6) Number of past reporting years you will be providing Scope 3 emissions data for

Select from:

☑ 3 years

[Fixed row]

(1.4.1) What is your organization’s annual revenue for the reporting period?

2312300000

(1.5) Provide details on your reporting boundary.

	Is your reporting boundary for your CDP disclosure the same as that used in your financial statements?
	Select from: ☑ Yes

[Fixed row]

(1.6) Does your organization have an ISIN code or another unique identifier (e.g., Ticker, CUSIP, etc.)?

ISIN code - bond

(1.6.1) Does your organization use this unique identifier?

Select from:

☑ No

ISIN code - equity

(1.6.1) Does your organization use this unique identifier?

Select from:

☑ Yes

(1.6.2) Provide your unique identifier

GB00B23K0M20 GB00BPCT7534

CUSIP number

(1.6.1) Does your organization use this unique identifier?

Public

Select from:
☑ No

Ticker symbol

(1.6.1) Does your organization use this unique identifier?

Select from:
☑ Yes

(1.6.2) Provide your unique identifier

CPI

SEDOL code

(1.6.1) Does your organization use this unique identifier?

Select from:
☑ Yes

(1.6.2) Provide your unique identifier

BPCT753

LEI number

(1.6.1) Does your organization use this unique identifier?

Select from:
☑ Yes

(1.6.2) Provide your unique identifier

CMIGEWPLHL4M7ZV0IZ88

Public

D-U-N-S number

(1.6.1) Does your organization use this unique identifier?

Select from:

☑ Yes

(1.6.2) Provide your unique identifier

298782947

Other unique identifier

(1.6.1) Does your organization use this unique identifier?

Select from:

☑ No

[Add row]

(1.7) Select the countries/areas in which you operate.

Select all that apply

☑ India
☑ Poland
☑ Germany
☑ Ireland
☑ Bulgaria
☑ Switzerland
☑ South Africa
☑ United Kingdom

(1.24) Has your organization mapped its value chain?

(1.24.1) Value chain mapped

Select from:

Public

☑ Yes, we have mapped or are currently in the process of mapping our value chain

(1.24.2) Value chain stages covered in mapping

Select all that apply

☑ Upstream value chain

☑ Downstream value chain

(1.24.3) Highest supplier tier mapped

Select from:

☑ Tier 2 suppliers

(1.24.4) Highest supplier tier known but not mapped

Select from:

☑ All supplier tiers known have been mapped

(1.24.7) Description of mapping process and coverage

Capita's value chain mapping was conducted to support compliance with the Corporate Sustainability Reporting Directive (CSRD) and the European Sustainability Reporting Standards (ESRS). The primary objective was to identify where in the upstream, own operations, and downstream segments the most significant Impacts, Risks, and Opportunities (IROs) are likely to occur. 1. Mapping Process. The mapping process followed EFRAG guidance and was structured to: Capture the full scope of Capita's business relationships, both direct and indirect. Identify hotspots (areas likely to experience severe negative impacts) and dependencies (critical operational reliance) across geographies, sectors, and tiers. Support the Double Materiality Assessment (DMA) by providing a robust operational context for stakeholder engagement and IRO identification. Each segment of the value chain was documented using a consistent framework that included: Activity description Materials/services used or provided Geographies involved Stakeholders and business relationships Documentation sources Identified hotspots and dependencies Where direct data was unavailable—particularly beyond Tier 1 suppliers—Capita used proxies and secondary sources such as Ecovadis ratings, sector benchmarks, and publicly available ESG risk indices. 2. Coverage. The mapping covered the following: Upstream: Includes raw materials, Tier 1 and Tier 2 suppliers. Capita's suppliers are flagged for high-risk jurisdictions based on ESG indices. Own Operations: Covers all internal functions and business units, including Capita Experience, Capita Public Service, Technology Operations, and Group functions such as Finance, Legal, and People. The mapping assumes a homogeneous business model across units unless significant operational differences are identified. Downstream: Includes clients (e.g. UK Government), end users, investors, trade unions, local communities, and environmental impacts (e.g. emissions, waste). It draws on client onboarding documentation, ESG due diligence, and Capita's Annual Report. 3. Materiality Considerations. While not all actors in the value chain are disclosed, the mapping focuses on those most likely to be material. It is designed to inform the future development of an IRO longlist and stakeholder engagement strategy.
[Fixed row]

Public

C2. Identification, assessment, and management of dependencies, impacts, risks, and opportunities

(2.1) How does your organization define short-, medium-, and long-term time horizons in relation to the identification, assessment, and management of your environmental dependencies, impacts, risks, and opportunities?

Short-term

(2.1.1) From (years)

0

(2.1.3) To (years)

3

(2.1.4) How this time horizon is linked to strategic and/or financial planning

Capita defines its short-term risk horizon as up to three years, aligned with its strategic and financial planning cycles. This horizon is chosen to reflect the pace at which climate-related risks—such as regulatory changes, stakeholder expectations, and operational disruptions—can emerge and impact the business. The Group Risk Management Framework (GRMF) mandates quarterly risk assessments, enabling timely identification and escalation of climate risks to governance forums such as the Executive Risk & Ethics Committee (EREC) and the Group Audit & Risk Committee (GARC). These risks are integrated into strategic planning through scenario analysis and internal tools like the Climate Change RO Scoring framework, which assess the impact of climate risks on bids, operations, and compliance. Financial planning incorporates these insights by factoring in potential costs such as carbon pricing, compliance investments, and reputational impacts. The Board's annually reviewed risk appetite informs financial decisions, to remain within acceptable climate risk thresholds. This alignment ensures that short-term climate risks are not only monitored but actively shape investment priorities, resource allocation, and the pace of Capita's transition to net zero.

Medium-term

(2.1.1) From (years)

3

(2.1.3) To (years)

Public

10

(2.1.4) How this time horizon is linked to strategic and/or financial planning

Capita defines its medium-term horizon as 3–10 years, aligning with its strategic transformation roadmap and multi-year financial planning. This horizon is selected to capture the evolving nature of climate-related risks—such as policy shifts, technological disruption, and stakeholder expectations—which may not materialise immediately but can significantly affect long-term value creation. Climate risk is embedded into strategic planning through scenario analysis and horizon scanning. Medium-term risks are assessed using tools like the Climate Change RO Scoring framework and are linked to Capita's ESG principal risk, which is reviewed by the Executive Risk & Ethics Committee (EREC) and Group Audit & Risk Committee (GARC). These insights inform decisions on investment in low-carbon technologies, operational resilience, and compliance with future regulation. Financially, the medium-term horizon enables Capita to plan for capital expenditure and resource allocation aligned with its net zero strategy. It also supports integration of climate risk into contract design, pricing, and supply chain engagement. The Board's annual review of risk appetite informs acceptable thresholds for medium-term climate risks, linking risk exposure directly to financial sustainability and strategic delivery.

Long-term

(2.1.1) From (years)

10

(2.1.2) Is your long-term time horizon open ended?

Select from:

☑ Yes

(2.1.4) How this time horizon is linked to strategic and/or financial planning

Capita defines its long-term horizon as 10+ years, aligning with the timeframes over which climate change is expected to have the most profound and systemic impacts. This horizon supports strategic planning by enabling the business to assess transformational risks and opportunities—such as the transition to a low-carbon economy, long-term regulatory shifts, and physical climate impacts on infrastructure and supply chains. Long-term climate risk is managed through scenario analysis aligned with TCFD guidance. These scenarios inform strategic decisions on decarbonisation pathways, investment in sustainable technologies, and long-term commitments such as Capita's net zero target. The long-term view also supports financial planning, for example by shaping procurement policies, and resilience planning for future climate conditions. The Board's annual review of risk appetite informs acceptable financial thresholds that long-term climate risks are considered within, and that strategic and financial plans remain aligned with Capita's sustainability goals. This horizon enables Capita to future-proof its business model, build stakeholder trust, and ensure long-term value creation in a changing climate.
[Fixed row]

Public

(2.2) Does your organization have a process for identifying, assessing, and managing environmental dependencies and/or impacts?

	Process in place	Dependencies and/or impacts evaluated in this process
	Select from: ☑ Yes	*Select from:* ☑ Both dependencies and impacts

[Fixed row]

(2.2.1) Does your organization have a process for identifying, assessing, and managing environmental risks and/or opportunities?

	Process in place	Risks and/or opportunities evaluated in this process	Is this process informed by the dependencies and/or impacts process?
	Select from: ☑ Yes	*Select from:* ☑ Both risks and opportunities	*Select from:* ☑ Yes

[Fixed row]

(2.2.2) Provide details of your organization's process for identifying, assessing, and managing environmental dependencies, impacts, risks, and/or opportunities.

Row 1

(2.2.2.1) Environmental issue

Public

Select all that apply

☑ Climate change

(2.2.2.2) Indicate which of dependencies, impacts, risks, and opportunities are covered by the process for this environmental issue

Select all that apply

☑ Dependencies

☑ Impacts

☑ Risks

☑ Opportunities

(2.2.2.3) Value chain stages covered

Select all that apply

☑ Direct operations

☑ Upstream value chain

☑ Downstream value chain

☑ End of life management

(2.2.2.4) Coverage

Select from:

☑ Full

(2.2.2.5) Supplier tiers covered

Select all that apply

☑ Tier 1 suppliers

☑ Tier 2 suppliers

(2.2.2.7) Type of assessment

Public

Select from:

☑ Qualitative and quantitative

(2.2.2.8) Frequency of assessment

Select from:

☑ More than once a year

(2.2.2.9) Time horizons covered

Select all that apply

☑ Short-term

☑ Medium-term

☑ Long-term

(2.2.2.10) Integration of risk management process

Select from:

☑ Integrated into multi-disciplinary organization-wide risk management process

(2.2.2.11) Location-specificity used

Select all that apply

☑ Site-specific

☑ Sub-national

☑ National

(2.2.2.12) Tools and methods used

Enterprise Risk Management

☑ Enterprise Risk Management

Other

☑ Materiality assessment

Public

☑ Scenario analysis

(2.2.2.15) Risk types and criteria considered

Acute physical
☑ Flood (coastal, fluvial, pluvial, ground water)
☑ Heat wave
☑ Heavy precipitation (rain, hail, snow/ice)
☑ Storm (including blizzards, dust, and sandstorms)
☑ Wildfires

Chronic physical
☑ Heat stress
☑ Water stress
☑ Sea level rise
☑ Groundwater depletion
☑ Increased severity of extreme weather events
☑ Changing temperature (air, freshwater, marine water)
☑ Changing precipitation patterns and types (rain, hail, snow/ice)

Policy
☑ Carbon pricing mechanisms
☑ Changes to international law and bilateral agreements
☑ Changes to national legislation

Market
☑ Changing customer behavior

Technology
☑ Dependency on water-intensive energy sources
☑ Transition to lower emissions technology and products

Liability
☑ Exposure to sanctions and litigation

Public

☑ Non-compliance with regulations and legislation

(2.2.2.16) Partners and stakeholders considered

Select all that apply

☑ Customers

☑ Employees

☑ Investors

☑ Suppliers

(2.2.2.17) Has this process changed since the previous reporting year?

Select from:

☑ Yes

(2.2.2.18) Further details of process

Understanding the physical and transition climate-related risks and opportunities relevant to our business enables us to identify and respond to the most exposed areas of our operations. Climate change is fully integrated into our risk management system and, in 2025, was categorised under Capita's Responsible Business principal risk. This risk is overseen quarterly by the Board's Audit and Risk Committee, with ownership assigned to the Chief People Officer. We have undertaken a series of assessments to ensure climate-related issues are well understood across the business. In 2021, we conducted internal interviews to identify climate-related risks and opportunities across divisions. Findings were cross-referenced with peer reviews and TCFD guidance and qualitatively assessed to identify the most significant issues for Capita. In 2022, we modelled the potential financial impact of five key climate risks selected based on significance and data availability. These included water stress and carbon pricing, with financial implications derived from scenario-based indicators and business data. In 2023, we prioritised a key transition risk—stakeholder pressure for climate action—and developed an internal tool to model the financial impact of lost opportunities under hypothetical scenarios. This tool supports engagement with divisional teams and informs strategic decision-making. In 2024, we launched an Impacts, Risks and Opportunities (IRO) Scoring project aligned with the Corporate Sustainability Reporting Directive (CSRD). Applying the principle of double materiality, subject matter experts assessed environmental, social and governance topics from both impact and financial perspectives using a standardised methodology. Risks and opportunities were evaluated from an unmitigated perspective to understand inherent exposure. In 2025, we enhanced our assessment process by focusing on the financial quantification of climate-related risks and opportunities. Working with internal subject matter experts and external specialists, we assessed identified climate risks and opportunities across multiple climate scenarios and time horizons. Using scenario analysis, we evaluated how the likelihood, magnitude and potential financial consequences of physical and transition risks may change under different climate futures. For priority risks and opportunities, financial impact estimates were developed using scenario-based assumptions, business data and risk-specific value drivers to improve understanding of potential impacts on costs, revenues, operations and resilience. The outputs are informing enterprise risk management, climate-related disclosures, strategic planning, and future mitigation and adaptation activities. As with all Group-wide risks, climate-related risks are assessed using Capita's enterprise risk framework, which identifies controls and mitigating actions to reduce risk from inherent to residual level. Current controls include science-based emissions reduction targets, supply chain emissions monitoring, climate-integrated supplier

Public

due diligence, business continuity planning, a travel policy to reduce emissions and monitoring of environmental legislation. These controls are reviewed regularly to ensure effectiveness.
[Add row]

(2.2.7) Are the interconnections between environmental dependencies, impacts, risks and/or opportunities assessed?

(2.2.7.1) Interconnections between environmental dependencies, impacts, risks and/or opportunities assessed

Select from:
☑ Yes

(2.2.7.2) Description of how interconnections are assessed

Capita assesses the interconnections between environmental dependencies, impacts, risks, and opportunities through a structured IRO (Impacts, Risks, Opportunities) scoring process aligned with the Corporate Sustainability Reporting Directive (CSRD) and the principle of double materiality. This approach evaluates both how Capita affects the environment and how environmental issues affect Capita's financial performance. Capita conducted a comprehensive scoring exercise across 51 environmental topics. Each IRO was assessed using standardised criteria—likelihood, scale, scope, irremediability, and financial magnitude—from an unmitigated perspective. This ensures that interconnections are captured in their raw form, before the influence of existing controls. Key Interconnected Examples: Climate Change Mitigation – Scope 3 Emissions (Upstream) Scored 14.7 and marked as material. Highlights Capita's dependency on supplier decarbonisation and the impact of supply chain emissions on climate change. Presents a risk to net zero targets and stakeholder trust, and an opportunity to enhance ESG credentials through supplier engagement. Climate Change Adaptation – Physical Risks Risks such as flooding and heatwaves scored up to 16, indicating high likelihood and financial impact. These risks reflect Capita's dependency on resilient infrastructure and stable climate conditions, and the impact of climate change on operational continuity. Water Stress Water consumption and withdrawal risks in regions like India and South Africa scored 9, reflecting moderate to high exposure. These IROs demonstrate how dependencies on water resources intersect with risks of operational disruption and reputational harm. Circular Economy – Waste and Resource Use Opportunities to reduce operational costs and emissions through circular practices scored 12, while risks from poor waste handling scored up to 10.7. These show how impacts from resource use and waste generation are linked to opportunities for efficiency and risks of non-compliance. This scoring process enables Capita to identify where environmental dependencies (e.g. water, climate stability) are linked to material impacts (e.g. emissions, pollution), which in turn create financial risks and strategic opportunities. The results inform Capita's sustainability strategy, risk management, and reporting priorities, ensuring that environmental interconnections are embedded in decision-making.
[Fixed row]

(2.3) Have you identified priority locations across your value chain?

(2.3.1) Identification of priority locations

Public

Select from:

☑ No, but we plan to within the next two years

(2.3.7) Primary reason for not identifying priority locations

Select from:

☑ Other, please specify :Nature-related risk and impact assessment not yet completed

(2.3.8) Explain why you do not identify priority locations

Capita has not yet identified priority locations across its value chain for nature-related impacts, dependencies, risks and opportunities. As a predominantly digital and service-based business, our direct operational footprint is relatively limited and we are in the early stages of developing our approach to nature-related risk management and disclosure. We are currently updating our Responsible Business Strategy and expanding our environmental focus beyond climate change to include nature-related considerations. As part of this work, we intend to assess nature-related dependencies, impacts, risks and opportunities across our operations and supply chain, drawing on emerging frameworks such as TNFD. This assessment will help us identify any priority locations where Capita has significant nature-related impacts, dependencies or exposures, enabling a risk-based and evidence-led approach to prioritisation and future action. We expect this work to commence within the next two years and will use the results to inform future disclosures, supplier engagement activities and environmental strategy development.
[Fixed row]

(2.4) How does your organization define substantive effects on your organization?

Risks

(2.4.1) Type of definition

Select all that apply

☑ Qualitative

☑ Quantitative

(2.4.2) Indicator used to define substantive effect

Select from:

☑ Revenue

Public

(2.4.3) Change to indicator

Select from:

☑ Absolute decrease

(2.4.5) Absolute increase/ decrease figure

6000000

(2.4.6) Metrics considered in definition

Select all that apply

☑ Frequency of effect occurring

☑ Time horizon over which the effect occurs

☑ Likelihood of effect occurring

(2.4.7) Application of definition

Capita evaluates climate-related risks—both transitional and physical—through its enterprise risk management framework, governed by three key layers of Risk Committee: the Group Audit and Risk Committee, the Executive Risk Committee, and Divisional Risk Committees. These bodies assess the financial and strategic implications of climate risks at corporate, divisional, and business unit levels. Risks are assessed using a four-tiered financial impact scale: Low: up to £2 million Medium: £2–4 million High: £4–6 million Very High: over £6 million Likelihood is categorised as: Rare: <25% Possible: 25–50% Likely: 50–75% Certain: >75% A substantive financial impact from climate risk is defined as a critical risk, meeting either: Revenue impact >£6 million with >50% likelihood, or Revenue impact >£4 million with >75% likelihood. These thresholds align with Capita's broader definition of significant impact, which includes both quantitative and qualitative indicators across key categories: Finance: Group profit/loss >£6 million or >5% adverse variance at divisional/BU level. Customer & Client: Major SLA breaches across multiple contracts, requiring significant operational change and Executive Committee intervention; material contracts at risk (>10% divisional revenue). Technology: Penetration of critical systems with data loss; uncontained malware outbreaks; prolonged unavailability of critical IT systems breaching SLAs. People: Widespread industrial action; significant loss of key talent; serious breaches of employment law or duty of care; major health and safety incidents. Reputation: Sustained national media coverage; significant stakeholder concern; reputational damage requiring CEO or Board-level intervention. Legal & Regulatory: Serious breach of law or regulation; formal investigations; significant fines or penalties; loss of licence or regulatory approval. Capita also considers time horizons in climate scenario analysis: Short-term (0–3 years): Medium-term (3–10 years): Long-term (10+ years): This approach ensures that both immediate and emerging risks are captured and integrated into strategic decision-making and resilience planning.

Opportunities

(2.4.1) Type of definition

Public

Select all that apply

☑ Qualitative

☑ Quantitative

(2.4.2) Indicator used to define substantive effect

Select from:

☑ Revenue

(2.4.3) Change to indicator

Select from:

☑ Absolute increase

(2.4.5) Absolute increase/ decrease figure

6000000

(2.4.6) Metrics considered in definition

Select all that apply

☑ Frequency of effect occurring

☑ Time horizon over which the effect occurs

☑ Likelihood of effect occurring

(2.4.7) Application of definition

Capita considers a substantive climate-related opportunity to be one that achieves a combined score of 9 or higher (out of 16) when assessed for its potential size and ability to execute. This scoring is based on Capita's climate opportunity assessment methodology, supporting both TCFD and CSRD disclosures. Each opportunity is evaluated across the following dimensions: Size of Opportunity: Reflects the potential financial or strategic benefit, scored on a 1–4 scale: 4 = Very good opportunity: > £10 million 3 = Good opportunity: £7–10 million 2 = Modest opportunity: £5–7 million 1 = Small opportunity: < £5 million Ability to Execute: Assesses Capita's internal capability to realise the opportunity, based on alignment with existing operations, brand, skills, and cost to deliver. Also scored 1–4: 4 = Strong ability to execute 3 = Reasonable ability to execute 2 = Low ability to execute 1 = Very low ability to execute Time Horizons: Opportunities are assessed across: Short-term (0–3 years) Medium-term (4–9 years) Long-term (10+ years) Climate Scenarios: Each opportunity is tested under three climate futures: Orderly Transition (1.5°C) Disorderly Transition (2°C) Hot House World (3°C) In addition to financial thresholds, Capita considers qualitative indicators when determining whether an opportunity is substantive. These include: Market expansion: Entry into or growth within low-carbon service markets Operational efficiency: Cost savings

Public

from energy efficiency or renewable energy integration Reputational advantage: Enhanced brand value and stakeholder trust through sustainability leadership Regulatory alignment: Early compliance with evolving climate regulations, reducing future risk exposure Innovation and resilience: Development of adaptive capabilities and climate-resilient services or infrastructure This approach ensures that climate-related opportunities are identified, prioritised, and embedded into Capita's strategic planning, enabling the business to capture value while supporting the transition to a low-carbon economy.
[Add row]

Public

C3. Disclosure of risks and opportunities

(3.1) Have you identified any environmental risks which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future?

	Environmental risks identified
Climate change	*Select from:* ☑ Yes, both in direct operations and upstream/downstream value chain

[Fixed row]

(3.1.1) Provide details of the environmental risks identified which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future.

Climate change

(3.1.1.1) Risk identifier

Select from:

☑ Risk1

(3.1.1.3) Risk types and primary environmental risk driver

Market

☑ Changing customer behavior

(3.1.1.4) Value chain stage where the risk occurs

Public

Select from:

☑ Direct operations

(3.1.1.6) Country/area where the risk occurs

Select all that apply

☑ India

☑ Poland

☑ Germany

☑ Ireland

☑ Bulgaria

☑ Switzerland

☑ South Africa

☑ United Kingdom

(3.1.1.9) Organization-specific description of risk

Capita faces a transition risk that it could lose revenue if it is unable to demonstrate credible progress towards net zero or provide low-carbon solutions that meet evolving client requirements. Environmental and climate-related criteria are increasingly incorporated into procurement processes, bid evaluations and contract renewals across both public and private sector markets. Failure to meet client expectations for carbon reduction targets, climate disclosures, transition planning, or sustainability performance could reduce bid competitiveness, result in lost contract opportunities, lower renewal rates, and limit participation in future frameworks and tenders. This could adversely affect revenue growth, market share and long-term strategic competitiveness.

(3.1.1.11) Primary financial effect of the risk

Select from:

☑ Decreased revenues due to reduced demand for products and services

(3.1.1.12) Time horizon over which the risk is anticipated to have a substantive effect on the organization

Select all that apply

☑ Short-term

☑ Medium-term

☑ Long-term

(3.1.1.13) Likelihood of the risk having an effect within the anticipated time horizon

Select from:

Public

☑ About as likely as not

(3.1.1.14) Magnitude

Select from:
☑ Medium

(3.1.1.16) Anticipated effect of the risk on the financial position, financial performance and cash flows of the organization in the selected future time horizons

The primary financial effect of this risk would be reduced revenue if Capita is unable to demonstrate credible progress towards net zero or provide low-carbon solutions that meet evolving client requirements. Environmental and climate-related criteria are increasingly incorporated into procurement processes, bid evaluations and contract renewals across public and private sector markets. Failure to meet these requirements could result in lost bids, reduced contract renewal rates, exclusion from frameworks and missed growth opportunities, adversely affecting revenue generation and market share. Reduced revenue would negatively affect financial performance through lower turnover and operating profit. Lower contract awards and weaker pipeline conversion could also reduce operating cash inflows and constrain future cash generation. Over time, a sustained inability to meet client climate expectations could weaken Capita's competitive position and strategic growth prospects, potentially affecting the value of future contract opportunities and long-term business resilience. This risk has been financially quantified through climate scenario analysis. Under a disorderly transition scenario, the inherent financial impact is estimated at £10m–£25m in the short term (0–3 years), £40m–£100m in the medium term (3–10 years), and £80m–£150m in the long term (10+ years). After considering existing controls, including Capita's Low Carbon Transition Plan, climate governance arrangements, emissions reduction targets and climate-related disclosures, the residual financial impact is estimated at £4m–£10m, £15m–£40m and £30m–£75m respectively. The principal financial statement line items potentially affected are revenue, operating profit and operating cash flows.

(3.1.1.17) Are you able to quantify the financial effect of the risk?

Select from:
☑ Yes

(3.1.1.19) Anticipated financial effect figure in the short-term – minimum (currency)

2000000

(3.1.1.20) Anticipated financial effect figure in the short-term – maximum (currency)

15000000

(3.1.1.21) Anticipated financial effect figure in the medium-term – minimum (currency)

Public

6000000

(3.1.1.22) Anticipated financial effect figure in the medium-term – maximum (currency)

100000000

(3.1.1.23) Anticipated financial effect figure in the long-term – minimum (currency)

10000000

(3.1.1.24) Anticipated financial effect figure in the long-term – maximum (currency)

150000000

(3.1.1.25) Explanation of financial effect figure

The financial effect was quantified using a scenario-based revenue-at-risk methodology. The primary financial effect identified is reduced revenue arising from lost bids, lower contract renewal rates, exclusion from procurement opportunities and missed growth opportunities if Capita is unable to demonstrate credible low-carbon solutions or meet evolving client climate and sustainability requirements. The assessment focused on directly observable revenue impacts and excluded wider reputational effects, margin impacts and cost increases, which are captured under separate risks. A proportion of Group revenue was identified as being sensitive to climate-related procurement requirements, particularly within public sector, regulated private sector and long-term contract markets. Internal scenario analysis indicated that up to approximately 5% of annual revenue could be at risk under adverse transition scenarios. Financial impacts were calculated by applying percentage loss assumptions to the climate-sensitive revenue base. Revenue loss assumptions ranged from approximately 0.5–1% of sensitive revenue for lower-impact outcomes, 1–3% for moderate impacts, and 3–5% for higher-impact outcomes under more severe transition scenarios. The modelling considered three climate scenarios (orderly transition, disorderly transition and hot-house world) and three time horizons (short-, medium- and long-term). The disclosed financial range is cumulative and represents the lowest and highest values identified through this assessment across all relevant scenarios and time horizons. The lowest figure reflects the residual impact after considering existing mitigation measures, including Capita's Low Carbon Transition Plan, strengthened bid support processes, climate governance arrangements, emissions reduction targets and externally validated climate credentials. The highest figure reflects the inherent impact before mitigation under a severe transition pathway. The quantified impact ranges from £2m to £150m. Lower values are associated with short-term residual impacts where climate-related requirements are emerging and existing controls reduce exposure. Higher values are associated with long-term inherent impacts where climate-related procurement requirements become widespread, client expectations continue to strengthen and Capita could experience sustained loss of competitiveness if it fails to demonstrate credible low-carbon capability.

(3.1.1.26) Primary response to risk

Engagement

☑ Engage with customers

Public

(3.1.1.27) Cost of response to risk

300000

(3.1.1.28) Explanation of cost calculation

The annual cost of managing this risk is estimated at approximately £300,000 per year. This estimate is based on the costs of implementing mitigation measures designed to reduce the risk of lost revenue arising from an inability to meet evolving client climate and sustainability requirements. Estimated costs include £150,000 of internal resource costs for climate strategy, disclosures and environmental management activities, £75,000 of external consultancy support for climate risk assessment and transition planning, £25,000 of external assurance of emissions data and disclosures, £20,000 for climate reporting systems and data management tools, and £30,000 of bid support and customer engagement activities related to climate and sustainability requirements. These activities support delivery of Capita's Low Carbon Transition Plan, climate governance, disclosures and climate-related customer requirements, reducing the risk of lost bids, reduced renewals and missed growth opportunities.

(3.1.1.29) Description of response

The primary response is ongoing engagement with customers to understand evolving climate and sustainability requirements and to demonstrate Capita's progress against its climate commitments. This includes communicating delivery of the Low Carbon Transition Plan, responding to climate-related requirements in bids and tenders, providing emissions and climate performance data, maintaining climate-related disclosures and credentials, and engaging with customers on low-carbon solutions that support their own sustainability objectives. These activities are intended to reduce the risk of lost bids, reduced contract renewals and missed growth opportunities resulting from increasing client climate expectations.

Climate change

(3.1.1.1) Risk identifier

Select from:

☑ Risk2

(3.1.1.3) Risk types and primary environmental risk driver

Technology

☑ Transition to lower emissions technology and products

Public

(3.1.1.4) Value chain stage where the risk occurs

Select from:

☑ Direct operations

(3.1.1.6) Country/area where the risk occurs

Select all that apply

☑ India

☑ Poland

☑ Germany

☑ Ireland

☑ Bulgaria

☑ Switzerland

☑ South Africa

☑ United Kingdom

(3.1.1.9) Organization-specific description of risk

Capita faces a climate transition risk that capital expenditure may increase as a result of the investment needed to improve the energy performance and sustainability of its operational property portfolio and support progress towards greenhouse gas reduction targets. The risk is most relevant at lease break, lease expiry or other property decision points, where Capita may need to invest, renegotiate, relocate or exit assets in response to current and anticipated Minimum Energy Efficiency Standards, rising EPC expectations from occupiers and stakeholders, and Capita's Sustainable Property Policy. As Capita's estate is predominantly leased, the cost exposure may depend on lease terms, landlord negotiations and the extent to which building-related upgrade costs are passed through to Capita. The risk does not represent full building refurbishment cost, but the incremental cost pressure attributable to climate transition where targeted efficiency improvements, enabling works, relocation or exit may be required. If not effectively planned and governed, these investment needs could create unplanned or accelerated CapEx requirements and compete with other strategic investment priorities.

(3.1.1.11) Primary financial effect of the risk

Select from:

☑ Increased capital expenditures

(3.1.1.12) Time horizon over which the risk is anticipated to have a substantive effect on the organization

Select all that apply

☑ Short-term

☑ Medium-term

Public

(3.1.1.13) Likelihood of the risk having an effect within the anticipated time horizon

Select from:

☑ More likely than not

(3.1.1.14) Magnitude

Select from:

☑ Medium-low

(3.1.1.16) Anticipated effect of the risk on the financial position, financial performance and cash flows of the organization in the selected future time horizons

The primary financial effect of this risk is increased capital expenditure associated with improving the energy performance and sustainability of Capita's predominantly leased UK property portfolio. Additional investment may be required at lease renewal, lease break or lease expiry events to meet current and anticipated Minimum Energy Efficiency Standards (MEES), respond to increasing EPC expectations and support delivery of Capita's greenhouse gas reduction targets, Sustainable Property Policy and Low Carbon Transition Plan. Increased capital expenditure could affect Capita's financial position by increasing investment requirements and reducing funds available for other strategic priorities. Financial performance may be affected through higher depreciation and asset-related costs associated with transition investments, while cash flows may be affected through increased capital outflows required to implement property and energy efficiency improvements. Financial quantification indicates that this risk could have a substantive effect in the short and medium term. Under the disorderly transition scenario, inherent financial impacts are estimated at between £6.1m and £33.2m in the short term and between £1.2m and £6.2m in the medium term. Existing controls, including the Sustainable Property Policy, lease-event planning, estate rationalisation and capital governance processes, reduce but do not eliminate exposure. The risk therefore remains capable of affecting capital allocation decisions and future cash flows as Capita progresses its transition commitments.

(3.1.1.17) Are you able to quantify the financial effect of the risk?

Select from:

☑ Yes

(3.1.1.19) Anticipated financial effect figure in the short-term – minimum (currency)

1800000

(3.1.1.20) Anticipated financial effect figure in the short-term – maximum (currency)

33200000

Public

(3.1.1.21) Anticipated financial effect figure in the medium-term – minimum (currency)

400000

(3.1.1.22) Anticipated financial effect figure in the medium-term – maximum (currency)

6200000

(3.1.1.25) Explanation of financial effect figure

The financial effect is stated as cumulative and represents the additional capital expenditure required to improve the energy performance and sustainability of Capita's UK operational property portfolio. The primary financial effect is increased capital expenditure associated with meeting greenhouse gas reduction targets, responding to evolving energy efficiency requirements and implementing Capita's Sustainable Property Policy and Low Carbon Transition Plan. The assessment was based on 92 UK operational properties. For each property, the next lease break or lease expiry date was identified as the point at which investment, relocation, lease renegotiation or asset exit could occur. Financial impacts were calculated by applying EPC-based incremental capital cost assumptions to each property, ranging from £0-0.05m for EPC A/B properties, £0.05-0.25m for EPC C/D properties and £0.20-1.00m for EPC E-G properties. The assessment represents incremental climate-related capital expenditure only and excludes full building refurbishment costs. Property-level costs were aggregated and modelled across three climate scenarios. Scenario multipliers of 1.0 (orderly transition), 1.4 (disorderly transition) and 1.2 (hot-house world) were applied to reflect varying levels of transition pressure. Financial impacts were then calculated across short-term (0-3 years), medium-term (3-10 years) and long-term (10+ years) time horizons. The reported figures range from £0.4m to £33.2m. The highest value represents the inherent short-term impact under the disorderly transition scenario, while the lowest value represents the residual medium-term impact under the orderly transition scenario. Residual values reflect existing controls including the Sustainable Property Policy, estate rationalisation, lease-event planning, affordability assessments and capital governance processes. Key assumptions include future lease event timing, EPC improvement requirements, landlord cost-sharing arrangements and future energy efficiency regulations.

(3.1.1.26) Primary response to risk

Infrastructure, technology and spending

☑ Improve maintenance of infrastructure

(3.1.1.27) Cost of response to risk

1550000

(3.1.1.28) Explanation of cost calculation

Public

The estimated cost of the response is approximately £1.55 million NPV over the period 2025–2045. The figure represents Capita's share of the capital investment required to implement energy efficiency measures and improve the sustainability performance of its UK operational property portfolio. The calculation used an average abatement cost of £1,129 per tCO_2e saved, derived from ESOS Phase 2 initiatives, applied to the emissions reductions required to meet greenhouse gas reduction targets. A 30% landlord cost pass-through assumption was applied to reflect the predominantly leased nature of the estate, reducing Capita's share of the total estimated £5.2 million NPV investment requirement. The cost relates directly to the primary financial effect of increased capital expenditure required to meet climate commitments, improve EPC performance and respond to evolving energy efficiency requirements.

(3.1.1.29) Description of response

Capita manages this risk through implementation of energy efficiency measures and application of its Sustainable Property Policy across the UK operational property portfolio. Investment decisions are aligned to lease renewal, lease break and lease expiry events, enabling opportunities to improve building energy performance, support compliance with current and anticipated Minimum Energy Efficiency Standards (MEES), improve EPC ratings and contribute towards delivery of Capita's greenhouse gas reduction targets and Low Carbon Transition Plan. The approach is supported by estate rationalisation, affordability assessments and capital governance processes to ensure climate-related investments are prioritised and delivered through planned property decision cycles.

Climate change

(3.1.1.1) Risk identifier

Select from:

☑ Risk3

(3.1.1.3) Risk types and primary environmental risk driver

Market

☑ Lack of availability and/or increased cost of raw materials

(3.1.1.4) Value chain stage where the risk occurs

Select from:

☑ Direct operations

(3.1.1.6) Country/area where the risk occurs

Select all that apply

Public

☑ India
☑ Poland
☑ Germany
☑ Ireland
☑ Bulgaria
☑ Switzerland
☑ South Africa
☑ United Kingdom

(3.1.1.9) Organization-specific description of risk

Capita faces a climate transition risk that its operating expenditure may increase due to fluctuating and rising energy and fuel prices during the transition to a low-carbon economy. The risk affects energy consumed across Capita's direct operations, including electricity used within the operational property portfolio, gas used for heating, fuel used by the vehicle fleet, and energy associated with data centres and technology infrastructure where these costs are borne directly or passed through contractually. Changes in energy markets, carbon pricing mechanisms, fuel supply dynamics and wider transition-related regulatory and market developments may increase the cost of energy required to deliver services. As a large, geographically dispersed organisation operating across multiple locations, Capita remains exposed to energy price volatility even where consumption is reduced. Sustained increases in energy and fuel costs could increase operating expenditure, place pressure on margins and compete with other business priorities if not effectively managed. The risk is partially mitigated through energy efficiency initiatives, renewable electricity procurement, fleet decarbonisation and active energy contract management, although these measures cannot fully eliminate exposure to market-wide price movements.

(3.1.1.11) Primary financial effect of the risk

Select from:
☑ Increased indirect [operating] costs

(3.1.1.12) Time horizon over which the risk is anticipated to have a substantive effect on the organization

Select all that apply
☑ Short-term
☑ Medium-term
☑ Long-term

(3.1.1.13) Likelihood of the risk having an effect within the anticipated time horizon

Select from:
☑ More likely than not

Public

(3.1.1.14) Magnitude

Select from:

☑ Medium-low

(3.1.1.16) Anticipated effect of the risk on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Capita anticipates that rising and volatile energy and fuel prices during the transition to a low-carbon economy could increase operating expenditure across its property portfolio, fleet operations and technology infrastructure. In the short term, higher electricity, gas and fuel costs may increase day-to-day operating costs and place pressure on margins. In the medium to long term, continued energy market volatility, carbon pricing mechanisms and changes in energy supply dynamics could result in sustained increases in expenditure and greater uncertainty in forecasting future operating costs and cash flows. Increased energy costs may also compete with other business investment priorities and affect the timing of discretionary expenditure. While energy efficiency initiatives, renewable electricity procurement, fleet decarbonisation and active energy contract management are expected to reduce exposure, Capita is expected to remain partially exposed to market-wide energy price movements. The primary financial effect is therefore increased operating costs, with consequential impacts on financial performance and cash flow over time.

(3.1.1.17) Are you able to quantify the financial effect of the risk?

Select from:

☑ Yes

(3.1.1.19) Anticipated financial effect figure in the short-term – minimum (currency)

5000000

(3.1.1.20) Anticipated financial effect figure in the short-term – maximum (currency)

30000000

(3.1.1.21) Anticipated financial effect figure in the medium-term – minimum (currency)

5000000

(3.1.1.22) Anticipated financial effect figure in the medium-term – maximum (currency)

50000000

(3.1.1.23) Anticipated financial effect figure in the long-term – minimum (currency)

5000000

(3.1.1.24) Anticipated financial effect figure in the long-term – maximum (currency)

45000000

(3.1.1.25) Explanation of financial effect figure

The financial effect was assessed as the cumulative increase in operating expenditure (OpEx) arising from higher electricity, gas and fuel prices during the transition to a low-carbon economy. The assessment covers energy consumed across Capita's direct operations, including electricity and gas used within the operational property portfolio, fleet fuel consumption and energy associated with technology infrastructure where costs are borne directly or contractually passed through. The analysis is based on established internal energy consumption and cost data sourced from Energy Bureau records and Finance general ledger data. Baseline energy expenditure was used as the reference point against which future scenario-driven price increases were assessed. Financial exposure was modelled using projected changes in energy and fuel prices under recognised climate transition scenarios, applied to forecast energy consumption across three time horizons: short term (0–3 years), medium term (4–9 years) and long term (10+ years). Inherent exposure assumes business-as-usual consumption patterns and full exposure to future energy price increases. Residual exposure reflects the effect of existing controls, including energy efficiency initiatives, renewable electricity procurement, fleet decarbonisation, transition planning and active energy contract management, which are expected to reduce overall energy demand and improve resilience to price volatility. However, these controls do not eliminate exposure to market-wide energy price movements. The assessment uses ranges rather than point estimates to reflect uncertainty in future energy markets and avoid false precision. Financial exposure was evaluated across Orderly Transition, Disorderly Transition and Current Policies climate scenarios. The highest modelled exposure occurs under a disorderly transition scenario, where delayed policy action and market adjustment result in more significant energy cost increases. Under this assessment, cumulative inherent exposure ranges from approximately £10 million–£50 million depending on scenario and time horizon, while residual exposure ranges from approximately £5 million–£10 million following application of existing controls. The primary financial effect is increased operating expenditure, resulting in pressure on margins, reduced financial performance and higher cash outflows associated with energy and fuel consumption.

(3.1.1.26) Primary response to risk

Infrastructure, technology and spending

☑ Other infrastructure, technology and spending, please specify :Capita's primary response is to reduce exposure to rising energy and fuel costs through energy efficiency initiatives, renewable electricity procurement, fleet decarbonisation and active energy contract management. These measures are designed to redu

(3.1.1.27) Cost of response to risk

Public

100000

(3.1.1.28) Explanation of cost calculation

The estimated annual response cost is approximately £100,000 and represents ongoing expenditure associated with energy management, energy performance monitoring, renewable electricity procurement activities, energy contract management, fleet transition planning and environmental reporting. The figure reflects the estimated cost of implementing and maintaining measures that reduce energy consumption and exposure to energy price volatility. It excludes major capital investment projects and infrastructure upgrades, which are assessed separately under Capita's climate transition capital expenditure risk.

(3.1.1.29) Description of response

Capita manages the risk of rising energy and fuel costs through a combination of energy efficiency initiatives, renewable electricity procurement, fleet decarbonisation and active energy contract management. These actions are designed to reduce overall energy consumption, improve operational efficiency and decrease exposure to market-wide energy price volatility. Energy efficiency measures are implemented across Capita's operational estate and technology infrastructure to reduce demand for electricity and other energy sources. Renewable electricity procurement supports the reduction of exposure to fossil fuel-related price fluctuations, while fleet decarbonisation initiatives help reduce reliance on conventional transport fuels over time. Capita also actively manages energy contracts and monitors energy market developments to improve cost predictability and identify opportunities to reduce financial exposure. Energy consumption and performance are monitored through established environmental management and reporting processes, enabling progress to be tracked and management actions to be adjusted where required. These measures form part of Capita's wider transition planning activities and are intended to reduce the potential financial impact of increasing energy and fuel prices on operating expenditure, margins and cash flows. Although these actions reduce exposure to the risk, Capita remains partially exposed to broader market and regulatory factors that influence energy prices.

Climate change

(3.1.1.1) Risk identifier

Select from:

☑ Risk4

(3.1.1.3) Risk types and primary environmental risk driver

Market

☑ Lack of availability and/or increased cost of raw materials

(3.1.1.4) Value chain stage where the risk occurs

Public

Select from:

☑ Upstream value chain

(3.1.1.6) Country/area where the risk occurs

Select all that apply

☑ India

☑ Poland

☑ Germany

☑ Ireland

☑ Bulgaria

☑ Switzerland

☑ South Africa

☑ United Kingdom

(3.1.1.9) Organization-specific description of risk

Capita faces a climate transition risk that suppliers may pass through increased costs associated with decarbonisation, climate regulation, carbon pricing, reporting requirements and investment in low-carbon technologies. As a services-led organisation with a significant proportion of greenhouse gas emissions arising from purchased goods and services and capital goods, Capita is exposed to transition-related cost increases within its upstream value chain. The risk is particularly relevant in emissions-intensive supplier categories such as logistics, data centres, construction, facilities management, manufacturing and technology-related services. Climate transition costs may be reflected in higher contract prices, indexation uplifts, supplier recovery of low-carbon investment costs, or reduced competitive tension within affected markets. As climate policies and decarbonisation requirements become more embedded over time, these costs may place upward pressure on Capita's operating expenditure and procurement budgets. While Capita seeks to mitigate the risk through sustainable procurement practices, supplier engagement, competitive tendering, supplier diversification and contract management, it remains exposed to external cost increases that are outside its direct control.

(3.1.1.11) Primary financial effect of the risk

Select from:

☑ Increased indirect [operating] costs

(3.1.1.12) Time horizon over which the risk is anticipated to have a substantive effect on the organization

Select all that apply

☑ Medium-term

☑ Long-term

(3.1.1.13) Likelihood of the risk having an effect within the anticipated time horizon

Public

Select from:

☑ More likely than not

(3.1.1.14) Magnitude

Select from:

☑ Medium-low

(3.1.1.16) Anticipated effect of the risk on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Climate transition costs incurred by suppliers may be passed through to Capita via higher contract prices, service charges, indexation mechanisms and costs associated with purchased goods and services. As a result, the risk has the potential to increase operating expenditure across a range of supplier categories, particularly logistics, data centres, construction, facilities management, manufacturing and technology-related services. In the short term, the effect is expected to be limited by existing contractual arrangements and the gradual implementation of climate-related regulation. In the medium to long term, increasing carbon pricing, compliance requirements and supplier investment in low-carbon technologies may lead to more significant cost increases being embedded within supply chains. This could place upward pressure on procurement budgets, reduce operating margins and increase cash outflows associated with supplier contracts. Capita's procurement strategy, supplier engagement activities, competitive tendering processes and supplier diversification measures are expected to reduce, but not eliminate, exposure to these cost increases. Consequently, the primary anticipated financial effect is an increase in indirect operating costs that may affect financial performance and cash flows over the selected time horizons.

(3.1.1.17) Are you able to quantify the financial effect of the risk?

Select from:

☑ Yes

(3.1.1.21) Anticipated financial effect figure in the medium-term – minimum (currency)

1800000

(3.1.1.22) Anticipated financial effect figure in the medium-term – maximum (currency)

15000000

(3.1.1.23) Anticipated financial effect figure in the long-term – minimum (currency)

3000000

(3.1.1.24) Anticipated financial effect figure in the long-term – maximum (currency)

30000000

(3.1.1.25) Explanation of financial effect figure

The figures stated are cumulative. Climate transition costs incurred by suppliers may be passed through to Capita via higher contract prices, service charges, indexation mechanisms and costs associated with purchased goods and services. As a result, the risk has the potential to increase operating expenditure across a range of supplier categories, particularly logistics, data centres, construction, facilities management, manufacturing and technology-related services. In the short term, the effect is expected to be limited by existing contractual arrangements and the gradual implementation of climate-related regulation. In the medium to long term, increasing carbon pricing, compliance requirements and supplier investment in low-carbon technologies may lead to more significant cost increases being embedded within supply chains. This could place upward pressure on procurement budgets, reduce operating margins and increase cash outflows associated with supplier contracts. Capita's procurement strategy, supplier engagement activities, competitive tendering processes and supplier diversification measures are expected to reduce, but not eliminate, exposure to these cost increases. Consequently, the primary anticipated financial effect is an increase in indirect operating costs that may affect financial performance and cash flows over the selected time horizons.

(3.1.1.26) Primary response to risk

Engagement

☑ Engage with suppliers

(3.1.1.27) Cost of response to risk

50000

(3.1.1.28) Explanation of cost calculation

The estimated annual cost of the response is approximately £50,000 and reflects activities to improve understanding and management of climate transition risks within the supply chain. This includes supplier engagement, development of sustainable procurement practices, supplier risk assessments, and the review of climate-related information from key suppliers. The estimate is based on a proportion of internal procurement and sustainability resource time dedicated to these activities. It excludes supplier transition costs passed through to Capita, major procurement transformation programmes, and wider decarbonisation initiatives. The response cost is considered proportionate to the potential increase in operating costs associated with climate-related supplier price increases and supports longer-term supply chain resilience and informed procurement decision-making.

Public

(3.1.1.29) Description of response

Capita's primary response is to strengthen its understanding and management of climate transition risks within its supply chain through supplier engagement and the continued development of sustainable procurement practices. As part of its Low Carbon Transition Plan, Capita is seeking to improve visibility of emissions and climate-related risks associated with purchased goods and services, which represent a significant proportion of the organisation's greenhouse gas footprint. Over time, Capita intends to build greater consideration of climate-related factors into procurement and supplier management activities, with a particular focus on suppliers operating in emissions-intensive sectors. The approach includes encouraging greater transparency on supplier emissions, transition plans and climate-related commitments, while exploring opportunities to support more informed procurement decisions and reduce exposure to future transition-related cost increases. Capita also intends to assess how supplier transition costs may affect key spend categories and use this information to support long-term supply chain resilience and transition planning. While these actions may help reduce exposure to supplier cost pass-through over time, Capita recognises that many climate transition costs originate from external market, regulatory and policy developments that remain outside its direct control.

Climate change

(3.1.1.1) Risk identifier

Select from:

☑ Risk5

(3.1.1.3) Risk types and primary environmental risk driver

Acute physical

☑ Flooding (coastal, fluvial, pluvial, groundwater)

(3.1.1.4) Value chain stage where the risk occurs

Select from:

☑ Direct operations

(3.1.1.6) Country/area where the risk occurs

Select all that apply

☑ India

☑ Poland

☑ Switzerland

☑ South Africa

Public

☑ Germany
☑ Ireland
☑ Bulgaria
☑ United Kingdom

(3.1.1.9) Organization-specific description of risk

Capita faces a physical climate risk that acute weather events, including flooding, storms and other extreme weather, could disrupt power and telecommunications infrastructure that supports the delivery of technology-enabled services. As a provider of software, digital and business process services, Capita relies on resilient connectivity, cloud services, data centres and telecommunications networks to support service delivery, customer access, operational processes and workforce connectivity. Acute climate-related disruptions affecting power grids, telecommunications networks or other critical infrastructure could result in service outages, degraded performance or interruptions to customer-facing and operational systems. These impacts may affect Capita's ability to meet contractual service levels, maintain uninterrupted service delivery and support critical client operations. The risk may lead to revenue loss, service credits, recovery costs and operational disruption, particularly where infrastructure failures affect multiple locations, suppliers or regions simultaneously. While Capita reduces exposure through resilient cloud and data centre providers, geographically distributed operations, business continuity planning and disaster recovery arrangements, the organisation remains partially exposed to external infrastructure disruptions arising from increasingly frequent and severe acute climate events.

(3.1.1.11) Primary financial effect of the risk

Select from:
☑ Decreased revenues due to reduced production capacity

(3.1.1.12) Time horizon over which the risk is anticipated to have a substantive effect on the organization

Select all that apply
☑ Medium-term
☑ Long-term

(3.1.1.13) Likelihood of the risk having an effect within the anticipated time horizon

Select from:
☑ About as likely as not

(3.1.1.14) Magnitude

Select from:

Public

☑ Medium

(3.1.1.16) Anticipated effect of the risk on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Acute climate-related events such as flooding, storms and other extreme weather may disrupt power and telecommunications infrastructure that supports Capita's technology-enabled services. Such disruptions could result in temporary service outages, reduced service availability, delays in service delivery and an inability to meet contractual service levels. The primary financial effect is a reduction in revenue associated with service disruption, together with potential service credit payments and short-term recovery costs. In the short term, impacts are expected to be limited and localised due to existing resilience measures. In the medium and long term, increasing frequency and severity of acute climate events could increase the likelihood of service interruptions affecting multiple locations, suppliers or regions simultaneously. This could result in greater revenue volatility, pressure on financial performance and increased cash outflows associated with service recovery and continuity measures. Capita's use of resilient cloud and data centre providers, geographically distributed operations, business continuity planning and disaster recovery arrangements is expected to reduce the duration and severity of disruption. However, the organisation remains partially dependent on external power and telecommunications infrastructure and therefore retains residual exposure to climate-related service interruption and associated financial impacts.

(3.1.1.17) Are you able to quantify the financial effect of the risk?

Select from:

☑ Yes

(3.1.1.21) Anticipated financial effect figure in the medium-term – minimum (currency)

1000000

(3.1.1.22) Anticipated financial effect figure in the medium-term – maximum (currency)

18000000

(3.1.1.23) Anticipated financial effect figure in the long-term – minimum (currency)

2500000

(3.1.1.24) Anticipated financial effect figure in the long-term – maximum (currency)

35000000

Public

(3.1.1.25) Explanation of financial effect figure

The financial effect is cumulative and was estimated using an incident-based methodology that assesses the potential revenue and contractual impacts arising from acute climate-related disruptions to power and telecommunications infrastructure. The assessment assumes that events such as flooding, storms and other extreme weather may affect connectivity, cloud access and service delivery, resulting in service outages or degraded performance affecting Capita's operations. Financial exposure was modelled by estimating the potential number of material outage events across short-term (0–3 years), medium-term (3–10 years) and long-term (10+ years) time horizons and applying indicative cost bands based on the assumed severity of each event. Minor outage events were assumed to result in partial service disruption with limited service credit exposure and short recovery periods, with estimated impacts of £0.2 million–£0.8 million per event. Moderate outage events were assumed to involve broader disruption for approximately one day, resulting in lost service delivery, increased SLA exposure and estimated impacts of £0.8 million–£3 million per event. Severe events were assumed to involve prolonged or regional infrastructure disruption affecting multiple services, with estimated impacts of £3 million–£10 million or more per event. The assessment assumes between 0–2 material outage events in the short term, 1–4 events in the medium term and 2–6 events in the long term, with higher event frequency and severity assumed under more severe climate futures. Financial impacts include revenue loss from service downtime, delayed delivery, inability to provide services, contractual service credits and limited operational recovery costs. Reputational impacts were not monetised to avoid speculative assumptions. Inherent exposure assumes limited reliance on resilience measures, while residual exposure reflects existing controls including resilient cloud and data centre providers, geographic redundancy, distributed operations, business continuity planning and disaster recovery arrangements. Financial impacts are presented as ranges rather than point estimates to reflect uncertainty regarding event frequency, geographic extent, outage duration, recovery times and the proportion of services affected. Based on this methodology, potential financial exposure was estimated to range from approximately £0.5 million to £35 million depending on the climate scenario and time horizon assessed.

(3.1.1.26) Primary response to risk

Policies and plans

☑ Other policies or plans, please specify :Business continuity and operational resilience planning

(3.1.1.27) Cost of response to risk

75000

(3.1.1.28) Explanation of cost calculation

The estimated annual cost of the response is approximately £75,000 and represents the ongoing cost of maintaining and enhancing business continuity and operational resilience arrangements. The estimate includes periodic business continuity and disaster recovery testing, plan reviews, resilience exercises, governance activities and internal resource time supporting continuity planning and incident preparedness. The figure reflects the incremental cost of maintaining and improving existing resilience arrangements rather than the full cost of technology infrastructure, cloud services or operational delivery. These activities support the organisation's ability to respond to power and telecommunications outages and reduce the potential financial impact of climate-related service disruption.

Public

(3.1.1.29) Description of response

Capita's primary response to this risk is to maintain and strengthen business continuity and operational resilience arrangements designed to reduce the impact of climate-related disruption to critical infrastructure. The organisation relies on resilient cloud and data centre providers, geographically distributed service delivery models and established business continuity and disaster recovery arrangements to support the continuity of technology-enabled services. Business continuity planning considers disruption scenarios including power outages, telecommunications failures and loss of access to critical systems. Recovery procedures, incident management processes and resilience measures are designed to reduce outage duration, support service restoration and minimise impacts on customers and service delivery. Capita's operational model also reduces reliance on a single location through the use of distributed teams and technology-enabled delivery, improving resilience to localised infrastructure disruption. The effectiveness of these arrangements is supported through governance, testing and ongoing review as part of the organisation's wider resilience framework. These measures are intended to reduce the likelihood that acute climate-related events result in material service disruption or revenue loss. While they cannot prevent extreme weather events or eliminate dependency on external power and telecommunications infrastructure, they help limit the severity and duration of disruption and improve the organisation's ability to maintain or restore critical services.

Climate change

(3.1.1.1) Risk identifier

Select from:

☑ Risk6

(3.1.1.3) Risk types and primary environmental risk driver

Market

☑ Other market risk, please specify :Investor expectations relating to climate transition and climate performance

(3.1.1.4) Value chain stage where the risk occurs

Select from:

☑ Direct operations

(3.1.1.6) Country/area where the risk occurs

Select all that apply

☑ India

☑ Poland

☑ Switzerland

☑ South Africa

Public

☑ Germany
☑ Ireland
☑ Bulgaria
☑ United Kingdom

(3.1.1.9) Organization-specific description of risk

Capita could face reduced access to investment or increased financing costs if investors and lenders perceive the company's climate performance, transition planning or environmental disclosures to be less credible than those of its peers. Capital providers are increasingly incorporating climate-related factors into investment and lending decisions, including assessment of governance, emissions reduction progress, climate risk management and transparency of reporting. Failure to meet stakeholder expectations or demonstrate continued progress against climate commitments could reduce investor confidence, affect access to sustainable finance opportunities and result in less favourable borrowing terms. This could increase the cost of capital and constrain financial flexibility, impacting the company's ability to invest in strategic growth and transformation activities. Capita mitigates this risk through climate governance, TCFD-aligned reporting, disclosure of environmental performance and implementation of its Board-approved Low Carbon Transition Plan.

(3.1.1.11) Primary financial effect of the risk

Select from:
☑ Decreased access to capital

(3.1.1.12) Time horizon over which the risk is anticipated to have a substantive effect on the organization

Select all that apply
☑ Medium-term
☑ Long-term

(3.1.1.13) Likelihood of the risk having an effect within the anticipated time horizon

Select from:
☑ Very unlikely

(3.1.1.14) Magnitude

Select from:
☑ Medium-low

Public

(3.1.1.16) Anticipated effect of the risk on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Investor and lender expectations regarding climate performance, governance and disclosure are expected to continue increasing over the medium to long term. If Capita were unable to demonstrate credible climate management, transparent reporting or progress against its climate commitments, the company could experience reduced investor confidence, reduced lender appetite and less favourable financing terms. The primary financial effect would be an increase in the cost of debt, reduced access to sustainable finance mechanisms and potential restrictions on access to capital during future refinancing activities. This could increase financing costs by an estimated £1–5 million per annum under the residual risk scenario, reducing profitability, increasing financing expenditure and limiting financial flexibility for strategic investment and transformation programmes.

(3.1.1.17) Are you able to quantify the financial effect of the risk?

Select from:

☑ Yes

(3.1.1.21) Anticipated financial effect figure in the medium-term – minimum (currency)

1000000

(3.1.1.22) Anticipated financial effect figure in the medium-term – maximum (currency)

10000000

(3.1.1.23) Anticipated financial effect figure in the long-term – minimum (currency)

2000000

(3.1.1.24) Anticipated financial effect figure in the long-term – maximum (currency)

20000000

(3.1.1.25) Explanation of financial effect figure

The estimated financial effect is cumulative and based on scenario analysis assessing how climate performance, governance, transition planning and environmental disclosure could influence investor and lender decisions. Capital providers are increasingly incorporating climate-related considerations into investment and lending decisions, including assessment of governance arrangements, emissions reduction progress, climate risk management and reporting transparency. The inherent risk

scenario assumes that Capita does not maintain effective climate governance, credible transition planning or transparent environmental disclosures. Under this scenario, investors and lenders may perceive increased climate-related risk, leading to reduced lender appetite, less favourable financing terms and higher borrowing costs during refinancing activities. The inherent financial impact was estimated at £5–20 million per annum based on indicative increases in financing costs of approximately 50–150 basis points applied to significant refinancing exposure. The residual risk scenario reflects the mitigating effect of Capita's existing controls, including Board oversight of climate-related matters, TCFD-aligned reporting, publication of climate performance metrics and implementation of a Board-approved Low Carbon Transition Plan. These measures are expected to maintain investor confidence and substantially reduce both the likelihood and severity of adverse financing outcomes. Under this scenario, the estimated financial effect reduces to £1–5 million per annum and is limited to modest debt repricing, loss of preferential lending terms or reduced access to sustainability-linked financing opportunities, rather than loss of access to capital. The estimate represents additional financing costs rather than direct operational expenditure and reflects potential impacts on profitability, cash flows and financial flexibility. As future financing activities, market conditions and investor expectations cannot be predicted with certainty, the figures are presented as directional, scenario-based ranges aligned with Capita's enterprise risk management methodology rather than forecasts of actual future costs.

(3.1.1.26) Primary response to risk

Policies and plans

☑ Develop a climate transition plan

(3.1.1.27) Cost of response to risk

25000

(3.1.1.28) Explanation of cost calculation

The primary response to this risk is implementation and maintenance of Capita's existing climate governance and disclosure framework, including ongoing delivery of the Board-approved Low Carbon Transition Plan. As the transition plan, governance structure and climate reporting processes are already established, no significant incremental expenditure is required. The estimated cost reflects limited ongoing expenditure associated with maintaining climate-related disclosures, monitoring performance, periodic external support and stakeholder communications. Most activities are undertaken using existing resources and are incorporated within normal business operations. The response therefore represents a relatively low ongoing cost compared with the potential financial impact associated with reduced investor confidence or less favourable financing terms.

(3.1.1.29) Description of response

Capita is mitigating this risk through implementation of its Board-approved Low Carbon Transition Plan, supported by climate governance, performance monitoring and transparent environmental disclosure. The transition plan establishes Capita's approach to reducing greenhouse gas emissions, managing climate-related risks and supporting the transition to a lower-carbon economy. Progress is overseen through established governance processes and reported through climate-related disclosures and environmental performance metrics in the Annual Report. Capita also maintains TCFD-aligned reporting and ongoing assessment of climate-related

risks and opportunities. These activities are designed to demonstrate effective climate management, maintain investor and lender confidence, support access to capital and reduce the potential for adverse financing impacts arising from climate-related stakeholder concerns

Climate change

(3.1.1.1) Risk identifier

Select from:

☑ Risk7

(3.1.1.3) Risk types and primary environmental risk driver

Market

☑ Lack of availability and/or increased cost of certified sustainable material

(3.1.1.4) Value chain stage where the risk occurs

Select from:

☑ Direct operations

(3.1.1.6) Country/area where the risk occurs

Select all that apply

☑ India

☑ Poland

☑ Germany

☑ Ireland

☑ Bulgaria

☑ Switzerland

☑ South Africa

☑ United Kingdom

(3.1.1.9) Organization-specific description of risk

Capita relies on renewable electricity to support delivery of its environmental commitments and decarbonisation strategy. As demand for renewable electricity continues to increase across multiple sectors and regions, there is a risk that constrained supply or increased competition for renewable energy contracts could result in higher procurement costs. This could increase operating expenditure associated with electricity consumption across Capita's estate and operational activities. The

Public

risk is particularly relevant as organisations transition towards lower-carbon energy sources and seek to secure renewable electricity through power purchase agreements, renewable tariffs and other procurement mechanisms. Sustained increases in renewable electricity prices could create budgetary pressures, increase the cost of achieving climate objectives and require additional expenditure to maintain renewable electricity sourcing. While Capita actively manages this exposure through procurement planning, contract management and energy efficiency initiatives, the company remains exposed to broader market factors that influence the availability and cost of renewable electricity.

(3.1.1.11) Primary financial effect of the risk

Select from:

☑ Increased indirect [operating] costs

(3.1.1.12) Time horizon over which the risk is anticipated to have a substantive effect on the organization

Select all that apply

☑ Medium-term

☑ Long-term

(3.1.1.13) Likelihood of the risk having an effect within the anticipated time horizon

Select from:

☑ More likely than not

(3.1.1.14) Magnitude

Select from:

☑ Medium-low

(3.1.1.16) Anticipated effect of the risk on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Increased renewable electricity procurement costs could increase Capita's operating expenditure and create budgetary pressure across its operations. As demand for renewable electricity grows and supply becomes constrained, the company may be required to pay higher electricity prices or renewable energy premiums when contracts are renewed or new arrangements are entered into. This could adversely affect financial performance through increased operating costs and reduced profitability. Higher energy expenditure would also increase cash outflows and may reduce funds available for investment in strategic initiatives and decarbonisation activities.

Public

(3.1.1.17) Are you able to quantify the financial effect of the risk?

Select from:

☑ Yes

(3.1.1.21) Anticipated financial effect figure in the medium-term – minimum (currency)

500000

(3.1.1.22) Anticipated financial effect figure in the medium-term – maximum (currency)

7800000

(3.1.1.23) Anticipated financial effect figure in the long-term – minimum (currency)

600000

(3.1.1.24) Anticipated financial effect figure in the long-term – maximum (currency)

14600000

(3.1.1.25) Explanation of financial effect figure

The estimated financial effect is cumulative and based on scenario analysis assessing the potential impact of increasing renewable electricity procurement costs on Capita's operating expenditure. The assessment uses Capita's renewable electricity consumption profile and models potential renewable electricity price premiums under three climate scenarios: an Orderly Transition (below 2°C), a Disorderly Transition (delayed transition) and a Hot House World (current policies). These scenarios reflect varying levels of future demand for renewable electricity, market supply constraints and the pace of decarbonisation. Under the inherent risk scenario, which assumes no mitigating actions are in place, cumulative financial impacts range from approximately £0.6–£1.9 million in the short term under an orderly transition scenario to £4.2–£11.5 million in the long term under a disorderly transition scenario and £5.2–£14.6 million under a hot house world scenario. These impacts arise from increased renewable electricity procurement costs driven by growing demand for low-carbon energy and constrained renewable energy supply. The residual risk scenario reflects Capita's existing controls, including renewable electricity procurement strategies, contract management, energy efficiency initiatives, demand reduction measures, sourcing diversification and financial planning processes. Following application of these controls, the estimated cumulative financial impact reduces to approximately £0.2–£1.2 million in the short term and £2.3–£12.4 million in the longer term, depending on the climate scenario. For ERM purposes, these modelled outcomes were translated into an inherent cost impact of £2–4 million and a residual cost impact of less than £2 million within the assessment window. The primary financial effect is increased operating expenditure associated with renewable electricity procurement, resulting in higher operating costs, reduced profitability and increased operating cash outflows. The figures are scenario-based estimates intended to represent a plausible range of outcomes rather than forecasts of actual future costs.

(3.1.1.26) Primary response to risk

Compliance, monitoring and targets

☑ Implementation of environmental best practices in direct operations

(3.1.1.27) Cost of response to risk

50000

(3.1.1.28) Explanation of cost calculation

The estimated response cost represents the ongoing activities undertaken to reduce exposure to renewable electricity cost inflation, including electricity consumption monitoring, energy management, energy efficiency initiatives, renewable electricity procurement planning, contract management and market analysis. As these activities are integrated into existing operational and procurement processes, the estimate excludes Capita's underlying electricity expenditure and the wider costs of facilities management functions. The £50,000 annual estimate reflects the proportion of internal resource and specialist support required to identify energy-saving opportunities, optimise renewable electricity procurement and monitor market developments. These activities help reduce electricity demand and minimise exposure to future increases in renewable electricity procurement costs.

(3.1.1.29) Description of response

Capita is mitigating this risk through implementation of environmental best practices in its direct operations, supported by active energy management and renewable electricity procurement strategies. The company monitors electricity consumption across its operations and implements energy efficiency initiatives to reduce demand and associated exposure to renewable electricity price increases. Capita also manages the risk through procurement planning, contract management, budgeting and forecasting processes, enabling the business to respond to changes in electricity market conditions and renewable energy pricing. In addition, Capita regularly reviews renewable electricity sourcing arrangements and seeks to optimise procurement strategies to maintain access to renewable electricity while managing cost exposure. These activities are intended to reduce overall electricity consumption, improve energy efficiency, strengthen resilience to renewable electricity price inflation and minimise the operational and financial impacts of increasing renewable electricity procurement costs.

Climate change

(3.1.1.1) Risk identifier

Select from:

☑ Risk8

Public

(3.1.1.3) Risk types and primary environmental risk driver

Market

☑ Other market risk, please specify :Increased cost and reduced availability of high-quality carbon offsets and removals due to growing demand and tightening integrity requirements.

(3.1.1.4) Value chain stage where the risk occurs

Select from:

☑ Direct operations

(3.1.1.6) Country/area where the risk occurs

Select all that apply

☑ India

☑ Poland

☑ Germany

☑ Ireland

☑ Bulgaria

☑ Switzerland

☑ South Africa

☑ United Kingdom

(3.1.1.9) Organization-specific description of risk

Copilot said: Capita may face increased future costs if it is required to purchase high-quality carbon offsets or carbon removals to meet stakeholder, market or evolving regulatory expectations associated with its net zero commitments. Capita's transition strategy prioritises direct emissions reductions and limits the use of offsets to residual emissions that cannot be eliminated through decarbonisation activities. However, residual emissions are expected to remain in the long term and may require neutralisation to support net zero objectives. As demand for high-integrity offsets and removals increases and quality standards become more stringent, the availability of verified, permanent and independently certified projects may become constrained, leading to higher procurement costs. This could increase operating expenditure and the cost of achieving long-term climate commitments. While Capita seeks to minimise this exposure through implementation of its Low Carbon Transition Plan, science-based emissions reductions, annual carbon footprinting and forward planning, the company remains exposed to future market conditions affecting the cost and availability of high-quality carbon credits and removals.

(3.1.1.11) Primary financial effect of the risk

Select from:

Public

☑ Increased indirect [operating] costs

(3.1.1.12) Time horizon over which the risk is anticipated to have a substantive effect on the organization

Select all that apply

☑ Medium-term

☑ Long-term

(3.1.1.13) Likelihood of the risk having an effect within the anticipated time horizon

Select from:

☑ More likely than not

(3.1.1.14) Magnitude

Select from:

☑ Medium

(3.1.1.16) Anticipated effect of the risk on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Capita may incur additional operating expenditure if it is required to purchase high-quality carbon offsets or removals to neutralise residual emissions and meet stakeholder, market or future regulatory expectations associated with its net zero commitments. As demand for high-integrity carbon credits increases and quality standards become more stringent, the cost of verified and permanent offsets may rise and availability may become constrained. This could increase operating costs and reduce profitability through higher expenditure on carbon credits and removals. The risk could also increase future cash outflows associated with climate commitments and reduce financial flexibility by diverting resources that could otherwise be invested in emissions reduction initiatives and strategic business priorities. The long-term financial exposure is greatest where residual emissions remain and high-quality offset markets experience sustained price inflation.

(3.1.1.17) Are you able to quantify the financial effect of the risk?

Select from:

☑ Yes

(3.1.1.21) Anticipated financial effect figure in the medium-term – minimum (currency)

Public

0

(3.1.1.22) Anticipated financial effect figure in the medium-term – maximum (currency)

52000000

(3.1.1.23) Anticipated financial effect figure in the long-term – minimum (currency)

34000000

(3.1.1.24) Anticipated financial effect figure in the long-term – maximum (currency)

218000000

(3.1.1.25) Explanation of financial effect figure

The estimated financial effect is cumulative and is based on scenario analysis assessing the potential future cost of purchasing high-quality carbon offsets or removals to neutralise residual emissions and support long-term net zero objectives. The assessment considers three climate scenarios: an Orderly Transition (1.5°C), a Disorderly Transition (2°C) and a Hot House World (3°C). Financial exposure was calculated using projected residual emissions requiring neutralisation, estimated future prices for high-integrity carbon credits and removals, and the duration of each assessment period. The modelling used a residual emissions anchor of approximately 42,700 tCO_2e, reflecting the level of residual emissions that may remain after delivery of Capita's long-term decarbonisation programme. Carbon credit price assumptions were varied by scenario to reflect differences in market demand, policy ambition, offset quality requirements and availability of verified projects. Higher prices were assumed in disorderly and hot house scenarios due to increased competition for high-integrity offsets and potential supply constraints. The inherent risk scenario assumes limited mitigation, higher residual emissions and greater exposure to future offset markets. The residual risk scenario reflects implementation of Capita's Low Carbon Transition Plan, delivery of emissions reduction initiatives, annual carbon footprinting, governance over offset use and forward procurement planning. These controls reduce both the volume of residual emissions requiring neutralisation and exposure to volatile offset markets.

(3.1.1.26) Primary response to risk

Policies and plans

☑ Develop a climate transition plan

(3.1.1.27) Cost of response to risk

10000

Public

(3.1.1.28) Explanation of cost calculation

Capita's primary response to this risk is implementation of its existing Low Carbon Transition Plan and associated emissions reduction activities. As these governance, reporting and decarbonisation processes are already established and funded through existing business activities, no significant additional expenditure is required. The estimated annual cost of £10,000 represents limited incremental expenditure associated with monitoring developments in carbon markets, reviewing future residual emissions and obtaining specialist support where required. The estimate excludes the future purchase of carbon offsets, which represents the financial effect of the risk rather than the cost of the response.

(3.1.1.29) Description of response

Capita is mitigating this risk through implementation of its Board-approved Low Carbon Transition Plan, which prioritises emissions reduction and limits the use of carbon offsets and removals to residual emissions that cannot be eliminated through operational decarbonisation. The company continues to deliver emissions reduction initiatives, monitor progress through annual carbon footprinting and maintain governance processes covering climate-related targets, disclosures and offset use. Capita's approach is to minimise future reliance on carbon offsets by reducing emissions at source wherever practicable. The company also undertakes forward planning and assessment of future residual emissions to improve understanding of potential offset requirements and reduce exposure to future market volatility. These activities are designed to reduce the volume of emissions requiring neutralisation, limit exposure to rising offset prices and support achievement of long-term net zero ambitions while maintaining alignment with evolving stakeholder expectations and recognised good practice.
[Add row]

(3.1.2) Provide the amount and proportion of your financial metrics from the reporting year that are vulnerable to the substantive effects of environmental risks.

Climate change

(3.1.2.1) Financial metric

Select from:
☑ Revenue

(3.1.2.2) Amount of financial metric vulnerable to transition risks for this environmental issue (unit currency as selected in 1.2)

25435300

(3.1.2.3) % of total financial metric vulnerable to transition risks for this environmental issue

Public

Select from:

☑ 1-10%

(3.1.2.4) Amount of financial metric vulnerable to physical risks for this environmental issue (unit currency as selected in 1.2)

6936900

(3.1.2.5) % of total financial metric vulnerable to physical risks for this environmental issue

Select from:

☑ Less than 1%

(3.1.2.7) Explanation of financial figures

Revenue was selected as the financial metric used to assess vulnerability to climate-related risks. The assessment considered all substantive climate-related risks identified in question 3.1.1 and evaluated the extent to which those risks could materially affect revenue-generating activities, service delivery, operating costs, competitiveness and future business opportunities. Transition risk vulnerability was estimated at 1% of Group revenue (£25.4 million). This assessment reflects exposure to risks including rising supplier pass-through costs, energy price volatility, renewable electricity cost inflation, increasing climate mitigation expenditure, future carbon offset costs, reduced access to capital linked to climate performance and potential revenue impacts associated with failure to transition to lower-carbon solutions. These risks have the potential to affect contract competitiveness, cost recovery, customer demand for lower-carbon services and the profitability of revenue-generating activities. The percentage was derived by assessing the proportion of business activities considered potentially exposed to one or more identified transition risks over the short, medium and long term, recognising that the majority of Group revenue is generated from service-based activities that are not directly dependent on climate-sensitive assets or commodities. Physical risk vulnerability was estimated at 0.3% of Group revenue (£6.9 million). This reflects potential exposure to disruption of operational infrastructure, utilities, transport networks and supplier operations arising from acute climate-related events, including flooding and severe storms. The lower percentage reflects Capita's geographically diversified operations, limited ownership of climate-sensitive physical assets and established business continuity arrangements, while recognising that disruption to facilities, critical infrastructure or key suppliers could affect delivery of certain services and associated revenue streams. The figures represent management's estimate of the proportion of revenue considered vulnerable to identified climate-related risks and are intended to indicate exposure and vulnerability rather than forecast future financial loss.
[Add row]

(3.5) Are any of your operations or activities regulated by a carbon pricing system (i.e. ETS, Cap & Trade or Carbon Tax)?

Select from:

☑ No, and we do not anticipate being regulated in the next three years

Public

(3.6) Have you identified any environmental opportunities which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future?

	Environmental opportunities identified
Climate change	*Select from:* ☑ Yes, we have identified opportunities, and some/all are being realized

[Fixed row]

(3.6.1) Provide details of the environmental opportunities identified which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future.

Climate change

(3.6.1.1) Opportunity identifier

Select from:
☑ Opp1

(3.6.1.3) Opportunity type and primary environmental opportunity driver

Resource efficiency
☑ Cost savings

(3.6.1.4) Value chain stage where the opportunity occurs

Select from:
☑ Direct operations

Public

(3.6.1.5) Country/area where the opportunity occurs

Select all that apply

☑ India
☑ Poland
☑ Germany
☑ Ireland
☑ Bulgaria
☑ Switzerland
☑ South Africa
☑ United Kingdom

(3.6.1.8) Organization specific description

This opportunity centres on improving the energy performance of Capita's leased commercial properties by transitioning them to minimum of EPC B-rated buildings. It aligns with Capita's environmental objectives and supports the Group's draft low-carbon transition plan, while delivering measurable financial and operational benefits. Although Capita does not own its buildings, the organisation can influence leasing decisions to prioritise energy-efficient properties. Occupying buildings with higher EPC ratings reduces energy-related operating costs, enhances ESG performance, and supports compliance with evolving regulatory standards. It also contributes to Capita's broader sustainability commitments and stakeholder expectations. The opportunity spans short-, medium-, and long-term horizons, reflecting the timing of lease renewals and relocations. It enables Capita to proactively manage its estate, reduce exposure to energy price volatility, and improve financial resilience. By integrating EPC performance into property strategy, Capita can strengthen its environmental credentials while delivering tangible cost savings and operational efficiencies.

(3.6.1.9) Primary financial effect of the opportunity

Select from:

☑ Reduced indirect (operating) costs

(3.6.1.10) Time horizon over which the opportunity is anticipated to have a substantive effect on the organization

Select all that apply

☑ Short-term
☑ Medium-term
☑ Long-term

(3.6.1.11) Likelihood of the opportunity having an effect within the anticipated time horizon

Select from:

Public

☑ Virtually certain (99–100%)

(3.6.1.12) Magnitude

Select from:

☑ High

(3.6.1.14) Anticipated effect of the opportunity on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Upgrading the EPC ratings of leased commercial properties to a minimum of EPC B is expected to deliver measurable improvements in Capita's financial position, financial performance, and cash flows across short-, medium-, and long-term horizons. Financial Position: The opportunity strengthens Capita's financial position by reducing energy-related operating costs across its leased estate. Improved EPC ratings contribute to a more efficient and sustainable property portfolio, which supports compliance with regulatory expectations and enhances the organisation's environmental credentials. While Capita does not own these buildings, occupying higher-rated properties may improve lease terms, reduce exposure to future energy price volatility, and support long-term cost stability. Financial Performance: Lower energy consumption directly improves profitability by reducing utility expenditure. These savings contribute to operational efficiency and align with Capita's draft low-carbon transition objectives. The improvements also support ESG-linked performance metrics, which are increasingly relevant to clients, investors, and other stakeholders. Occupying more energy-efficient buildings may also reduce reputational and regulatory risks associated with lower-rated properties. Cash Flows: The opportunity is expected to generate positive impacts on Capita's cash flows by reducing energy-related operating expenses across its leased estate. As leases transition to more energy-efficient buildings, the organisation will benefit from lower utility costs, which directly enhance net cash inflows. These improvements are particularly impactful in the short term, where lease changes are imminent and savings can be realised quickly. Over the medium and long term, the transition to EPC B-rated properties supports predictable and sustained reductions in energy expenditure, contributing to improved financial planning and budget certainty. This enhanced visibility of future cost savings enables more strategic allocation of resources and supports reinvestment into other operational or sustainability initiatives. Additionally, occupying buildings with higher energy performance may reduce exposure to future regulatory costs or penalties associated with lower-rated properties, further protecting long-term cash flow stability.

(3.6.1.15) Are you able to quantify the financial effects of the opportunity?

Select from:

☑ Yes

(3.6.1.17) Anticipated financial effect figure in the short-term - minimum (currency)

5830328

(3.6.1.18) Anticipated financial effect figure in the short-term – maximum (currency)

21377848

(3.6.1.19) Anticipated financial effect figure in the medium-term - minimum (currency)

14285302

(3.6.1.20) Anticipated financial effect figure in the medium-term - maximum (currency)

46937382

(3.6.1.21) Anticipated financial effect figure in the long-term - minimum (currency)

34329072

(3.6.1.22) Anticipated financial effect figure in the long-term – maximum (currency)

108554032

(3.6.1.23) Explanation of financial effect figures

The anticipated financial effect has been calculated as the cumulative operating cost saving from transitioning Capita's leased commercial property portfolio towards buildings with a minimum EPC B rating. The opportunity is expected to reduce energy-related operating costs by improving building energy performance, reducing electricity and heating demand, and lowering exposure to future energy price volatility. The calculation used Capita property data, including current EPC ratings, floor areas and lease profiles. For each property, the estimated annual saving was calculated by applying an EPC upgrade saving rate per square foot, based on the current EPC rating and the assumed improvement to EPC B. The saving rates used were: G to B: £4.19/ft²/year; F to B: £3.48/ft²/year; E to B: £2.79/ft²/year; D to B: £1.67/ft²/year; and C to B: £0.84/ft²/year. These rates were multiplied by the relevant building floor area to estimate annual savings at property level. The figures were then phased according to lease timing, recognising that Capita has greater ability to influence EPC performance at lease renewal, relocation or break points. Short-term savings were calculated over three years, medium-term savings over six years, and long-term savings over nine years. Properties with short-term lease opportunities were included across all three horizons, medium-term lease opportunities were included in medium- and long-term horizons, and longer-term leases were included only in the long-term horizon. The minimum figures include only properties with known EPC ratings and floor area data. The maximum figures include an estimated saving for buildings without complete EPC data, using the distribution of known EPC ratings and typical energy-use profiles across Capita's estate. The range therefore reflects both a data-confirmed baseline and a wider potential opportunity across the portfolio. These figures represent cumulative avoided operating costs rather than guaranteed annual savings.

(3.6.1.24) Cost to realize opportunity

30173990

Public

(3.6.1.25) Explanation of cost calculation

The cost of realising this opportunity was estimated by assessing the additional leasing costs associated with transitioning Capita's leased property portfolio to buildings with a minimum EPC B rating. Average lease costs per square foot were calculated for properties across each EPC rating category and compared with the average lease cost per square foot for EPC B-rated buildings. The difference in lease cost between the existing EPC rating and EPC B was used to determine the potential cost uplift associated with occupying higher-performing buildings. This cost differential was multiplied by the total floor area of buildings identified as potential candidates for transition to EPC B-rated accommodation. The calculation reflects the incremental leasing costs associated with moving to more energy-efficient properties as leases are renewed, relocated or renegotiated over time. The resulting estimated cost to realise the opportunity is £30.2 million. This figure represents the investment required to secure a higher-performing estate and should be considered alongside the anticipated reduction in energy costs, improved operational efficiency, enhanced ESG performance, reduced exposure to energy price volatility and improved resilience to future energy efficiency regulations.

(3.6.1.26) Strategy to realize opportunity

The strategy for realising this opportunity is centred on integrating energy performance considerations into Capita's property and lease decision-making processes. As leases approach renewal or relocation milestones, the organisation will prioritise transitioning to EPC B-rated buildings where commercially viable. This approach will be embedded into estate planning and lease negotiations, enabling Capita to proactively engage with landlords and property managers to secure more energy-efficient premises. Where existing buildings fall below EPC B, the organisation will explore opportunities to influence upgrades through collaboration with landlords or consider alternative locations that meet the required energy standards. The strategy will be phased across short-, medium-, and long-term horizons, aligned with lease expiry profiles. This ensures that improvements are timed to coincide with natural lease events, minimising disruption and enabling cost-effective implementation. It also supports Capita's broader sustainability objectives and regulatory commitments, while delivering operational cost savings and enhancing ESG performance.

Climate change

(3.6.1.1) Opportunity identifier

Select from:

☑ Opp2

(3.6.1.3) Opportunity type and primary environmental opportunity driver

Products and services

☑ Ability to diversify business activities

(3.6.1.4) Value chain stage where the opportunity occurs

Select from:

☑ Downstream value chain

(3.6.1.5) Country/area where the opportunity occurs

Select all that apply

☑ India

☑ Poland

☑ Germany

☑ Ireland

☑ Bulgaria

☑ Switzerland

☑ South Africa

☑ United Kingdom

(3.6.1.8) Organization specific description

Capita is actively expanding its portfolio of low emissions services to meet the rapidly evolving needs of clients who are prioritising sustainability in their procurement and operational strategies. This opportunity is driven by market access and revenue growth. By embedding low carbon processes and solutions into its core offerings, Capita is able to access new markets and win contracts that would otherwise be unavailable. This is especially relevant as clients move to decarbonise their own supply chains and require partners who can support their net zero journey. By proactively investing in innovation and upskilling, Capita is future-proofing its business, ensuring resilience to regulatory changes and evolving market expectations. This positions Capita to capture significant commercial value from the transition to a low carbon economy, supporting both financial growth and the achievement of long-term net zero ambitions.

(3.6.1.9) Primary financial effect of the opportunity

Select from:

☑ Increased revenues resulting from increased demand for products and services

(3.6.1.10) Time horizon over which the opportunity is anticipated to have a substantive effect on the organization

Select all that apply

☑ Medium-term

☑ Long-term

(3.6.1.11) Likelihood of the opportunity having an effect within the anticipated time horizon

Select from:

Public

☑ Virtually certain (99–100%)

(3.6.1.12) Magnitude

Select from:

☑ High

(3.6.1.14) Anticipated effect of the opportunity on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Short term (0–3 years):Capita anticipates that initial investments in expanding low emissions services—including recruitment, development of digital platforms, and operational toolkits—will result in increased operating expenses and neutral or modest improvement in financial position. Cash flows may be negative or neutral in this period due to upfront costs, but these actions are essential to build capability and market presence. Early wins may be realised through contracts with clients prioritising sustainability, supporting incremental revenue growth. Medium term (4–9 years):As low carbon offerings mature and client demand accelerates, Capita expects to see a positive impact on financial performance. Revenue from sustainability-focused services is projected to increase, supporting stabilisation and strengthening of cash flows. The financial position is expected to improve as market share grows, operational efficiencies are realised, and Capita's reputation as a sustainability leader supports long-term contract retention and new business wins. Scenario analysis indicates that the size of the opportunity and ability to execute are both high in this period, especially under an orderly transition. Long term (10+ years):In the long term, Capita anticipates a significant positive effect on financial position, financial performance, and cash flows. Low emissions services are expected to become standard, securing long-term contracts and market leadership. Mature systems and a strong brand reputation will enable continued delivery, innovation, and resilience to regulatory and market changes. Cash flows are expected to be strongly positive, supporting ongoing investment and value creation for stakeholders.

(3.6.1.15) Are you able to quantify the financial effects of the opportunity?

Select from:

☑ Yes

(3.6.1.19) Anticipated financial effect figure in the medium-term - minimum (currency)

500000000

(3.6.1.20) Anticipated financial effect figure in the medium-term - maximum (currency)

5000000000

(3.6.1.21) Anticipated financial effect figure in the long-term - minimum (currency)

Public

1000000000

(3.6.1.22) Anticipated financial effect figure in the long-term – maximum (currency)

10000000000

(3.6.1.23) Explanation of financial effect figures

The anticipated financial effect represents the potential increase in revenue resulting from growth in demand for low-carbon and sustainability-related services. The assessment is based on the projected expansion of public and private sector demand for services that support decarbonisation, climate adaptation, energy efficiency, sustainability reporting, low-carbon infrastructure and net zero delivery. The analysis assumes that organisations will increasingly require support to meet climate-related regulatory requirements, stakeholder expectations and sustainability commitments. Capita is well positioned to capture this opportunity through its existing capabilities in consultancy, infrastructure, transformation, technology, data management, property, training and operational services. The financial effect was assessed using a market-share approach. The long-term opportunity assumes Capita captures between 1% and 10% of the UK sustainability and net zero services market through expansion of low-carbon service offerings and increased demand from clients seeking support with their own transition activities. This results in a projected long-term revenue opportunity of between £1 billion and £10 billion. Medium-term figures assume partial market penetration as capabilities mature, customer demand accelerates and low-carbon services become increasingly integrated into client procurement requirements. The medium-term range therefore represents approximately 50% of the long-term opportunity, resulting in anticipated financial benefits of £500 million to £5 billion. The figures are scenario-based estimates intended to illustrate the potential scale of the opportunity rather than forecasts of future revenue. Actual outcomes will depend on market growth, client demand, competitive dynamics, regulatory developments and Capita's ability to successfully develop, differentiate and deliver sustainability-related services at scale.

(3.6.1.24) Cost to realize opportunity

7000000

(3.6.1.25) Explanation of cost calculation

The estimated cost to realise this opportunity is £7 million. The figure represents the investment required to develop, scale and deliver low-carbon and sustainability-related services capable of meeting growing client demand and supporting expansion into climate and net zero markets. The estimate is based on a phased capability-building programme incorporating specialist recruitment, service development, digital tools, partnerships and external expertise. Key cost areas include sustainability and business development resource, development of low-carbon service propositions, energy efficiency and retrofit capability, renewable energy advisory services, sustainability data and reporting tools, and specialist technical support. The calculation also includes associated employment costs, operational overheads, training, technology development and partnership support required to establish and scale these service offerings. The investment is expected to enhance Capita's ability to compete for sustainability-focused contracts, expand market share, respond to increasing client demand for low-carbon solutions and generate long-term revenue growth associated with the transition to a low-carbon economy. The estimated £7 million cost reflects the minimum investment considered necessary to build the capability, capacity and market presence required to realise the opportunity over the medium and long term.

(3.6.1.26) Strategy to realize opportunity

Capita's strategy to realise its opportunity in the UK public sector sustainability and net zero market is structured around a phased delivery model from Q4 2024 to 2030. This approach is designed to build internal capability, form strategic partnerships, and deliver services aligned to public sector demand and regulatory expectations. The strategy includes five key phases: Market Development Plan: Capita will establish foundational capability by recruiting a Sustainability Service Manager, Data Manager, and Business Development Lead. This team will lead proposition development, data integration, and client engagement. Improving Energy Efficiency: Capita will build delivery capacity by recruiting a Retrofit Coordinator and assessing opportunities for Retrofit Assessors. This phase supports energy audits, retrofit planning, and compliance with public sector decarbonisation schemes. Green Energy Generation: Capita will extend partnerships into energy generation and storage, enabling delivery of solar, battery, and low-carbon infrastructure solutions to public sector clients. Tracking and Reporting: Capita will recruit a PassivHaus Consultant or Building Physicist to enhance building performance analytics, carbon reporting, and compliance with frameworks such as CSRD and SBTi. Transition to Net Zero: Capita will secure buy-in for ecology services to support biodiversity, nature-based solutions, and holistic net zero planning.
[Add row]

(3.6.2) Provide the amount and proportion of your financial metrics in the reporting year that are aligned with the substantive effects of environmental opportunities.

Climate change

(3.6.2.1) Financial metric

Select from:
☑ OPEX

(3.6.2.2) Amount of financial metric aligned with opportunities for this environmental issue (unit currency as selected in 1.2)

88300

(3.6.2.3) % of total financial metric aligned with opportunities for this environmental issue

Select from:
☑ Less than 1%

(3.6.2.4) Explanation of financial figures

The reported OPEX relates to expenditure on energy efficiency and decarbonisation initiatives across Capita's leased property portfolio. During the reporting year, this included investments in LED lighting upgrades, HVAC and air conditioning improvements, insulation measures, and solar photovoltaic installations. These

activities support the identified opportunity to improve the energy performance of buildings and transition towards higher EPC-rated properties. The expenditure is aligned with Capita's climate-related opportunity to reduce energy consumption, lower operating costs, improve energy efficiency and enhance the environmental performance of its estate. The reported amount represents operational expenditure directly attributable to projects expected to deliver energy savings, reduced emissions and improved resilience to future energy price increases.
[Add row]

Public

C4. Governance

(4.1) Does your organization have a board of directors or an equivalent governing body?

(4.1.1) Board of directors or equivalent governing body

Select from:

☑ Yes

(4.1.2) Frequency with which the board or equivalent meets

Select from:

☑ Quarterly

(4.1.3) Types of directors your board or equivalent is comprised of

Select all that apply

☑ Executive directors or equivalent

☑ Independent non-executive directors or equivalent

(4.1.4) Board diversity and inclusion policy

Select from:

☑ No

[Fixed row]

(4.1.1) Is there board-level oversight of environmental issues within your organization?

Climate change

(4.1.1.1) Board-level oversight of this environmental issue

Public

Select from:

☑ Yes

Biodiversity

(4.1.1.1) Board-level oversight of this environmental issue

Select from:

☑ No, but we plan to within the next two years

(4.1.1.2) Primary reason for no board-level oversight of this environmental issue

Select from:

☑ Not an immediate strategic priority

(4.1.1.3) Explain why your organization does not have board-level oversight of this environmental issue

While biodiversity is recognised as an increasingly important environmental topic, particularly in response to evolving stakeholder, client and regulatory expectations, Capita's current Board-level environmental oversight is primarily focused on climate change and the delivery of our net zero commitments. During 2026, Capita is updating its Responsible Business Strategy to reflect findings from its double materiality assessment and to broaden consideration of environmental topics beyond climate change. This review includes the development of a more coordinated approach to nature and biodiversity. As this work progresses, governance arrangements, including Board-level oversight, will be reviewed and enhanced as appropriate.
[Fixed row]

(4.1.2) Identify the positions (do not include any names) of the individuals or committees on the board with accountability for environmental issues and provide details of the board's oversight of environmental issues.

Climate change

(4.1.2.1) Positions of individuals or committees with accountability for this environmental issue

Select all that apply

☑ Chief Executive Officer (CEO)

☑ Board-level committee

Public

(4.1.2.2) Positions' accountability for this environmental issue is outlined in policies applicable to the board

Select from:

☑ Yes

(4.1.2.3) Policies which outline the positions' accountability for this environmental issue

Select all that apply

☑ Other policy applicable to the board, please specify :Schedule of Matters Reserved for the Board and Terms of Reference (Responsible Business Committee)

(4.1.2.4) Frequency with which this environmental issue is a scheduled agenda item

Select from:

☑ Scheduled agenda item in some board meetings – at least annually

(4.1.2.5) Governance mechanisms into which this environmental issue is integrated

Select all that apply

☑ Reviewing and guiding annual budgets

☑ Overseeing the setting of corporate targets

☑ Monitoring progress towards corporate targets

☑ Approving corporate policies and/or commitments

☑ Approving and/or overseeing employee incentives

☑ Monitoring the implementation of the business strategy

☑ Overseeing reporting, audit, and verification processes

☑ Monitoring the implementation of a climate transition plan

☑ Overseeing and guiding the development of a business strategy

☑ Overseeing and guiding the development of a climate transition plan

☑ Reviewing and guiding the assessment process for dependencies, impacts, risks, and opportunities

(4.1.2.7) Please explain

Capita's Board of Directors has ultimate accountability for climate-related issues, with oversight delegated to two key committees: the Group Audit & Risk Committee (GARC) and the Responsible Business Committee (RBC). The GARC is responsible for reviewing Capita's principal risks, including climate change, which is categorised under the Responsible Business principal risk. The GARC approves the Group Risk Management Framework (GRMF), risk appetite, and monitors the effectiveness of risk controls and mitigation strategies. Climate-related risks and opportunities are reviewed biannually, with updates provided by the Executive Risk & Ethics Committee (EREC), which oversees implementation of risk management processes across the business. The RBC, formerly the ESG Committee, plays a central role in guiding Capita's responsible business strategy, which includes climate change. The Committee met four times in 2024 and is chaired by an Independent Non-Executive Director. It is responsible for setting the responsible business strategy, ensuring appropriate resources are in place, and monitoring

progress against climate-related goals and programmes. The RBC receives updates from senior leaders, such as the Director of People & Development, and reviews multi-year programmes including those related to culture and sustainability. The Board and its committees oversee the development and implementation of Capita's climate transition plan, including the setting and monitoring of net zero targets. For example, in 2024, the Executive Team nominated 'Net Zero Representatives' from across the business to help create Capita's first low carbon transition plan. Climate performance is integrated into strategic planning, annual budgets, and risk-adjusted decision-making. Trade-offs—such as balancing investment in low-carbon technologies with short-term financial pressures—are considered at both Board and committee levels. Employee incentives are also aligned with climate objectives. The Remuneration Committee has the authority to include climate-related metrics in executive pay structures, reinforcing accountability for delivery of environmental goals. This integrated governance structure ensures that climate change is embedded in Capita's strategic direction, operational oversight, and long-term value creation.
[Fixed row]

(4.2) Does your organization's board have competency on environmental issues?

Climate change

(4.2.1) Board-level competency on this environmental issue

Select from:
☑ No, but we plan to within the next two years

(4.2.4) Primary reason for no board-level competency on this environmental issue

Select from:
☑ Other, please specify :Capita had a Board member who had Executive level experience in a role which was focused on environmental issues, but this person has since retired. We are now looking to train the Board on climate change.

(4.2.5) Explain why your organization does not have a board with competence on this environmental issue

While no Board member had demonstrable climate-related competence under CDP's definition during the reporting year, Capita has identified enhancement of Board climate governance capability as a priority. In 2026, a planned climate governance capability assessment will evaluate current Board knowledge and experience against the competencies required to oversee climate-related risks, opportunities, transition planning and net zero delivery. Findings will be used to develop targeted training and development actions and to inform any future requirements for specialist climate expertise within the governance structure.
[Fixed row]

(4.3) Is there management-level responsibility for environmental issues within your organization?

Public

Climate change

(4.3.1) Management-level responsibility for this environmental issue

Select from:

☑ Yes

Biodiversity

(4.3.1) Management-level responsibility for this environmental issue

Select from:

☑ No, but we plan to within the next two years

(4.3.2) Primary reason for no management-level responsibility for environmental issues

Select from:

☑ Not an immediate strategic priority

(4.3.3) Explain why your organization does not have management-level responsibility for environmental issues

Biodiversity is not currently assigned to a dedicated management-level role because Capita's environmental governance arrangements have historically focused on climate change, greenhouse gas emissions reduction and delivery of our net zero commitments. During 2026, Capita is updating its Responsible Business Strategy to reflect findings from its double materiality assessment and evolving stakeholder expectations. This work includes consideration of broader environmental topics, including nature and biodiversity. As part of this process, we intend to establish an appropriate approach to biodiversity governance, including management responsibilities, oversight arrangements and integration into our wider environmental strategy. The updated Responsible Business Strategy is expected to be published in 2026.
[Fixed row]

(4.3.1) Provide the highest senior management-level positions or committees with responsibility for environmental issues (do not include the names of individuals).

Climate change

Public

(4.3.1.1) Position of individual or committee with responsibility

Executive level

☑ Chief Executive Officer (CEO)

(4.3.1.2) Environmental responsibilities of this position

Dependencies, impacts, risks and opportunities

☑ Assessing environmental dependencies, impacts, risks, and opportunities

☑ Assessing future trends in environmental dependencies, impacts, risks, and opportunities

☑ Managing environmental dependencies, impacts, risks, and opportunities

Engagement

☑ Managing public policy engagement related to environmental issues

Policies, commitments, and targets

☑ Monitoring compliance with corporate environmental policies and/or commitments

☑ Measuring progress towards environmental corporate targets

☑ Measuring progress towards environmental science-based targets

☑ Setting corporate environmental policies and/or commitments

☑ Setting corporate environmental targets

Strategy and financial planning

☑ Developing a climate transition plan

☑ Implementing a climate transition plan

☑ Conducting environmental scenario analysis

☑ Managing annual budgets related to environmental issues

☑ Implementing the business strategy related to environmental issues

☑ Developing a business strategy which considers environmental issues

☑ Managing environmental reporting, audit, and verification processes

☑ Managing major capital and/or operational expenditures relating to environmental issues

Public

☑ Managing priorities related to innovation/low-environmental impact products or services (including R&D)

(4.3.1.4) Reporting line

Select from:

☑ Reports to the board directly

(4.3.1.5) Frequency of reporting to the board on environmental issues

Select from:

☑ Half-yearly

(4.3.1.6) Please explain

At Capita, the Chief Executive Officer (CEO) holds ultimate executive accountability for environmental issues, including oversight of environmental risks and opportunities and integration of environmental considerations into business strategy and decision-making. Environmental risks are escalated through Capita's governance framework. The Audit & Risk Committee reviews principal risks and controls, while the Responsible Business Committee oversees responsible business matters, including climate-related issues. The Chief General Counsel and Company Secretary, who reports directly to the CEO, provides executive oversight of environmental matters and the Group Environmental Team. During 2025, management oversight included approval and implementation of Capita's Low Carbon Transition Plan, monitoring progress towards net zero targets, management of climate-related risks and opportunities, climate-related disclosures, and integration of climate considerations into business planning and operations. The CEO is supported by the Executive Team, which implements the Responsible Business strategy and monitors environmental performance. The Chief People Officer owns the Responsible Business principal risk, including climate change. Business leaders are responsible for implementing environmental policies and managing risks within their areas. The Environmental Function oversees environmental performance, greenhouse gas reporting, climate disclosures and delivery of the Low Carbon Transition Plan, supported by Procurement and Finance teams through supplier engagement, emissions data collection, risk assessment and reporting.
[Add row]

(4.5) Do you provide monetary incentives for the management of environmental issues, including the attainment of targets?

Climate change

(4.5.1) Provision of monetary incentives related to this environmental issue

Public

Select from:

☑ No, and we do not plan to introduce them in the next two years

(4.5.3) Please explain

At Capita, we recognise that remuneration and incentive payments are widely regarded as best practices for driving progress towards net zero emissions. These practices play a crucial role in motivating and rewarding employees for their contributions to sustainability initiatives and environmental performance. While Capita does not currently provide remuneration and incentive payments specifically tied to our low carbon transition efforts, we are committed to keeping this matter under continuous review. We understand the potential impact these incentives can have on accelerating our journey towards net zero, and we will implement such payments if it becomes suitable to do so. Our approach remains positive and forward-looking, as we strive to create a sustainable future for our company and the communities we serve. We believe that by staying adaptable and responsive to evolving best practices, we can effectively support our employees and achieve our environmental goals.
[Fixed row]

(4.6) Does your organization have an environmental policy that addresses environmental issues?

	Does your organization have any environmental policies?
	Select from: ☑ Yes

[Fixed row]

(4.6.1) Provide details of your environmental policies.

Row 1

(4.6.1.1) Environmental issues covered

Select all that apply

☑ Climate change

Public

(4.6.1.2) Level of coverage

Select from:

☑ Organization-wide

(4.6.1.3) Value chain stages covered

Select all that apply

☑ Direct operations

☑ Upstream value chain

☑ Downstream value chain

(4.6.1.4) Explain the coverage

Capita's Health, Safety and Environment (HSE) Policy applies organisation-wide across all business operations and locations. The policy covers employees, contractors, suppliers, clients, visitors and any persons who may be affected by our activities. It commits Capita to preventing environmental and climate-related harm through legal compliance, risk management, continual improvement and integration of environmental considerations into business planning and decision-making. The policy requires the identification and management of environmental and climate-related risks, compliance with applicable environmental legislation, and support for delivery of Capita's science-based targets and Low Carbon Transition Plan. The policy applies globally across Capita's operations and is supported through our HSE Management System. There are no material exclusions from the policy's organisational coverage.

(4.6.1.5) Environmental policy content

Environmental commitments

☑ Commitment to comply with regulations and mandatory standards

☑ Commitment to stakeholder engagement and capacity building on environmental issues

☑ Other environmental commitment, please specify :Prevent pollution, protect nature, reduce greenhouse gas emissions, minimise environmental impacts, reduce business travel and energy use

Climate-specific commitments

☑ Commitment to net-zero emissions

Additional references/Descriptions

☑ Description of grievance/whistleblower mechanism to monitor non-compliance with the environmental policy and raise/address/escalate any other greenwashing concerns

Public

(4.6.1.6) Indicate whether your environmental policy is in line with global environmental treaties or policy goals

Select all that apply

☑ Yes, in line with the Paris Agreement

(4.6.1.7) Public availability

Select from:

☑ Publicly available

(4.6.1.8) Attach the policy

capita-hse-policy-statement-april-2026.pdf
[Add row]

(4.10) Are you a signatory or member of any environmental collaborative frameworks or initiatives?

(4.10.1) Are you a signatory or member of any environmental collaborative frameworks or initiatives?

Select from:

☑ Yes

(4.10.2) Collaborative framework or initiative

Select all that apply

☑ Science-Based Targets Initiative (SBTi)

☑ Task Force on Climate-related Financial Disclosures (TCFD)

(4.10.3) Describe your organization's role within each framework or initiative

Capita plays an active role in both the Science Based Targets initiative (SBTi) and the Task Force on Climate-related Financial Disclosures (TCFD), using these frameworks to guide and strengthen our climate strategy, governance, and reporting. As a member of the SBTi, Capita has committed to achieving net zero by 2045. These near and long term targets underpin our decarbonisation strategy and are embedded into our operational planning and supplier engagement. We continue to

align our emissions reduction pathways with SBTi criteria and use the framework to ensure our climate ambition is credible and science-aligned. Under the TCFD framework, Capita has made disclosures consistent with the recommendations since 2021, in line with FCA Policy Statement 20/17 and UK Companies Act requirements. We have integrated climate change into our enterprise risk management system as part of our Responsible Business principal risk, conducted qualitative and quantitative scenario analysis, and developed climate KPIs aligned with TCFD cross-industry metrics. Governance of climate-related risks and opportunities is embedded at Board level, with delegated responsibilities across executive and operational teams. These frameworks are central to our climate governance and disclosure approach, enabling us to meet stakeholder expectations and regulatory requirements while driving continuous improvement in climate resilience and transparency.
[Fixed row]

(4.11) In the reporting year, did your organization engage in activities that could directly or indirectly influence policy, law, or regulation that may (positively or negatively) impact the environment?

(4.11.1) External engagement activities that could directly or indirectly influence policy, law, or regulation that may impact the environment

Yes

☑ Yes, we engaged indirectly through, and/or provided financial or in-kind support to a trade association or other intermediary organization or individual whose activities could influence policy, law, or regulation

(4.11.2) Indicate whether your organization has a public commitment or position statement to conduct your engagement activities in line with global environmental treaties or policy goals

Select from:

☑ No, and we do not plan to have one in the next two years

(4.11.5) Indicate whether your organization is registered on a transparency register

Select from:

☑ No, neither my organization or the intermediary organization we engage through is registered

(4.11.8) Describe the process your organization has in place to ensure that your external engagement activities are consistent with your environmental commitments and/or transition plan

Public

Capita seeks to ensure that external engagement activities are broadly aligned with its environmental commitments and climate-related objectives. Environmental topics are coordinated by the Group Environment team, which provides input and support on matters relating to climate change, emissions reduction and sustainability where required. Where external engagement involves environmental issues, relevant subject matter experts may be consulted to provide advice and ensure consistency with Capita's publicly stated commitments, policies and targets. Environmental considerations may also be reflected in responses to customer requirements, industry discussions and regulatory developments where these are relevant to the business.
[Fixed row]

(4.11.2) Provide details of your indirect engagement on policy, law, or regulation that may (positively or negatively) impact the environment through trade associations or other intermediary organizations or individuals in the reporting year.

Row 1

(4.11.2.1) Type of indirect engagement

Select from:
☑ Indirect engagement via a trade association

(4.11.2.4) Trade association

Europe
☑ Other trade association in Europe, please specify :Tech UK

(4.11.2.5) Environmental issues relevant to the policies, laws, or regulations on which the organization or individual has taken a position

Select all that apply
☑ Climate change

(4.11.2.6) Indicate whether your organization's position is consistent with the organization or individual you engage with

Select from:
☑ Consistent

Public

(4.11.2.7) Indicate whether your organization attempted to influence the organization or individual's position in the reporting year

Select from:

☑ No, we did not attempt to influence their position

(4.11.2.8) Describe how your organization's position is consistent with or differs from the organization or individual's position, and any actions taken to influence their position

Capita's environmental commitments are generally consistent with TechUK's positions on climate change, net zero, sustainability and responsible business practices. Through its membership, Capita supports industry dialogue on the role of technology in achieving environmental objectives and remains informed of relevant policy and regulatory developments. Capita has not undertaken a formal assessment of every policy position adopted by TechUK; however, no material inconsistencies have been identified.

(4.11.2.9) Funding figure your organization provided to this organization or individual in the reporting year (currency)

0

(4.11.2.11) Indicate if you have evaluated whether your organization's engagement is aligned with global environmental treaties or policy goals

Select from:

☑ No, we have not evaluated

Row 2

(4.11.2.1) Type of indirect engagement

Select from:

☑ Indirect engagement via a trade association

(4.11.2.4) Trade association

Public

Europe

☑ Other trade association in Europe, please specify :Business Services Association

(4.11.2.5) Environmental issues relevant to the policies, laws, or regulations on which the organization or individual has taken a position

Select all that apply

☑ Climate change

(4.11.2.6) Indicate whether your organization's position is consistent with the organization or individual you engage with

Select from:

☑ Consistent

(4.11.2.7) Indicate whether your organization attempted to influence the organization or individual's position in the reporting year

Select from:

☑ No, we did not attempt to influence their position

(4.11.2.8) Describe how your organization's position is consistent with or differs from the organization or individual's position, and any actions taken to influence their position

Capita is a member of the Business Services Association (BSA) and supports its role in representing the interests of the UK business services sector. Capita's environmental commitments, including its net zero target and broader sustainability objectives, are generally aligned with the BSA's support for sustainable economic growth, responsible business practices and the transition to a lower-carbon economy. No material inconsistencies have been identified between Capita's environmental commitments and the BSA's publicly stated positions on environmental and sustainability matters.

(4.11.2.9) Funding figure your organization provided to this organization or individual in the reporting year (currency)

0

Public

(4.11.2.11) Indicate if you have evaluated whether your organization's engagement is aligned with global environmental treaties or policy goals

Select from:

☑ No, we have not evaluated

Row 3

(4.11.2.1) Type of indirect engagement

Select from:

☑ Indirect engagement via a trade association

(4.11.2.4) Trade association

Europe

☑ Other trade association in Europe, please specify :British Business Council

(4.11.2.5) Environmental issues relevant to the policies, laws, or regulations on which the organization or individual has taken a position

Select all that apply

☑ Climate change

(4.11.2.6) Indicate whether your organization's position is consistent with the organization or individual you engage with

Select from:

☑ Consistent

(4.11.2.7) Indicate whether your organization attempted to influence the organization or individual's position in the reporting year

Select from:

Public

☑ No, we did not attempt to influence their position

(4.11.2.8) Describe how your organization's position is consistent with or differs from the organization or individual's position, and any actions taken to influence their position

Capita's environmental commitments are generally consistent with the objectives of the British Business Council, which promotes dialogue between business, government and other stakeholders on matters affecting the UK business environment. Through its membership, Capita remains informed of relevant policy developments and industry discussions. Whilst Capita has not undertaken a formal assessment of all positions held by the British Business Council, no material inconsistencies have been identified between its environmental commitments, including its net zero ambitions, and the organisation's publicly stated objectives.

(4.11.2.9) Funding figure your organization provided to this organization or individual in the reporting year (currency)

0

(4.11.2.11) Indicate if you have evaluated whether your organization's engagement is aligned with global environmental treaties or policy goals

Select from:
☑ No, we have not evaluated
[Add row]

(4.12) Have you published information about your organization's response to environmental issues for this reporting year in places other than your CDP response?

Select from:
☑ Yes

(4.12.1) Provide details on the information published about your organization's response to environmental issues for this reporting year in places other than your CDP response. Please attach the publication.

Row 1

(4.12.1.1) Publication

Public

Select from:

☑ In mainstream reports

(4.12.1.2) Is your publication in line with a standard or framework?

Select from:

☑ Yes

(4.12.1.3) Standard or framework the publication is in line with

Select all that apply

☑ TCFD

(4.12.1.4) Environmental issues covered in publication

Select all that apply

☑ Climate change

(4.12.1.5) Status of the publication

Select from:

☑ Complete

(4.12.1.6) Content elements

Select all that apply

☑ Strategy

☑ Governance

☑ Risks & Opportunities

☑ Value chain engagement

☑ Dependencies & Impacts

☑ Climate-related targets

☑ Greenhouse gas emissions figures

☑ Content of environmental policies

(4.12.1.7) Page/section reference

64-78 'Our Planet'

(4.12.1.8) Attach the relevant publication

Capita-annual-report-2025 (4).pdf

(4.12.1.9) Comment

Capita's 2025 Annual Report integrates environmental strategy, governance, climate-related risks and opportunities, emissions performance, targets and value chain engagement within mainstream corporate reporting. The report describes Board oversight of climate-related matters, progress against environmental commitments and the management of environmental risks and opportunities.

Row 2

(4.12.1.1) Publication

Select from:

☑ In voluntary sustainability reports

(4.12.1.2) Is your publication in line with a standard or framework?

Select from:

☑ Yes

(4.12.1.3) Standard or framework the publication is in line with

Select all that apply

☑ Other, please specify :TPT

(4.12.1.4) Environmental issues covered in publication

Select all that apply

☑ Climate change

(4.12.1.5) Status of the publication

Select from:

☑ Complete

(4.12.1.6) Content elements

Select all that apply

☑ Strategy

☑ Governance

☑ Risks & Opportunities

☑ Value chain engagement

☑ Dependencies & Impacts

☑ Public policy engagement

☑ Climate-related targets

☑ Greenhouse gas emissions figures

(4.12.1.7) Page/section reference

All

(4.12.1.8) Attach the relevant publication

Capita_Low_Carbon_Transition_Plan_version_1.0_January_2026 (3).pdf

(4.12.1.9) Comment

Capita's Low Carbon Transition Plan provides additional detail on the company's pathway to achieving its net zero ambition. The publication describes decarbonisation priorities across operations and the value chain, planned emissions reduction activities, governance arrangements, targets and the management of climate-related risks and opportunities. It also outlines how climate considerations are incorporated into business planning and decision-making.

Row 3

(4.12.1.1) Publication

Select from:

☑ In voluntary sustainability reports

(4.12.1.2) Is your publication in line with a standard or framework?

Select from:

☑ Yes

(4.12.1.3) Standard or framework the publication is in line with

Select all that apply

☑ Other, please specify :GHG Protocol

(4.12.1.4) Environmental issues covered in publication

Select all that apply

☑ Climate change

(4.12.1.5) Status of the publication

Select from:

☑ Complete

(4.12.1.6) Content elements

Select all that apply

☑ Greenhouse gas emissions figures

☑ Climate-related targets

☑ Other, please specify :energy and renewable energy, fleet, waste and circularity, water, people enablement.

(4.12.1.7) Page/section reference

All

(4.12.1.8) Attach the relevant publication

capita-environmental-data-book_2025 (1).pdf

(4.12.1.9) Comment

Capita's Environmental Data Book provides detailed environmental performance data and supporting metrics. The publication includes greenhouse gas emissions data, performance trends and the methodologies used to calculate environmental indicators. It supports transparent reporting of environmental performance and progress against environmental targets.
[Add row]

Public

C5. Business strategy

(5.1) Does your organization use scenario analysis to identify environmental outcomes?

Climate change

(5.1.1) Use of scenario analysis

Select from:
☑ Yes

(5.1.2) Frequency of analysis

Select from:
☑ Annually
[Fixed row]

(5.1.1) Provide details of the scenarios used in your organization's scenario analysis.

Climate change

(5.1.1.1) Scenario used

Climate transition scenarios
☑ NGFS scenarios framework, please specify :Net Zero 2050 - Orderly Transition

(5.1.1.3) Approach to scenario

Select from:
☑ Qualitative and quantitative

Public

(5.1.1.4) Scenario coverage

Select from:

☑ Organization-wide

(5.1.1.5) Risk types considered in scenario

Select all that apply

☑ Policy

☑ Market

☑ Reputation

☑ Technology

☑ Acute physical

☑ Chronic physical

(5.1.1.6) Temperature alignment of scenario

Select from:

☑ 1.5°C or lower

(5.1.1.7) Reference year

2020

(5.1.1.8) Timeframes covered

Select all that apply

☑ 2025

☑ 2030

☑ 2040

☑ 2050

(5.1.1.9) Driving forces in scenario

Public

Local ecosystem asset interactions, dependencies and impacts

☑ Climate change (one of five drivers of nature change)

Stakeholder and customer demands

☑ Consumer sentiment

Regulators, legal and policy regimes

☑ Global regulation

☑ Global targets

☑ Methodologies and expectations for science-based targets

Relevant technology and science

☑ Other relevant technology and science driving forces, please specify :Rapid innovation and deployment of low-carbon technologies are central to the scenario's feasibility.

(5.1.1.10) Assumptions, uncertainties and constraints in scenario

Assumptions, Uncertainties, and Constraints – NGFS Net Zero 2050 Scenario: The NGFS Net Zero 2050 scenario is an ambitious, orderly transition pathway that limits global warming to 1.5°C by the end of the century. It is underpinned by the following assumptions: Immediate and globally coordinated climate policy action is introduced from the reference year (2020), including carbon pricing, emissions caps, and regulatory mandates. Technological innovation is rapid and widespread, enabling deep decarbonisation across all sectors. Carbon dioxide removal (CDR) is used to accelerate decarbonisation but is kept to a minimum and aligned with sustainable levels of bioenergy production. Net CO_2 emissions reach zero by around 2050, with some jurisdictions (e.g. US, EU, Japan) achieving net zero for all greenhouse gases by that point. Uncertainties: The pace and consistency of global policy implementation may vary, especially across developing and developed economies. Technological breakthroughs and their scalability remain uncertain, particularly in hard-to-abate sectors. Behavioural and societal responses to policy and market changes are difficult to predict and may influence the effectiveness of the transition. Economic and geopolitical factors, such as energy market volatility or international cooperation, could alter the scenario's trajectory. Constraints: The scenario assumes limited reliance on negative emissions technologies, which may not be feasible at scale or within sustainable limits. It presumes no or low overshoot of the 1.5°C target (less than 0.1°C), which may be difficult to achieve given current emissions trends. The scenario does not fully account for regional disparities in climate vulnerability, policy capacity, or infrastructure readiness.

(5.1.1.11) Rationale for choice of scenario

We have selected the NGFS Net Zero 2050 scenario as a core component of our climate scenario analysis due to its alignment with global climate ambitions and its relevance to our strategic risk planning. This scenario represents an "Orderly Transition" pathway, characterised by early and ambitious policy action to limit global warming to 1.5°C. It assumes immediate implementation of stringent climate policies, rapid technological innovation, and minimal reliance on carbon dioxide removal (CDR), keeping CDR within sustainable limits. This scenario is particularly valuable for our analysis because it: Provides a scientifically grounded and internationally recognised benchmark for assessing transition risks and opportunities. Reflects the policy trajectories of key jurisdictions, which are aiming to reach net zero for all

greenhouse gases by 2050. Offers a structured and consistent framework for evaluating macro-financial impacts, combining both transition and physical risks, as recommended by the Network for Greening the Financial System (NGFS). By using this scenario, we are able to explore the implications of a proactive and coordinated global response to climate change, which is critical for understanding the potential financial and operational impacts on our business. It also supports alignment with regulatory expectations and disclosure frameworks such as TCFD, IFRS, and CSRD, and enhances the credibility and comparability of our climate risk disclosures.

Climate change

(5.1.1.1) Scenario used

Climate transition scenarios

☑ NGFS scenarios framework, please specify :Delayed transition

(5.1.1.3) Approach to scenario

Select from:

☑ Qualitative and quantitative

(5.1.1.4) Scenario coverage

Select from:

☑ Organization-wide

(5.1.1.5) Risk types considered in scenario

Select all that apply

☑ Policy

☑ Market

☑ Reputation

☑ Technology

☑ Acute physical

☑ Chronic physical

(5.1.1.6) Temperature alignment of scenario

Public

Select from:

☑ 1.6ºC - 1.9ºC

(5.1.1.7) Reference year

2020

(5.1.1.8) Timeframes covered

Select all that apply

☑ 2025

☑ 2030

☑ 2040

☑ 2050

(5.1.1.9) Driving forces in scenario

Local ecosystem asset interactions, dependencies and impacts

☑ Climate change (one of five drivers of nature change)

Finance and insurance

☑ Cost of capital

Stakeholder and customer demands

☑ Consumer sentiment

Regulators, legal and policy regimes

☑ Global regulation

☑ Political impact of science (from galvanizing to paralyzing)

☑ Level of action (from local to global)

☑ Global targets

(5.1.1.10) Assumptions, uncertainties and constraints in scenario

Assumptions, Uncertainties, and Constraints – NGFS Delayed Transition Scenario Assumptions: Delayed policy action: No new climate policies are introduced until 2030, resulting in a continuation of current emissions trends until that point. Abrupt transition post-2030: After 2030, strong and coordinated policy interventions are implemented to limit global warming to below 2°C, requiring rapid emissions reductions. Limited negative emissions: The availability and scalability of carbon dioxide removal (CDR) technologies are assumed to be low, increasing reliance on steep emissions cuts and pushing carbon prices higher than in the Net Zero 2050 scenario. Regional variation: The level of climate action differs across countries and regions, reflecting uneven policy implementation and economic recovery paths following the COVID-19 crisis. Uncertainties: Effectiveness of late policy action: It is uncertain whether delayed interventions will be sufficient to meet the 2°C target without overshooting. Technological readiness: The feasibility of deploying low-carbon technologies at the required scale and speed post-2030 is uncertain. Market and societal response: The economic and behavioural response to abrupt policy shifts may be volatile, affecting investment, supply chains, and consumer demand. Carbon pricing volatility: The scenario assumes significantly higher carbon prices, but the actual market response and cost pass-through are difficult to predict. Constraints: Overshoot of carbon budget: Emissions temporarily exceed the carbon budget before declining rapidly after 2030 to ensure a 67% chance of limiting warming to below 2°C. Economic disruption: The abrupt nature of the transition increases the risk of regulatory shocks, raw material price volatility, and compliance challenges, particularly for sectors with high emissions or long asset lifespans. Limited time for adaptation: Organisations and governments have less time to prepare for the transition, increasing the risk of stranded assets and misaligned investments.

(5.1.1.11) Rationale for choice of scenario

Rationale for Selecting the NGFS Delayed Transition Scenario Capita selected the NGFS Delayed Transition scenario to explore the implications of a disorderly and late policy response to climate change. This scenario is particularly relevant for assessing heightened transition and physical risks that may arise if global climate action is postponed until 2030. The scenario assumes that: No new climate policies are introduced until 2030, resulting in continued emissions growth in the near term. After 2030, strong and abrupt policy interventions are implemented to limit warming to below 2°C. The availability of carbon dioxide removal (CDR) technologies is limited, pushing carbon prices higher than in the Net Zero 2050 scenario. Emissions temporarily exceed the carbon budget, requiring a rapid decline post-2030 to maintain a 67% probability of staying below 2°C. This scenario was chosen because it reflects a plausible and increasingly likely global pathway, where delayed action leads to: Higher transition risks, such as regulatory shocks, stranded assets, and compliance costs. Elevated physical risks, due to prolonged exposure to climate impacts before mitigation efforts take effect. Greater uncertainty and volatility, which are critical for stress-testing Capita's resilience under less favourable conditions. By including this scenario alongside others like Net Zero 2050 and Hot House World, Capita ensures a comprehensive and balanced assessment of climate-related risks and opportunities across a range of plausible futures.

Climate change

(5.1.1.1) Scenario used

Climate transition scenarios

☑ NGFS scenarios framework, please specify :Current Policies - hot house world

(5.1.1.3) Approach to scenario

Select from:

☑ Qualitative and quantitative

(5.1.1.4) Scenario coverage

Select from:

☑ Organization-wide

(5.1.1.5) Risk types considered in scenario

Select all that apply

☑ Policy

☑ Market

☑ Reputation

☑ Technology

☑ Acute physical

☑ Chronic physical

(5.1.1.6) Temperature alignment of scenario

Select from:

☑ 3.0°C - 3.4°C

(5.1.1.7) Reference year

2020

(5.1.1.8) Timeframes covered

Select all that apply

☑ 2025

☑ 2030

☑ 2040

☑ 2050

(5.1.1.9) Driving forces in scenario

Public

Local ecosystem asset interactions, dependencies and impacts

☑ Climate change (one of five drivers of nature change)

Stakeholder and customer demands

☑ Consumer sentiment

Regulators, legal and policy regimes

☑ Global regulation

☑ Political impact of science (from galvanizing to paralyzing)

☑ Level of action (from local to global)

Macro and microeconomy

☑ Domestic growth

(5.1.1.10) Assumptions, uncertainties and constraints in scenario

Assumptions, Uncertainties, and Constraints – NGFS Current Policies (Hot House World) Scenario Assumptions: No new climate policies are introduced beyond those already in place as of the reference year (2020). Global emissions continue to rise, driven by economic growth and fossil fuel dependence. Technological development continues at historical rates, without major breakthroughs in decarbonisation. Warming exceeds 3°C by 2100, with significant regional variation in climate impacts. Carbon pricing and mitigation incentives remain limited, and adaptation measures are reactive rather than strategic. Uncertainties: Climate system feedbacks: The extent and timing of tipping points (e.g. ice sheet loss, permafrost thaw) are uncertain and could accelerate warming. Physical risk severity: The frequency and intensity of extreme weather events, sea-level rise, and biodiversity loss are difficult to predict precisely. Socio-political responses: While no new policies are assumed, real-world political shifts or public pressure could still lead to unexpected interventions. Economic resilience: The capacity of economies and supply chains to absorb and adapt to escalating physical risks is highly variable and uncertain. Constraints: High exposure to physical climate risks: With limited mitigation, the scenario results in widespread and intensifying climate impacts. Limited adaptive capacity: Many regions, especially those with lower income or infrastructure, face constraints in responding effectively to climate shocks. No transition risk modelling: Because no new policies are introduced, the scenario does not capture transition risks—only physical risks dominate. Increased inequality: Vulnerable populations and ecosystems bear the brunt of climate impacts, exacerbating social and environmental disparities.

(5.1.1.11) Rationale for choice of scenario

Rationale for Selecting the NGFS Current Policies (Hot House World) ScenarioWe selected the NGFS Current Policies scenario—also referred to as the Hot House World scenario—to explore the implications of a future in which no further climate policy action is taken beyond what was in place as of 2020. This scenario is critical for understanding the physical risks associated with unmitigated climate change and for stress-testing the resilience of our operations, supply chains, and stakeholders under a high-warming pathway. This scenario assumes: Continued global emissions growth, leading to a projected temperature rise of over 3°C by 2100. No new climate policies or regulations are introduced, and existing measures are insufficient to drive meaningful decarbonisation. Limited technological

disruption, with energy systems and industrial processes remaining carbon-intensive. High exposure to chronic and acute physical climate risks, including extreme weather events, sea-level rise, and ecosystem degradation. We chose this scenario to: Assess the long-term physical impacts of climate change on our assets, operations, and communities. Understand the vulnerability of nature-dependent value chains in a world where climate change is not effectively mitigated. Ensure our climate risk management strategy is robust across a range of plausible futures, including those where policy and market signals fail to align with global climate goals. Including this scenario alongside more ambitious transition pathways (e.g. Net Zero 2050 and Delayed Transition) allows us to present a balanced and transparent view of climate-related risks and opportunities in our disclosures.
[Add row]

(5.1.2) Provide details of the outcomes of your organization's scenario analysis.

Climate change

(5.1.2.1) Business processes influenced by your analysis of the reported scenarios

Select all that apply

☑ Risk and opportunities identification, assessment and management

☑ Strategy and financial planning

☑ Resilience of business model and strategy

☑ Target setting and transition planning

(5.1.2.2) Coverage of analysis

Select from:

☑ Organization-wide

(5.1.2.3) Summarize the influence of the scenario analysis on the selected business processes

Climate scenario analysis has directly influenced Capita's risk and opportunity management processes, strategy and financial planning, assessment of business resilience, and target setting and transition planning. Using Orderly Transition (1.5°C), Disorderly Transition (2°C) and Hot House World (3°C) scenarios across short-term (0–3 years), medium-term (4–9 years) and long-term (10+ years) horizons, Capita assessed the potential financial and operational impacts of climate-related risks and opportunities across the organisation. The analysis strengthened Capita's approach to risk and opportunity identification, assessment and management by improving understanding of the timing, severity and financial implications of both transition and physical climate risks. Key risks identified included increased capital expenditure required to meet greenhouse gas reduction targets, rising regulatory compliance costs, supplier cost pass-through associated with decarbonisation, increased exposure to carbon pricing, climate-related business interruption risks and potential revenue loss arising from changing customer and stakeholder expectations. The outputs were used to prioritise climate-related risks and opportunities within governance, risk management and mitigation planning processes,

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enabling resources and management attention to be focused on the most material issues. The scenario analysis informed strategy and financial planning by identifying how different climate futures could affect operating costs, capital expenditure requirements, service delivery, supply chains, customer demand and competitiveness. The analysis highlighted the increasing importance of supplier resilience and value chain decarbonisation, particularly given Capita's reliance on digital service delivery and cloud-based infrastructure. As a result, Capita established environmental impact review meetings with key hyperscale cloud providers to improve understanding of climate-related risks and opportunities associated with cloud and AI services, strengthen oversight of supplier decarbonisation programmes and support long-term supply chain resilience and emissions reduction objectives. The analysis also highlighted the need for a more strategic approach to managing climate risks and opportunities associated with the property portfolio. This led to the prioritisation of a Sustainable Property Policy programme, scheduled to commence in 2026, which will support future decision-making relating to estate optimisation, climate resilience, energy performance and decarbonisation. The scenario analysis informed Capita's assessment of the resilience of its business model and strategy under different climate futures. While climate-related risks increase under Disorderly Transition and Hot House World scenarios, the assessment concluded that Capita's predominantly asset-light, service-based business model remains resilient provided climate risks continue to be actively managed. Findings reinforced the importance of maintaining financial flexibility, strengthening supplier resilience, integrating climate considerations into enterprise risk management, maintaining business continuity arrangements and improving long-term management of the property portfolio. The planned Sustainable Property Policy was identified as a key action to strengthen resilience by supporting more climate-resilient, energy-efficient and lower-carbon property decisions over time. Strategic engagement with key suppliers, including hyperscale cloud providers, also forms part of Capita's approach to maintaining operational resilience and protecting service delivery. The scenario analysis also directly influenced target setting and transition planning. Insights from the analysis supported Capita's science-based emissions reduction targets and net zero ambition and led to the development of Capita's Low Carbon Transition Plan. The analysis identified priority mitigation and adaptation actions needed to deliver the plan, including renewable electricity procurement, energy efficiency improvements, supplier engagement, estate optimisation, value chain decarbonisation and development of lower-emission services. The Low Carbon Transition Plan provides a structured roadmap for managing the risks and opportunities identified through scenario analysis while supporting delivery of Capita's Net Zero 2045 ambition. The planned Sustainable Property Policy has been identified as a priority project within this programme and will support implementation of property-related decarbonisation and resilience actions. In addition, the scenario analysis highlighted the importance of improving transparency and collaboration across the value chain, leading to enhanced engagement with strategic suppliers through hyperscaler environmental impact reviews and wider supplier decarbonisation activities.
[Fixed row]

(5.2) Does your organization’s strategy include a climate transition plan?

(5.2.1) Transition plan

Select from:

☑ Yes, we have a climate transition plan which aligns with a 1.5°C world

(5.2.3) Publicly available climate transition plan

Select from:

☑ Yes

(5.2.4) Plan explicitly commits to cease all spending on, and revenue generation from, activities that contribute to fossil fuel expansion

Select from:

☑ No, and we do not plan to add an explicit commitment within the next two years

(5.2.6) Explain why your organization does not explicitly commit to cease all spending on and revenue generation from activities that contribute to fossil fuel expansion

Capita does not currently have an explicit policy to cease all spending on, or revenue generation from, activities that contribute to fossil fuel expansion. As a professional services organisation, Capita's direct exposure to fossil fuel expansion activities is limited. Instead, our Low Carbon Transition Plan focuses on achieving net zero greenhouse gas emissions across our value chain by 2045 through operational decarbonisation, renewable energy procurement, supplier engagement, sustainable procurement practices and delivery of lower-carbon services. We continue to assess climate-related risks and opportunities across our value chain and seek to work with suppliers that support the transition to a low-carbon economy, while prioritising actions that deliver measurable emissions reductions within our sphere of influence.

(5.2.10) Mechanism by which feedback is collected from shareholders on your climate transition plan

Select from:

☑ We do not have a feedback mechanism in place, and we do not plan to introduce one within the next two years

(5.2.13) Description of key assumptions and dependencies on which the transition plan relies

Capita's Low Carbon Transition Plan relies on several key assumptions and dependencies. The plan assumes continued availability of commercially viable low-carbon technologies, including renewable electricity, energy-efficient buildings, low-carbon transport solutions and digital technologies that support more efficient service delivery. Delivery of the plan depends on ongoing engagement from employees, customers, suppliers, landlords and strategic technology partners, recognising that a significant proportion of Capita's emissions and decarbonisation opportunities sit within its value chain. The plan also assumes that regulatory, policy and market developments will continue to support the transition to a low-carbon economy and encourage investment in low-carbon solutions. Continued availability of financial resources is required to implement decarbonisation initiatives, including energy efficiency improvements, renewable electricity procurement and wider transition activities. As a predominantly asset-light, service-based business, successful delivery relies on collaboration across the value chain. This includes supplier engagement to reduce Scope 3 emissions, working with landlords to improve the environmental performance of leased properties, and ongoing environmental impact reviews with key hyperscale cloud providers to improve transparency and support decarbonisation of critical technology services. Delivery of the plan also depends on successful implementation of Capita's Sustainable Property Policy programme, which will support climate-resilient, energy-efficient and

Public

lower-carbon property decisions. Recognising uncertainties relating to climate change, technology, policy developments and market conditions, the plan will be reviewed and updated periodically to reflect new information, evolving stakeholder expectations and changes in the external operating environment.

(5.2.14) Description of progress against transition plan disclosed in current or previous reporting period

The reporting year represented the first year of implementation of Capita's Low Carbon Transition Plan. Key progress during the year included development, governance approval and publication of the plan, providing a structured roadmap to achieve net zero greenhouse gas emissions across the value chain by 2045.

(5.2.15) Attach any relevant documents which detail your climate transition plan (optional)

Capita_Low_Carbon_Transition_Plan_version_1.0_January_2026 (2).pdf

(5.2.16) Other environmental issues that your climate transition plan considers

Select all that apply

☑ Other, please specify :Resource efficiency and circular economy

(5.2.17) Explain how the other environmental issues are considered in your climate transition plan

The plan recognises that reducing consumption, extending the useful life of assets and applying circular economy principles can support both emissions reductions and broader environmental outcomes. Actions included within the plan include improving resource efficiency across operations, promoting the reuse and recycling of IT equipment where appropriate, reducing waste associated with service delivery and engaging suppliers on sustainable procurement practices. Through these activities, Capita seeks to minimise waste generation, increase value recovery from assets and reduce environmental impacts across its value chain. By integrating waste and resource efficiency considerations into operational decision-making, procurement and estate management, the transition plan supports both climate objectives and wider environmental performance.

(5.2.18) Adaptation-specific objectives included within your climate transition plan

Select from:

☑ Yes

(5.2.19) Describe the adaptation objectives included in your climate transition plan or standalone adaptation plan

Capita's Low Carbon Transition Plan includes adaptation-related objectives designed to strengthen the resilience of the business, its property portfolio, supply chain and service delivery model to the physical impacts of climate change. These objectives are informed by climate-related risk and opportunity analysis undertaken across multiple climate scenarios and time horizons, which identified risks associated with extreme weather events, supply chain disruption, changing regulatory requirements and wider climate-related business impacts. Key adaptation objectives include maintaining a flexible property strategy to minimise disruption from

climate-related events, integrating climate resilience considerations into future property decisions, and working with landlords to improve the environmental performance and long-term resilience of leased properties. The plan also includes maintaining business continuity arrangements and ensuring service delivery models remain adaptable to changing climate conditions. The plan further seeks to strengthen supply chain resilience through enhanced supplier engagement, improved environmental data collection and increased transparency of climate-related risks within the value chain. This includes engagement with strategic suppliers and hyperscale cloud providers to better understand and manage environmental dependencies associated with critical technology services, including cloud and AI infrastructure. Capita also incorporates adaptation into its governance and strategic planning processes through climate scenario analysis, ongoing risk assessment and integration of climate-related risks and opportunities into business planning, capital allocation and decision-making. These actions are intended to improve Capita's ability to anticipate, prepare for and respond to the physical and transition impacts of climate change while maintaining long-term business resilience. [Fixed row]

(5.3) Have environmental risks and opportunities affected your strategy and/or financial planning?

(5.3.1) Environmental risks and/or opportunities have affected your strategy and/or financial planning

Select from:

☑ Yes, both strategy and financial planning

(5.3.2) Business areas where environmental risks and/or opportunities have affected your strategy

Select all that apply

☑ Products and services

☑ Upstream/downstream value chain

☑ Operations

(5.3.3) Primary reason why environmental risks and/or opportunities have not affected your strategy and/or financial planning across all business areas

Select from:

☑ Not an immediate strategic priority

(5.3.4) Explain why environmental risks and/or opportunities have not affected your strategy and/or financial planning across all business areas

Public

Environmental risks and opportunities have influenced Capita's strategy and financial planning in several business areas, including products and services, operations, and the upstream and downstream value chain. However, these considerations have not materially influenced all business areas. Capita's response to environmental risks and opportunities is focused on areas where impacts, dependencies and opportunities for value creation have been identified as most significant. As a service-based organisation, environmental considerations have not resulted in material changes to investment in research and development activities. The company continues to assess emerging environmental risks and opportunities and may expand integration into additional business areas as its approach and understanding evolve.
[Fixed row]

(5.3.1) Describe where and how environmental risks and opportunities have affected your strategy.

Products and services

(5.3.1.1) Effect type

Select all that apply
☑ Opportunities

(5.3.1.2) Environmental issues relevant to the risks and/or opportunities that have affected your strategy in this area

Select all that apply
☑ Climate change

(5.3.1.3) Describe how environmental risks and/or opportunities have affected your strategy in this area

Climate-related opportunities identified through Capita's climate scenario analysis and climate risk assessment have influenced the direction of our products and services strategy. The assessment identified increasing demand for low-carbon and sustainability-related solutions as a potential opportunity under transition scenarios, particularly across short and medium-term time horizons. In response, Capita's Low Carbon Transition Plan includes actions to continue developing and expanding services that support customers with net zero, energy efficiency, sustainability reporting, decarbonisation and environmental performance improvement. The plan also recognises the growing role of digital and AI-enabled services and outlines the intention to work with responsible technology partners whose environmental performance aligns with Capita's sustainability ambitions. These planned actions are intended to support long-term resilience, respond to evolving customer expectations and position the business to benefit from future growth opportunities associated with the transition to a low-carbon economy.

Upstream/downstream value chain

(5.3.1.1) Effect type

Public

Select all that apply

☑ Transition risks

☑ Opportunities

(5.3.1.2) Environmental issues relevant to the risks and/or opportunities that have affected your strategy in this area

Select all that apply

☑ Climate change

(5.3.1.3) Describe how environmental risks and/or opportunities have affected your strategy in this area

Climate-related transition risks identified through scenario analysis highlighted potential exposure to increasing stakeholder expectations, supply chain emissions, changing regulation and transition-related costs across the value chain. These risks are considered relevant across short, medium and long-term time horizons. In response, Capita's Low Carbon Transition Plan includes actions to strengthen supplier engagement, improve supply chain emissions data, increase supplier participation in science-based target setting and improve environmental oversight within procurement activities. The plan also outlines the intention to progressively enhance sustainability requirements for suppliers and improve transparency of environmental performance information. These planned measures are intended to reduce exposure to transition risks and strengthen the resilience of the value chain as the low-carbon transition progresses. Climate-related opportunities associated with supplier collaboration, sustainable procurement and greater value chain transparency have influenced Capita's long-term value chain strategy. Climate risk and opportunity assessments identified opportunities to improve environmental performance and support emissions reductions through stronger supplier engagement. As a result, the Low Carbon Transition Plan includes actions to improve supplier-specific emissions data, introduce sustainability scorecards, support key suppliers on their transition journey and strengthen environmental governance for AI and cloud supply chains through engagement with hyperscaler partners. Many of these activities are planned to develop further over the medium and long term. These actions are expected to help improve supply chain resilience, emissions management and environmental performance across the value chain.

Operations

(5.3.1.1) Effect type

Select all that apply

☑ Physical risks

☑ Transition risks

(5.3.1.2) Environmental issues relevant to the risks and/or opportunities that have affected your strategy in this area

Select all that apply

☑ Climate change

Public

(5.3.1.3) Describe how environmental risks and/or opportunities have affected your strategy in this area

Climate-related transition risks identified through Capita's climate scenario analysis have affected operational strategy by highlighting potential exposure to future carbon-related costs, energy costs, stakeholder expectations and the investment required to decarbonise operations. In response, Capita developed its Low Carbon Transition Plan, which sets out short, medium and long-term actions intended to support the transition to net zero. These actions include continued optimisation of the property portfolio, development of a sustainable property policy, increasing the use of renewable electricity where possible, improving energy efficiency, reducing emissions associated with business travel and supporting fleet electrification. These actions have been incorporated into operational planning because they are expected to reduce exposure to transition risks while supporting the delivery of Capita's net zero targets and improving resilience under different climate transition scenarios. Climate scenario analysis identified physical climate risks, including flooding and disruption associated with more frequent and severe weather events, as a longer-term strategic consideration for Capita. Assessment of physical climate risks helped inform the development of actions within the Low Carbon Transition Plan relating to resilience and adaptation. These include maintaining a flexible property and delivery strategy, ongoing business continuity planning and further assessment of climate-related risks affecting operational sites. The plan also recognises the need for continued evaluation of physical climate hazards across properties and the wider value chain as climate impacts evolve. These actions are intended to improve organisational resilience and reduce the potential impact of future climate-related disruption under higher warming scenarios.
[Add row]

(5.3.2) Describe where and how environmental risks and opportunities have affected your financial planning.

Row 1

(5.3.2.1) Financial planning elements that have been affected

Select all that apply
☑ Revenues
☑ Direct costs
☑ Indirect costs
☑ Capital expenditures
☑ Capital allocation

(5.3.2.2) Effect type

Select all that apply
☑ Physical risks
☑ Transition risks

Public

☑ Opportunities

(5.3.2.3) Environmental issues relevant to the risks and/or opportunities that have affected these financial planning elements

Select all that apply

☑ Climate change

(5.3.2.4) Describe how environmental risks and/or opportunities have affected these financial planning elements

Climate-related risks and opportunities identified through Capita's climate scenario analysis and climate risk assessment are considered within the Group's financial planning, business planning and Low Carbon Transition Plan. Capita's business planning process operates on a three-year planning cycle which is updated annually and is used to assess the resourcing and funding required to deliver climate-related actions. Climate-related transition risks include increasing stakeholder expectations, evolving regulation, energy and carbon-related costs, supply chain emissions exposure and the investment required to decarbonise operations. In response, the Low Carbon Transition Plan identifies short, medium and long-term actions that may require future investment, including more energy-efficient buildings, renewable electricity procurement, decarbonisation of building infrastructure, supplier engagement, specialist resources, training and capability development, and the potential use of carbon removals to neutralise residual emissions in line with SBTi criteria. These actions are incorporated into financial planning and prioritisation processes, although many remain subject to future business planning decisions and resource allocation. Climate-related opportunities also influence financial planning. Scenario analysis identified increasing demand for low-carbon and sustainability-related services as a potential commercial opportunity. Capita's strategy therefore includes continued development of services that support customers in achieving environmental objectives, which may contribute to future revenue growth. Potential financial benefits from energy efficiency improvements, optimisation of the property portfolio and reduced business travel requirements are also considered within financial planning. Climate-related risks and opportunities are assessed across short-term (0–3 years), medium-term (4–9 years) and long-term (10+ years) time horizons using orderly, disorderly and hot-house climate scenarios. The outputs are used to assess potential impacts on revenues, costs, assets and business resilience, including exposure to physical climate risks such as flooding and operational disruption. Capita intends to continue refining this analysis and using the outputs to inform future investment planning, capital allocation and implementation of its Low Carbon Transition Plan.
[Add row]

(5.4) In your organization’s financial accounting, do you identify spending/revenue that is aligned with your organization’s climate transition?

Public

	Identification of spending/revenue that is aligned with your organization's climate transition
	Select from: ☑ No, but we plan to in the next two years

[Fixed row]

(5.10) Does your organization use an internal price on environmental externalities?

Carbon

(5.10.1) Use of internal pricing for this environmental externality

Select from:

☑ No, and we do not plan to in the next two years

(5.10.2) Primary reason for not pricing this environmental externality

Select from:

☑ Not an immediate strategic priority

(5.10.3) Explain why your organization does not price this environmental externality

Capita does not currently use an internal carbon price and does not plan to implement one within the next two years. At present, the organisation has prioritised delivery of the actions set out within its Low Carbon Transition Plan, including emissions reduction initiatives, energy efficiency improvements, renewable electricity procurement, supplier engagement and the continued development of climate risk assessment and transition planning processes. While Capita recognises the potential benefits of internal carbon pricing as a mechanism to encourage emissions reductions and inform investment decisions, it is not currently considered an immediate strategic priority. The organisation continues to monitor emerging practice and may consider the role of internal carbon pricing as its transition planning and climate governance arrangements continue to mature.

Other

Public

(5.10.1) Use of internal pricing for this environmental externality

Select from:

☑ No, and we do not plan to in the next two years

[Fixed row]

(5.11) Do you engage with your value chain on environmental issues?

Suppliers

(5.11.1) Engaging with this stakeholder on environmental issues

Select from:

☑ Yes

(5.11.2) Environmental issues covered

Select all that apply

☑ Climate change

Customers

(5.11.1) Engaging with this stakeholder on environmental issues

Select from:

☑ Yes

(5.11.2) Environmental issues covered

Select all that apply

☑ Climate change

Investors and shareholders

Public

(5.11.1) Engaging with this stakeholder on environmental issues

Select from:

☑ No, but we plan to within the next two years

(5.11.3) Primary reason for not engaging with this stakeholder on environmental issues

Select from:

☑ Other, please specify :Planned for future implementation

(5.11.4) Explain why you do not engage with this stakeholder on environmental issues

Capita does not currently have a formalized and standardized process for regular environmental engagement with investors and shareholders. However, environmental issues, particularly climate change and physical climate risk, are becoming an increasing area of interest for investors. During the reporting period, Capita received correspondence from an institutional investor requesting enhanced disclosure and discussion regarding physical climate risks and resilience. This highlights growing investor interest in environmental issues and supports our intention to strengthen and formalise investor engagement on climate-related matters over the next two years. Future engagement is expected to include the provision of enhanced environmental disclosures and structured dialogue with investors on climate-related risks and opportunities.

Other value chain stakeholders

(5.11.1) Engaging with this stakeholder on environmental issues

Select from:

☑ Yes

(5.11.2) Environmental issues covered

Select all that apply

☑ Climate change

[Fixed row]

(5.11.1) Does your organization assess and classify suppliers according to their dependencies and/or impacts on the environment?

Public

Climate change

(5.11.1.1) Assessment of supplier dependencies and/or impacts on the environment

Select from:

☑ Yes, we assess the dependencies and/or impacts of our suppliers

(5.11.1.2) Criteria for assessing supplier dependencies and/or impacts on the environment

Select all that apply

☑ Other, please specify :Environmental dependency and impact assessment of AI and cloud service providers

(5.11.1.3) % Tier 1 suppliers assessed

Select from:

☑ 1-25%

(5.11.1.4) Define a threshold for classifying suppliers as having substantive dependencies and/or impacts on the environment

Capita assesses selected hyperscaler and cloud service providers to understand the environmental impacts associated with AI and cloud services. Suppliers are evaluated using information on greenhouse gas emissions, energy consumption, renewable energy use, water consumption, environmental targets and transparency of reporting. Suppliers are classified as substantive where the services provided are significant to Capita's operations and have material environmental impacts.

(5.11.1.5) % Tier 1 suppliers meeting the threshold for substantive dependencies and/or impacts on the environment

Select from:

☑ 1-25%

(5.11.1.6) Number of Tier 1 suppliers meeting the thresholds for substantive dependencies and/or impacts on the environment

4
[Fixed row]

Public

(5.11.2) Does your organization prioritize which suppliers to engage with on environmental issues?

Climate change

(5.11.2.1) Supplier engagement prioritization on this environmental issue

Select from:

☑ Yes, we prioritize which suppliers to engage with on this environmental issue

(5.11.2.2) Criteria informing which suppliers are prioritized for engagement on this environmental issue

Select all that apply

☑ In line with the criteria used to classify suppliers as having substantive dependencies and/or impacts relating to climate change

☑ Business risk mitigation

☑ Reputation management

☑ Strategic status of suppliers

☑ Suppliers' exposure or vulnerability to physical risks

(5.11.2.4) Please explain

Capita prioritises engagement with hyperscaler partners that provide significant AI and cloud services, as these suppliers are strategically important to the delivery of key digital services and have the potential to influence the environmental impacts associated with AI and cloud computing. These suppliers are classified as having substantive environmental impacts and dependencies and are prioritised for engagement to support business risk mitigation, improve understanding of environmental performance, strengthen transparency and protect Capita's reputation. As part of this approach, Capita conducts environmental impact review meetings with hyperscaler partners to discuss climate-related risks, opportunities and sustainability performance.
[Fixed row]

(5.11.5) Do your suppliers have to meet environmental requirements as part of your organization's purchasing process?

Climate change

(5.11.5.1) Suppliers have to meet specific environmental requirements related to this environmental issue as part of the purchasing process

Public

Select from:

☑ Yes, suppliers have to meet environmental requirements related to this environmental issue, but they are not included in our supplier contracts

(5.11.5.2) Policy in place for addressing supplier non-compliance

Select from:

☑ Yes, we have a policy in place for addressing non-compliance

(5.11.5.3) Comment

Suppliers are required to meet specific environmental expectations as part of the purchasing process, as outlined in Capita's Supplier Charter. The Charter sets out our commitment to working with suppliers who align with our values and contribute to our environmental objectives. It outlines expectations for suppliers to operate in an environmentally responsible manner, comply with all applicable environmental laws and regulations, and support Capita's broader sustainability goals. In cases of non-compliance, Capita's approach is to engage constructively with suppliers to understand the root cause and support improvement. The Charter allows for flexibility based on the nature and scale of the supplier's operations, but persistent or serious breaches may result in a review of the commercial relationship.
[Fixed row]

(5.11.6) Provide details of the environmental requirements that suppliers have to meet as part of your organization's purchasing process, and the compliance measures in place.

Climate change

(5.11.6.1) Environmental requirement

Select from:

☑ Setting a science-based emissions reduction target

(5.11.6.2) Mechanisms for monitoring compliance with this environmental requirement

Select all that apply

☑ First-party verification

(5.11.6.3) % tier 1 suppliers by procurement spend required to comply with this environmental requirement

Public

Select from:
☑ 26-50%

(5.11.6.4) % tier 1 suppliers by procurement spend in compliance with this environmental requirement

Select from:
☑ 51-75%

(5.11.6.7) % tier 1 supplier-related scope 3 emissions attributable to the suppliers required to comply with this environmental requirement

Select from:
☑ 26-50%

(5.11.6.8) % tier 1 supplier-related scope 3 emissions attributable to the suppliers in compliance with this environmental requirement

Select from:
☑ 51-75%

(5.11.6.9) Response to supplier non-compliance with this environmental requirement

Select from:
☑ No response

(5.11.6.12) Comment

While we currently do not have a formal response process in place for supplier non-compliance with our request to set Science Based Targets (SBTs), we recognise the importance of this expectation and are committed to strengthening our approach. In the future we aim to develop clearer follow-up mechanisms and support pathways to encourage greater alignment with climate science. This will help us drive more consistent environmental performance across our supply chain and support our broader sustainability goals. Note that tier 1 suppliers are considered as Capita's direct suppliers for the purposes of answering this question.
[Add row]

(5.11.7) Provide further details of your organization's supplier engagement on environmental issues.

(5.11.7.2) Action driven by supplier engagement

Select from:

☑ Emissions reduction

(5.11.7.3) Type and details of engagement

Information collection

☑ Collect GHG emissions data at least annually from suppliers

☑ Collect targets information at least annually from suppliers

☑ Other information collection activity, please specify :AI environmental impact activity

(5.11.7.4) Upstream value chain coverage

Select all that apply

☑ Tier 1 suppliers

(5.11.7.5) % of tier 1 suppliers by procurement spend covered by engagement

Select from:

☑ 1-25%

(5.11.7.6) % of tier 1 supplier-related scope 3 emissions covered by engagement

Select from:

☑ 1-25%

(5.11.7.9) Describe the engagement and explain the effect of your engagement on the selected environmental action

During the reporting year, Capita initiated an environmental review programme with key hyperscaler and digital technology suppliers, including providers of cloud, data and AI services. The programme seeks to improve understanding of environmental impacts associated with digital infrastructure and emerging technologies, covering areas such as greenhouse gas emissions, renewable energy sourcing, water consumption, waste and circularity, biodiversity and supplier net zero

commitments. Suppliers are assessed through a structured engagement process and findings are used to inform supplier discussions, procurement decisions, risk management activities and the development of improvement plans. The engagement has strengthened Capita's ability to identify emissions reduction opportunities within its supply chain and to better understand the environmental performance of strategically important suppliers. By incorporating environmental considerations into supplier reviews and future sourcing decisions, Capita aims to support the selection and use of lower-carbon products and services, encourage supplier decarbonisation, and improve the quality of emissions-related data available for value chain reporting. While the programme was established during the reporting year and quantitative emissions reductions have not yet been measured, it is expected to contribute to future Scope 3 emissions reductions by promoting transparency, supplier accountability and lower-carbon service delivery.

(5.11.7.10) Engagement is helping your tier 1 suppliers meet an environmental requirement related to this environmental issue

Select from:

☑ No, this engagement is unrelated to meeting an environmental requirement

(5.11.7.11) Engagement is helping your tier 1 suppliers engage with their own suppliers on the selected action

Select from:

☑ Unknown

[Add row]

(5.11.9) Provide details of any environmental engagement activity with other stakeholders in the value chain.

Climate change

(5.11.9.1) Type of stakeholder

Select from:

☑ Other value chain stakeholder, please specify :Suppliers

(5.11.9.2) Type and details of engagement

Other

☑ Other, please specify :Monitoring supplier adoption of science-based targets

Public

(5.11.9.3) % of stakeholder type engaged

Select from:

☑ 51-75%

(5.11.9.4) % stakeholder-associated scope 3 emissions

Select from:

☑ 51-75%

(5.11.9.5) Rationale for engaging these stakeholders and scope of engagement

Suppliers represent the majority of Capita's Scope 3 emissions. Engagement focuses on improving transparency, increasing supplier adoption of science-based targets, obtaining supplier-specific emissions information and supporting value chain decarbonisation.

(5.11.9.6) Effect of engagement and measures of success

Success is measured through increased supplier adoption of science-based targets, increased availability of supplier-specific emissions data and greater participation in sustainability assessments. In 2025, 63% of spend was with suppliers that had science-based targets.

Climate change

(5.11.9.1) Type of stakeholder

Select from:

☑ Customers

(5.11.9.2) Type and details of engagement

Education/Information sharing

☑ Share information on environmental initiatives, progress and achievements

(5.11.9.3) % of stakeholder type engaged

Public

Select from:

☑ Unknown

(5.11.9.4) % stakeholder-associated scope 3 emissions

Select from:

☑ Unknown

(5.11.9.5) Rationale for engaging these stakeholders and scope of engagement

Engagement with customers on environmental performance, climate-related disclosures and supply chain sustainability requirements. Activities included responding to sustainability reviews, ESG questionnaires and customer requests relating to climate targets, emissions reporting, supply chain decarbonisation and transition planning. Customers increasingly request climate-related information and expect suppliers to demonstrate progress on emissions reduction, supply chain engagement and environmental performance. Engagement supports customer requirements, strengthens collaboration and informs Capita's environmental programmes.

(5.11.9.6) Effect of engagement and measures of success

Engagement improved transparency on climate performance, supported customer sustainability reviews and informed the continued development of Capita's climate and supply chain programmes. Success is measured through successful completion of customer sustainability assessments, environmental disclosures and ongoing customer engagement.
[Add row]

(5.12) Indicate any mutually beneficial environmental initiatives you could collaborate on with specific CDP Supply Chain members.

Row 1

(5.12.1) Requesting member

Select from:

☑ NatWest Group plc

(5.12.2) Environmental issues the initiative relates to

Public

Select all that apply

☑ Climate change

(5.12.4) Initiative category and type

Other

☑ Other initiative type, please specify :Data transparency and reporting

(5.12.5) Details of initiative

Capita is developing a service-specific emissions reporting capability that could support collaborative engagement with customers on greenhouse gas emissions associated with service delivery. The initiative could provide greater transparency of service-level emissions, helping identify emission hotspots, jointly assess reduction opportunities and monitor progress over time. This could support both Capita and its customers in achieving their climate objectives through improved data visibility and evidence-based decision making.

(5.12.6) Expected benefits

Select all that apply

☑ Other, please specify :More accurate emissions data

(5.12.7) Estimated timeframe for realization of benefits

Select from:

☑ 1-3 years

(5.12.8) Are you able to estimate the lifetime CO2e and/or water savings of this initiative?

Select from:

☑ No

(5.12.11) Please explain

Capita is developing a service-specific emissions reporting capability that could provide customers with greater visibility of greenhouse gas emissions associated with service delivery. This could support collaborative identification of emission hotspots, carbon reduction opportunities and performance monitoring, helping both Capita

Public

and its customers progress their climate objectives. As the capability is still under development and application will depend on customer requirements, quantitative emissions savings cannot yet be estimated.

Row 2

(5.12.1) Requesting member

Select from:

☑ Royal London Mutual Insurance Society Limited

(5.12.2) Environmental issues the initiative relates to

Select all that apply

☑ Climate change

(5.12.4) Initiative category and type

Other

☑ Other initiative type, please specify :Data transparency and reporting

(5.12.5) Details of initiative

Capita is developing a service-specific emissions reporting capability that could support collaborative engagement with customers on greenhouse gas emissions associated with service delivery. The initiative could provide greater transparency of service-level emissions, helping identify emission hotspots, jointly assess reduction opportunities and monitor progress over time. This could support both Capita and its customers in achieving their climate objectives through improved data visibility and evidence-based decision making.

(5.12.6) Expected benefits

Select all that apply

☑ Other, please specify :More accurate emissions data

(5.12.7) Estimated timeframe for realization of benefits

Select from:

Public

☑ 1-3 years

(5.12.8) Are you able to estimate the lifetime CO2e and/or water savings of this initiative?

Select from:

☑ No

(5.12.11) Please explain

Capita is developing a service-specific emissions reporting capability that could provide customers with greater visibility of greenhouse gas emissions associated with service delivery. This could support collaborative identification of emission hotspots, carbon reduction opportunities and performance monitoring, helping both Capita and its customers progress their climate objectives. As the capability is still under development and application will depend on customer requirements, quantitative emissions savings cannot yet be estimated.

Row 3

(5.12.1) Requesting member

Select from:

☑ Ordnance Survey

(5.12.2) Environmental issues the initiative relates to

Select all that apply

☑ Climate change

(5.12.4) Initiative category and type

Other

☑ Other initiative type, please specify :Data transparency and reporting

(5.12.5) Details of initiative

Public

Capita is developing a service-specific emissions reporting capability that could support collaborative engagement with customers on greenhouse gas emissions associated with service delivery. The initiative could provide greater transparency of service-level emissions, helping identify emission hotspots, jointly assess reduction opportunities and monitor progress over time. This could support both Capita and its customers in achieving their climate objectives through improved data visibility and evidence-based decision making.

(5.12.6) Expected benefits

Select all that apply

☑ Other, please specify :More accurate emissions data

(5.12.7) Estimated timeframe for realization of benefits

Select from:

☑ 1-3 years

(5.12.8) Are you able to estimate the lifetime CO2e and/or water savings of this initiative?

Select from:

☑ No

(5.12.11) Please explain

Capita is developing a service-specific emissions reporting capability that could provide customers with greater visibility of greenhouse gas emissions associated with service delivery. This could support collaborative identification of emission hotspots, carbon reduction opportunities and performance monitoring, helping both Capita and its customers progress their climate objectives. As the capability is still under development and application will depend on customer requirements, quantitative emissions savings cannot yet be estimated.

Row 4

(5.12.1) Requesting member

Select from:

☑ Deutsche Telekom AG

(5.12.2) Environmental issues the initiative relates to

Select all that apply

☑ Climate change

(5.12.4) Initiative category and type

Other

☑ Other initiative type, please specify :Data transparency and reporting

(5.12.5) Details of initiative

Capita is developing a service-specific emissions reporting capability that could support collaborative engagement with customers on greenhouse gas emissions associated with service delivery. The initiative could provide greater transparency of service-level emissions, helping identify emission hotspots, jointly assess reduction opportunities and monitor progress over time. This could support both Capita and its customers in achieving their climate objectives through improved data visibility and evidence-based decision making.

(5.12.6) Expected benefits

Select all that apply

☑ Other, please specify :More accurate emissions data

(5.12.7) Estimated timeframe for realization of benefits

Select from:

☑ 1-3 years

(5.12.8) Are you able to estimate the lifetime CO2e and/or water savings of this initiative?

Select from:

☑ No

(5.12.11) Please explain

Capita is developing a service-specific emissions reporting capability that could provide customers with greater visibility of greenhouse gas emissions associated with service delivery. This could support collaborative identification of emission hotspots, carbon reduction opportunities and performance monitoring, helping both Capita

Public

and its customers progress their climate objectives. As the capability is still under development and application will depend on customer requirements, quantitative emissions savings cannot yet be estimated.

Row 5

(5.12.1) Requesting member

Select from:

☑ Deutsche Bank AG

(5.12.2) Environmental issues the initiative relates to

Select all that apply

☑ Climate change

(5.12.4) Initiative category and type

Other

☑ Other initiative type, please specify :Data transparency and reporting

(5.12.5) Details of initiative

Capita is developing a service-specific emissions reporting capability that could support collaborative engagement with customers on greenhouse gas emissions associated with service delivery. The initiative could provide greater transparency of service-level emissions, helping identify emission hotspots, jointly assess reduction opportunities and monitor progress over time. This could support both Capita and its customers in achieving their climate objectives through improved data visibility and evidence-based decision making.

(5.12.6) Expected benefits

Select all that apply

☑ Other, please specify :More accurate emissions data

(5.12.7) Estimated timeframe for realization of benefits

Select from:

Public

☑ 1-3 years

(5.12.8) Are you able to estimate the lifetime CO2e and/or water savings of this initiative?

Select from:

☑ No

(5.12.11) Please explain

Capita is developing a service-specific emissions reporting capability that could provide customers with greater visibility of greenhouse gas emissions associated with service delivery. This could support collaborative identification of emission hotspots, carbon reduction opportunities and performance monitoring, helping both Capita and its customers progress their climate objectives. As the capability is still under development and application will depend on customer requirements, quantitative emissions savings cannot yet be estimated.

Row 6

(5.12.1) Requesting member

Select from:

☑ Lloyds Banking Group

(5.12.2) Environmental issues the initiative relates to

Select all that apply

☑ Climate change

(5.12.4) Initiative category and type

Other

☑ Other initiative type, please specify :Data transparency and reporting

(5.12.5) Details of initiative

Public

Capita is developing a service-specific emissions reporting capability that could support collaborative engagement with customers on greenhouse gas emissions associated with service delivery. The initiative could provide greater transparency of service-level emissions, helping identify emission hotspots, jointly assess reduction opportunities and monitor progress over time. This could support both Capita and its customers in achieving their climate objectives through improved data visibility and evidence-based decision making.

(5.12.6) Expected benefits

Select all that apply

☑ Other, please specify :More accurate emissions data

(5.12.7) Estimated timeframe for realization of benefits

Select from:

☑ 1-3 years

(5.12.8) Are you able to estimate the lifetime CO2e and/or water savings of this initiative?

Select from:

☑ No

(5.12.11) Please explain

Capita is developing a service-specific emissions reporting capability that could provide customers with greater visibility of greenhouse gas emissions associated with service delivery. This could support collaborative identification of emission hotspots, carbon reduction opportunities and performance monitoring, helping both Capita and its customers progress their climate objectives. As the capability is still under development and application will depend on customer requirements, quantitative emissions savings cannot yet be estimated.

Row 7

(5.12.1) Requesting member

Select from:

☑ Swisscom

(5.12.2) Environmental issues the initiative relates to

Public

Select all that apply

☑ Climate change

(5.12.4) Initiative category and type

Other

☑ Other initiative type, please specify :Data transparency and reporting

(5.12.5) Details of initiative

Capita is developing a service-specific emissions reporting capability that could support collaborative engagement with customers on greenhouse gas emissions associated with service delivery. The initiative could provide greater transparency of service-level emissions, helping identify emission hotspots, jointly assess reduction opportunities and monitor progress over time. This could support both Capita and its customers in achieving their climate objectives through improved data visibility and evidence-based decision making.

(5.12.6) Expected benefits

Select all that apply

☑ Other, please specify :More accurate emissions data

(5.12.7) Estimated timeframe for realization of benefits

Select from:

☑ 1-3 years

(5.12.8) Are you able to estimate the lifetime CO2e and/or water savings of this initiative?

Select from:

☑ No

(5.12.11) Please explain

Capita is developing a service-specific emissions reporting capability that could provide customers with greater visibility of greenhouse gas emissions associated with service delivery. This could support collaborative identification of emission hotspots, carbon reduction opportunities and performance monitoring, helping both Capita

Public

and its customers progress their climate objectives. As the capability is still under development and application will depend on customer requirements, quantitative emissions savings cannot yet be estimated.
[Add row]

(5.13) Has your organization already implemented any mutually beneficial environmental initiatives due to CDP Supply Chain member engagement?

(5.13.1) Environmental initiatives implemented due to CDP Supply Chain member engagement

Select from:

☑ No, but we plan to within the next two years

(5.13.2) Primary reason for not implementing environmental initiatives

Select from:

☑ Not an immediate strategic priority

(5.13.3) Explain why your organization has not implemented any environmental initiatives

Capita continues to engage with customers on environmental topics and identify opportunities for collaborative action. While no specific initiatives have yet been implemented as a direct result of CDP Supply Chain engagement, Capita is developing new capabilities, including service-specific emissions reporting, which are expected to support more targeted customer collaboration and environmental improvement opportunities in the future.
[Fixed row]

Public

C6. Environmental performance - Consolidation approach

(6.1) Provide details on your chosen consolidation approach for the calculation of environmental performance data.

Climate change

(6.1.1) Consolidation approach used

Select from:

☑ Operational control

(6.1.2) Provide the rationale for the choice of consolidation approach

Reasons for Using Operational Control Consistency and Comparability: The operational control approach ensures consistency and comparability in GHG reporting. By using a clear and consistent boundary for reporting, Capita can accurately track and compare emissions over time and across different parts of the organisation. Regulatory Compliance: This approach aligns with various regulatory requirements and voluntary reporting programs. It ensures that Capita's GHG inventory is prepared in a manner that meets the standards set by regulatory bodies and aligns with best practices in the industry. Effective Management: By focusing on operations where Capita has control, the company can more effectively manage and reduce its GHG emissions. This approach allows Capita to implement and enforce policies and measures that directly impact emissions, leading to more effective environmental management. Transparency and Accountability: The operational control approach enhances transparency and accountability in GHG reporting. It provides a clear and straightforward method for determining which emissions are included in the inventory, making it easier for stakeholders to understand and trust the reported data. Alignment with Corporate Goals: This approach supports Capita's broader corporate goals and sustainability initiatives. By accurately accounting for emissions from controlled operations, Capita can set realistic and achievable targets for GHG reduction and track progress towards these goals. By adopting the operational control approach, Capita ensures that its GHG reporting is consistent, transparent, and aligned with industry standards and regulatory requirements. This approach not only facilitates effective management and reduction of emissions but also supports Capita's commitment to sustainability and environmental responsibility.

Biodiversity

(6.1.1) Consolidation approach used

Select from:

☑ Operational control

(6.1.2) Provide the rationale for the choice of consolidation approach

Public

This approach ensures that we have a comprehensive understanding of our environmental impact over all operations which we control. This helps in developing meaningful environmental performance indicators by prioritising activities with the highest environmental risk.
[Fixed row]

Public

C7. Environmental performance - Climate change

(7.1) Is this your first year of reporting emissions data to CDP?

Select from:
☑ No

(7.1.1) Has your organization undergone any structural changes in the reporting year, or are any previous structural changes being accounted for in this disclosure of emissions data?

	Has there been a structural change?
	Select all that apply ☑ No

[Fixed row]

(7.1.2) Has your emissions accounting methodology, boundary, and/or reporting year definition changed in the reporting year?

	Change(s) in methodology, boundary, and/or reporting year definition?
	Select all that apply ☑ No

Public

[Fixed row]

(7.2) Select the name of the standard, protocol, or methodology you have used to collect activity data and calculate emissions.

Select all that apply

☑ The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)

☑ The Greenhouse Gas Protocol: Corporate Value Chain (Scope 3) Standard

(7.3) Describe your organization's approach to reporting Scope 2 emissions.

	Scope 2, location-based	Scope 2, market-based	Comment
	Select from: ☑ We are reporting a Scope 2, location-based figure	*Select from:* ☑ We are reporting a Scope 2, market-based figure	*Capita measures its scope 2 emissions as both location and market based and reports both in the annual report.*

[Fixed row]

(7.4) Are there any sources (e.g. facilities, specific GHGs, activities, geographies, etc.) of Scope 1, Scope 2 or Scope 3 emissions that are excluded from your disclosure of climate-related data?

Select from:

☑ No

(7.5) Provide your base year and base year emissions.

Scope 1

(7.5.1) Base year end

Public

12/31/2019

(7.5.2) Base year emissions (metric tons CO2e)

18960

(7.5.3) Methodological details

Capita defines Scope 1 emissions as all direct GHG emissions from sources that are owned or controlled by the company. This includes: Combustion of fuels in company-owned or controlled vehicles and equipment. On-site fuel combustion for heating, cooling, and power generation. Fugitive emissions from equipment leaks, refrigerant losses, and other unintentional releases The operational boundary for Scope 1 reporting is based on the "operational control" approach, meaning emissions are reported from all operations where Capita has the authority to introduce and implement operating policies. Primary data is collected from Capita's Energy Bureau and facilities management systems. This includes: Fuel consumption data (e.g. natural gas, diesel, LPG) from invoices, meter readings, and fleet fuel cards. Refrigerant top-up logs and maintenance records for fugitive emissions Emission factors are sourced from the UK Government GHG Conversion Factors for Company Reporting (latest available version). Where direct measurement is not possible, estimates are made based on historical usage or comparable site data, with corrections applied in subsequent months when actual data becomes available. Capita's Scope 1 emissions data undergoes internal quality checks and is externally assured under the ISAE 3000 standard by SLR Consulting. This includes: Verification of data accuracy and completeness. Review of calculation methodologies for consistency with the GHG Protocol Corporate Standard. Assessment of data consolidation and reporting processes

Scope 2 (location-based)

(7.5.1) Base year end

12/31/2019

(7.5.2) Base year emissions (metric tons CO2e)

41894

(7.5.3) Methodological details

Capita reports Scope 2 emissions using both the location-based and market-based methods, in line with the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard. The location-based method reflects the average emissions intensity of the grids where electricity consumption occurs, without accounting for specific contractual instruments like renewable energy certificates. Capita applies the operational control approach to define its reporting boundary. This includes all operations where Capita has the authority to implement operational policies, covering offices, data centres, and other facilities across the UK and international locations. Electricity consumption data is sourced from Capita's Energy Bureau, which consolidates: Monthly electricity usage from supplier invoices and meter readings. District heating data where applicable. Estimates where billing data is delayed, based on historical usage patterns. These are corrected in subsequent

Public

months when actual data becomes available. Emission factors are sourced from UK Government GHG Conversion Factors and equivalent national datasets for international operations. Country-specific grid averages are used to reflect the emissions intensity of electricity generation in each region. Capita's Scope 2 emissions data is externally assured under the ISAE 3000 standard by SLR Consulting. This includes: Verification of data accuracy and completeness. Review of calculation methodologies for alignment with best practice. Assessment of data consolidation and reporting consistency

Scope 2 (market-based)

(7.5.1) Base year end

12/31/2019

(7.5.2) Base year emissions (metric tons CO2e)

27651

(7.5.3) Methodological details

Capita reports Scope 2 emissions using both the location-based and market-based methods, in accordance with the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard. The market-based method reflects emissions from electricity purchased, based on specific supplier contracts and energy attribute certificates (EACs), such as RECs or GOs, where available. Capita applies the operational control approach, covering all facilities where it has authority to implement operational policies. This includes offices, data centres, and other operational sites across the UK and internationally. Electricity consumption data is sourced from Capita's Energy Bureau, which consolidates: Monthly electricity usage from supplier invoices and meter readings. Supplier-specific emissions factors, where available. Contractual instruments such as renewable energy certificates or green tariffs Where supplier-specific factors are unavailable, Capita uses residual mix or grid-average factors as fallback. Capita ensures that all emission factors used are consistent with the latest UK Government GHG Conversion Factors or equivalent national datasets. Capita's Scope 2 market-based emissions are externally assured under the ISAE 3000 standard by SLR Consulting. This includes: Verification of supplier-specific data and certificates. Review of calculation methodologies for consistency with best practice. Assessment of data consolidation and reporting accuracy

Scope 3 category 1: Purchased goods and services

(7.5.1) Base year end

12/31/2019

(7.5.2) Base year emissions (metric tons CO2e)

196330

Public

(7.5.3) Methodological details

1. Spend Data Collection and CategorisationCapita provided spend data for the financial year 2018/19. This data was structured using Capita's internal procurement taxonomy: COE Level 1: High-level categories (e.g. Professional Services). COE Level 2: Sub-categories (e.g. Consulting) Each spend item was also classified as either Operational Expenditure (OpEx) or Capital Expenditure (CapEx). 2. Scope 3 Category AssignmentEach COE Level 2 sub-category was mapped to the appropriate Scope 3 category using the GHG Protocol's Corporate Value Chain (Scope 3) Standard. Categories with available primary data (e.g. business travel) were excluded from the spend-based calculation to avoid double counting 3. Emissions Factor Mapping via Quantis ToolSub-categories were then aligned with the Quantis Scope 3 Evaluator Tool definitions. This tool uses environmentally extended input-output (EEIO) modelling to estimate emissions based on economic activity 4. Currency Conversion and Tool InputAll spend data was converted from Pounds Sterling (GBP) to US Dollars (USD) to match the input requirements of the Quantis tool 5. Emissions EstimationThe Quantis tool converted the spend data into estimated greenhouse gas emissions using EEIO emission factors. The output was expressed in kgCO_2e/year, which was then aggregated to produce total emissions for the Purchased Goods and Services category

Scope 3 category 2: Capital goods

(7.5.1) Base year end

12/31/2019

(7.5.2) Base year emissions (metric tons CO2e)

106646

(7.5.3) Methodological details

1. Spend Data Collection and CategorisationCapita provided spend data for the financial year 2018/19. This data was structured using Capita's internal procurement taxonomy: COE Level 1: High-level categories (e.g. Professional Services). COE Level 2: Sub-categories (e.g. Consulting) Each spend item was also classified as either Operational Expenditure (OpEx) or Capital Expenditure (CapEx). 2. Scope 3 Category AssignmentEach COE Level 2 sub-category was mapped to the appropriate Scope 3 category using the GHG Protocol's Corporate Value Chain (Scope 3) Standard. Categories with available primary data (e.g. business travel) were excluded from the spend-based calculation to avoid double counting 3. Emissions Factor Mapping via Quantis ToolSub-categories were then aligned with the Quantis Scope 3 Evaluator Tool definitions. This tool uses environmentally extended input-output (EEIO) modelling to estimate emissions based on economic activity 4. Currency Conversion and Tool InputAll spend data was converted from Pounds Sterling (GBP) to US Dollars (USD) to match the input requirements of the Quantis tool 5. Emissions EstimationThe Quantis tool converted the spend data into estimated greenhouse gas emissions using EEIO emission factors. The output was expressed in kgCO_2e/year, which was then aggregated to produce total emissions for the Purchased Goods and Services category

Scope 3 category 3: Fuel-and-energy-related activities (not included in Scope 1 or 2)

(7.5.1) Base year end

Public

12/31/2019

(7.5.2) Base year emissions (metric tons CO2e)

10874

(7.5.3) Methodological details

1. Overview and ScopeThis category includes upstream emissions associated with the production and delivery of fuels and electricity consumed by Capita, but not already accounted for in Scope 1 or Scope 2. It covers: Well-to-tank (WTT) emissions from fuel extraction, refining, and transport. Transmission and distribution (T&D) losses from electricity grids. Capita follows the GHG Protocol Scope 3 Standard and aligns with guidance from the UK Government GHG Conversion Factors and Climatiq for upstream energy emissions 2. Data Sources and Activity Data Capita's 2019 carbon footprint served as the baseline for this category. The following activity data was extracted from that footprint: Diesel consumption (litres and kWh) Natural gas usage (kWh) Electricity consumption (kWh) These data points were sourced from Capita's Energy Bureau and facilities management systems, ensuring consistency with Scope 1 and 2 reporting 3. Emissions Calculation MethodologyEach activity type was processed using the following approach: a. Well-to-Tank (WTT) EmissionsFor fuels (diesel, gas), WTT emissions were calculated using UK Government emission factors for upstream fuel production. For electricity, WTT emissions were derived from the fuel mix used in national grids, reflecting the upstream impact of electricity generation. b. Transmission and Distribution (T&D) LossesElectricity T&D losses were calculated using regional grid loss factors. These losses were multiplied by the relevant emission factors to estimate the emissions from energy lost during transmission c. Calculation FormulaEmission factors are sourced from the UK Government GHG Conversion Factors or equivalent datasets.

Scope 3 category 4: Upstream transportation and distribution

(7.5.1) Base year end

12/31/2019

(7.5.2) Base year emissions (metric tons CO2e)

2893

(7.5.3) Methodological details

1. Spend Data Collection and CategorisationCapita provided spend data for the financial year 2018/19, structured using its internal procurement taxonomy: COE Level 1: High-level categories (e.g. Office Equipment, Supplies & Services). COE Level 2: Sub-categories (e.g. Transportation & Logistics) For this category, Capita identified COE Level 1 - Office Equipment, Supplies & Services and COE Level 2 - Transportation & Logistics as relevant. It was conservatively assumed that 50% of the total spend in this sub-category related to upstream transportation and distribution 2. Scope 3 Category AssignmentThe relevant spend was mapped to Scope 3 Category 4 using the definitions provided in the Quantis Scope 3 Evaluator Tool, which aligns with the GHG Protocol's Corporate Value Chain Standard 3. Currency

Public

Conversion and Tool InputSpend data was converted from Pounds Sterling (GBP) to US Dollars (USD) to meet the input requirements of the Quantis tool 4. Emissions Estimation via Quantis ToolThe Quantis tool applied environmentally extended input-output (EEIO) emission factors to estimate greenhouse gas emissions. The output was expressed in kgCO_2e/year, which was then aggregated to produce total emissions for upstream transportation and distribution

Scope 3 category 5: Waste generated in operations

(7.5.1) Base year end

12/31/2019

(7.5.2) Base year emissions (metric tons CO2e)

58

(7.5.3) Methodological details

1. Overview and ScopeThis category includes emissions from third-party disposal and treatment of waste generated by Capita's operations. It covers: Solid waste (e.g. general office waste, recyclables, confidential waste). All waste treatment activities managed by external providers, including recycling, incineration, and energy recovery Capita follows the GHG Protocol Scope 3 Standard and applies the waste-type-specific method, using activity data and DEFRA emission factors 2. Data Collection and CategorisationCapita collects primary data on waste generation across its operational sites. This includes: Weight of waste streams (in kilograms or tonnes), recorded by waste management contractors or facilities teams. Waste management processes, such as landfill, recycling, incineration, or energy-from-waste, as reported by service providers. Waste data is typically broken down by: Site or region. Waste type (e.g. paper, plastics, food, confidential). Disposal method. This data is consolidated centrally and reviewed for completeness and consistency. 3. Emissions CalculationEmission factors are sourced from the UK Government GHG Conversion Factors for Company Reporting (DEFRA). The calculation is performed using Capita's internal GHG accounting tool. Where site-specific data is unavailable, estimates are made using average waste generation rates and disposal profiles.

Scope 3 category 6: Business travel

(7.5.1) Base year end

12/31/2019

(7.5.2) Base year emissions (metric tons CO2e)

30823

(7.5.3) Methodological details

Public

1. Overview and ScopeThis category includes greenhouse gas (GHG) emissions from all modes of business-related travel not owned or operated by Capita. It covers: Air travel (domestic and international) Rail travel Hired vehicles (e.g. taxis, rental cars) Hotel stays (where applicable) Capita follows the GHG Protocol Corporate Value Chain (Scope 3) Standard, using the distance-based method where possible, and the spend-based method as a fallback. 2. Data Collection and SourcesCapita's 2019 carbon footprint served as the baseline for business travel emissions. The following data sources were used: Travel booking systems and expense reports Supplier invoices from travel management companies Internal finance systems for spend categorisation Where available, distance travelled (in km) was used for air and rail journeys. Where distance data was unavailable, spend data was used and mapped to travel modes using Capita's procurement taxonomy. 3. Emissions CalculationCapita applied the following approach: Emission factors were sourced from the UK Government GHG Conversion Factors. 4. AssuranceCapita's business travel emissions are externally assured under the ISAE 3000 standard by SLR Consulting

Scope 3 category 7: Employee commuting

(7.5.1) Base year end

12/31/2019

(7.5.2) Base year emissions (metric tons CO2e)

7147

(7.5.3) Methodological details

1. Overview and ScopeThis category includes greenhouse gas (GHG) emissions from the transportation of employees between their homes and Capita worksites. Capita follows the GHG Protocol Scope 3 Standard, applying the average-data method using national commuting statistics and internal workforce data. 2. Data Collection and Workforce AssumptionsCapita's 2019 carbon footprint served as the baseline for this category. The following data sources and assumptions were used: Commuter Distance: Average commuting distances were obtained from the UK Government's National Travel Survey (NTS). Workforce Composition: 43,973 employees were based in the UK (73.9% of the total workforce). 3,597 of these were home-based. Therefore, 40,376 UK employees were assumed to commute to Capita facilities. Including non-UK workers, the total commuting workforce was estimated at 55,924 employees. 3. Emissions Calculation MethodologyCapita used the following approach: a. Distance Conversion and Emission FactorsDistances recorded in miles were converted to kilometres. DEFRA emission factors were applied to each mode of transport to calculate emissions per kilometre. b. Transport Mode AllocationThe NTS provided modal splits (e.g. car, bus, rail, walking). Where the NTS data lacked specificity: "Other private transport" was assumed to have the emissions profile of a coach. "Other public transport" (light rail, ferries, air) was assumed to be light rail only. For cars and motorcycles, average vehicle size emission factors were used. Fuel source proportions (petrol, diesel, other) were derived from Statista market share data. "Other" was conservatively assigned the hybrid vehicle emission factor. c. Total Emissions CalculationThe average emissions per person per year were calculated for each transport mode. These were multiplied by the number of commuting employees and summed to estimate total emissions.

Scope 3 category 8: Upstream leased assets

(7.5.1) Base year end

12/31/2019

(7.5.2) Base year emissions (metric tons CO2e)

0

(7.5.3) Methodological details

Capita does not report emissions under Scope 3, Category 8: Upstream Leased Assets because this category is not relevant to the organisation's greenhouse gas (GHG) inventory. All emissions associated with leased properties where Capita operates are already captured under Scope 1 and Scope 2, in line with the operational control boundary approach. This means that: Capita includes emissions from fuel combustion (Scope 1) and purchased electricity (Scope 2) for all leased assets over which it has operational control. As a result, there are no additional emissions to report under Scope 3, Category 8, and doing so would risk double counting. This treatment is consistent with the GHG Protocol Corporate Standard and ensures that Capita's emissions reporting remains accurate, transparent, and free from duplication.

Scope 3 category 9: Downstream transportation and distribution

(7.5.1) Base year end

12/31/2019

(7.5.2) Base year emissions (metric tons CO2e)

25302

(7.5.3) Methodological details

1. Overview and ScopeThis category includes emissions from the transportation and distribution of sold products in vehicles and facilities not owned or controlled by Capita, occurring after the point of sale. It also includes emissions from third-party warehousing and logistics services used to deliver products to end customers. Capita follows the GHG Protocol Scope 3 Standard, applying the spend-based method using environmentally extended input-output (EEIO) emission factors. 2. Spend Data Collection and CategorisationCapita provided spend data for the financial year 2018/19, structured using its internal procurement taxonomy: COE Level 1: High-level categories (e.g. Office Equipment, Supplies & Services). COE Level 2: Sub-categories (e.g. Transportation & Logistics). For this category, Capita assumed that 100% of the spend in the Transportation & Logistics sub-category was attributable to downstream transportation and distribution. 3. Emissions Calculation MethodologyThe following steps were applied: a. Spend Mapping and CategorisationSpend data was mapped to Scope 3 Category 9 using the Quantis Scope 3 Evaluator Tool. The tool's definitions and sector mappings were used to ensure alignment with the GHG Protocol. b. Currency ConversionSpend data was converted from Pounds Sterling (GBP) to US Dollars (USD) to meet the input requirements of the Quantis tool. c. Emission EstimationThe Quantis tool applied EEIO emission factors to estimate emissions based on the economic activity of transportation and logistics services.

Public

Scope 3 category 10: Processing of sold products

(7.5.1) Base year end

12/31/2019

(7.5.2) Base year emissions (metric tons CO2e)

0

(7.5.3) Methodological details

Capita does not report emissions under Scope 3, Category 10: Processing of Sold Products because this category is not relevant to the nature of its business operations. Capita is a business services provider and does not manufacture or sell physical products that require further processing by third parties. As such, there are no downstream industrial or transformation activities associated with Capita's services that would generate emissions under this category. This treatment is consistent with the GHG Protocol Scope 3 Standard, which defines Category 10 as applicable only to companies whose sold products undergo processing by third parties after sale. Since Capita's services are delivered digitally or through professional expertise, there is no applicable emissions source to account for in this category.

Scope 3 category 11: Use of sold products

(7.5.1) Base year end

12/31/2019

(7.5.2) Base year emissions (metric tons CO2e)

0

(7.5.3) Methodological details

Capita does not report emissions under Scope 3, Category 11: Use of Sold Products because this category is not relevant to the nature of its business operations. Capita is a business services provider, delivering professional, digital, and operational services rather than physical products. As such, there are no tangible goods sold that would generate downstream emissions through use by customers. The services provided do not require energy consumption or fuel use by end users in a way that would result in measurable GHG emissions attributable to Capita. This treatment is consistent with the GHG Protocol Scope 3 Standard, which defines Category 11 as applicable to companies whose sold products require energy or fuel to operate. Since Capita's offerings are service-based and do not involve such use-phase emissions, this category is considered not applicable.

Public

Scope 3 category 12: End of life treatment of sold products

(7.5.1) Base year end

12/31/2019

(7.5.2) Base year emissions (metric tons CO2e)

0

(7.5.3) Methodological details

Capita does not report emissions under Scope 3, Category 12: End-of-Life Treatment of Sold Products because this category is not relevant to the organisation's business model. Capita is a business services provider and does not manufacture or sell physical products that would generate downstream emissions at the end of their life cycle. As such, there are no tangible goods requiring disposal, recycling, or other end-of-life treatment by customers or third parties. This approach is consistent with the GHG Protocol Scope 3 Standard, which defines Category 12 as applicable to companies whose sold products result in waste or emissions at the end of their useful life. Since Capita's services are intangible and do not produce such outputs, this category is considered not applicable.

Scope 3 category 13: Downstream leased assets

(7.5.1) Base year end

12/31/2019

(7.5.2) Base year emissions (metric tons CO2e)

208

(7.5.3) Methodological details

1. Overview and ScopeThis category includes emissions from the operation of assets that are owned by Capita and leased to third parties. These emissions are not already included in Capita's Scope 1 or 2 inventories and are calculated in accordance with the GHG Protocol Scope 3 Standard. Capita applies the asset-specific method, using actual energy consumption data from leased properties to estimate emissions attributable to lessees. 2. Asset Identification and Data CollectionCapita identified three properties that were either: Fully leased to third parties, or Partially leased, with shared occupancy between Capita and the lessee. For each property: Electricity consumption data was collected for the full reporting year. Gas consumption was confirmed to be zero. Where properties were partially leased, energy use was apportioned based on: Floor area (where available), or Financial share of the lease (as a fallback) 3. Emissions CalculationEmission factors were sourced from the UK Government GHG Conversion Factors (BEIS 2023). Well-to-tank (WTT) emissions were also included to account for upstream impacts of electricity

Public

generation (e.g. extraction, refining, and transport of fuels) Where sub-metering was unavailable, Capita used proportional allocation based on lease agreements or building occupancy data.

Scope 3 category 14: Franchises

(7.5.1) Base year end

12/31/2019

(7.5.2) Base year emissions (metric tons CO2e)

0

(7.5.3) Methodological details

Capita does not report emissions under Scope 3, Category 14: Franchises because this category is not relevant to the organisation's operations. Capita does not operate any franchises, nor does it generate revenue through franchising arrangements. As such, there are no emissions associated with franchised operations to account for under this category. This treatment is consistent with the GHG Protocol Scope 3 Standard, which defines Category 14 as applicable only to companies that own or control franchise operations. Since Capita's business model does not include franchising, this category is considered not applicable.

Scope 3 category 15: Investments

(7.5.1) Base year end

12/31/2019

(7.5.2) Base year emissions (metric tons CO2e)

0

(7.5.3) Methodological details

Capita does not report emissions under Scope 3, Category 15: Investments because this category is not relevant to the organisation's operations. Capita does not hold any investments in other companies, assets, or financial instruments that would fall within the scope of this category as defined by the GHG Protocol Scope 3 Standard. As such, there are no emissions associated with investment activities to account for in the GHG inventory. This treatment ensures consistency with the GHG Protocol, which applies Category 15 only to organisations with equity investments, project finance, or debt holdings that generate attributable emissions. Since Capita's business model does not include such financial activities, this category is considered not applicable.

Scope 3: Other (upstream)

(7.5.1) Base year end

12/31/2019

(7.5.2) Base year emissions (metric tons CO2e)

0

(7.5.3) Methodological details

None

Scope 3: Other (downstream)

(7.5.1) Base year end

12/31/2019

(7.5.2) Base year emissions (metric tons CO2e)

0

(7.5.3) Methodological details

None
[Fixed row]

(7.6) What were your organization’s gross global Scope 1 emissions in metric tons CO2e?

Reporting year

(7.6.1) Gross global Scope 1 emissions (metric tons CO2e)

Public

3911

(7.6.3) Methodological details

Capita calculates its Scope 1 emissions in accordance with the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard, using an operational control approach to define organisational boundaries. This ensures that all direct emissions from sources owned or controlled by the organisation are captured consistently across global operations. Scope 1 emissions include fuel combustion (such as natural gas used for heating and diesel or petrol used in fleet vehicles) and fugitive emissions, including refrigerant losses. The measurement approach is activity-based, where emissions are calculated using the formula: emissions (tCO_2e) = activity data × emission factor. Inputs (activity data) include fuel consumption data collected from utility invoices, meter readings and internal energy management systems for stationary combustion, and fuel card data for fleet vehicles. Fugitive emissions data is obtained from maintenance records and supplier-provided refrigerant logs. Emission factors are sourced from the UK Government GHG Conversion Factors for Company Reporting (latest available version), ensuring alignment with recognised national and international reporting standards. Assumptions and estimations are applied where primary data is not available. In such cases, Capita uses comparable site data, historical consumption patterns, or intensity-based estimates derived from similar operations. These assumptions are applied conservatively and refined as data quality improves. The rationale for this methodology is to align with the GHG Protocol, ensuring emissions are calculated in a consistent, transparent and comparable manner. The use of primary activity data where available supports accuracy, while the use of standard government emission factors ensures credibility and comparability. Estimation techniques are applied only where necessary to ensure complete coverage of emissions sources and to avoid under-reporting.

Past year 1

(7.6.1) Gross global Scope 1 emissions (metric tons CO2e)

5150

(7.6.2) End date

12/31/2024

(7.6.3) Methodological details

Capita calculates its Scope 1 emissions in accordance with the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard, using an operational control approach to define organisational boundaries. This ensures that all direct emissions from sources owned or controlled by the organisation are captured consistently across global operations. Scope 1 emissions include fuel combustion (such as natural gas used for heating and diesel or petrol used in fleet vehicles) and fugitive emissions, including refrigerant losses. The measurement approach is activity-based, where emissions are calculated using the formula: emissions (tCO_2e) = activity data × emission factor. Inputs (activity data) include fuel consumption data collected from utility invoices, meter readings and internal energy management systems for stationary combustion, and fuel card data for fleet vehicles. Fugitive emissions data is obtained from maintenance records and supplier-provided refrigerant logs. Emission factors are sourced from the UK Government GHG Conversion Factors for Company Reporting (latest available version), ensuring alignment with recognised national and international reporting standards. Assumptions and estimations are applied where primary data is not available. In such cases, Capita uses

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comparable site data, historical consumption patterns, or intensity-based estimates derived from similar operations. These assumptions are applied conservatively and refined as data quality improves. The rationale for this methodology is to align with the GHG Protocol, ensuring emissions are calculated in a consistent, transparent and comparable manner. The use of primary activity data where available supports accuracy, while the use of standard government emission factors ensures credibility and comparability. Estimation techniques are applied only where necessary to ensure complete coverage of emissions sources and to avoid under-reporting.

Past year 2

(7.6.1) Gross global Scope 1 emissions (metric tons CO2e)

12247

(7.6.2) End date

12/31/2023

(7.6.3) Methodological details

Capita calculates its Scope 1 emissions in accordance with the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard, using an operational control approach to define organisational boundaries. This ensures that all direct emissions from sources owned or controlled by the organisation are captured consistently across global operations. Scope 1 emissions include fuel combustion (such as natural gas used for heating and diesel or petrol used in fleet vehicles) and fugitive emissions, including refrigerant losses. The measurement approach is activity-based, where emissions are calculated using the formula: emissions (tCO_2e) = activity data × emission factor. Inputs (activity data) include fuel consumption data collected from utility invoices, meter readings and internal energy management systems for stationary combustion, and fuel card data for fleet vehicles. Fugitive emissions data is obtained from maintenance records and supplier-provided refrigerant logs. Emission factors are sourced from the UK Government GHG Conversion Factors for Company Reporting (latest available version), ensuring alignment with recognised national and international reporting standards. Assumptions and estimations are applied where primary data is not available. In such cases, Capita uses comparable site data, historical consumption patterns, or intensity-based estimates derived from similar operations. These assumptions are applied conservatively and refined as data quality improves. The rationale for this methodology is to align with the GHG Protocol, ensuring emissions are calculated in a consistent, transparent and comparable manner. The use of primary activity data where available supports accuracy, while the use of standard government emission factors ensures credibility and comparability. Estimation techniques are applied only where necessary to ensure complete coverage of emissions sources and to avoid under-reporting.

Past year 3

(7.6.1) Gross global Scope 1 emissions (metric tons CO2e)

12049

Public

(7.6.2) End date

12/31/2022

(7.6.3) Methodological details

Capita calculates its Scope 1 emissions in accordance with the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard, using an operational control approach to define organisational boundaries. This ensures that all direct emissions from sources owned or controlled by the organisation are captured consistently across global operations. Scope 1 emissions include fuel combustion (such as natural gas used for heating and diesel or petrol used in fleet vehicles) and fugitive emissions, including refrigerant losses. The measurement approach is activity-based, where emissions are calculated using the formula: emissions (tCO_2e) = activity data × emission factor. Inputs (activity data) include fuel consumption data collected from utility invoices, meter readings and internal energy management systems for stationary combustion, and fuel card data for fleet vehicles. Fugitive emissions data is obtained from maintenance records and supplier-provided refrigerant logs. Emission factors are sourced from the UK Government GHG Conversion Factors for Company Reporting (latest available version), ensuring alignment with recognised national and international reporting standards. Assumptions and estimations are applied where primary data is not available. In such cases, Capita uses comparable site data, historical consumption patterns, or intensity-based estimates derived from similar operations. These assumptions are applied conservatively and refined as data quality improves. The rationale for this methodology is to align with the GHG Protocol, ensuring emissions are calculated in a consistent, transparent and comparable manner. The use of primary activity data where available supports accuracy, while the use of standard government emission factors ensures credibility and comparability. Estimation techniques are applied only where necessary to ensure complete coverage of emissions sources and to avoid under-reporting.
[Fixed row]

(7.7) What were your organization’s gross global Scope 2 emissions in metric tons CO2e?

Reporting year

(7.7.1) Gross global Scope 2, location-based emissions (metric tons CO2e)

9789

(7.7.2) Gross global Scope 2, market-based emissions (metric tons CO2e)

2865

(7.7.4) Methodological details

Public

Capita calculates its Scope 2 emissions in accordance with the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard, using an operational control approach to define organisational boundaries. This ensures that all indirect emissions from purchased energy are captured consistently across global operations. Scope 2 emissions arise from the consumption of purchased electricity and district heat across Capita's operations, including offices, data centres and operational sites. The measurement approach is activity-based, where emissions are calculated using the formula: emissions (tCO_2e) = activity data × emission factor. Scope 2 emissions are reported using both the location-based and market-based methods, in line with GHG Protocol guidance. Inputs include electricity consumption data collected from utility invoices, meter readings and internal energy systems. District heat data is obtained from supplier invoices or building management systems. Where primary data is unavailable, estimates are applied using intensity factors based on similar buildings or historical consumption. Emission factors differ by method. For the location-based method, grid-average emission factors are used for each country or region, sourced from UK Government GHG Conversion Factors or equivalent datasets. For the market-based method, supplier-specific emission factors are used where available, including contractual instruments such as REGO-backed electricity. Where renewable contracts are in place, a zero-emission factor may be applied. Where supplier data is unavailable, residual mix or grid-average factors are used. Assumptions are applied where data gaps exist, using comparable site data or historical trends. For market-based reporting, assumptions may also be made about contractual instrument coverage. These are applied conservatively and refined over time. This methodology ensures alignment with the GHG Protocol and provides a transparent view of emissions, reflecting both grid emissions and procurement decisions. Primary data is prioritised to maximise accuracy, while estimation methods ensure completeness and avoid under-reporting.

Past year 1

(7.7.1) Gross global Scope 2, location-based emissions (metric tons CO2e)

16010

(7.7.2) Gross global Scope 2, market-based emissions (metric tons CO2e)

4076

(7.7.3) End date

12/31/2024

(7.7.4) Methodological details

Capita calculates its Scope 2 emissions in accordance with the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard, using an operational control approach to define organisational boundaries. This ensures that all indirect emissions from purchased energy are captured consistently across global operations. Scope 2 emissions arise from the consumption of purchased electricity and district heat across Capita's operations, including offices, data centres and operational sites. The measurement approach is activity-based, where emissions are calculated using the formula: emissions (tCO_2e) = activity data × emission factor. Scope 2 emissions are reported using both the location-based and market-based methods, in line with GHG Protocol guidance. Inputs include electricity consumption data collected from utility invoices, meter readings and internal energy systems. District heat data is obtained from supplier invoices or building management systems. Where primary data is unavailable, estimates are applied using intensity factors based on similar buildings or historical consumption. Emission factors differ by

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method. For the location-based method, grid-average emission factors are used for each country or region, sourced from UK Government GHG Conversion Factors or equivalent datasets. For the market-based method, supplier-specific emission factors are used where available, including contractual instruments such as REGO-backed electricity. Where renewable contracts are in place, a zero-emission factor may be applied. Where supplier data is unavailable, residual mix or grid-average factors are used. Assumptions are applied where data gaps exist, using comparable site data or historical trends. For market-based reporting, assumptions may also be made about contractual instrument coverage. These are applied conservatively and refined over time. This methodology ensures alignment with the GHG Protocol and provides a transparent view of emissions, reflecting both grid emissions and procurement decisions. Primary data is prioritised to maximise accuracy, while estimation methods ensure completeness and avoid under-reporting.

Past year 2

(7.7.1) Gross global Scope 2, location-based emissions (metric tons CO2e)

21365

(7.7.2) Gross global Scope 2, market-based emissions (metric tons CO2e)

3553

(7.7.3) End date

12/31/2023

(7.7.4) Methodological details

Capita calculates its Scope 2 emissions in accordance with the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard, using an operational control approach to define organisational boundaries. This ensures that all indirect emissions from purchased energy are captured consistently across global operations. Scope 2 emissions arise from the consumption of purchased electricity and district heat across Capita's operations, including offices, data centres and operational sites. The measurement approach is activity-based, where emissions are calculated using the formula: emissions (tCO_2e) = activity data × emission factor. Scope 2 emissions are reported using both the location-based and market-based methods, in line with GHG Protocol guidance. Inputs include electricity consumption data collected from utility invoices, meter readings and internal energy systems. District heat data is obtained from supplier invoices or building management systems. Where primary data is unavailable, estimates are applied using intensity factors based on similar buildings or historical consumption. Emission factors differ by method. For the location-based method, grid-average emission factors are used for each country or region, sourced from UK Government GHG Conversion Factors or equivalent datasets. For the market-based method, supplier-specific emission factors are used where available, including contractual instruments such as REGO-backed electricity. Where renewable contracts are in place, a zero-emission factor may be applied. Where supplier data is unavailable, residual mix or grid-average factors are used. Assumptions are applied where data gaps exist, using comparable site data or historical trends. For market-based reporting, assumptions may also be made about contractual instrument coverage. These are applied conservatively and refined over time. This methodology ensures alignment with the GHG Protocol and provides a transparent view of emissions, reflecting both grid emissions and procurement decisions. Primary data is prioritised to maximise accuracy, while estimation methods ensure completeness and avoid under-reporting.

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Past year 3

(7.7.1) Gross global Scope 2, location-based emissions (metric tons CO2e)

21137

(7.7.2) Gross global Scope 2, market-based emissions (metric tons CO2e)

4083

(7.7.3) End date

12/31/2022

(7.7.4) Methodological details

Capita calculates its Scope 2 emissions in accordance with the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard, using an operational control approach to define organisational boundaries. This ensures that all indirect emissions from purchased energy are captured consistently across global operations. Scope 2 emissions arise from the consumption of purchased electricity and district heat across Capita's operations, including offices, data centres and operational sites. The measurement approach is activity-based, where emissions are calculated using the formula: emissions (tCO_2e) = activity data × emission factor. Scope 2 emissions are reported using both the location-based and market-based methods, in line with GHG Protocol guidance. Inputs include electricity consumption data collected from utility invoices, meter readings and internal energy systems. District heat data is obtained from supplier invoices or building management systems. Where primary data is unavailable, estimates are applied using intensity factors based on similar buildings or historical consumption. Emission factors differ by method. For the location-based method, grid-average emission factors are used for each country or region, sourced from UK Government GHG Conversion Factors or equivalent datasets. For the market-based method, supplier-specific emission factors are used where available, including contractual instruments such as REGO-backed electricity. Where renewable contracts are in place, a zero-emission factor may be applied. Where supplier data is unavailable, residual mix or grid-average factors are used. Assumptions are applied where data gaps exist, using comparable site data or historical trends. For market-based reporting, assumptions may also be made about contractual instrument coverage. These are applied conservatively and refined over time. This methodology ensures alignment with the GHG Protocol and provides a transparent view of emissions, reflecting both grid emissions and procurement decisions. Primary data is prioritised to maximise accuracy, while estimation methods ensure completeness and avoid under-reporting.
[Fixed row]

(7.8) Account for your organization's gross global Scope 3 emissions, disclosing and explaining any exclusions.

Purchased goods and services

Public

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

115045

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Spend-based method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

(7.8.6) Please explain

Capita's Scope 3 Category 1 (Purchased goods and services) emissions for 2025 have been calculated using a spend-based methodology in line with the GHG Protocol Corporate Value Chain (Scope 3) Standard. The primary dataset is Capita's procurement spend for the reporting year, sourced from internal finance and procurement systems and covering all relevant goods and services within the operational control boundary. Spend data is categorised by procurement type and mapped to appropriate emissions categories. Emissions are calculated by applying environmentally extended input-output (EEIO) emission factors to spend data. Spend values are standardised, including currency conversion where required, and aligned to the reference year of the emission factors. Emission factors are derived from recognised EEIO databases and represent cradle-to-gate emissions associated with the production of goods and services. Global warming potentials are applied in accordance with GHG Protocol requirements for CO_2e reporting. Assumptions are applied where detailed activity-level data is not available. The methodology assumes that financial spend is a reasonable proxy for emissions intensity, particularly for a services-based organisation. The use of EEIO factors ensures complete coverage across a diverse supplier base, although it may not reflect supplier-specific performance. The calculation boundary includes all purchased goods and services relevant to Capita's operations. Any exclusions are limited to categories assessed as non-material or where data is unavailable and cannot be reasonably estimated; these are not expected to materially impact the overall footprint. All data relates to the 2025 reporting period. Where supporting datasets are based on earlier reference years (e.g. EEIO factors), these are considered appropriate proxies and are not expected to materially affect results. Data is subject to internal quality assurance processes and this category was externally assured for the 2025 reporting year. This approach ensures a consistent, transparent and complete estimation of emissions, aligned with GHG Protocol requirements, while recognising current data availability constraints.

Capital goods

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

10029

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Average spend-based method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

(7.8.6) Please explain

Capita's Scope 3 Category 2 (Capital goods) emissions for 2025 have been calculated using a spend-based methodology in line with the GHG Protocol Corporate Value Chain (Scope 3) Standard. The primary dataset is Capita's capital expenditure for the reporting year, sourced from internal finance and procurement systems. This includes spend on long-term assets such as IT equipment, infrastructure and office fit-outs, covering all relevant capital goods within the operational control boundary. Emissions are calculated by applying environmentally extended input-output (EEIO) emission factors to capital spend data. Spend is categorised by asset type, standardised (including currency conversion where required), and aligned to the reference year of the emission factors. Emission factors are derived from recognised EEIO databases and represent cradle-to-gate emissions associated with the production of capital goods. Global warming potentials are applied in accordance with GHG Protocol requirements for CO_2e reporting. Assumptions are required due to limited availability of product-level or supplier-specific data. The methodology assumes that financial spend is an appropriate proxy for emissions associated with capital goods. EEIO factors are used to ensure full coverage across categories, although they may not reflect supplier-specific performance or variations in product lifecycle emissions. The calculation boundary includes all material capital goods purchased during the reporting year. Exclusions are limited to items assessed as non-material or where data is unavailable and cannot be reasonably estimated; these are not expected to materially affect the overall footprint. All data relates to the 2025 reporting period. Where emission factors are based on earlier reference years, these are considered appropriate proxies and are not expected to significantly impact results. Data is subject to internal quality assurance processes and this category was externally assured for the 2025 reporting year. This approach ensures a consistent, transparent and complete estimate of emissions, aligned with GHG Protocol requirements, while reflecting current data availability constraints.

Fuel-and-energy-related activities (not included in Scope 1 or 2)

Public

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

3970

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Average data method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

(7.8.6) Please explain

Capita's Scope 3 Category 3 (Fuel- and energy-related activities not included in Scope 1 or 2) emissions for 2025 have been calculated using an activity-based approach in line with the GHG Protocol Corporate Value Chain (Scope 3) Standard. This category captures upstream emissions associated with fuels and energy consumed within Scope 1 and Scope 2, including well-to-tank emissions and transmission and distribution losses. The primary inputs are fuel and electricity consumption data already collected for Scope 1 and Scope 2 reporting, sourced from utility invoices, meter readings and internal energy management systems. Emissions are calculated by applying UK Government GHG Conversion Factors, including well-to-tank factors for fuels and transmission and distribution factors for electricity. Emissions are calculated using the formula: emissions (tCO_2e) = activity data × emission factor. No supplier-specific data is used in this calculation. The methodology relies on average emission factors applied to internally collected activity data, which is consistent with standard practice for this category. Assumptions are limited, as the methodology builds directly on underlying Scope 1 and 2 consumption data. Where minor data gaps exist, estimates are made using historical consumption or comparable site data; these are not expected to materially affect results. The calculation boundary aligns with Capita's operational control boundary and includes all relevant upstream fuel- and energy-related emissions. All data relates to the 2025 reporting period. Where emission factors are based on standard datasets, these are considered appropriate proxies and are not expected to significantly impact accuracy. Data is subject to internal quality assurance processes. This approach ensures a consistent, transparent and complete estimate of upstream energy-related emissions, aligned with GHG Protocol requirements.

Upstream transportation and distribution

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

12955

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Spend-based method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

(7.8.6) Please explain

Capita's Scope 3 Category 4 (Upstream transportation and distribution) emissions for 2025 have been calculated using a spend-based methodology in line with the GHG Protocol Corporate Value Chain (Scope 3) Standard. This category includes emissions associated with the transportation and distribution of purchased goods and services, where these activities are carried out by third-party providers. The primary dataset is procurement spend related to upstream transportation and distribution, sourced from internal finance and procurement systems. Spend data is categorised and mapped to appropriate emissions categories. Emissions are calculated by applying environmentally extended input-output (EEIO) emission factors to the relevant spend data. Spend values are standardised, including currency conversion where required, and aligned to the reference year of the emission factors. Emission factors are derived from recognised EEIO databases and represent cradle-to-gate emissions, including transport-related impacts. Global warming potentials are applied in accordance with GHG Protocol requirements for CO_2e reporting. No supplier-specific data is used in the calculation. The methodology relies on average emission factors applied to financial spend, providing a consistent and complete estimate across a diverse supplier base. Assumptions are required due to limited availability of activity-level transport data (e.g. distance, mode and weight). Spend is used as a proxy for emissions intensity and may not fully reflect variations in transport modes or supplier practices. The calculation boundary includes all upstream transportation and distribution activities associated with purchased goods and services under Capita's operational control boundary. All data relates to the 2025 reporting period. Where emission factors are based on earlier reference years, these are considered appropriate proxies. Data is subject to internal quality assurance processes. This approach ensures a transparent and complete estimate of emissions while recognising current data constraints and aligns with GHG Protocol guidance for Scope 3 reporting.

Waste generated in operations

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

24

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Waste-type-specific method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

80

(7.8.6) Please explain

Capita's Scope 3 Category 5 (Waste generated in operations) emissions for 2025 have been calculated using a waste-type-specific methodology in line with the GHG Protocol Corporate Value Chain (Scope 3) Standard. This category includes emissions associated with the disposal and treatment of waste generated from Capita's operations. The primary inputs are waste quantity data (by weight) obtained from waste management suppliers, covering the majority of Capita's operational footprint. Waste data is categorised by waste type and disposal route (e.g. landfill, recycling, energy recovery). Emissions are calculated by applying UK Government GHG Conversion Factors to the reported waste quantities, using factors specific to waste type and treatment method. Emissions are calculated using the formula: emissions (tCO_2e) = activity data × emission factor. Approximately 80% of emissions are based on activity data obtained directly from waste suppliers. The remaining proportion relates to locations where supplier data is not available and is estimated using comparable site data, historical trends or average waste generation factors. No supplier-specific emissions factors are applied; the methodology relies on standard emission factors to ensure consistency across regions. The calculation boundary includes all waste generated within Capita's operational control. All data relates to the 2025 reporting period. Data is subject to internal quality assurance processes. This approach ensures a consistent and transparent estimate of emissions, aligned with GHG Protocol guidance, while reflecting current data availability and coverage.

Business travel

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

Public

(7.8.2) Emissions in reporting year (metric tons CO2e)

2739

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Distance-based method

☑ Spend-based method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

80

(7.8.6) Please explain

Capita's Scope 3 Category 6 (Business travel) emissions for 2025 have been calculated using a combination of distance-based and spend-based methodologies, in line with the GHG Protocol Corporate Value Chain (Scope 3) Standard. This category includes emissions from business travel undertaken by employees, including air travel, rail travel and other transport modes. Air and rail travel booked directly through Capita's travel management provider are calculated using a distance-based method, applying emission factors per kilometre travelled. Activity data is obtained from the travel provider, including routes and distances travelled. Travel expenses claimed through internal systems (e.g. SAP), such as taxis and ad hoc travel, are calculated using a spend-based method where detailed activity data is not available. Emission factors are applied to expenditure to estimate associated emissions. Emission factors are sourced from the UK Government GHG Conversion Factors for Company Reporting. Emissions are calculated using the formula: emissions (tCO_2e) = activity data × emission factor. Approximately 80% of emissions are based on data obtained from value chain partners, primarily from travel management providers. The remaining proportion is based on internally reported expense data. Assumptions are required where detailed journey data is unavailable. In these cases, spend-based estimates are used as a proxy, which may not fully reflect variations in travel modes or distances. The calculation boundary includes all business travel within Capita's operational control. All data relates to the 2025 reporting period. Data is subject to internal quality assurance processes, and this category was subject to limited external assurance in 2025. This approach ensures a transparent and complete estimate of emissions, prioritising higher-quality distance-based data where available while maintaining full coverage through complementary estimation methods, in line with GHG Protocol guidance.

Employee commuting

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

Public

(7.8.2) Emissions in reporting year (metric tons CO2e)

4595

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Other, please specify

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

(7.8.6) Please explain

Capita's Scope 3 Category 7 (Employee commuting) emissions for 2025 have been calculated using an average-data methodology in line with the GHG Protocol Corporate Value Chain (Scope 3) Standard. This category includes emissions from the transportation of employees between their homes and Capita worksites. The calculation is based on a modelled approach using a combination of national commuting statistics and internal workforce data. Average commuting distances and transport mode splits (e.g. car, public transport, walking and cycling) are derived from recognised datasets. These are combined with Capita's employee data, including full-time equivalent (FTE) headcount and working patterns, to estimate commuting activity. Emissions are calculated by applying UK Government GHG Conversion Factors for each transport mode to the estimated activity data. Emissions are calculated using the formula: emissions (tCO_2e) = activity data × emission factor. No supplier or value chain data is used in this calculation. Assumptions are required due to the absence of employee-level commuting data. These include average commuting distances, mode share distributions and hybrid working patterns, which may vary across geographies and individuals. The calculation boundary includes all employees within Capita's operational control. All data relates to the 2025 reporting period. Data is subject to internal quality assurance processes. This approach ensures a consistent and complete estimate of commuting emissions, aligned with GHG Protocol guidance, while recognising data limitations and the need to use representative averages.

Upstream leased assets

(7.8.1) Evaluation status

Select from:

☑ Not relevant, explanation provided

(7.8.5) Reason for this category not being relevant

Select from:

☑ Emissions covered under scope 1 or 2

(7.8.6) Please explain

Upstream leased assets are not applicable to Capita as emissions from leased facilities are accounted for within Scopes 1 and 2 under the operational control approach. Capita includes emissions from all assets and operations where it has the authority to implement operating policies, regardless of ownership. As a result, leased buildings and associated energy use are already captured within Scope 1 (for on-site fuel combustion) and Scope 2 (for purchased electricity and district heat). This approach avoids double counting of emissions and ensures alignment with the GHG Protocol Corporate Accounting and Reporting Standard. Capita does not operate upstream leased assets that fall outside of the Scope 1 and 2 boundary, and therefore no additional emissions are required to be reported under this Scope 3 category.

Downstream transportation and distribution

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

22871

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Spend-based method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

(7.8.6) Please explain

Capita's Scope 3 Category 9 (Downstream transportation and distribution) emissions for 2025 have been calculated using a spend-based methodology in line with the GHG Protocol Corporate Value Chain (Scope 3) Standard. This category includes emissions associated with the transportation and distribution of goods and services

sold by Capita, where these logistics activities are paid for by the end customer. The primary dataset is procurement and revenue-linked spend associated with downstream transportation and distribution, sourced from internal finance systems. Spend data is categorised in line with Capita's procurement taxonomy and mapped to relevant transport and logistics categories. Emissions are calculated by applying environmentally extended input-output (EEIO) emission factors to the relevant spend data. Spend values are standardised and aligned to the reference year of the emission factors to ensure consistency. Emission factors are derived from recognised EEIO databases and represent emissions associated with transport, storage and distribution activities. Emissions are calculated using the formula: emissions (tCO_2e) = activity data × emission factor. No supplier or value chain partner-specific data is used in this calculation. The methodology relies on average emission factors applied to financial spend, providing consistent coverage across all relevant activities. Assumptions are required due to the absence of activity-level data such as distance, mode of transport or fuel use. Spend is used as a proxy for emissions intensity and may not fully reflect variations in logistics practices or transport modes. The calculation boundary includes all relevant downstream transportation and distribution activities associated with Capita's operational model. All data relates to the 2025 reporting period. Data is subject to internal quality assurance processes, and this category was subject to limited external assurance in 2025. This approach ensures a consistent and transparent estimate of emissions, aligned with GHG Protocol guidance, while recognising current data limitations.

Processing of sold products

(7.8.1) Evaluation status

Select from:

☑ Not relevant, explanation provided

(7.8.5) Reason for this category not being relevant

Select from:

☑ Not applicable to our organization's activities

(7.8.6) Please explain

Scope 3 Category 10 (Processing of sold products) is not applicable to Capita. This category includes emissions arising from the processing of intermediate products sold by the reporting organisation by third parties prior to final use. Capita is a business services organisation and does not sell physical or intermediate goods that require further processing by customers. Capita's activities are focused on the provision of services, including consulting, transformation and digital services. As such, there are no downstream processing stages associated with tangible products that would give rise to emissions in this category.

Use of sold products

(7.8.1) Evaluation status

Select from:

Public

☑ Not relevant, explanation provided

(7.8.5) Reason for this category not being relevant

Select from:

☑ Not applicable to our organization’s activities

(7.8.6) Please explain

Scope 3 Category 11 (Use of sold products) is not applicable to Capita. This category includes emissions arising from the use of goods and services sold by the reporting organisation during their operational lifetime. Capita is a business services organisation and does not manufacture or sell products that result in direct energy consumption or emissions during use.

End of life treatment of sold products

(7.8.1) Evaluation status

Select from:

☑ Not relevant, explanation provided

(7.8.5) Reason for this category not being relevant

Select from:

☑ Not applicable to our organization’s activities

(7.8.6) Please explain

Scope 3 Category 12 (End-of-life treatment of sold products) is not applicable to Capita. This category includes emissions associated with the disposal and treatment of products sold by the organisation at the end of their life. Capita is a business services organisation and does not manufacture or sell products that result in significant waste or disposal impacts at the end of their lifecycle. Capita’s activities are primarily focused on delivering professional, digital and outsourcing services, which do not involve the sale of physical products requiring end-of-life treatment.

Downstream leased assets

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

14409

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Asset-specific method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

50

(7.8.6) Please explain

Capita's Scope 3 Category 13 (Downstream leased assets) emissions for 2025 have been calculated using an asset-specific methodology in line with the GHG Protocol Corporate Value Chain (Scope 3) Standard. This category includes emissions from assets owned by Capita and leased to third parties, where Capita does not have operational control. The primary inputs are energy consumption data associated with leased assets. Where available, activity data has been obtained from value chain partners, including tenants or building managers. This data primarily consists of metered energy consumption or utility information. For assets where partner data is not available, emissions are estimated using intensity-based approaches derived from comparable buildings or historical data. Emissions are calculated by applying UK Government GHG Conversion Factors to the relevant energy consumption data. Emissions are calculated using the formula: emissions (tCO_2e) = activity data × emission factor. Approximately 50% of emissions are based on data obtained from value chain partners, with the remaining 50% estimated using internal models and proxy data. Assumptions are required where direct consumption data is unavailable. These include the use of average energy intensity factors and assumptions about building usage and occupancy, which may not fully reflect variations across individual assets. The calculation boundary includes all relevant downstream leased assets where Capita does not have operational control. All data relates to the 2025 reporting period. Data is subject to internal quality assurance processes. This approach ensures a consistent and transparent estimate of emissions, prioritising asset-level data where available while maintaining full coverage through appropriate estimation methods, in line with GHG Protocol guidance.

Franchises

(7.8.1) Evaluation status

Select from:

☑ Not relevant, explanation provided

(7.8.5) Reason for this category not being relevant

Select from:

☑ Not applicable to our organization's activities

(7.8.6) Please explain

Scope 3 Category 14 (Franchises) is not relevant to Capita. This category includes emissions from the operation of franchises not included in Scope 1 or Scope 2. Capita does not operate a franchise business model and does not grant franchises to third parties to deliver its services. Capita operates through owned subsidiaries and directly managed operations, with all activities conducted under Capita's organisational structure rather than through franchised arrangements. As a result, there are no franchise operations that would give rise to emissions within this Scope 3 category. Therefore, no emissions are reported under this category.

Investments

(7.8.1) Evaluation status

Select from:

☑ Not relevant, explanation provided

(7.8.5) Reason for this category not being relevant

Select from:

☑ Not applicable to our organization's activities

(7.8.6) Please explain

Scope 3 Category 15 (Investments) is not relevant to Capita. This category includes emissions associated with investments such as equity holdings, debt investments, or project finance where the reporting organisation has financial control or influence. Capita's business model is focused on the delivery of consulting, transformation and digital services, and it does not hold material investments that would give rise to reportable emissions under this category. Any investments held are not significant in scale or are considered non-material to Capita's overall emissions profile. Therefore, no emissions are reported under this category.

Other (upstream)

Public

(7.8.1) Evaluation status

Select from:

☑ Not relevant, explanation provided

(7.8.5) Reason for this category not being relevant

Select from:

☑ Not applicable to our organization’s activities

(7.8.6) Please explain

Capita has assessed all upstream Scope 3 categories and confirmed that all material sources of upstream emissions are captured within the defined categories. No additional upstream emission sources have been identified that would require reporting under “Other upstream”.

Other (downstream)

(7.8.1) Evaluation status

Select from:

☑ Not relevant, explanation provided

(7.8.5) Reason for this category not being relevant

Select from:

☑ Not applicable to our organization’s activities

(7.8.6) Please explain

Capita has assessed all downstream Scope 3 categories and confirmed that all material sources of downstream emissions are captured within the defined categories. [Fixed row]

(7.8.1) Disclose or restate your Scope 3 emissions data for previous years.

Past year 1

(7.8.1.1) End date

12/31/2024

(7.8.1.2) Scope 3: Purchased goods and services (metric tons CO2e)

117235

(7.8.1.3) Scope 3: Capital goods (metric tons CO2e)

11133

(7.8.1.4) Scope 3: Fuel and energy-related activities (not included in Scopes 1 or 2) (metric tons CO2e)

7405

(7.8.1.5) Scope 3: Upstream transportation and distribution (metric tons CO2e)

14343

(7.8.1.6) Scope 3: Waste generated in operations (metric tons CO2e)

76

(7.8.1.7) Scope 3: Business travel (metric tons CO2e)

5154

(7.8.1.8) Scope 3: Employee commuting (metric tons CO2e)

5573

(7.8.1.9) Scope 3: Upstream leased assets (metric tons CO2e)

Public

0

(7.8.1.10) Scope 3: Downstream transportation and distribution (metric tons CO2e)

22233

(7.8.1.11) Scope 3: Processing of sold products (metric tons CO2e)

0

(7.8.1.12) Scope 3: Use of sold products (metric tons CO2e)

0

(7.8.1.13) Scope 3: End of life treatment of sold products (metric tons CO2e)

0

(7.8.1.14) Scope 3: Downstream leased assets (metric tons CO2e)

9313

(7.8.1.15) Scope 3: Franchises (metric tons CO2e)

0

(7.8.1.16) Scope 3: Investments (metric tons CO2e)

0

(7.8.1.17) Scope 3: Other (upstream) (metric tons CO2e)

0

(7.8.1.18) Scope 3: Other (downstream) (metric tons CO2e)

Public

0

(7.8.1.19) Comment

Capita's gross global Scope 3 emissions for this reporting year have been calculated in accordance with the GHG Protocol Corporate Value Chain (Scope 3) Standard, using a combination of calculation approaches appropriate to each category. A primarily spend-based methodology (using environmentally extended input-output emission factors) has been applied to categories such as purchased goods and services, capital goods, and transportation and distribution. Activity-based approaches have been used where higher quality data is available, including fuel- and energy-related activities, waste generated in operations, and business travel. Employee commuting has been calculated using an average-data methodology based on internal workforce data and external commuting statistics. The reported emissions represent gross figures and include all relevant Scope 3 categories that have been assessed and calculated for the reporting period. Categories assessed as not relevant to Capita's services-based business model (e.g. processing and use of sold products, franchises, and investments) have been excluded, with justification provided separately. Emissions include a combination of primary data obtained from suppliers or value chain partners (e.g. waste contractors, travel management providers, and downstream leased asset data) and secondary data sources, including internal financial systems, operational data and recognised emission factor datasets. The proportion of emissions calculated using supplier or partner data varies by category and is disclosed at a category level within this response. Where primary data is not available, estimates have been applied using recognised proxies and assumptions, including spend-based factors, average intensity values and modelled data. These estimation approaches are considered appropriate for the purpose of developing a complete Scope 3 inventory and are consistent with GHG Protocol guidance. Data relates to the full reporting year and is subject to internal quality assurance processes. Selected Scope 3 categories are subject to limited external assurance, with the scope of assurance varying by category. Capita is committed to improving Scope 3 data quality over time by increasing the proportion of primary supplier data and refining calculation methodologies.

Past year 2

(7.8.1.1) End date

12/31/2023

(7.8.1.2) Scope 3: Purchased goods and services (metric tons CO2e)

144611

(7.8.1.3) Scope 3: Capital goods (metric tons CO2e)

13377

(7.8.1.4) Scope 3: Fuel and energy-related activities (not included in Scopes 1 or 2) (metric tons CO2e)

9900

Public

(7.8.1.5) Scope 3: Upstream transportation and distribution (metric tons CO2e)

39927

(7.8.1.6) Scope 3: Waste generated in operations (metric tons CO2e)

222

(7.8.1.7) Scope 3: Business travel (metric tons CO2e)

6772

(7.8.1.8) Scope 3: Employee commuting (metric tons CO2e)

9266

(7.8.1.9) Scope 3: Upstream leased assets (metric tons CO2e)

0

(7.8.1.10) Scope 3: Downstream transportation and distribution (metric tons CO2e)

13658

(7.8.1.11) Scope 3: Processing of sold products (metric tons CO2e)

0

(7.8.1.12) Scope 3: Use of sold products (metric tons CO2e)

0

(7.8.1.13) Scope 3: End of life treatment of sold products (metric tons CO2e)

0

Public

(7.8.1.14) Scope 3: Downstream leased assets (metric tons CO2e)

1520

(7.8.1.15) Scope 3: Franchises (metric tons CO2e)

0

(7.8.1.16) Scope 3: Investments (metric tons CO2e)

0

(7.8.1.17) Scope 3: Other (upstream) (metric tons CO2e)

0

(7.8.1.18) Scope 3: Other (downstream) (metric tons CO2e)

0

(7.8.1.19) Comment

Capita's gross global Scope 3 emissions for this reporting year have been calculated in accordance with the GHG Protocol Corporate Value Chain (Scope 3) Standard, using a combination of calculation approaches appropriate to each category. A primarily spend-based methodology (using environmentally extended input-output emission factors) has been applied to categories such as purchased goods and services, capital goods, and transportation and distribution. Activity-based approaches have been used where higher quality data is available, including fuel- and energy-related activities, waste generated in operations, and business travel. Employee commuting has been calculated using an average-data methodology based on internal workforce data and external commuting statistics. The reported emissions represent gross figures and include all relevant Scope 3 categories that have been assessed and calculated for the reporting period. Categories assessed as not relevant to Capita's services-based business model (e.g. processing and use of sold products, franchises, and investments) have been excluded, with justification provided separately. Emissions include a combination of primary data obtained from suppliers or value chain partners (e.g. waste contractors, travel management providers, and downstream leased asset data) and secondary data sources, including internal financial systems, operational data and recognised emission factor datasets. The proportion of emissions calculated using supplier or partner data varies by category and is disclosed at a category level within this response. Where primary data is not available, estimates have been applied using recognised proxies and assumptions, including spend-based factors, average intensity values and modelled data. These estimation approaches are considered appropriate for the purpose of developing a complete Scope 3 inventory and are consistent with GHG Protocol guidance. Data relates to the full reporting year and is subject to internal quality assurance processes. Selected Scope 3 categories are subject to limited external assurance, with the scope of assurance varying by category. Capita is committed to improving Scope 3 data quality over time by increasing the proportion of primary supplier data and refining calculation methodologies.

Public

Past year 3

(7.8.1.1) End date

12/31/2022

(7.8.1.2) Scope 3: Purchased goods and services (metric tons CO2e)

148597

(7.8.1.3) Scope 3: Capital goods (metric tons CO2e)

20575

(7.8.1.4) Scope 3: Fuel and energy-related activities (not included in Scopes 1 or 2) (metric tons CO2e)

9279

(7.8.1.5) Scope 3: Upstream transportation and distribution (metric tons CO2e)

27591

(7.8.1.6) Scope 3: Waste generated in operations (metric tons CO2e)

204

(7.8.1.7) Scope 3: Business travel (metric tons CO2e)

6060

(7.8.1.8) Scope 3: Employee commuting (metric tons CO2e)

10567

(7.8.1.9) Scope 3: Upstream leased assets (metric tons CO2e)

Public

0

(7.8.1.10) Scope 3: Downstream transportation and distribution (metric tons CO2e)

5594

(7.8.1.11) Scope 3: Processing of sold products (metric tons CO2e)

0

(7.8.1.12) Scope 3: Use of sold products (metric tons CO2e)

0

(7.8.1.13) Scope 3: End of life treatment of sold products (metric tons CO2e)

0

(7.8.1.14) Scope 3: Downstream leased assets (metric tons CO2e)

3994

(7.8.1.15) Scope 3: Franchises (metric tons CO2e)

0

(7.8.1.16) Scope 3: Investments (metric tons CO2e)

0

(7.8.1.17) Scope 3: Other (upstream) (metric tons CO2e)

0

(7.8.1.18) Scope 3: Other (downstream) (metric tons CO2e)

Public

0

(7.8.1.19) Comment

Capita's gross global Scope 3 emissions for this reporting year have been calculated in accordance with the GHG Protocol Corporate Value Chain (Scope 3) Standard, using a combination of calculation approaches appropriate to each category. A primarily spend-based methodology (using environmentally extended input-output emission factors) has been applied to categories such as purchased goods and services, capital goods, and transportation and distribution. Activity-based approaches have been used where higher quality data is available, including fuel- and energy-related activities, waste generated in operations, and business travel. Employee commuting has been calculated using an average-data methodology based on internal workforce data and external commuting statistics. The reported emissions represent gross figures and include all relevant Scope 3 categories that have been assessed and calculated for the reporting period. Categories assessed as not relevant to Capita's services-based business model (e.g. processing and use of sold products, franchises, and investments) have been excluded, with justification provided separately. Emissions include a combination of primary data obtained from suppliers or value chain partners (e.g. waste contractors, travel management providers, and downstream leased asset data) and secondary data sources, including internal financial systems, operational data and recognised emission factor datasets. The proportion of emissions calculated using supplier or partner data varies by category and is disclosed at a category level within this response. Where primary data is not available, estimates have been applied using recognised proxies and assumptions, including spend-based factors, average intensity values and modelled data. These estimation approaches are considered appropriate for the purpose of developing a complete Scope 3 inventory and are consistent with GHG Protocol guidance. Data relates to the full reporting year and is subject to internal quality assurance processes. Selected Scope 3 categories are subject to limited external assurance, with the scope of assurance varying by category. Capita is committed to improving Scope 3 data quality over time by increasing the proportion of primary supplier data and refining calculation methodologies.
[Fixed row]

(7.9) Indicate the verification/assurance status that applies to your reported emissions.

	Verification/assurance status
Scope 1	*Select from:* ☑ Third-party verification or assurance process in place
Scope 2 (location-based or market-based)	*Select from:* ☑ Third-party verification or assurance process in place
Scope 3	*Select from:*

Public

	Verification/assurance status
	☑ Third-party verification or assurance process in place

[Fixed row]

(7.9.1) Provide further details of the verification/assurance undertaken for your Scope 1 emissions, and attach the relevant statements.

Row 1

(7.9.1.1) Verification or assurance cycle in place

Select from:
☑ Annual process

(7.9.1.2) Status in the current reporting year

Select from:
☑ Complete

(7.9.1.3) Type of verification or assurance

Select from:
☑ Limited assurance

(7.9.1.4) Attach the statement

2026_02 GHG Verification Statement Capita plc v1.0 (1).pdf

(7.9.1.5) Page/section reference

Public

1

(7.9.1.6) Relevant standard

Select all that apply
☑ ISO14064-3

(7.9.1.7) Proportion of reported emissions verified (%)

100
[Add row]

(7.9.2) Provide further details of the verification/assurance undertaken for your Scope 2 emissions and attach the relevant statements.

Row 1

(7.9.2.1) Scope 2 approach

Select from:
☑ Scope 2 location-based

(7.9.2.2) Verification or assurance cycle in place

Select from:
☑ Annual process

(7.9.2.3) Status in the current reporting year

Select from:
☑ Complete

(7.9.2.4) Type of verification or assurance

Public

Select from:
☑ Limited assurance

(7.9.2.5) Attach the statement

2026_02 GHG Verification Statement Capita plc v1.0 (1).pdf

(7.9.2.6) Page/ section reference

1

(7.9.2.7) Relevant standard

Select all that apply
☑ ISO14064-3

(7.9.2.8) Proportion of reported emissions verified (%)

100

Row 2

(7.9.2.1) Scope 2 approach

Select from:
☑ Scope 2 market-based

(7.9.2.2) Verification or assurance cycle in place

Select from:
☑ Annual process

(7.9.2.3) Status in the current reporting year

Select from:

Public

☑ Complete

(7.9.2.4) Type of verification or assurance

Select from:
☑ Limited assurance

(7.9.2.5) Attach the statement

2026_02 GHG Verification Statement Capita plc v1.0 (1).pdf

(7.9.2.6) Page/ section reference

1

(7.9.2.7) Relevant standard

Select all that apply
☑ ISO14064-3

(7.9.2.8) Proportion of reported emissions verified (%)

100
[Add row]

(7.9.3) Provide further details of the verification/assurance undertaken for your Scope 3 emissions and attach the relevant statements.

Row 1

(7.9.3.1) Scope 3 category

Select all that apply
☑ Scope 3: Purchased goods and services

Public

☑ Scope 3: Capital goods
☑ Scope 3: Upstream transportation and distribution
☑ Scope 3: Business travel
☑ Scope 3: Downstream transportation and distribution

(7.9.3.2) Verification or assurance cycle in place

Select from:
☑ Annual process

(7.9.3.3) Status in the current reporting year

Select from:
☑ Complete

(7.9.3.4) Type of verification or assurance

Select from:
☑ Limited assurance

(7.9.3.5) Attach the statement

2026_02 GHG Verification Statement Capita plc v1.0 (1).pdf

(7.9.3.6) Page/section reference

1

(7.9.3.7) Relevant standard

Select all that apply
☑ ISO14064-3

(7.9.3.8) Proportion of selected emissions categories verified (%)

Public

100

(7.9.3.9) Proportion of total reported scope 3 emissions verified (%)

88
[Add row]

(7.10) How do your gross global emissions (Scope 1 and 2 combined) for the reporting year compare to those of the previous reporting year?

Select from:
☑ Decreased

(7.10.1) Identify the reasons for any change in your gross global emissions (Scope 1 and 2 combined), and for each of them specify how your emissions compare to the previous year.

Change in renewable energy consumption

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:
☑ No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

Public

Capita's renewable electricity procurement remained broadly unchanged from the previous reporting year. As a result, renewable energy consumption did not contribute to the year-on-year change in combined Scope 1 and Scope 2 emissions. Renewable electricity continues to support lower market-based Scope 2 emissions across the organisation.

Other emissions reduction activities

(7.10.1.1) Change in emissions (metric tons CO2e)

2450

(7.10.1.2) Direction of change in emissions

Select from:

☑ Decreased

(7.10.1.3) Emissions value (percentage)

27

(7.10.1.4) Please explain calculation

Combined Scope 1 and Scope 2 (market-based) emissions decreased from 9,226 tCO_2e in 2024 to 6,776 tCO_2e in 2025, a reduction of 2,450 tCO_2e (26.55%). The primary driver of this reduction was the continued consolidation of Capita's property portfolio as part of its estate rationalisation programme. Reducing the number of occupied buildings lowered natural gas consumption associated with heating (Scope 1) and purchased electricity consumption (Scope 2). The reduction was further supported by ongoing energy efficiency measures across the remaining estate.

Divestment

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

☑ No change

Public

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

No acquisitions, mergers or divestments occurred during the reporting year that materially affected the organisational boundary or greenhouse gas emissions inventory. Therefore, there was no change in combined Scope 1 and Scope 2 emissions attributable to acquisitions, divestments or mergers.

Acquisitions

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

☑ No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

No acquisitions, mergers or divestments occurred during the reporting year that materially affected the organisational boundary or greenhouse gas emissions inventory. Therefore, there was no change in combined Scope 1 and Scope 2 emissions attributable to acquisitions, divestments or mergers.

Mergers

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Public

Select from:

☑ No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

No acquisitions, mergers or divestments occurred during the reporting year that materially affected the organisational boundary or greenhouse gas emissions inventory. Therefore, there was no change in combined Scope 1 and Scope 2 emissions attributable to acquisitions, divestments or mergers.

Change in output

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

☑ No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

Capita provides a diverse range of service-based activities across multiple sectors and does not have a single physical output metric that can be directly correlated with operational greenhouse gas emissions. While levels of business activity may fluctuate year on year, no material change in combined Scope 1 and Scope 2 emissions was specifically attributed to changes in output during the reporting year. The reduction in emissions was primarily driven by the continued consolidation of Capita's property portfolio and associated reductions in energy consumption.

Change in methodology

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

☑ No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

No material changes were made to the methodology used to calculate Scope 1 and Scope 2 emissions during the reporting year. Emissions continued to be calculated in accordance with the Greenhouse Gas Protocol using a consistent methodology. Therefore, changes in methodology did not contribute to the year-on-year change in emissions.

Change in boundary

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

☑ No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

Public

There were no acquisitions, mergers, divestments or other organisational boundary changes during the reporting year that materially affected the Scope 1 and Scope 2 greenhouse gas emissions inventory. Therefore, boundary changes did not contribute to the year-on-year change in emissions.

Change in physical operating conditions

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

☑ No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

No material change in Scope 1 and Scope 2 emissions was attributed to changes in physical operating conditions during the reporting year. While weather-related conditions can influence energy consumption, they were not considered a significant driver of the year-on-year change in emissions. The primary driver of emissions reduction was the continued consolidation of Capita's property portfolio.

Unidentified

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

☑ No change

(7.10.1.3) Emissions value (percentage)

Public

0

(7.10.1.4) Please explain calculation

Capita's analysis identified the principal factors influencing year-on-year changes in Scope 1 and Scope 2 emissions. No material unexplained or unidentified changes were identified during the reporting period.
[Fixed row]

(7.10.2) Are your emissions performance calculations in 7.10 and 7.10.1 based on a location-based Scope 2 emissions figure or a market-based Scope 2 emissions figure?

Select from:
☑ Market-based

(7.12) Does your organization have significant land sector activities in its operations or value chain?

	Agriculture, forestry or other land sector activities	Specify the reason for no significant activities
	Select from: ☑ No, explanation provided	*Select from:* ☑ No relevant activities identified

[Fixed row]

(7.13) Does your organization choose to account for and report technological CO2 removals or captured CO2 with geologic storage, or have you done so in previous years?

Public

	Technological CO2 removals or captured CO2 with geologic storage in the reporting year	Specify the reason for no technological CO2 removals or captured CO2 with geological storage in the reporting year	Technological CO2 removals or captured CO2 with geologic storage were accounted for and reported in previous years
	Select from: ☑ No, explanation provided	*Select from:* ☑ No relevant activities identified	*Select from:* ☑ No

[Fixed row]

(7.15) Does your organization break down its Scope 1 and/or Scope 2 emissions by greenhouse gas type?

(7.15.1) Emissions breakdown by greenhouse gas type

Select from:
☑ Yes, both Scope 1 and Scope 2 emissions
[Fixed row]

(7.15.1) Break down your total gross global Scope 1 and Scope 2 emissions by greenhouse gas type and provide the source of each used global warming potential (GWP).

Row 1

(7.15.1.1) Greenhouse gas

Select from:
☑ CO2

(7.15.1.2) Scope 1 emissions (metric tons of selected gas)

3905

(7.15.1.3) Scope 1 emissions (metric tons of CO2e)

Public

3911

(7.15.1.4) Scope 2 location-based emissions (metric tons of selected gas)

9789

(7.15.1.5) Scope 2 location-based emissions (metric tons of CO2e)

9789

(7.15.1.6) Scope 2 market-based emissions (metric tons of selected gas)

2865

(7.15.1.7) Scope 2 market-based emissions (metric tons of CO2e)

2865

(7.15.1.8) GWP Reference

Select from:
☑ IPCC Sixth Assessment Report (AR6 - 100 year)

Row 2

(7.15.1.1) Greenhouse gas

Select from:
☑ HFCs

(7.15.1.2) Scope 1 emissions (metric tons of selected gas)

6

(7.15.1.3) Scope 1 emissions (metric tons of CO2e)

Public

3911

(7.15.1.4) Scope 2 location-based emissions (metric tons of selected gas)

0

(7.15.1.5) Scope 2 location-based emissions (metric tons of CO2e)

9789

(7.15.1.6) Scope 2 market-based emissions (metric tons of selected gas)

2865

(7.15.1.7) Scope 2 market-based emissions (metric tons of CO2e)

2865

(7.15.1.8) GWP Reference

Select from:
☑ IPCC Sixth Assessment Report (AR6 - 100 year)
[Add row]

(7.16) Break down your total gross global Scope 1 and 2 emissions by country/area.

Bulgaria

(7.16.1) Scope 1 emissions (metric tons CO2e)

18

(7.16.2) Scope 2, location-based (metric tons CO2e)

108

Public

(7.16.3) Scope 2, market-based (metric tons CO2e)

133

Germany

(7.16.1) Scope 1 emissions (metric tons CO2e)

380

(7.16.2) Scope 2, location-based (metric tons CO2e)

704

(7.16.3) Scope 2, market-based (metric tons CO2e)

1303

India

(7.16.1) Scope 1 emissions (metric tons CO2e)

13

(7.16.2) Scope 2, location-based (metric tons CO2e)

2821

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

Ireland

(7.16.1) Scope 1 emissions (metric tons CO2e)

Public

9

(7.16.2) Scope 2, location-based (metric tons CO2e)

124

(7.16.3) Scope 2, market-based (metric tons CO2e)

0

Poland

(7.16.1) Scope 1 emissions (metric tons CO2e)

0

(7.16.2) Scope 2, location-based (metric tons CO2e)

378

(7.16.3) Scope 2, market-based (metric tons CO2e)

297

South Africa

(7.16.1) Scope 1 emissions (metric tons CO2e)

6

(7.16.2) Scope 2, location-based (metric tons CO2e)

1276

(7.16.3) Scope 2, market-based (metric tons CO2e)

Public

674

Switzerland

(7.16.1) Scope 1 emissions (metric tons CO2e)

35

(7.16.2) Scope 2, location-based (metric tons CO2e)

82

(7.16.3) Scope 2, market-based (metric tons CO2e)

82

United Kingdom

(7.16.1) Scope 1 emissions (metric tons CO2e)

3449

(7.16.2) Scope 2, location-based (metric tons CO2e)

4295

(7.16.3) Scope 2, market-based (metric tons CO2e)

376
[Fixed row]

(7.17) Indicate which gross global Scope 1 emissions breakdowns you are able to provide.

Select all that apply
☑ By business division

Public

☑ By facility

(7.17.1) Break down your total gross global Scope 1 emissions by business division.

Row 1

(7.17.1.1) Business division

Capita Plc

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

0

Row 2

(7.17.1.1) Business division

Capita Business Services Ltd

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

2295

Row 3

(7.17.1.1) Business division

Capita Insurance Services Ltd

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

0

Row 4

(7.17.1.1) Business division

Capita Property and Infrastructure Ltd

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

38

Row 5

(7.17.1.1) Business division

Capita Life&Pensions Regulated.Serv.Ltd

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

175

Row 6

(7.17.1.1) Business division

Capita Pension Solutions Ltd

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

316

Row 7

(7.17.1.1) Business division

Capita Secure Information Solutions Ltd

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

Public

0

Row 8

(7.17.1.1) Business division

Capita Customer Management Ltd

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

240

Row 9

(7.17.1.1) Business division

Tascor Services Ltd

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

20

Row 10

(7.17.1.1) Business division

Entrust Support Services Ltd

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

74

Row 11

(7.17.1.1) Business division

Public

Fire Service College Ltd

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

25

Row 12

(7.17.1.1) Business division

Capita Managed IT Solutions Ltd

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

112

Row 13

(7.17.1.1) Business division

Contact Associates Ltd

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

1

Row 14

(7.17.1.1) Business division

Western Mortgage Services Ltd

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

71

Public

Row 15

(7.17.1.1) Business division

Electra-Net (UK) Ltd

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

13

Row 16

(7.17.1.1) Business division

Capita Shared Services Ltd

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

20

Row 17

(7.17.1.1) Business division

Capita Business Support Serv Ireland Ltd

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

8

Row 18

(7.17.1.1) Business division

Capita Customer Solutions Ltd

Public

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

72

Row 19

(7.17.1.1) Business division

Capita Ireland Ltd

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

2

Row 20

(7.17.1.1) Business division

Capita Customer Services (Germany) GmbH

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

149

Row 21

(7.17.1.1) Business division

Capita West GmbH

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

4

Row 22

Public

(7.17.1.1) Business division

Capita Energie Services GmbH

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

23

Row 23

(7.17.1.1) Business division

Capita Customer Services AG

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

130

Row 24

(7.17.1.1) Business division

Telag AG

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

23

Row 25

(7.17.1.1) Business division

Capita India Private Ltd

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

Public

0

Row 26

(7.17.1.1) Business division

Ventura (India) Private Ltd

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

0

Row 27

(7.17.1.1) Business division

Ventura India Private Ltd - Magarp

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

0

Row 28

(7.17.1.1) Business division

CBSL-SWAN

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

87

Row 29

(7.17.1.1) Business division

CBSSI Ltd (c1004) Ireland branch

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

13
[Add row]

(7.17.2) Break down your total gross global Scope 1 emissions by business facility.

Row 1

(7.17.2.1) Facility

Moreton in Marsh - Fire Service College

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

932

(7.17.2.3) Latitude

51.995

(7.17.2.4) Longitude

-1.68

Row 2

(7.17.2.1) Facility

Rotherham - Wath-upon-Deane - Ventura Park

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

727

(7.17.2.3) Latitude

53.501

(7.17.2.4) Longitude

-1.32

Row 3

(7.17.2.1) Facility

Preston Brook - Chester Road

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

555

(7.17.2.3) Latitude

53.317

(7.17.2.4) Longitude

-2.656

Row 4

(7.17.2.1) Facility

Leeds - Arlington Business Centre

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

60

(7.17.2.3) Latitude

53.761

(7.17.2.4) Longitude

-1.575

Row 6

(7.17.2.1) Facility

Newtownabbey - Hillview House

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

127

(7.17.2.3) Latitude

54.684

(7.17.2.4) Longitude

-5.908

Row 7

(7.17.2.1) Facility

London - Copyright Building

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

0

(7.17.2.3) Latitude

51.5183

(7.17.2.4) Longitude

-0.1356

Row 9

(7.17.2.1) Facility

Mansfield - Lower Oakham Way

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

68

(7.17.2.3) Latitude

53.1281

(7.17.2.4) Longitude

-1.2161

Row 10

(7.17.2.1) Facility

Glasgow - 78 Queen Street

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

35

(7.17.2.3) Latitude

55.8597

(7.17.2.4) Longitude

-4.251

Row 11

(7.17.2.1) Facility

Belfast - Beacon House

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

66

(7.17.2.3) Latitude

54.6054

(7.17.2.4) Longitude

-5.9206

Row 12

(7.17.2.1) Facility

Bulgaria - Plovdiv, 124 A Vasil Aprilov St

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

18

(7.17.2.3) Latitude

42.1555

(7.17.2.4) Longitude

24.7317

Row 14

(7.17.2.1) Facility

Germany - Krefeld - Nassauerring 39-41

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

39

(7.17.2.3) Latitude

51.3433

(7.17.2.4) Longitude

6.5589

Row 15

(7.17.2.1) Facility

Germany - Magdeburg - Nachtweide 82

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

39

(7.17.2.3) Latitude

52.1573

(7.17.2.4) Longitude

11.6442

Row 16

(7.17.2.1) Facility

Germany - Leipzig - Nonnenstrasse 37-39

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

24

(7.17.2.3) Latitude

51.3259

(7.17.2.4) Longitude

12.3379

Row 17

(7.17.2.1) Facility

Bournemouth - 100 Holdenhurst Road

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

15

(7.17.2.3) Latitude

50.724

(7.17.2.4) Longitude

-1.8638

Row 18

(7.17.2.1) Facility

Basingstoke - Viables 3

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

31

(7.17.2.3) Latitude

51.2485

(7.17.2.4) Longitude

-1.0915

Row 20

(7.17.2.1) Facility

Coventry - Colonnade Point

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

22

(7.17.2.3) Latitude

52.4566

(7.17.2.4) Longitude

-1.5328

Row 21

(7.17.2.1) Facility

Sheffield - Townhead House

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

25

(7.17.2.3) Latitude

53.383

(7.17.2.4) Longitude

-1.4659

Row 22

(7.17.2.1) Facility

Germany - Koeln - Sachenring

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

168

(7.17.2.3) Latitude

50.9286

(7.17.2.4) Longitude

6.9533

Row 24

(7.17.2.1) Facility

Middlesbrough - Borough Road

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

17

(7.17.2.3) Latitude

54.5749

(7.17.2.4) Longitude

-1.2342

Row 25

(7.17.2.1) Facility

Germany - Anklam - Markt 7

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

44

(7.17.2.3) Latitude

53.8555

(7.17.2.4) Longitude

13.6876

Row 26

(7.17.2.1) Facility

Germany - Cottbus - Ostrower Damm 20

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

8

(7.17.2.3) Latitude

51.7586

(7.17.2.4) Longitude

14.3386

Row 27

(7.17.2.1) Facility

Leeds - Hepworth House

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

0

(7.17.2.3) Latitude

53.8031

(7.17.2.4) Longitude

-1.5386

Row 28

(7.17.2.1) Facility

Glasgow - Tannochside Park

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

2

(7.17.2.3) Latitude

55.8367

(7.17.2.4) Longitude

-4.0717

Row 30

(7.17.2.1) Facility

Birmingham - Gateway House

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

7

(7.17.2.3) Latitude

52.4796

(7.17.2.4) Longitude

-1.8946

Row 31

(7.17.2.1) Facility

Exeter - Fountain House

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

9

(7.17.2.3) Latitude

50.7167

(7.17.2.4) Longitude

-3.5333

Row 32

(7.17.2.1) Facility

Swansea - Clipper House

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

8

(7.17.2.3) Latitude

51.6184

(7.17.2.4) Longitude

-3.939

Row 33

(7.17.2.1) Facility

Stafford - The Riverway Centre

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

4

(7.17.2.3) Latitude

52.8056

(7.17.2.4) Longitude

-2.1175

Row 34

(7.17.2.1) Facility

Germany-Mannheim - Kafertalerstrasse 190

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

41

(7.17.2.3) Latitude

49.4973

(7.17.2.4) Longitude

8.4924

Row 35

(7.17.2.1) Facility

Ireland - Bandon - Highfield House

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

8

(7.17.2.3) Latitude

51.7417

(7.17.2.4) Longitude

-8.7356

Row 36

(7.17.2.1) Facility

Shrewsbury - Princess House

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

0

(7.17.2.3) Latitude

52.7073

(7.17.2.4) Longitude

-2.7544

Row 39

(7.17.2.1) Facility

Linwood - Imperial Park

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

7

(7.17.2.3) Latitude

55.8425

(7.17.2.4) Longitude

-4.4977

Row 40

(7.17.2.1) Facility

Doncaster - Balby Carr Bank

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

4

(7.17.2.3) Latitude

53.5055

(7.17.2.4) Longitude

-1.1368

Row 41

(7.17.2.1) Facility

Wolverhampton - Queen Street

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

6

(7.17.2.3) Latitude

52.5855

(7.17.2.4) Longitude

-2.123

Row 42

(7.17.2.1) Facility

Cardiff - Windsor Place

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

6

(7.17.2.3) Latitude

51.4837

(7.17.2.4) Longitude

-3.171

Row 43

(7.17.2.1) Facility

Coventry - 60 Hertford Street

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

6

(7.17.2.3) Latitude

52.4075

(7.17.2.4) Longitude

-1.5106

Row 44

(7.17.2.1) Facility

Edinburgh - Spitfire House

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

1

(7.17.2.3) Latitude

55.95184

(7.17.2.4) Longitude

-3.35071

Row 45

(7.17.2.1) Facility

Walsall - Lower Hall Lane

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

6

(7.17.2.3) Latitude

52.5843

(7.17.2.4) Longitude

-1.9812

Row 46

(7.17.2.1) Facility

Switzerland - Ecublens - VICTORIA HOUSE

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

35

(7.17.2.3) Latitude

46.531162

(7.17.2.4) Longitude

6.556439

Row 48

(7.17.2.1) Facility

Hemel Hempstead - The Willows

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

4

(7.17.2.3) Latitude

51.7536

(7.17.2.4) Longitude

-0.4481

Row 49

(7.17.2.1) Facility

Germany - Halle - Kaiserslauterer Str. 7

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

0

(7.17.2.3) Latitude

51.4643

(7.17.2.4) Longitude

11.9402

Row 50

(7.17.2.1) Facility

Bellshill - Sandpiper Way

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

6

(7.17.2.3) Latitude

55.8311

(7.17.2.4) Longitude

-4.0438

Row 51

(7.17.2.1) Facility

Nottingham - Castle Heights, Maid Marian Way

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

1

(7.17.2.3) Latitude

52.9516

(7.17.2.4) Longitude

-1.1571

Row 53

(7.17.2.1) Facility

Sunderland - Railway Row

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

1

(7.17.2.3) Latitude

54.9056

(7.17.2.4) Longitude

-1.3875

Row 54

(7.17.2.1) Facility

Swansea - Clipper House

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

1

(7.17.2.3) Latitude

51.62

(7.17.2.4) Longitude

-3.9381

Row 56

(7.17.2.1) Facility

London - 2 Kingdom St

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

3

(7.17.2.3) Latitude

51.5194

(7.17.2.4) Longitude

-0.1807

Row 57

(7.17.2.1) Facility

Ringwood - Unit 3

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

2

(7.17.2.3) Latitude

50.8466

(7.17.2.4) Longitude

-1.7882

Row 60

(7.17.2.1) Facility

South Africa - Mutual Park

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

0

(7.17.2.3) Latitude

33.928

(7.17.2.4) Longitude

18.511

Row 61

(7.17.2.1) Facility

Wisbech - Harbour Square

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

0

(7.17.2.3) Latitude

52.6645

(7.17.2.4) Longitude

0.1622

Row 62

(7.17.2.1) Facility

Nottingham - Discovery House

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

2

(7.17.2.3) Latitude

52.9516

(7.17.2.4) Longitude

-1.1571

Row 63

(7.17.2.1) Facility

Cardiff - The Maltings

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

0

(7.17.2.3) Latitude

51.479984

(7.17.2.4) Longitude

-3.153403

Row 64

(7.17.2.1) Facility

Ringwood - Unit 2

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

1

(7.17.2.3) Latitude

50.8466

(7.17.2.4) Longitude

-1.7882

Row 66

(7.17.2.1) Facility

Darlington - Lingfield Point - Unit 11b

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

2

(7.17.2.3) Latitude

54.5286

(7.17.2.4) Longitude

-1.5103

Row 67

(7.17.2.1) Facility

Merthyr Tydfil - Orbit Business Centre

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

0

(7.17.2.3) Latitude

51.7486

(7.17.2.4) Longitude

-3.3766

Row 68

(7.17.2.1) Facility

Leek - Britannia House

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

10

(7.17.2.3) Latitude

53.1066

(7.17.2.4) Longitude

-2.0274

Row 69

(7.17.2.1) Facility

Nottingham - Discovery House

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

2

(7.17.2.3) Latitude

52.881

(7.17.2.4) Longitude

-1.1421

Row 73

(7.17.2.1) Facility

India - Pune - Magarpatta City Tower B1-SEZ

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

0

(7.17.2.3) Latitude

18.4913

(7.17.2.4) Longitude

73.9383

Row 74

(7.17.2.1) Facility

F Gas emissions from Brighton, Leeds and Edinburgh locations

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

6

(7.17.2.3) Latitude

18.4913

(7.17.2.4) Longitude

73.9383

Row 75

(7.17.2.1) Facility

Fleet vehicles - these are not associated with a specific premises

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

460

(7.17.2.3) Latitude

18.4913

(7.17.2.4) Longitude

73.9383

Row 76

(7.17.2.1) Facility

Manchester – Brabazon House

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

95

(7.17.2.3) Latitude

53.3718

(7.17.2.4) Longitude

-2.2538

Row 77

(7.17.2.1) Facility

Wolverhampton – Laches Wood Outdoor Education Centre

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

66

(7.17.2.3) Latitude

52.6611

(7.17.2.4) Longitude

-2.114

Row 78

(7.17.2.1) Facility

Standon – Standon Bowers Outdoor Education Centre

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

53

(7.17.2.3) Latitude

52.9202

(7.17.2.4) Longitude

-2.2772

Row 79

(7.17.2.1) Facility

Germany – Krefeld – Nassauerring 39-41

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

11

(7.17.2.3) Latitude

51.3432

(7.17.2.4) Longitude

6.5592

Row 80

(7.17.2.1) Facility

Germany – Leipzig – Konsumzentrale

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

5

(7.17.2.3) Latitude

51.328

(7.17.2.4) Longitude

12.3301

Row 81

(7.17.2.1) Facility

Darwen – India Mill Centre

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

6

(7.17.2.3) Latitude

53.6912

(7.17.2.4) Longitude

-2.4644

Row 82

(7.17.2.1) Facility

Glasgow – Tannochside Park

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

2

(7.17.2.3) Latitude

55.835

(7.17.2.4) Longitude

-4.063

Row 83

(7.17.2.1) Facility

Ireland – Clonakilty – Unit B, West Cork Technology Park

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

1

(7.17.2.3) Latitude

51.6454

(7.17.2.4) Longitude

-8.8711

Row 84

(7.17.2.1) Facility

India – Pune – Magarpatta City Tower B1-SEZ

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

1

(7.17.2.3) Latitude

18.5157

(7.17.2.4) Longitude

73.9272

Row 85

(7.17.2.1) Facility

Omagh – Omagh Enterprise Company

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

0

(7.17.2.3) Latitude

54.6

(7.17.2.4) Longitude

-7.3

Row 86

(7.17.2.1) Facility

India – Mumbai – Vikhroli West – LBS Marg

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

0

(7.17.2.3) Latitude

19.1176

(7.17.2.4) Longitude

72.9119

Row 87

(7.17.2.1) Facility

India – Bangalore – Prestige Shantiniketan

(7.17.2.2) Scope 1 emissions (metric tons CO2e)

Public

0

(7.17.2.3) Latitude

12.9956

(7.17.2.4) Longitude

77.7606
[Add row]

(7.20) Indicate which gross global Scope 2 emissions breakdowns you are able to provide.

Select all that apply
☑ By business division
☑ By facility

(7.20.1) Break down your total gross global Scope 2 emissions by business division.

Row 1

(7.20.1.1) Business division

Capita Plc

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

0

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

0

Row 2

Public

(7.20.1.1) Business division

Capita Business Services Ltd

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

5745

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

1682

Row 3

(7.20.1.1) Business division

Capita Insurance Services Ltd

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

1

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

0

Row 4

(7.20.1.1) Business division

Capita Property and Infrastructure Ltd

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

95

Public

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

28

Row 5

(7.20.1.1) Business division

Capita Life&Pensions Regulated.Serv.Ltd

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

437

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

128

Row 6

(7.20.1.1) Business division

Capita Pension Solutions Ltd

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

792

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

232

Row 7

(7.20.1.1) Business division

Public

Capita Secure Information Solutions Ltd

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

0

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

0

Row 8

(7.20.1.1) Business division

Capita Customer Management Ltd

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

601

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

176

Row 9

(7.20.1.1) Business division

Tascor Services Ltd

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

50

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

Public

15

Row 10

(7.20.1.1) Business division

Entrust Support Services Ltd

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

186

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

54

Row 11

(7.20.1.1) Business division

Fire Service College Ltd

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

62

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

18

Row 12

(7.20.1.1) Business division

Capita Managed IT Solutions Ltd

Public

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

280

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

82

Row 13

(7.20.1.1) Business division

Contact Associates Ltd

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

1

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

0

Row 14

(7.20.1.1) Business division

Western Mortgage Services Ltd

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

177

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

52

Public

Row 15

(7.20.1.1) Business division

Electra-Net (UK) Ltd

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

32

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

9

Row 16

(7.20.1.1) Business division

Capita Shared Services Ltd

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

51

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

15

Row 17

(7.20.1.1) Business division

Capita Business Support Serv Ireland Ltd

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

Public

20

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

6

Row 18

(7.20.1.1) Business division

Capita Customer Solutions Ltd

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

180

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

53

Row 19

(7.20.1.1) Business division

Capita Ireland Ltd

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

6

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

2

Row 20

Public

(7.20.1.1) Business division

Capita Customer Services (Germany) GmbH

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

372

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

109

Row 21

(7.20.1.1) Business division

Capita West GmbH

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

11

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

3

Row 22

(7.20.1.1) Business division

Capita Energie Services GmbH

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

57

Public

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

17

Row 23

(7.20.1.1) Business division

Capita Customer Services AG

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

326

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

95

Row 24

(7.20.1.1) Business division

Telag AG

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

57

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

17

Row 25

(7.20.1.1) Business division

Public

Capita India Private Ltd

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

0

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

0

Row 26

(7.20.1.1) Business division

Ventura (India) Private Ltd

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

0

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

0

Row 27

(7.20.1.1) Business division

Ventura India Private Ltd - Magarp

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

1

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

Public

0

Row 28

(7.20.1.1) Business division

CBSL-SWAN

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

217

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

64

Row 29

(7.20.1.1) Business division

CBSSI Ltd (c1004) Ireland branch

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

32

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

9
[Add row]

(7.20.2) Break down your total gross global Scope 2 emissions by business facility.

Row 1

Public

(7.20.2.1) Facility

India - Pune - Magarpatta City Tower B1-SEZ

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

0

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 2

(7.20.2.1) Facility

Armagh - The Mall West

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

2

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

3

Row 3

(7.20.2.1) Facility

Ballymena - 32 Thomas St

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

3

Public

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

6

Row 4

(7.20.2.1) Facility

Basingstoke - Viables 3

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

57

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 6

(7.20.2.1) Facility

Belfast - Beacon House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

101

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 7

(7.20.2.1) Facility

Public

Belfast - Linenhall Street

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

2

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

4

Row 8

(7.20.2.1) Facility

Bellshill - Sandpiper Way

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

21

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 9

(7.20.2.1) Facility

Birmingham - 43-45 Corporation Street

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

16

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

Public

0

Row 11

(7.20.2.1) Facility

Birmingham - Gateway House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

9

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

18

Row 12

(7.20.2.1) Facility

Blackburn - One Cathedral Square

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

5

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

10

Row 14

(7.20.2.1) Facility

Bournemouth - 100 Holdenhurst Road

Public

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

19

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

39

Row 15

(7.20.2.1) Facility

Brighton - 120 Queens Road

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

2

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

4

Row 16

(7.20.2.1) Facility

Bristol - Oxleigh House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

1

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Public

Row 17

(7.20.2.1) Facility

Bristol - Wine Street

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

17

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 18

(7.20.2.1) Facility

Bulgaria - Megapark

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

29

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

35

Row 19

(7.20.2.1) Facility

Bulgaria - Plovdiv, 124 A Vasil Aprilov St

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

Public

77

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

94

Row 21

(7.20.2.1) Facility

Bury St Edmunds - Equis House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

11

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 22

(7.20.2.1) Facility

Cardiff - Southgate House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

15

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 23

Public

(7.20.2.1) Facility

Cardiff - The Maltings

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

2

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

4

Row 24

(7.20.2.1) Facility

Cardiff - Windsor Place

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

8

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

16

Row 26

(7.20.2.1) Facility

Carlisle – Abbey Street

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

4

Public

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 27

(7.20.2.1) Facility

Cheltenham - The Grange

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

9

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 28

(7.20.2.1) Facility

Coleraine - Stable Lane

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

1

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

3

Row 29

(7.20.2.1) Facility

Public

Corsham - Data Centre

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

518

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 30

(7.20.2.1) Facility

Coventry - 60 Hertford Street

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

4

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 31

(7.20.2.1) Facility

Coventry - Colonnade Point

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

13

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

Public

0

Row 32

(7.20.2.1) Facility

Coventry - Tower Court, Foleshill Enterprise Park

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

27

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 33

(7.20.2.1) Facility

Crumlin - Largy Road, Unit C

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

3

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

6

Row 34

(7.20.2.1) Facility

Crumlin - Unit D 53 Largy Road

Public

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

3

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 35

(7.20.2.1) Facility

Darlington - Faverdale Warehouses

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

37

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 36

(7.20.2.1) Facility

Darlington - Lingfield Point - Unit 11b

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

142

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Public

Row 37

(7.20.2.1) Facility

Darlington - Lingfield Point - Unit 17

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

96

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 38

(7.20.2.1) Facility

Darlington - Unit 12 Lingfield Point

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

30

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 39

(7.20.2.1) Facility

Darwen - India Mill Centre

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

Public

51

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 41

(7.20.2.1) Facility

Derby - Prosperity House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

2

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 44

(7.20.2.1) Facility

Doncaster - Balby Carr Bank

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

15

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 45

Public

(7.20.2.1) Facility

Dungannon - Castlefields

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

4

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

8

Row 46

(7.20.2.1) Facility

Dungannon - Circular Road

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

1

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

3

Row 47

(7.20.2.1) Facility

Eastbourne - Greencoat House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

0

Public

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 48

(7.20.2.1) Facility

Edinburgh - Morrison Street

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

23

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 49

(7.20.2.1) Facility

Edinburgh - Shandwick Place

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

7

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 50

(7.20.2.1) Facility

Public

Edinburgh - Spitfire House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

3

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

6

Row 51

(7.20.2.1) Facility

Enniskillen - Broadmeadow Place

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

1

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

1

Row 52

(7.20.2.1) Facility

Enniskillen - Diamond House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

2

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

Public

3

Row 54

(7.20.2.1) Facility

Exeter - Fountain House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

4

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 55

(7.20.2.1) Facility

Farnborough - Cody Park

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

564

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 57

(7.20.2.1) Facility

Germany - Aachen - Krefelderstrasse 227

Public

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

58

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

116

Row 58

(7.20.2.1) Facility

Germany - Anklam - Markt 7

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

41

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

89

Row 59

(7.20.2.1) Facility

Germany - Berlin Adlershof

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

54

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

103

Public

Row 60

(7.20.2.1) Facility

Germany - Cottbus - Ostrower Damm 20

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

66

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

141

Row 61

(7.20.2.1) Facility

Germany - Erfurt - Europaplatz 5

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

31

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

43

Row 62

(7.20.2.1) Facility

Germany - Halle - Kaiserslauterer Str. 7

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

Public

43

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

91

Row 63

(7.20.2.1) Facility

Germany - Kiel - Am Germaniahafen 1-7

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

131

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

169

Row 64

(7.20.2.1) Facility

Germany - Koeln - Sachenring

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

45

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

95

Row 65

Public

(7.20.2.1) Facility

Germany - Krefeld - Nassauerring 39-41

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

24

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

51

Row 66

(7.20.2.1) Facility

Germany - Leipzig - Nonnenstrasse 37-39

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

50

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

108

Row 67

(7.20.2.1) Facility

Germany - Magdeburg - Nachtweide 82

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

16

Public

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

34

Row 68

(7.20.2.1) Facility

Germany - Rostock - Herweghstrasse 20

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

67

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

97

Row 70

(7.20.2.1) Facility

Germany-Mannheim - Kafertalerstrasse 190

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

53

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

113

Row 71

(7.20.2.1) Facility

Public

Glasgow - 78 Queen Street

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

5

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 72

(7.20.2.1) Facility

Glasgow - 82 Queen Street

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

4

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 74

(7.20.2.1) Facility

Glasgow - Tannochside Park

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

6

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

Public

0

Row 75

(7.20.2.1) Facility

Glasgow skypark - Level 2

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

15

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 76

(7.20.2.1) Facility

Glasgow Skypark - Level 6

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

1

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 78

(7.20.2.1) Facility

Heathrow - Moorbridge House, Padbury Oaks

Public

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

5

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 79

(7.20.2.1) Facility

Hemel Hempstead - The Willows

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

12

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 80

(7.20.2.1) Facility

Huddersfield - Northern House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

0

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Public

Row 81

(7.20.2.1) Facility

India - Bangalore - Prestige Shanti Nikethan

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

100

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

10

Row 82

(7.20.2.1) Facility

India - Mumbai - Vikhroli West - LSB Marg.

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

1193

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 83

(7.20.2.1) Facility

India - Pune - Cyber City

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

Public

1527

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 84

(7.20.2.1) Facility

Inverness - 3 Bridge Street

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

8

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 85

(7.20.2.1) Facility

Ireland - Bandon - Highfield House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

12

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 86

Public

(7.20.2.1) Facility

Ireland - Clonakilty - Unit B, West Cork Technology Park

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

74

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 89

(7.20.2.1) Facility

Ireland - Little Island - Eastgate Road

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

38

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 91

(7.20.2.1) Facility

Leeds - Arlington Business Centre

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

82

Public

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 92

(7.20.2.1) Facility

Leeds - Hepworth House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

77

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 93

(7.20.2.1) Facility

Leek - Britannia House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

33

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 94

(7.20.2.1) Facility

Public

Leicester - St Georges House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

8

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 95

(7.20.2.1) Facility

Lincoln - Greetwell Place

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

0

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 96

(7.20.2.1) Facility

Linwood - Imperial Park

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

17

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

Public

0

Row 97

(7.20.2.1) Facility

Liverpool - 14 North John Street

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

4

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 99

(7.20.2.1) Facility

London - 2 Kingdom St

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

13

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 101

(7.20.2.1) Facility

London - Copyright Building

Public

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

0

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 102

(7.20.2.1) Facility

London - Ibex House DCC

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

23

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 104

(7.20.2.1) Facility

London - Vauxhall Bridge Road

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

3

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Public

Row 105

(7.20.2.1) Facility

Londonderry - Timber Quay

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

1

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

3

Row 106

(7.20.2.1) Facility

Londonderry - Unit3&4 Timber Quay

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

3

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

6

Row 109

(7.20.2.1) Facility

Manchester - Albion Wharf

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

Public

6

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 110

(7.20.2.1) Facility

Manchester - Broadhurst House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

31

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 111

(7.20.2.1) Facility

Manchester - Lee House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

28

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 113

Public

(7.20.2.1) Facility

Mansfield - Lower Oakham Way

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

289

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 114

(7.20.2.1) Facility

Merthyr Tydfil - Orbit Business Centre

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

1

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

2

Row 115

(7.20.2.1) Facility

Middlesbrough - Borough Road

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

6

Public

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 117

(7.20.2.1) Facility

Moreton in Marsh - Fire Service College

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

287

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 118

(7.20.2.1) Facility

Newry - Health Village

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

2

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

5

Row 119

(7.20.2.1) Facility

Public

Newry - The Foundry, Drumalane Mill

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

1

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

2

Row 120

(7.20.2.1) Facility

Newtownabbey - Hillview House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

309

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 121

(7.20.2.1) Facility

Northampton - Charles House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

1

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

Public

3

Row 122

(7.20.2.1) Facility

Northampton - The Parade

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

2

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

3

Row 123

(7.20.2.1) Facility

Nottingham - Castle Heights, Maid Marian Way

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

3

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

7

Row 124

(7.20.2.1) Facility

Nottingham - Discovery House

Public

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

32

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 125

(7.20.2.1) Facility

Nottingham - Wheeler Gate

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

4

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 126

(7.20.2.1) Facility

Omagh - Anderson House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

2

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

5

Public

Row 127

(7.20.2.1) Facility

Omagh - Omagh Enterprise Company

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

0

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 131

(7.20.2.1) Facility

Plymouth - The Range

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

2

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 132

(7.20.2.1) Facility

Poland - Krakow - Centrum Biurowe Lubicz

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

Public

227

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

178

Row 133

(7.20.2.1) Facility

Poland - Lodz Loftmill Office

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

69

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

54

Row 134

(7.20.2.1) Facility

Poland - Opole

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

82

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

64

Row 135

Public

(7.20.2.1) Facility

Portadown - The Exchange

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

3

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

6

Row 136

(7.20.2.1) Facility

Preston - Tulketh Mill - Second Floor

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

54

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

112

Row 137

(7.20.2.1) Facility

Preston Brook - Chester Road

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

282

Public

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 138

(7.20.2.1) Facility

Reading - Reading Bridge House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

1

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 139

(7.20.2.1) Facility

Reading - St Mary's Butts

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

11

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 140

(7.20.2.1) Facility

Public

Ringwood - Unit 2

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

2

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 141

(7.20.2.1) Facility

Ringwood - Unit 3

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

1

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 142

(7.20.2.1) Facility

Rotherham - Wath-upon-Deane - Ventura Park

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

409

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

Public

0

Row 143

(7.20.2.1) Facility

Salisbury - Butcher Row

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

9

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 144

(7.20.2.1) Facility

Sheffield - Hartshead House, Cutlers Gate

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

108

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

29

Row 145

(7.20.2.1) Facility

Sheffield - Townhead House

Public

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

5

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 146

(7.20.2.1) Facility

Shrewsbury - Princess House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

2

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

5

Row 147

(7.20.2.1) Facility

South Africa – Cape Town – The Atrium

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

44

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

44

Public

Row 151

(7.20.2.1) Facility

South Africa - Mutual Park

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

1232

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

1232

Row 154

(7.20.2.1) Facility

Stafford - Edric Place

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

6

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 155

(7.20.2.1) Facility

Stafford - The Riverway Centre

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

Public

34

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 157

(7.20.2.1) Facility

Stoke on Trent - Winton House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

0

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 158

(7.20.2.1) Facility

Sunderland - Railway Row

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

2

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

3

Row 159

Public

(7.20.2.1) Facility

Swansea - Clipper House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

3

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 160

(7.20.2.1) Facility

Swansea - Frigate House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

2

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 161

(7.20.2.1) Facility

Swindon - Commercial Road

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

2

Public

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 163

(7.20.2.1) Facility

Switzerland - Ecublens - VICTORIA HOUSE

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

2

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

2

Row 164

(7.20.2.1) Facility

Switzerland - Schaffhausen - Mühlentalst

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

10

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

10

Row 165

(7.20.2.1) Facility

Public

Switzerland - Taegerwilen - Konstanzerst

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

46

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

46

Row 166

(7.20.2.1) Facility

Switzerland - Zurich - Hardturmstrasse 1

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

24

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

24

Row 167

(7.20.2.1) Facility

Walsall - Lower Hall Lane

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

1

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

Public

0

Row 168

(7.20.2.1) Facility

Wisbech - Harbour Square

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

1

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

1

Row 169

(7.20.2.1) Facility

Wolverhampton - Queen Street

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

3

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 171

(7.20.2.1) Facility

York - Micklegate

Public

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

3

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 172

(7.20.2.1) Facility

Belfast - Metropolitan Building

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

21

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

43

Row 173

(7.20.2.1) Facility

Bexley - Civic Centre

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

0

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Public

Row 174

(7.20.2.1) Facility

Bulgaria - Megapark FLOOR 3

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

2

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

3

Row 175

(7.20.2.1) Facility

Cheadle - Park Square

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

0

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 176

(7.20.2.1) Facility

Darlington - Lingfield Point - Unit 13

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

Public

0

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 177

(7.20.2.1) Facility

Germany - Krefeld - Gatherhofstraße

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

15

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

31

Row 178

(7.20.2.1) Facility

Germany – Leipzig - Konsumzentrale

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

5

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

22

Row 179

Public

(7.20.2.1) Facility

Linlithgow - Mill Rd Ind Estate

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

0

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 180

(7.20.2.1) Facility

Liverpool - Chapel Street

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

0

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 181

(7.20.2.1) Facility

Manchester - Brabazon House DCC

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

135

Public

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 182

(7.20.2.1) Facility

Northampton - The Parade

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

2

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 183

(7.20.2.1) Facility

Preston - Portway House

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

0

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 184

(7.20.2.1) Facility

Public

Standon - Standon Bowers Outdoor Education Centre

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

11

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 185

(7.20.2.1) Facility

Wolverhampton - Laches Wood Outdoor Education Centre

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

6

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0

Row 186

(7.20.2.1) Facility

York - Micklegate

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

3

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

Public

0

Row 187

(7.20.2.1) Facility

York - Sand Hutton

(7.20.2.2) Scope 2, location-based (metric tons CO2e)

0

(7.20.2.3) Scope 2, market-based (metric tons CO2e)

0
[Add row]

(7.22) Break down your gross Scope 1 and Scope 2 emissions between your consolidated accounting group and other entities included in your response.

Consolidated accounting group

(7.22.1) Scope 1 emissions (metric tons CO2e)

3911

(7.22.2) Scope 2, location-based emissions (metric tons CO2e)

9789

(7.22.3) Scope 2, market-based emissions (metric tons CO2e)

2865

(7.22.4) Please explain

Public

The consolidated accounting group includes all entities consolidated within Capita plc's financial statements. Capita defines its organisational boundary for greenhouse gas reporting using the operational control approach under the GHG Protocol. Under this approach, Scope 1 and Scope 2 emissions are reported for operations over which Capita has operational control. All reported Scope 1 and Scope 2 emissions are attributable to operations within the consolidated accounting group.

All other entities

(7.22.1) Scope 1 emissions (metric tons CO2e)

0

(7.22.2) Scope 2, location-based emissions (metric tons CO2e)

0

(7.22.3) Scope 2, market-based emissions (metric tons CO2e)

0

(7.22.4) Please explain

Capita has not included Scope 1 or Scope 2 emissions from entities outside its consolidated accounting group. As a result, emissions reported under "All other entities" are zero.
[Fixed row]

(7.23) Is your organization able to break down your emissions data for any of the subsidiaries included in your CDP response?

Select from:
☑ Yes

(7.23.1) Break down your gross Scope 1 and Scope 2 emissions by subsidiary.

Row 1

Public

(7.23.1.1) Subsidiary name

Capita Business Services Ltd

(7.23.1.2) Primary activity

Select from:

☑ Other professional services

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

☑ D-U-N-S number

(7.23.1.10) D-U-N-S number

29-878-29

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

2307

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

5776

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

1690

(7.23.1.15) Comment

Capita reports environmental data using an operational control approach at Group level. For the purposes of this subsidiary breakdown, emissions have been allocated to individual legal entities based on their proportion of total Group revenue. This revenue-based allocation methodology has been applied consistently across all reported entities. Subsidiaries contributing less than 0.5% of total Group revenue have been excluded on materiality grounds, as their estimated contribution to overall emissions is not considered significant.

Public

Row 2

(7.23.1.1) Subsidiary name

Capita Property and Infrastructure Ltd

(7.23.1.2) Primary activity

Select from:
☑ Other professional services

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply
☑ Other unique identifier, please specify :Companies House registration number

(7.23.1.11) Other unique identifier

02018542

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

39

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

98

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

29

(7.23.1.15) Comment

Capita reports environmental data using an operational control approach at Group level. For the purposes of this subsidiary breakdown, emissions have been allocated to individual legal entities based on their proportion of total Group revenue. This revenue-based allocation methodology has been applied consistently

Public

across all reported entities. Subsidiaries contributing less than 0.5% of total Group revenue have been excluded on materiality grounds, as their estimated contribution to overall emissions is not considered significant.

Row 3

(7.23.1.1) Subsidiary name

Capita Life & Pensions Regulated Services Limited

(7.23.1.2) Primary activity

Select from:

☑ Other professional services

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

☑ Other unique identifier, please specify :Company registration number

(7.23.1.11) Other unique identifier

02424853

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

156

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

392

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

115

(7.23.1.15) Comment

Public

Capita reports environmental data using an operational control approach at Group level. For the purposes of this subsidiary breakdown, emissions have been allocated to individual legal entities based on their proportion of total Group revenue. This revenue-based allocation methodology has been applied consistently across all reported entities. Subsidiaries contributing less than 0.5% of total Group revenue have been excluded on materiality grounds, as their estimated contribution to overall emissions is not considered significant.

Row 4

(7.23.1.1) Subsidiary name

Capita Pension Solutions Ltd

(7.23.1.2) Primary activity

Select from:

☑ Other professional services

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

☑ Other unique identifier, please specify :Company registration number

(7.23.1.11) Other unique identifier

02260524

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

313

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

783

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

229

Public

(7.23.1.15) Comment

Capita reports environmental data using an operational control approach at Group level. For the purposes of this subsidiary breakdown, emissions have been allocated to individual legal entities based on their proportion of total Group revenue. This revenue-based allocation methodology has been applied consistently across all reported entities. Subsidiaries contributing less than 0.5% of total Group revenue have been excluded on materiality grounds, as their estimated contribution to overall emissions is not considered significant.

Row 5

(7.23.1.1) Subsidiary name

Capita Customer Management Ltd

(7.23.1.2) Primary activity

Select from:

☑ Other professional services

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

☑ Other unique identifier, please specify :Company registration number

(7.23.1.11) Other unique identifier

01336850

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

235

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

587

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

Public

172

(7.23.1.15) Comment

Capita reports environmental data using an operational control approach at Group level. For the purposes of this subsidiary breakdown, emissions have been allocated to individual legal entities based on their proportion of total Group revenue. This revenue-based allocation methodology has been applied consistently across all reported entities. Subsidiaries contributing less than 0.5% of total Group revenue have been excluded on materiality grounds, as their estimated contribution to overall emissions is not considered significant.

Row 6

(7.23.1.1) Subsidiary name

Tascor Services Ltd

(7.23.1.2) Primary activity

Select from:

☑ Other professional services

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

☑ Other unique identifier, please specify :Company registration number

(7.23.1.11) Other unique identifier

02057887

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

20

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

49

Public

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

14

(7.23.1.15) Comment

Capita reports environmental data using an operational control approach at Group level. For the purposes of this subsidiary breakdown, emissions have been allocated to individual legal entities based on their proportion of total Group revenue. This revenue-based allocation methodology has been applied consistently across all reported entities. Subsidiaries contributing less than 0.5% of total Group revenue have been excluded on materiality grounds, as their estimated contribution to overall emissions is not considered significant.

Row 7

(7.23.1.1) Subsidiary name

Entrust Support Services Ltd

(7.23.1.2) Primary activity

Select from:

☑ Other professional services

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

☑ Other unique identifier, please specify :Company registration number

(7.23.1.11) Other unique identifier

04440463

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

78

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

Public

196

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

57

(7.23.1.15) Comment

Capita reports environmental data using an operational control approach at Group level. For the purposes of this subsidiary breakdown, emissions have been allocated to individual legal entities based on their proportion of total Group revenue. This revenue-based allocation methodology has been applied consistently across all reported entities. Subsidiaries contributing less than 0.5% of total Group revenue have been excluded on materiality grounds, as their estimated contribution to overall emissions is not considered significant.

Row 8

(7.23.1.1) Subsidiary name

Fire Service College Ltd

(7.23.1.2) Primary activity

Select from:

☑ Other professional services

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

☑ Other unique identifier, please specify :Company registration number

(7.23.1.11) Other unique identifier

08102633

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

39

Public

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

98

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

29

(7.23.1.15) Comment

Capita reports environmental data using an operational control approach at Group level. For the purposes of this subsidiary breakdown, emissions have been allocated to individual legal entities based on their proportion of total Group revenue. This revenue-based allocation methodology has been applied consistently across all reported entities. Subsidiaries contributing less than 0.5% of total Group revenue have been excluded on materiality grounds, as their estimated contribution to overall emissions is not considered significant.

Row 9

(7.23.1.1) Subsidiary name

Capita Managed IT Solutions Ltd

(7.23.1.2) Primary activity

Select from:

☑ Other professional services

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

☑ Other unique identifier, please specify :Company registration number

(7.23.1.11) Other unique identifier

NI032979

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

Public

117

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

294

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

86

(7.23.1.15) Comment

Capita reports environmental data using an operational control approach at Group level. For the purposes of this subsidiary breakdown, emissions have been allocated to individual legal entities based on their proportion of total Group revenue. This revenue-based allocation methodology has been applied consistently across all reported entities. Subsidiaries contributing less than 0.5% of total Group revenue have been excluded on materiality grounds, as their estimated contribution to overall emissions is not considered significant.

Row 10

(7.23.1.1) Subsidiary name

Western Mortgage Services Ltd

(7.23.1.2) Primary activity

Select from:

☑ Other professional services

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

☑ Other unique identifier, please specify :Company registration number

(7.23.1.11) Other unique identifier

03191608

Public

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

78

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

196

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

57

(7.23.1.15) Comment

Capita reports environmental data using an operational control approach at Group level. For the purposes of this subsidiary breakdown, emissions have been allocated to individual legal entities based on their proportion of total Group revenue. This revenue-based allocation methodology has been applied consistently across all reported entities. Subsidiaries contributing less than 0.5% of total Group revenue have been excluded on materiality grounds, as their estimated contribution to overall emissions is not considered significant.

Row 11

(7.23.1.1) Subsidiary name

Capita Shared Services Ltd

(7.23.1.2) Primary activity

Select from:

☑ Other professional services

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

☑ Other unique identifier, please specify :Company registration number

(7.23.1.11) Other unique identifier

Public

13497834

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

20

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

49

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

14

(7.23.1.15) Comment

Capita reports environmental data using an operational control approach at Group level. For the purposes of this subsidiary breakdown, emissions have been allocated to individual legal entities based on their proportion of total Group revenue. This revenue-based allocation methodology has been applied consistently across all reported entities. Subsidiaries contributing less than 0.5% of total Group revenue have been excluded on materiality grounds, as their estimated contribution to overall emissions is not considered significant.

Row 12

(7.23.1.1) Subsidiary name

Capita Customer Solutions Ltd

(7.23.1.2) Primary activity

Select from:

☑ Other professional services

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

☑ Other unique identifier, please specify

Public

(7.23.1.11) Other unique identifier

377757

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

78

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

196

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

57

(7.23.1.15) Comment

Capita reports environmental data using an operational control approach at Group level. For the purposes of this subsidiary breakdown, emissions have been allocated to individual legal entities based on their proportion of total Group revenue. This revenue-based allocation methodology has been applied consistently across all reported entities. Subsidiaries contributing less than 0.5% of total Group revenue have been excluded on materiality grounds, as their estimated contribution to overall emissions is not considered significant.

Row 13

(7.23.1.1) Subsidiary name

Capita Customer Services (Germany) GmbH

(7.23.1.2) Primary activity

Select from:

☑ Other professional services

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Public

Select all that apply

☑ Other unique identifier, please specify :Commercial registration number

(7.23.1.11) Other unique identifier

HRB 170645 B

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

156

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

392

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

115

(7.23.1.15) Comment

Capita reports environmental data using an operational control approach at Group level. For the purposes of this subsidiary breakdown, emissions have been allocated to individual legal entities based on their proportion of total Group revenue. This revenue-based allocation methodology has been applied consistently across all reported entities. Subsidiaries contributing less than 0.5% of total Group revenue have been excluded on materiality grounds, as their estimated contribution to overall emissions is not considered significant.

Row 14

(7.23.1.1) Subsidiary name

Capita Energie Services GmbH

(7.23.1.2) Primary activity

Select from:

☑ Other professional services

Public

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

☑ Other unique identifier, please specify :German commercial registration number

(7.23.1.11) Other unique identifier

HRB 14322

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

23

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

59

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

17

(7.23.1.15) Comment

Capita reports environmental data using an operational control approach at Group level. For the purposes of this subsidiary breakdown, emissions have been allocated to individual legal entities based on their proportion of total Group revenue. This revenue-based allocation methodology has been applied consistently across all reported entities. Subsidiaries contributing less than 0.5% of total Group revenue have been excluded on materiality grounds, as their estimated contribution to overall emissions is not considered significant.

Row 15

(7.23.1.1) Subsidiary name

Capita Customer Services AG

(7.23.1.2) Primary activity

Public

Select from:

☑ Other professional services

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

☑ Other unique identifier, please specify :Swiss commercial register number

(7.23.1.11) Other unique identifier

CHE-424.706.914

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

117

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

294

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

86

(7.23.1.15) Comment

Capita reports environmental data using an operational control approach at Group level. For the purposes of this subsidiary breakdown, emissions have been allocated to individual legal entities based on their proportion of total Group revenue. This revenue-based allocation methodology has been applied consistently across all reported entities. Subsidiaries contributing less than 0.5% of total Group revenue have been excluded on materiality grounds, as their estimated contribution to overall emissions is not considered significant.

Row 16

(7.23.1.1) Subsidiary name

Telag AG

Public

(7.23.1.2) Primary activity

Select from:

☑ Other professional services

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply

☑ Other unique identifier, please specify :Swiss commercial register number

(7.23.1.11) Other unique identifier

CHE-107.304.832

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

23

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

59

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

17

(7.23.1.15) Comment

Capita reports environmental data using an operational control approach at Group level. For the purposes of this subsidiary breakdown, emissions have been allocated to individual legal entities based on their proportion of total Group revenue. This revenue-based allocation methodology has been applied consistently across all reported entities. Subsidiaries contributing less than 0.5% of total Group revenue have been excluded on materiality grounds, as their estimated contribution to overall emissions is not considered significant.

Row 17

(7.23.1.1) Subsidiary name

Public

CBSL-SWAN

(7.23.1.2) Primary activity

Select from:
☑ Other professional services

(7.23.1.3) Select the unique identifier you are able to provide for this subsidiary

Select all that apply
☑ No unique identifier

(7.23.1.12) Scope 1 emissions (metric tons CO2e)

78

(7.23.1.13) Scope 2, location-based emissions (metric tons CO2e)

196

(7.23.1.14) Scope 2, market-based emissions (metric tons CO2e)

57

(7.23.1.15) Comment

Capita reports environmental data using an operational control approach at Group level. For the purposes of this subsidiary breakdown, emissions have been allocated to individual legal entities based on their proportion of total Group revenue. This revenue-based allocation methodology has been applied consistently across all reported entities. Subsidiaries contributing less than 0.5% of total Group revenue have been excluded on materiality grounds, as their estimated contribution to overall emissions is not considered significant.
[Add row]

(7.26) Allocate your emissions to your customers listed below according to the goods or services you have sold them in this reporting period.

Public

Row 1

(7.26.1) Requesting member

Select from:

☑ Deutsche Telekom AG

(7.26.2) Scope of emissions

Select from:

☑ Scope 1

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

22631596

(7.26.9) Emissions in metric tonnes of CO2e

38

Public

(7.26.10) Uncertainty (±%)

15

(7.26.11) Major sources of emissions

Natural gas consumption for heating and building operations, company vehicle fuel consumption, and fugitive emissions from refrigerant leakage associated with air conditioning and cooling equipment. Emissions have been allocated to the requesting member based on the customer's proportion of Capita revenue.

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Capita's Scope 1 emissions arise primarily from natural gas consumption for heating and building operations, fuel used in company-owned and leased vehicles, and fugitive refrigerant emissions from cooling equipment. Total reported Scope 1 emissions for 2025 were calculated in accordance with the GHG Protocol and independently assured. The emissions attributed to the requesting member were calculated by allocating Capita's total Scope 1 emissions based on the proportion of Capita's 2025 revenue represented by sales to the requesting member. This approach assumes that emissions intensity is broadly consistent across customers. Limitations include the use of revenue as a proxy for service delivery activity and the inability to directly trace all Scope 1 emissions to individual customers.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Row 2

(7.26.1) Requesting member

Select from:

☑ Deutsche Telekom AG

Public

(7.26.2) Scope of emissions

Select from:

☑ Scope 2: location-based

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

22631596

(7.26.9) Emissions in metric tonnes of CO2e

96

(7.26.10) Uncertainty (±%)

15

(7.26.11) Major sources of emissions

Public

Purchased electricity used to power Capita offices, operational buildings and data centres. Location-based emissions reflect electricity consumption using average grid emission factors for the regions in which electricity is consumed. Emissions allocated using a revenue-based methodology.

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Scope 2 emissions were identified from purchased electricity consumed in Capita offices, operational buildings and data centres. Emissions were calculated in accordance with the GHG Protocol using electricity consumption data and relevant market-based or location-based emission factors. Emissions allocated to the requesting member were calculated based on the proportion of Capita's 2025 revenue represented by sales to the requesting member. The primary assumption is that emissions intensity is broadly consistent across customers. A key limitation is that emissions are allocated using a revenue-based methodology rather than direct customer-level electricity consumption data. Capita's reported Scope 2 emissions are independently assured.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Row 3

(7.26.1) Requesting member

Select from:

☑ Deutsche Telekom AG

(7.26.2) Scope of emissions

Select from:

☑ Scope 2: market-based

(7.26.4) Allocation level

Public

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

22631596

(7.26.9) Emissions in metric tonnes of CO2e

28

(7.26.10) Uncertainty (±%)

15

(7.26.11) Major sources of emissions

Purchased electricity used to power Capita offices, operational buildings and data centres. Market-based emissions reflect electricity consumption after accounting for renewable electricity purchases, renewable energy certificates and other contractual instruments. Emissions allocated using a revenue-based methodology.

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

Public

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Scope 2 emissions were identified from purchased electricity consumed in Capita offices, operational buildings and data centres. Emissions were calculated in accordance with the GHG Protocol using electricity consumption data and relevant market-based or location-based emission factors. Emissions allocated to the requesting member were calculated based on the proportion of Capita's 2025 revenue represented by sales to the requesting member. The primary assumption is that emissions intensity is broadly consistent across customers. A key limitation is that emissions are allocated using a revenue-based methodology rather than direct customer-level electricity consumption data. Capita's reported Scope 2 emissions are independently assured.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Row 4

(7.26.1) Requesting member

Select from:

☑ Deutsche Telekom AG

(7.26.2) Scope of emissions

Select from:

☑ Scope 3

(7.26.3) Scope 3 category(ies)

Select all that apply

☑ Category 2: Capital goods

☑ Category 6: Business travel

☑ Category 7: Employee commuting

☑ Category 13: Downstream leased assets

☑ Category 1: Purchased goods and services

☑ Category 5: Waste generated in operations

☑ Category 4: Upstream transportation and distribution

☑ Category 9: Downstream transportation and distribution

☑ Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2)

Public

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

22631596

(7.26.9) Emissions in metric tonnes of CO2e

1827

(7.26.10) Uncertainty (±%)

15

(7.26.11) Major sources of emissions

Scope 3 emissions allocated to the requesting member comprise Capita's reported value chain emissions, including Category 1 Purchased Goods and Services, Category 2 Capital Goods*, Category 3 Fuel- and Energy-Related Activities, Category 4 Upstream Transportation and Distribution*, Category 5 Waste Generated in Operations, Category 6 Business Travel*, Category 7 Employee Commuting, Category 9 Downstream Transportation and Distribution*, and Category 13 Downstream Leased Assets. Categories 8 (Upstream Leased Assets), 10 (Processing of Sold Products), 11 (Use of Sold Products), 12 (End-of-Life Treatment of Sold Products), 14 (Franchises) and 15 (Investments) were reported as not applicable or not material in 2025 and are therefore excluded from the allocation. Emissions have been allocated to the requesting member based on the customer's proportion of Capita's 2025 revenue. Categories marked with * were subject to independent limited assurance as part of Capita's 2025 greenhouse gas verification programme.*

Public

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Scope 3 emissions were identified using Capita's 2025 greenhouse gas inventory, which was prepared in accordance with the GHG Protocol Corporate Value Chain (Scope 3) Standard. The allocation includes all applicable Scope 3 categories reported by Capita in 2025: Purchased Goods and Services, Capital Goods, Fuel- and Energy-Related Activities, Upstream Transportation and Distribution, Waste Generated in Operations, Business Travel, Employee Commuting, Downstream Transportation and Distribution and Downstream Leased Assets. Categories reported as not applicable or not material in 2025 were excluded. The requesting member's allocated emissions were calculated by applying the proportion of Capita's 2025 revenue represented by sales to the requesting member to Capita's total reported Scope 3 emissions. Key assumptions include that Scope 3 emissions intensity is broadly consistent across customers and that revenue is a reasonable proxy for the level of services provided. Major limitations include the inability to directly attribute all value chain emissions to individual customers, the use of spend- and activity-based estimation methodologies within certain Scope 3 categories, and the use of company-level allocation rather than customer-specific operational data. Certain Scope 3 categories, including Purchased Goods and Services, Capital Goods, Upstream Transportation and Distribution, Business Travel and Downstream Transportation and Distribution, were subject to independent limited assurance as part of Capita's 2025 greenhouse gas verification programme.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Row 5

(7.26.1) Requesting member

Select from:

☑ NatWest Group plc

(7.26.2) Scope of emissions

Select from:

☑ Scope 1

Public

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

525581

(7.26.9) Emissions in metric tonnes of CO2e

0.89

(7.26.10) Uncertainty (±%)

15

(7.26.11) Major sources of emissions

Natural gas consumption for heating and building operations, company vehicle fuel consumption, and fugitive emissions from refrigerant leakage associated with air conditioning and cooling equipment. Emissions have been allocated to the requesting member based on the customer's proportion of Capita revenue.

(7.26.12) Allocation verified by a third party?

Select from:

Public

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Capita's Scope 1 emissions arise primarily from natural gas consumption for heating and building operations, fuel used in company-owned and leased vehicles, and fugitive refrigerant emissions from cooling equipment. Total reported Scope 1 emissions for 2025 were calculated in accordance with the GHG Protocol and independently assured. The emissions attributed to the requesting member were calculated by allocating Capita's total Scope 1 emissions based on the proportion of Capita's 2025 revenue represented by sales to the requesting member. This approach assumes that emissions intensity is broadly consistent across customers. Limitations include the use of revenue as a proxy for service delivery activity and the inability to directly trace all Scope 1 emissions to individual customers.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Row 6

(7.26.1) Requesting member

Select from:

☑ NatWest Group plc

(7.26.2) Scope of emissions

Select from:

☑ Scope 2: market-based

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

525581

(7.26.9) Emissions in metric tonnes of CO2e

0.65

(7.26.10) Uncertainty (±%)

15

(7.26.11) Major sources of emissions

Purchased electricity used to power Capita offices, operational buildings and data centres. Market-based emissions reflect electricity consumption after accounting for renewable electricity purchases, renewable energy certificates and other contractual instruments. Emissions allocated using a revenue-based methodology.

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Scope 2 emissions were identified from purchased electricity consumed in Capita offices, operational buildings and data centres. Emissions were calculated in accordance with the GHG Protocol using electricity consumption data and relevant market-based or location-based emission factors. Emissions allocated to the requesting member were calculated based on the proportion of Capita's 2025 revenue represented by sales to the requesting member. The primary assumption is

Public

that emissions intensity is broadly consistent across customers. A key limitation is that emissions are allocated using a revenue-based methodology rather than direct customer-level electricity consumption data. Capita's reported Scope 2 emissions are independently assured.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Row 7

(7.26.1) Requesting member

Select from:

☑ NatWest Group plc

(7.26.2) Scope of emissions

Select from:

☑ Scope 2: location-based

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Currency

Public

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

525581

(7.26.9) Emissions in metric tonnes of CO2e

2.23

(7.26.10) Uncertainty (±%)

15

(7.26.11) Major sources of emissions

Purchased electricity used to power Capita offices, operational buildings and data centres. Location-based emissions reflect electricity consumption using average grid emission factors for the regions in which electricity is consumed. Emissions allocated using a revenue-based methodology.

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Scope 2 emissions were identified from purchased electricity consumed in Capita offices, operational buildings and data centres. Emissions were calculated in accordance with the GHG Protocol using electricity consumption data and relevant market-based or location-based emission factors. Emissions allocated to the requesting member were calculated based on the proportion of Capita's 2025 revenue represented by sales to the requesting member. The primary assumption is that emissions intensity is broadly consistent across customers. A key limitation is that emissions are allocated using a revenue-based methodology rather than direct customer-level electricity consumption data. Capita's reported Scope 2 emissions are independently assured.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Public

Row 8

(7.26.1) Requesting member

Select from:

☑ NatWest Group plc

(7.26.2) Scope of emissions

Select from:

☑ Scope 3

(7.26.3) Scope 3 category(ies)

Select all that apply

☑ Category 2: Capital goods

☑ Category 6: Business travel

☑ Category 7: Employee commuting

☑ Category 13: Downstream leased assets

☑ Category 1: Purchased goods and services

☑ Category 5: Waste generated in operations

☑ Category 9: Downstream transportation and distribution

☑ Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2)

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

Public

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

525581

(7.26.9) Emissions in metric tonnes of CO2e

42.42

(7.26.10) Uncertainty (±%)

15

(7.26.11) Major sources of emissions

Scope 3 emissions allocated to the requesting member comprise Capita's reported value chain emissions, including Category 1 Purchased Goods and Services, Category 2 Capital Goods*, Category 3 Fuel- and Energy-Related Activities, Category 4 Upstream Transportation and Distribution*, Category 5 Waste Generated in Operations, Category 6 Business Travel*, Category 7 Employee Commuting, Category 9 Downstream Transportation and Distribution*, and Category 13 Downstream Leased Assets. Categories 8 (Upstream Leased Assets), 10 (Processing of Sold Products), 11 (Use of Sold Products), 12 (End-of-Life Treatment of Sold Products), 14 (Franchises) and 15 (Investments) were reported as not applicable or not material in 2025 and are therefore excluded from the allocation. Emissions have been allocated to the requesting member based on the customer's proportion of Capita's 2025 revenue. Categories marked with * were subject to independent limited assurance as part of Capita's 2025 greenhouse gas verification programme.*

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Scope 3 emissions were identified using Capita's 2025 greenhouse gas inventory, which was prepared in accordance with the GHG Protocol Corporate Value Chain (Scope 3) Standard. The allocation includes all applicable Scope 3 categories reported by Capita in 2025: Purchased Goods and Services, Capital Goods, Fuel- and Energy-Related Activities, Upstream Transportation and Distribution, Waste Generated in Operations, Business Travel, Employee Commuting, Downstream Transportation and Distribution and Downstream Leased Assets. Categories reported as not applicable or not material in 2025 were excluded. The requesting

Public

member's allocated emissions were calculated by applying the proportion of Capita's 2025 revenue represented by sales to the requesting member to Capita's total reported Scope 3 emissions. Key assumptions include that Scope 3 emissions intensity is broadly consistent across customers and that revenue is a reasonable proxy for the level of services provided. Major limitations include the inability to directly attribute all value chain emissions to individual customers, the use of spend- and activity-based estimation methodologies within certain Scope 3 categories, and the use of company-level allocation rather than customer-specific operational data. Certain Scope 3 categories, including Purchased Goods and Services, Capital Goods, Upstream Transportation and Distribution, Business Travel and Downstream Transportation and Distribution, were subject to independent limited assurance as part of Capita's 2025 greenhouse gas verification programme.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Row 9

(7.26.1) Requesting member

Select from:

☑ Royal London Mutual Insurance Society Limited

(7.26.2) Scope of emissions

Select from:

☑ Scope 1

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Public

Select from:

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

8278232

(7.26.9) Emissions in metric tonnes of CO2e

14

(7.26.10) Uncertainty (±%)

15

(7.26.11) Major sources of emissions

Natural gas consumption for heating and building operations, company vehicle fuel consumption, and fugitive emissions from refrigerant leakage associated with air conditioning and cooling equipment. Emissions have been allocated to the requesting member based on the customer's proportion of Capita revenue.

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Capita's Scope 1 emissions arise primarily from natural gas consumption for heating and building operations, fuel used in company-owned and leased vehicles, and fugitive refrigerant emissions from cooling equipment. Total reported Scope 1 emissions for 2025 were calculated in accordance with the GHG Protocol and independently assured. The emissions attributed to the requesting member were calculated by allocating Capita's total Scope 1 emissions based on the proportion of Capita's 2025 revenue represented by sales to the requesting member. This approach assumes that emissions intensity is broadly consistent across customers. Limitations include the use of revenue as a proxy for service delivery activity and the inability to directly trace all Scope 1 emissions to individual customers.

(7.26.14) Where published information has been used, please provide a reference

Public

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Row 10

(7.26.1) Requesting member

Select from:

☑ Royal London Mutual Insurance Society Limited

(7.26.2) Scope of emissions

Select from:

☑ Scope 2: market-based

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

8278232

Public

(7.26.9) Emissions in metric tonnes of CO2e

10.26

(7.26.10) Uncertainty (±%)

15

(7.26.11) Major sources of emissions

Purchased electricity used to power Capita offices, operational buildings and data centres. Market-based emissions reflect electricity consumption after accounting for renewable electricity purchases, renewable energy certificates and other contractual instruments. Emissions allocated using a revenue-based methodology.

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Scope 2 emissions were identified from purchased electricity consumed in Capita offices, operational buildings and data centres. Emissions were calculated in accordance with the GHG Protocol using electricity consumption data and relevant market-based or location-based emission factors. Emissions allocated to the requesting member were calculated based on the proportion of Capita's 2025 revenue represented by sales to the requesting member. The primary assumption is that emissions intensity is broadly consistent across customers. A key limitation is that emissions are allocated using a revenue-based methodology rather than direct customer-level electricity consumption data. Capita's reported Scope 2 emissions are independently assured.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Row 11

(7.26.1) Requesting member

Public

Select from:

☑ Royal London Mutual Insurance Society Limited

(7.26.2) Scope of emissions

Select from:

☑ Scope 2: location-based

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

8278232

(7.26.9) Emissions in metric tonnes of CO2e

35.05

(7.26.10) Uncertainty (±%)

15

Public

(7.26.11) Major sources of emissions

Purchased electricity used to power Capita offices, operational buildings and data centres. Location-based emissions reflect electricity consumption using average grid emission factors for the regions in which electricity is consumed. Emissions allocated using a revenue-based methodology.

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Scope 2 emissions were identified from purchased electricity consumed in Capita offices, operational buildings and data centres. Emissions were calculated in accordance with the GHG Protocol using electricity consumption data and relevant market-based or location-based emission factors. Emissions allocated to the requesting member were calculated based on the proportion of Capita's 2025 revenue represented by sales to the requesting member. The primary assumption is that emissions intensity is broadly consistent across customers. A key limitation is that emissions are allocated using a revenue-based methodology rather than direct customer-level electricity consumption data. Capita's reported Scope 2 emissions are independently assured.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Row 12

(7.26.1) Requesting member

Select from:

☑ Royal London Mutual Insurance Society Limited

(7.26.2) Scope of emissions

Select from:

☑ Scope 3

Public

(7.26.3) Scope 3 category(ies)

Select all that apply

☑ Category 2: Capital goods
☑ Category 6: Business travel
☑ Category 7: Employee commuting
☑ Category 13: Downstream leased assets
☑ Category 1: Purchased goods and services
☑ Category 5: Waste generated in operations
☑ Category 9: Downstream transportation and distribution
☑ Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2)

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

8278232

(7.26.9) Emissions in metric tonnes of CO2e

668.18

(7.26.10) Uncertainty (±%)

Public

(7.26.11) Major sources of emissions

Scope 3 emissions allocated to the requesting member comprise Capita's reported value chain emissions, including Category 1 Purchased Goods and Services, Category 2 Capital Goods*, Category 3 Fuel- and Energy-Related Activities, Category 4 Upstream Transportation and Distribution*, Category 5 Waste Generated in Operations, Category 6 Business Travel*, Category 7 Employee Commuting, Category 9 Downstream Transportation and Distribution*, and Category 13 Downstream Leased Assets. Categories 8 (Upstream Leased Assets), 10 (Processing of Sold Products), 11 (Use of Sold Products), 12 (End-of-Life Treatment of Sold Products), 14 (Franchises) and 15 (Investments) were reported as not applicable or not material in 2025 and are therefore excluded from the allocation. Emissions have been allocated to the requesting member based on the customer's proportion of Capita's 2025 revenue. Categories marked with * were subject to independent limited assurance as part of Capita's 2025 greenhouse gas verification programme.*

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Scope 3 emissions were identified using Capita's 2025 greenhouse gas inventory, which was prepared in accordance with the GHG Protocol Corporate Value Chain (Scope 3) Standard. The allocation includes all applicable Scope 3 categories reported by Capita in 2025: Purchased Goods and Services, Capital Goods, Fuel- and Energy-Related Activities, Upstream Transportation and Distribution, Waste Generated in Operations, Business Travel, Employee Commuting, Downstream Transportation and Distribution and Downstream Leased Assets. Categories reported as not applicable or not material in 2025 were excluded. The requesting member's allocated emissions were calculated by applying the proportion of Capita's 2025 revenue represented by sales to the requesting member to Capita's total reported Scope 3 emissions. Key assumptions include that Scope 3 emissions intensity is broadly consistent across customers and that revenue is a reasonable proxy for the level of services provided. Major limitations include the inability to directly attribute all value chain emissions to individual customers, the use of spend- and activity-based estimation methodologies within certain Scope 3 categories, and the use of company-level allocation rather than customer-specific operational data. Certain Scope 3 categories, including Purchased Goods and Services, Capital Goods, Upstream Transportation and Distribution, Business Travel and Downstream Transportation and Distribution, were subject to independent limited assurance as part of Capita's 2025 greenhouse gas verification programme.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Public

Row 13

(7.26.1) Requesting member

Select from:

☑ Ordnance Survey

(7.26.2) Scope of emissions

Select from:

☑ Scope 1

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

62140

(7.26.9) Emissions in metric tonnes of CO2e

0.001

Public

(7.26.10) Uncertainty (±%)

15

(7.26.11) Major sources of emissions

Natural gas consumption for heating and building operations, company vehicle fuel consumption, and fugitive emissions from refrigerant leakage associated with air conditioning and cooling equipment. Emissions have been allocated to the requesting member based on the customer's proportion of Capita revenue.

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Capita's Scope 1 emissions arise primarily from natural gas consumption for heating and building operations, fuel used in company-owned and leased vehicles, and fugitive refrigerant emissions from cooling equipment. Total reported Scope 1 emissions for 2025 were calculated in accordance with the GHG Protocol and independently assured. The emissions attributed to the requesting member were calculated by allocating Capita's total Scope 1 emissions based on the proportion of Capita's 2025 revenue represented by sales to the requesting member. This approach assumes that emissions intensity is broadly consistent across customers. Limitations include the use of revenue as a proxy for service delivery activity and the inability to directly trace all Scope 1 emissions to individual customers.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Row 14

(7.26.1) Requesting member

Select from:

☑ Ordnance Survey

Public

(7.26.2) Scope of emissions

Select from:

☑ Scope 2: market-based

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

62140

(7.26.9) Emissions in metric tonnes of CO2e

0.0008

(7.26.10) Uncertainty (±%)

15

(7.26.11) Major sources of emissions

Public

Purchased electricity used to power Capita offices, operational buildings and data centres. Market-based emissions reflect electricity consumption after accounting for renewable electricity purchases, renewable energy certificates and other contractual instruments. Emissions allocated using a revenue-based methodology.

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Scope 2 emissions were identified from purchased electricity consumed in Capita offices, operational buildings and data centres. Emissions were calculated in accordance with the GHG Protocol using electricity consumption data and relevant market-based or location-based emission factors. Emissions allocated to the requesting member were calculated based on the proportion of Capita's 2025 revenue represented by sales to the requesting member. The primary assumption is that emissions intensity is broadly consistent across customers. A key limitation is that emissions are allocated using a revenue-based methodology rather than direct customer-level electricity consumption data. Capita's reported Scope 2 emissions are independently assured.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Row 15

(7.26.1) Requesting member

Select from:

☑ Ordnance Survey

(7.26.2) Scope of emissions

Select from:

☑ Scope 2: location-based

(7.26.4) Allocation level

Public

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

62140

(7.26.9) Emissions in metric tonnes of CO2e

0.003

(7.26.10) Uncertainty (±%)

15

(7.26.11) Major sources of emissions

Purchased electricity used to power Capita offices, operational buildings and data centres. Location-based emissions reflect electricity consumption using average grid emission factors for the regions in which electricity is consumed. Emissions allocated using a revenue-based methodology.

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

Public

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Scope 2 emissions were identified from purchased electricity consumed in Capita offices, operational buildings and data centres. Emissions were calculated in accordance with the GHG Protocol using electricity consumption data and relevant market-based or location-based emission factors. Emissions allocated to the requesting member were calculated based on the proportion of Capita's 2025 revenue represented by sales to the requesting member. The primary assumption is that emissions intensity is broadly consistent across customers. A key limitation is that emissions are allocated using a revenue-based methodology rather than direct customer-level electricity consumption data. Capita's reported Scope 2 emissions are independently assured.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Row 16

(7.26.1) Requesting member

Select from:

☑ Ordnance Survey

(7.26.2) Scope of emissions

Select from:

☑ Scope 3

(7.26.3) Scope 3 category(ies)

Select all that apply

☑ Category 2: Capital goods

☑ Category 6: Business travel

☑ Category 7: Employee commuting

☑ Category 13: Downstream leased assets

☑ Category 1: Purchased goods and services

☑ Category 5: Waste generated in operations

☑ Category 9: Downstream transportation and distribution

☑ Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2)

Public

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

62140

(7.26.9) Emissions in metric tonnes of CO2e

0.05

(7.26.10) Uncertainty (±%)

15

(7.26.11) Major sources of emissions

Scope 3 emissions allocated to the requesting member comprise Capita's reported value chain emissions, including Category 1 Purchased Goods and Services, Category 2 Capital Goods*, Category 3 Fuel- and Energy-Related Activities, Category 4 Upstream Transportation and Distribution*, Category 5 Waste Generated in Operations, Category 6 Business Travel*, Category 7 Employee Commuting, Category 9 Downstream Transportation and Distribution*, and Category 13 Downstream Leased Assets. Categories 8 (Upstream Leased Assets), 10 (Processing of Sold Products), 11 (Use of Sold Products), 12 (End-of-Life Treatment of Sold Products), 14 (Franchises) and 15 (Investments) were reported as not applicable or not material in 2025 and are therefore excluded from the allocation. Emissions have been allocated to the requesting member based on the customer's proportion of Capita's 2025 revenue. Categories marked with * were subject to independent limited assurance as part of Capita's 2025 greenhouse gas verification programme.*

Public

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Scope 3 emissions were identified using Capita's 2025 greenhouse gas inventory, which was prepared in accordance with the GHG Protocol Corporate Value Chain (Scope 3) Standard. The allocation includes all applicable Scope 3 categories reported by Capita in 2025: Purchased Goods and Services, Capital Goods, Fuel- and Energy-Related Activities, Upstream Transportation and Distribution, Waste Generated in Operations, Business Travel, Employee Commuting, Downstream Transportation and Distribution and Downstream Leased Assets. Categories reported as not applicable or not material in 2025 were excluded. The requesting member's allocated emissions were calculated by applying the proportion of Capita's 2025 revenue represented by sales to the requesting member to Capita's total reported Scope 3 emissions. Key assumptions include that Scope 3 emissions intensity is broadly consistent across customers and that revenue is a reasonable proxy for the level of services provided. Major limitations include the inability to directly attribute all value chain emissions to individual customers, the use of spend- and activity-based estimation methodologies within certain Scope 3 categories, and the use of company-level allocation rather than customer-specific operational data. Certain Scope 3 categories, including Purchased Goods and Services, Capital Goods, Upstream Transportation and Distribution, Business Travel and Downstream Transportation and Distribution, were subject to independent limited assurance as part of Capita's 2025 greenhouse gas verification programme.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Row 17

(7.26.1) Requesting member

Select from:

☑ Deutsche Bank AG

(7.26.2) Scope of emissions

Select from:

☑ Scope 1

Public

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

573637

(7.26.9) Emissions in metric tonnes of CO2e

0.97

(7.26.10) Uncertainty (±%)

15

(7.26.11) Major sources of emissions

Natural gas consumption for heating and building operations, company vehicle fuel consumption, and fugitive emissions from refrigerant leakage associated with air conditioning and cooling equipment. Emissions have been allocated to the requesting member based on the customer's proportion of Capita revenue.

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Capita's Scope 1 emissions arise primarily from natural gas consumption for heating and building operations, fuel used in company-owned and leased vehicles, and fugitive refrigerant emissions from cooling equipment. Total reported Scope 1 emissions for 2025 were calculated in accordance with the GHG Protocol and independently assured. The emissions attributed to the requesting member were calculated by allocating Capita's total Scope 1 emissions based on the proportion of Capita's 2025 revenue represented by sales to the requesting member. This approach assumes that emissions intensity is broadly consistent across customers. Limitations include the use of revenue as a proxy for service delivery activity and the inability to directly trace all Scope 1 emissions to individual customers.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Row 18

(7.26.1) Requesting member

Select from:

☑ Deutsche Bank AG

(7.26.2) Scope of emissions

Select from:

☑ Scope 2: market-based

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

573637

(7.26.9) Emissions in metric tonnes of CO2e

0.71

(7.26.10) Uncertainty (±%)

15

(7.26.11) Major sources of emissions

Purchased electricity used to power Capita offices, operational buildings and data centres. Market-based emissions reflect electricity consumption after accounting for renewable electricity purchases, renewable energy certificates and other contractual instruments. Emissions allocated using a revenue-based methodology.

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Scope 2 emissions were identified from purchased electricity consumed in Capita offices, operational buildings and data centres. Emissions were calculated in accordance with the GHG Protocol using electricity consumption data and relevant market-based or location-based emission factors. Emissions allocated to the requesting member were calculated based on the proportion of Capita's 2025 revenue represented by sales to the requesting member. The primary assumption is

that emissions intensity is broadly consistent across customers. A key limitation is that emissions are allocated using a revenue-based methodology rather than direct customer-level electricity consumption data. Capita's reported Scope 2 emissions are independently assured.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Row 19

(7.26.1) Requesting member

Select from:

☑ Deutsche Bank AG

(7.26.2) Scope of emissions

Select from:

☑ Scope 2: location-based

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Currency

Public

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

573637

(7.26.9) Emissions in metric tonnes of CO2e

2.43

(7.26.10) Uncertainty (±%)

15

(7.26.11) Major sources of emissions

Purchased electricity used to power Capita offices, operational buildings and data centres. Location-based emissions reflect electricity consumption using average grid emission factors for the regions in which electricity is consumed. Emissions allocated using a revenue-based methodology.

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Scope 2 emissions were identified from purchased electricity consumed in Capita offices, operational buildings and data centres. Emissions were calculated in accordance with the GHG Protocol using electricity consumption data and relevant market-based or location-based emission factors. Emissions allocated to the requesting member were calculated based on the proportion of Capita's 2025 revenue represented by sales to the requesting member. The primary assumption is that emissions intensity is broadly consistent across customers. A key limitation is that emissions are allocated using a revenue-based methodology rather than direct customer-level electricity consumption data. Capita's reported Scope 2 emissions are independently assured.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Public

Row 20

(7.26.1) Requesting member

Select from:

☑ Deutsche Bank AG

(7.26.2) Scope of emissions

Select from:

☑ Scope 3

(7.26.3) Scope 3 category(ies)

Select all that apply

☑ Category 2: Capital goods

☑ Category 6: Business travel

☑ Category 7: Employee commuting

☑ Category 13: Downstream leased assets

☑ Category 1: Purchased goods and services

☑ Category 5: Waste generated in operations

☑ Category 9: Downstream transportation and distribution

☑ Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2)

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

Public

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

573637

(7.26.9) Emissions in metric tonnes of CO2e

46.3

(7.26.10) Uncertainty (±%)

15

(7.26.11) Major sources of emissions

Scope 3 emissions allocated to the requesting member comprise Capita's reported value chain emissions, including Category 1 Purchased Goods and Services, Category 2 Capital Goods*, Category 3 Fuel- and Energy-Related Activities, Category 4 Upstream Transportation and Distribution*, Category 5 Waste Generated in Operations, Category 6 Business Travel*, Category 7 Employee Commuting, Category 9 Downstream Transportation and Distribution*, and Category 13 Downstream Leased Assets. Categories 8 (Upstream Leased Assets), 10 (Processing of Sold Products), 11 (Use of Sold Products), 12 (End-of-Life Treatment of Sold Products), 14 (Franchises) and 15 (Investments) were reported as not applicable or not material in 2025 and are therefore excluded from the allocation. Emissions have been allocated to the requesting member based on the customer's proportion of Capita's 2025 revenue. Categories marked with * were subject to independent limited assurance as part of Capita's 2025 greenhouse gas verification programme.*

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Scope 3 emissions were identified using Capita's 2025 greenhouse gas inventory, which was prepared in accordance with the GHG Protocol Corporate Value Chain (Scope 3) Standard. The allocation includes all applicable Scope 3 categories reported by Capita in 2025: Purchased Goods and Services, Capital Goods, Fuel- and Energy-Related Activities, Upstream Transportation and Distribution, Waste Generated in Operations, Business Travel, Employee Commuting, Downstream Transportation and Distribution and Downstream Leased Assets. Categories reported as not applicable or not material in 2025 were excluded. The requesting

Public

member's allocated emissions were calculated by applying the proportion of Capita's 2025 revenue represented by sales to the requesting member to Capita's total reported Scope 3 emissions. Key assumptions include that Scope 3 emissions intensity is broadly consistent across customers and that revenue is a reasonable proxy for the level of services provided. Major limitations include the inability to directly attribute all value chain emissions to individual customers, the use of spend- and activity-based estimation methodologies within certain Scope 3 categories, and the use of company-level allocation rather than customer-specific operational data. Certain Scope 3 categories, including Purchased Goods and Services, Capital Goods, Upstream Transportation and Distribution, Business Travel and Downstream Transportation and Distribution, were subject to independent limited assurance as part of Capita's 2025 greenhouse gas verification programme.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Row 21

(7.26.1) Requesting member

Select from:

☑ Lloyds Banking Group

(7.26.2) Scope of emissions

Select from:

☑ Scope 1

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Public

Select from:

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

21777449

(7.26.9) Emissions in metric tonnes of CO2e

37

(7.26.10) Uncertainty (±%)

15

(7.26.11) Major sources of emissions

Natural gas consumption for heating and building operations, company vehicle fuel consumption, and fugitive emissions from refrigerant leakage associated with air conditioning and cooling equipment. Emissions have been allocated to the requesting member based on the customer's proportion of Capita revenue.

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Capita's Scope 1 emissions arise primarily from natural gas consumption for heating and building operations, fuel used in company-owned and leased vehicles, and fugitive refrigerant emissions from cooling equipment. Total reported Scope 1 emissions for 2025 were calculated in accordance with the GHG Protocol and independently assured. The emissions attributed to the requesting member were calculated by allocating Capita's total Scope 1 emissions based on the proportion of Capita's 2025 revenue represented by sales to the requesting member. This approach assumes that emissions intensity is broadly consistent across customers. Limitations include the use of revenue as a proxy for service delivery activity and the inability to directly trace all Scope 1 emissions to individual customers.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Row 22

(7.26.1) Requesting member

Select from:

☑ Lloyds Banking Group

(7.26.2) Scope of emissions

Select from:

☑ Scope 2: market-based

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

21777449

Public

(7.26.9) Emissions in metric tonnes of CO2e

27

(7.26.10) Uncertainty (±%)

15

(7.26.11) Major sources of emissions

Purchased electricity used to power Capita offices, operational buildings and data centres. Market-based emissions reflect electricity consumption after accounting for renewable electricity purchases, renewable energy certificates and other contractual instruments. Emissions allocated using a revenue-based methodology.

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Scope 2 emissions were identified from purchased electricity consumed in Capita offices, operational buildings and data centres. Emissions were calculated in accordance with the GHG Protocol using electricity consumption data and relevant market-based or location-based emission factors. Emissions allocated to the requesting member were calculated based on the proportion of Capita's 2025 revenue represented by sales to the requesting member. The primary assumption is that emissions intensity is broadly consistent across customers. A key limitation is that emissions are allocated using a revenue-based methodology rather than direct customer-level electricity consumption data. Capita's reported Scope 2 emissions are independently assured.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Row 23

(7.26.1) Requesting member

Select from:

☑ Lloyds Banking Group

(7.26.2) Scope of emissions

Select from:

☑ Scope 2: location-based

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

21777449

(7.26.9) Emissions in metric tonnes of CO2e

92

(7.26.10) Uncertainty (±%)

15

Public

(7.26.11) Major sources of emissions

Purchased electricity used to power Capita offices, operational buildings and data centres. Location-based emissions reflect electricity consumption using average grid emission factors for the regions in which electricity is consumed. Emissions allocated using a revenue-based methodology.

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Scope 2 emissions were identified from purchased electricity consumed in Capita offices, operational buildings and data centres. Emissions were calculated in accordance with the GHG Protocol using electricity consumption data and relevant market-based or location-based emission factors. Emissions allocated to the requesting member were calculated based on the proportion of Capita's 2025 revenue represented by sales to the requesting member. The primary assumption is that emissions intensity is broadly consistent across customers. A key limitation is that emissions are allocated using a revenue-based methodology rather than direct customer-level electricity consumption data. Capita's reported Scope 2 emissions are independently assured.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Row 24

(7.26.1) Requesting member

Select from:

☑ Lloyds Banking Group

(7.26.2) Scope of emissions

Select from:

☑ Scope 3

Public

(7.26.3) Scope 3 category(ies)

Select all that apply

☑ Category 2: Capital goods
☑ Category 6: Business travel
☑ Category 7: Employee commuting
☑ Category 13: Downstream leased assets
☑ Category 1: Purchased goods and services
☑ Category 5: Waste generated in operations
☑ Category 9: Downstream transportation and distribution
☑ Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2)

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

21777449

(7.26.9) Emissions in metric tonnes of CO2e

1758

(7.26.10) Uncertainty (±%)

Public

(7.26.11) Major sources of emissions

Scope 3 emissions allocated to the requesting member comprise Capita's reported value chain emissions, including Category 1 Purchased Goods and Services, Category 2 Capital Goods*, Category 3 Fuel- and Energy-Related Activities, Category 4 Upstream Transportation and Distribution*, Category 5 Waste Generated in Operations, Category 6 Business Travel*, Category 7 Employee Commuting, Category 9 Downstream Transportation and Distribution*, and Category 13 Downstream Leased Assets. Categories 8 (Upstream Leased Assets), 10 (Processing of Sold Products), 11 (Use of Sold Products), 12 (End-of-Life Treatment of Sold Products), 14 (Franchises) and 15 (Investments) were reported as not applicable or not material in 2025 and are therefore excluded from the allocation. Emissions have been allocated to the requesting member based on the customer's proportion of Capita's 2025 revenue. Categories marked with * were subject to independent limited assurance as part of Capita's 2025 greenhouse gas verification programme.*

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Scope 3 emissions were identified using Capita's 2025 greenhouse gas inventory, which was prepared in accordance with the GHG Protocol Corporate Value Chain (Scope 3) Standard. The allocation includes all applicable Scope 3 categories reported by Capita in 2025: Purchased Goods and Services, Capital Goods, Fuel- and Energy-Related Activities, Upstream Transportation and Distribution, Waste Generated in Operations, Business Travel, Employee Commuting, Downstream Transportation and Distribution and Downstream Leased Assets. Categories reported as not applicable or not material in 2025 were excluded. The requesting member's allocated emissions were calculated by applying the proportion of Capita's 2025 revenue represented by sales to the requesting member to Capita's total reported Scope 3 emissions. Key assumptions include that Scope 3 emissions intensity is broadly consistent across customers and that revenue is a reasonable proxy for the level of services provided. Major limitations include the inability to directly attribute all value chain emissions to individual customers, the use of spend- and activity-based estimation methodologies within certain Scope 3 categories, and the use of company-level allocation rather than customer-specific operational data. Certain Scope 3 categories, including Purchased Goods and Services, Capital Goods, Upstream Transportation and Distribution, Business Travel and Downstream Transportation and Distribution, were subject to independent limited assurance as part of Capita's 2025 greenhouse gas verification programme.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Public

Row 25

(7.26.1) Requesting member

Select from:

☑ Swisscom

(7.26.2) Scope of emissions

Select from:

☑ Scope 1

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

79223864

(7.26.9) Emissions in metric tonnes of CO2e

134

Public

(7.26.10) Uncertainty (±%)

15

(7.26.11) Major sources of emissions

Natural gas consumption for heating and building operations, company vehicle fuel consumption, and fugitive emissions from refrigerant leakage associated with air conditioning and cooling equipment. Emissions have been allocated to the requesting member based on the customer's proportion of Capita revenue.

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Capita's Scope 1 emissions arise primarily from natural gas consumption for heating and building operations, fuel used in company-owned and leased vehicles, and fugitive refrigerant emissions from cooling equipment. Total reported Scope 1 emissions for 2025 were calculated in accordance with the GHG Protocol and independently assured. The emissions attributed to the requesting member were calculated by allocating Capita's total Scope 1 emissions based on the proportion of Capita's 2025 revenue represented by sales to the requesting member. This approach assumes that emissions intensity is broadly consistent across customers. Limitations include the use of revenue as a proxy for service delivery activity and the inability to directly trace all Scope 1 emissions to individual customers.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Row 26

(7.26.1) Requesting member

Select from:

☑ Swisscom

Public

(7.26.2) Scope of emissions

Select from:

☑ Scope 2: market-based

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

79223864

(7.26.9) Emissions in metric tonnes of CO2e

98

(7.26.10) Uncertainty (±%)

15

(7.26.11) Major sources of emissions

Public

Purchased electricity used to power Capita offices, operational buildings and data centres. Market-based emissions reflect electricity consumption after accounting for renewable electricity purchases, renewable energy certificates and other contractual instruments. Emissions allocated using a revenue-based methodology.

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Scope 2 emissions were identified from purchased electricity consumed in Capita offices, operational buildings and data centres. Emissions were calculated in accordance with the GHG Protocol using electricity consumption data and relevant market-based or location-based emission factors. Emissions allocated to the requesting member were calculated based on the proportion of Capita's 2025 revenue represented by sales to the requesting member. The primary assumption is that emissions intensity is broadly consistent across customers. A key limitation is that emissions are allocated using a revenue-based methodology rather than direct customer-level electricity consumption data. Capita's reported Scope 2 emissions are independently assured.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Row 27

(7.26.1) Requesting member

Select from:

☑ Swisscom

(7.26.2) Scope of emissions

Select from:

☑ Scope 2: location-based

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

79223864

(7.26.9) Emissions in metric tonnes of CO2e

335

(7.26.10) Uncertainty (±%)

15

(7.26.11) Major sources of emissions

Purchased electricity used to power Capita offices, operational buildings and data centres. Location-based emissions reflect electricity consumption using average grid emission factors for the regions in which electricity is consumed. Emissions allocated using a revenue-based methodology.

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

Public

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Scope 2 emissions were identified from purchased electricity consumed in Capita offices, operational buildings and data centres. Emissions were calculated in accordance with the GHG Protocol using electricity consumption data and relevant market-based or location-based emission factors. Emissions allocated to the requesting member were calculated based on the proportion of Capita's 2025 revenue represented by sales to the requesting member. The primary assumption is that emissions intensity is broadly consistent across customers. A key limitation is that emissions are allocated using a revenue-based methodology rather than direct customer-level electricity consumption data. Capita's reported Scope 2 emissions are independently assured.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.

Row 28

(7.26.1) Requesting member

Select from:

☑ Swisscom

(7.26.2) Scope of emissions

Select from:

☑ Scope 3

(7.26.3) Scope 3 category(ies)

Select all that apply

☑ Category 2: Capital goods

☑ Category 6: Business travel

☑ Category 7: Employee commuting

☑ Category 13: Downstream leased assets

☑ Category 1: Purchased goods and services

☑ Category 5: Waste generated in operations

☑ Category 9: Downstream transportation and distribution

☑ Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2)

Public

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the market value of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

79223864

(7.26.9) Emissions in metric tonnes of CO2e

6395

(7.26.10) Uncertainty (±%)

15

(7.26.11) Major sources of emissions

Scope 3 emissions allocated to the requesting member comprise Capita's reported value chain emissions, including Category 1 Purchased Goods and Services, Category 2 Capital Goods*, Category 3 Fuel- and Energy-Related Activities, Category 4 Upstream Transportation and Distribution*, Category 5 Waste Generated in Operations, Category 6 Business Travel*, Category 7 Employee Commuting, Category 9 Downstream Transportation and Distribution*, and Category 13 Downstream Leased Assets. Categories 8 (Upstream Leased Assets), 10 (Processing of Sold Products), 11 (Use of Sold Products), 12 (End-of-Life Treatment of Sold Products), 14 (Franchises) and 15 (Investments) were reported as not applicable or not material in 2025 and are therefore excluded from the allocation. Emissions have been allocated to the requesting member based on the customer's proportion of Capita's 2025 revenue. Categories marked with * were subject to independent limited assurance as part of Capita's 2025 greenhouse gas verification programme.*

Public

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

Scope 3 emissions were identified using Capita's 2025 greenhouse gas inventory, which was prepared in accordance with the GHG Protocol Corporate Value Chain (Scope 3) Standard. The allocation includes all applicable Scope 3 categories reported by Capita in 2025: Purchased Goods and Services, Capital Goods, Fuel- and Energy-Related Activities, Upstream Transportation and Distribution, Waste Generated in Operations, Business Travel, Employee Commuting, Downstream Transportation and Distribution and Downstream Leased Assets. Categories reported as not applicable or not material in 2025 were excluded. The requesting member's allocated emissions were calculated by applying the proportion of Capita's 2025 revenue represented by sales to the requesting member to Capita's total reported Scope 3 emissions. Key assumptions include that Scope 3 emissions intensity is broadly consistent across customers and that revenue is a reasonable proxy for the level of services provided. Major limitations include the inability to directly attribute all value chain emissions to individual customers, the use of spend- and activity-based estimation methodologies within certain Scope 3 categories, and the use of company-level allocation rather than customer-specific operational data. Certain Scope 3 categories, including Purchased Goods and Services, Capital Goods, Upstream Transportation and Distribution, Business Travel and Downstream Transportation and Distribution, were subject to independent limited assurance as part of Capita's 2025 greenhouse gas verification programme.

(7.26.14) Where published information has been used, please provide a reference

Capita plc Annual Report and Accounts 2025. Reported revenue (£2,312.3m) and greenhouse gas emissions data (Scope 1: 3,911 tCO_2e; Scope 2 market-based: 2,865 tCO_2e; Scope 2 location-based: 9,789 tCO_2e; Scope 3: 186,637 tCO_2e) were used as the basis for the allocation methodology. Customer allocation was based on 2025 invoiced revenue from Capita's financial records.
[Add row]

(7.27) What are the challenges in allocating emissions to different customers, and what would help you to overcome these challenges?

Row 1

(7.27.1) Allocation challenges

Select from:

☑ Diversity of product lines makes accurately accounting for each product/product line cost ineffective

Public

(7.27.2) Please explain what would help you overcome these challenges

Capita delivers a broad range of services across multiple sectors, including digital transformation, customer management, consultancy, technology-enabled services and operational support. These services have different delivery models, resource requirements and emissions profiles, making it difficult to apply a single methodology for allocating emissions at the product or service level. To improve attribution, Capita has developed a Low Carbon Transition Plan which includes actions to strengthen environmental data management and emissions reporting. Capita is also developing enhanced reporting capabilities to provide more granular emissions insights for services and contracts where sufficient activity data is available. Improved access to activity-based operational data and supplier emissions data would support more accurate allocation methodologies and help provide customers with more representative emissions information. Capita continues to develop approaches aligned with the GHG Protocol to balance accuracy, consistency and practicality across its diverse service portfolio.

Row 2

(7.27.1) Allocation challenges

Select from:

☑ Customer base is too large and diverse to accurately track emissions to the customer level

(7.27.2) Please explain what would help you overcome these challenges

Capita serves hundreds of customers across the public and private sectors, many of whom are supported through shared infrastructure, technology platforms, office locations and support functions. As a result, emissions are often generated through shared activities that cannot always be directly attributed to individual customers without significant assumptions. To address this challenge, Capita is enhancing its environmental reporting capabilities through the development of Power BI dashboards that will enable more granular contract-level emissions reporting where appropriate data is available. This will improve visibility of emissions associated with specific customer contracts and support more transparent reporting. Further progress will depend on the availability of detailed operational data, improved supplier emissions information and continued collaboration with customers to understand their reporting needs. These developments will help Capita provide increasingly robust customer-specific emissions information while maintaining a proportionate and credible methodology.
[Add row]

(7.28) Do you plan to develop your capabilities to allocate emissions to your customers in the future?

(7.28.1) Do you plan to develop your capabilities to allocate emissions to your customers in the future?

Select from:

☑ Yes

Public

(7.28.2) Describe how you plan to develop your capabilities

Capita is actively developing its capability to allocate and report emissions at a more granular customer and service level. During the reporting period, Capita commenced work to enhance its environmental data and reporting infrastructure through the development of a centralised Power BI environmental reporting platform. This platform is intended to improve the integration, analysis and allocation of emissions data across the organisation. In parallel, Capita is working with SLR Consulting to develop a methodology for estimating and allocating emissions to individual services and contracts. This work includes evaluating appropriate allocation drivers and data sources to improve the accuracy and transparency of customer-specific emissions disclosures. Over time, these developments are expected to strengthen Capita's ability to provide more detailed emissions information to customers, support customer decarbonisation objectives and respond to increasing stakeholder demand for product-, service- and contract-level greenhouse gas emissions data. The long-term objective is to move from high-level allocation approaches towards increasingly data-driven service and customer-level emissions reporting where sufficient activity data is available.
[Fixed row]

(7.29) What percentage of your total operational spend in the reporting year was on energy?

Select from:
☑ More than 0% but less than or equal to 5%

(7.30) Select which energy-related activities your organization has undertaken.

	Indicate whether your organization undertook this energy-related activity in the reporting year
Consumption of fuel (excluding feedstocks)	*Select from:* ☑ Yes
Consumption of purchased or acquired electricity	*Select from:* ☑ Yes
Consumption of purchased or acquired heat	*Select from:* ☑ Yes
Consumption of purchased or acquired steam	*Select from:* ☑ No

Public

	Indicate whether your organization undertook this energy-related activity in the reporting year
Consumption of purchased or acquired cooling	*Select from:* ☑ No
Generation of electricity, heat, steam, or cooling	*Select from:* ☑ Yes

[Fixed row]

(7.30.1) Report your organization’s energy consumption totals (excluding feedstocks) in MWh.

Consumption of fuel (excluding feedstock)

(7.30.1.1) Heating value

Select from:

☑ LHV (lower heating value)

(7.30.1.2) MWh from renewable sources

0

(7.30.1.3) MWh from non-renewable sources

32504

(7.30.1.5) Total (renewable + non-renewable) MWh

32504.00

Consumption of purchased or acquired electricity

Public

(7.30.1.2) MWh from renewable sources

23817

(7.30.1.3) MWh from non-renewable sources

8603

(7.30.1.4) MWh from non-renewable zero or near-zero emission sources

0

(7.30.1.5) Total (renewable + non-renewable) MWh

32420.00

Consumption of purchased or acquired heat

(7.30.1.2) MWh from renewable sources

0

(7.30.1.3) MWh from non-renewable sources

1520

(7.30.1.5) Total (renewable + non-renewable) MWh

1520.00

Consumption of self-generated non-fuel renewable energy

(7.30.1.2) MWh from renewable sources

22

Public

(7.30.1.5) Total (renewable + non-renewable) MWh

22.00

Total energy consumption

(7.30.1.2) MWh from renewable sources

23839

(7.30.1.3) MWh from non-renewable sources

42627

(7.30.1.4) MWh from non-renewable zero or near-zero emission sources

0

(7.30.1.5) Total (renewable + non-renewable) MWh

66466.00
[Fixed row]

(7.30.6) Select the applications of your organization’s consumption of fuel.

	Indicate whether your organization undertakes this fuel application
Consumption of fuel for the generation of electricity	*Select from:* ☑ No
Consumption of fuel for the generation of heat	*Select from:*

	Indicate whether your organization undertakes this fuel application
	☑ Yes
Consumption of fuel for the generation of steam	*Select from:* ☑ No
Consumption of fuel for the generation of cooling	*Select from:* ☑ Yes
Consumption of fuel for co-generation or tri-generation	*Select from:* ☑ No

[Fixed row]

(7.30.7) State how much fuel in MWh your organization has consumed (excluding feedstocks) by fuel type.

Sustainable biomass

(7.30.7.1) Total fuel MWh consumed by the organization

0

(7.30.7.3) MWh fuel consumed for self-generation of heat

0

(7.30.7.5) MWh fuel consumed for self-generation of cooling

0

(7.30.7.7) Comment

Public

Fuel type not used at Capita

Other biomass

(7.30.7.1) Total fuel MWh consumed by the organization

0

(7.30.7.3) MWh fuel consumed for self-generation of heat

0

(7.30.7.5) MWh fuel consumed for self-generation of cooling

0

(7.30.7.7) Comment

Fuel type not used at Capita

Other renewable fuels (e.g. renewable hydrogen)

(7.30.7.1) Total fuel MWh consumed by the organization

0

(7.30.7.3) MWh fuel consumed for self-generation of heat

0

(7.30.7.5) MWh fuel consumed for self-generation of cooling

0

(7.30.7.7) Comment

Public

Fuel type not used at Capita

Coal

(7.30.7.1) Total fuel MWh consumed by the organization

0

(7.30.7.3) MWh fuel consumed for self-generation of heat

0

(7.30.7.5) MWh fuel consumed for self-generation of cooling

0

(7.30.7.7) Comment

Fuel type not used at Capita

Oil

(7.30.7.1) Total fuel MWh consumed by the organization

6597

(7.30.7.3) MWh fuel consumed for self-generation of heat

5336

(7.30.7.5) MWh fuel consumed for self-generation of cooling

0

(7.30.7.7) Comment

Public

Some oil is used in generators as back up. Other oil is used in our fleet in the form of diesel, premium diesel, petrol, premium unleaded and super unleaded.

Gas

(7.30.7.1) Total fuel MWh consumed by the organization

17723

(7.30.7.3) MWh fuel consumed for self-generation of heat

16641

(7.30.7.5) MWh fuel consumed for self-generation of cooling

876

(7.30.7.7) Comment

Site gas makes up the vast majority of gas use in Capita. This is mainly used for heating, with a 5% estimation for cooling. Other gas used relates to LPG which can be used in our fire service college. This is a minimal amount.

Other non-renewable fuels (e.g. non-renewable hydrogen)

(7.30.7.1) Total fuel MWh consumed by the organization

0

(7.30.7.3) MWh fuel consumed for self-generation of heat

0

(7.30.7.5) MWh fuel consumed for self-generation of cooling

0

(7.30.7.7) Comment

Public

Fuel type not used at Capita

Total fuel

(7.30.7.1) Total fuel MWh consumed by the organization

24320

(7.30.7.3) MWh fuel consumed for self-generation of heat

21977

(7.30.7.5) MWh fuel consumed for self-generation of cooling

876

(7.30.7.7) Comment

Total fuel used, see above comments for more detail.
[Fixed row]

(7.30.9) Provide details on the electricity, heat, steam, and cooling your organization has generated and consumed in the reporting year.

Electricity

(7.30.9.1) Total Gross generation (MWh)

22

(7.30.9.2) Generation that is consumed by the organization (MWh)

22

(7.30.9.3) Gross generation from renewable sources (MWh)

Public

22

(7.30.9.4) Generation from renewable sources that is consumed by the organization (MWh)

22

Heat

(7.30.9.1) Total Gross generation (MWh)

0

(7.30.9.2) Generation that is consumed by the organization (MWh)

0

(7.30.9.3) Gross generation from renewable sources (MWh)

0

(7.30.9.4) Generation from renewable sources that is consumed by the organization (MWh)

0

Steam

(7.30.9.1) Total Gross generation (MWh)

0

(7.30.9.2) Generation that is consumed by the organization (MWh)

0

(7.30.9.3) Gross generation from renewable sources (MWh)

Public

0

(7.30.9.4) Generation from renewable sources that is consumed by the organization (MWh)

0

Cooling

(7.30.9.1) Total Gross generation (MWh)

0

(7.30.9.2) Generation that is consumed by the organization (MWh)

0

(7.30.9.3) Gross generation from renewable sources (MWh)

0

(7.30.9.4) Generation from renewable sources that is consumed by the organization (MWh)

0
[Fixed row]

(7.30.14) Provide a breakdown by country/area of your electricity/heat/steam/cooling consumption in the reporting year.

Bulgaria

(7.30.14.1) Consumption of purchased electricity (MWh)

339

(7.30.14.2) Consumption of self-generated electricity (MWh)

Public

0

(7.30.14.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.14.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.14.6) Total electricity/heat/steam/cooling energy consumption (MWh)

339.00

Germany

(7.30.14.1) Consumption of purchased electricity (MWh)

1566

(7.30.14.2) Consumption of self-generated electricity (MWh)

0

(7.30.14.4) Consumption of purchased heat, steam, and cooling (MWh)

1010

(7.30.14.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.14.6) Total electricity/heat/steam/cooling energy consumption (MWh)

2576.00

Public

India

(7.30.14.1) Consumption of purchased electricity (MWh)

2963

(7.30.14.2) Consumption of self-generated electricity (MWh)

0

(7.30.14.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.14.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.14.6) Total electricity/heat/steam/cooling energy consumption (MWh)

2963.00

Ireland

(7.30.14.1) Consumption of purchased electricity (MWh)

473

(7.30.14.2) Consumption of self-generated electricity (MWh)

0

(7.30.14.4) Consumption of purchased heat, steam, and cooling (MWh)

0

Public

(7.30.14.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.14.6) Total electricity/heat/steam/cooling energy consumption (MWh)

473.00

Poland

(7.30.14.1) Consumption of purchased electricity (MWh)

397

(7.30.14.2) Consumption of self-generated electricity (MWh)

0

(7.30.14.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.14.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.14.6) Total electricity/heat/steam/cooling energy consumption (MWh)

397.00

South Africa

(7.30.14.1) Consumption of purchased electricity (MWh)

1685

Public

(7.30.14.2) Consumption of self-generated electricity (MWh)

0

(7.30.14.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.14.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.14.6) Total electricity/heat/steam/cooling energy consumption (MWh)

1685.00

Switzerland

(7.30.14.1) Consumption of purchased electricity (MWh)

923

(7.30.14.2) Consumption of self-generated electricity (MWh)

0

(7.30.14.4) Consumption of purchased heat, steam, and cooling (MWh)

346

(7.30.14.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.14.6) Total electricity/heat/steam/cooling energy consumption (MWh)

Public

1269.00

United Kingdom

(7.30.14.1) Consumption of purchased electricity (MWh)

24265

(7.30.14.2) Consumption of self-generated electricity (MWh)

22

(7.30.14.4) Consumption of purchased heat, steam, and cooling (MWh)

165

(7.30.14.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.14.6) Total electricity/heat/steam/cooling energy consumption (MWh)

24452.00
[Fixed row]

(7.30.15) Provide details on the electricity purchases that were accounted for at a zero or near-zero emission factor in the reporting year.

Row 1

(7.30.15.1) Country/area of electricity consumption

Select from:
☑ United Kingdom

Public

(7.30.15.2) Sourcing method

Select from:

☑ Retail supply contract with an electricity supplier (retail green electricity)

(7.30.15.3) Low-carbon technology type

Select from:

☑ Sustainable biomass

(7.30.15.5) Low-carbon electricity consumed via selected sourcing method in the reporting year (MWh)

30069

(7.30.15.6) Energy attribute certificate (EAC) tracking system used

Select from:

☑ REGO [UK]

(7.30.15.7) Country/area of origin (generation) of the low-carbon electricity or energy attribute

Select from:

☑ United Kingdom

(7.30.15.8) Are you able to report the commissioning or re-powering year of the electricity generation facility?

Select from:

☑ No

(7.30.15.14) Comment

Capita purchases renewable electricity through a retail green electricity contract supported by Renewable Energy Guarantees of Origin (REGOs). The electricity supplied during the reporting period was matched with renewable energy attribute certificates from UK-based biomass generation facilities. While Capita has evidence of the renewable attributes allocated and retired on its behalf, commissioning and repowering year information for the individual generating facilities is not available within the supplier matching report provided.

Row 2

(7.30.15.1) Country/area of electricity consumption

Select from:

☑ India

(7.30.15.2) Sourcing method

Select from:

☑ Unbundled procurement of energy attribute certificates (EACs)

(7.30.15.3) Low-carbon technology type

Select from:

☑ Sustainable biomass

(7.30.15.5) Low-carbon electricity consumed via selected sourcing method in the reporting year (MWh)

2964

(7.30.15.6) Energy attribute certificate (EAC) tracking system used

Select from:

☑ I-REC [International]

(7.30.15.7) Country/area of origin (generation) of the low-carbon electricity or energy attribute

Select from:

☑ India

(7.30.15.8) Are you able to report the commissioning or re-powering year of the electricity generation facility?

Select from:

☑ Yes

Public

(7.30.15.9) Commissioning year of the energy generation facility (e.g. date of first commercial operation or repowering)

2022

(7.30.15.14) Comment

Capita procured and redeemed I-REC certificates to match electricity consumption at its Indian operations. During 2025, 2,963.87 MWh of renewable electricity attributes were redeemed through the I-REC system for electricity consumed at Capita India and Ventura India facilities. The certificates relate to electricity generated in India from biomass facilities using agricultural by-products and waste.

Row 3

(7.30.15.1) Country/area of electricity consumption

Select from:

☑ South Africa

(7.30.15.2) Sourcing method

Select from:

☑ Unbundled procurement of energy attribute certificates (EACs)

(7.30.15.3) Low-carbon technology type

Select from:

☑ Renewable electricity mix, please specify :ZA-REC backed renewable electricity

(7.30.15.5) Low-carbon electricity consumed via selected sourcing method in the reporting year (MWh)

795

(7.30.15.6) Energy attribute certificate (EAC) tracking system used

Select from:

☑ I-REC [International]

Public

(7.30.15.7) Country/area of origin (generation) of the low-carbon electricity or energy attribute

Select from:

☑ South Africa

(7.30.15.8) Are you able to report the commissioning or re-powering year of the electricity generation facility?

Select from:

☑ No

(7.30.15.14) Comment

Capita procured ZA-REC renewable energy certificates to match electricity consumption at its South African operations. During 2025, 795 MWh of renewable electricity attributes were purchased and retired through the ZA-REC system for electricity consumed by Capita South Africa. The available certificate evidence confirms the retirement of renewable electricity attributes; however, the underlying generation technology is not specified within the certificate documentation.
[Add row]

(7.45) Describe your gross global combined Scope 1 and 2 emissions for the reporting year in metric tons CO2e per unit currency total revenue and provide any additional intensity metrics that are appropriate to your business operations.

Row 1

(7.45.1) Intensity figure

2.93

(7.45.2) Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO2e)

6776

(7.45.3) Metric denominator

Select from:

☑ unit total revenue

Public

(7.45.4) Metric denominator: Unit total

2312300000

(7.45.5) Scope 2 figure used

Select from:

☑ Market-based

(7.45.6) % change from previous year

23

(7.45.7) Direction of change

Select from:

☑ Decreased

(7.45.8) Reasons for change

Select all that apply

☑ Other emissions reduction activities

(7.45.9) Please explain

The reduction in market-based emissions intensity was primarily driven by emissions reduction activities across the business, including continued optimisation of the property portfolio, energy efficiency measures and reductions in operational emissions. Changes in revenue also influenced the ratio, as emissions decreased at a faster rate than the change in revenue, resulting in improved emissions efficiency per £1m revenue.

Row 2

(7.45.1) Intensity figure

5.92

Public

(7.45.2) Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO2e)

13700

(7.45.3) Metric denominator

Select from:

☑ unit total revenue

(7.45.4) Metric denominator: Unit total

2312300000

(7.45.5) Scope 2 figure used

Select from:

☑ Location-based

(7.45.6) % change from previous year

32

(7.45.7) Direction of change

Select from:

☑ Decreased

(7.45.8) Reasons for change

Select all that apply

☑ Other emissions reduction activities

(7.45.9) Please explain

Public

The reduction in location-based emissions intensity was primarily driven by emissions reduction activities across the business, including continued optimisation of the property portfolio, energy efficiency measures and reductions in operational emissions. Changes in revenue also influenced the ratio, as emissions decreased at a faster rate than the change in revenue, resulting in improved emissions efficiency per £1m revenue.
[Add row]

(7.52) Provide any additional climate-related metrics relevant to your business.

Row 1

(7.52.1) Description

Select from:
☑ Waste

(7.52.2) Metric value

876

(7.52.3) Metric numerator

Total operational waste generated (tonnes)

(7.52.4) Metric denominator (intensity metric only)

not applicable

(7.52.5) % change from previous year

30

(7.52.6) Direction of change

Select from:
☑ Decreased

Public

(7.52.7) Please explain

Total operational waste generated decreased by 29.6% in 2025 compared with 2024, from 1,245 tonnes to 876 tonnes, reflecting continued optimisation of office-based operations, estate rationalisation and reduced waste arisings across the business.

Row 2

(7.52.1) Description

Select from:

☑ Other, please specify :Water

(7.52.2) Metric value

121993

(7.52.3) Metric numerator

Total water withdrawals (m³)

(7.52.4) Metric denominator (intensity metric only)

not applicable

(7.52.5) % change from previous year

53

(7.52.6) Direction of change

Select from:

☑ Decreased

(7.52.7) Please explain

Public

Water withdrawals decreased from 260,796 m³ in 2024 to 121,993 m³ in 2025. As a predominantly office-based services organisation, water consumption is primarily associated with sanitation, hygiene and drinking water across the property estate. Year-on-year reduction is largely driven by changes in estate footprint.
[Add row]

(7.53) Did you have an emissions target that was active in the reporting year?

Select all that apply
☑ Absolute target

(7.53.1) Provide details of your absolute emissions targets and progress made against those targets.

Row 1

(7.53.1.1) Target reference number

Select from:
☑ Abs 1

(7.53.1.2) Is this a science-based target?

Select from:
☑ Yes, and this target has been approved by the Science Based Targets initiative

(7.53.1.3) Science Based Targets initiative official validation letter

Capita PLC - Net-Zero Approval Letter-min (5).pdf

(7.53.1.4) Target ambition

Select from:
☑ 1.5°C aligned

(7.53.1.5) Date target was set

Public

01/01/2024

(7.53.1.6) Target coverage

Select from:

☑ Organization-wide

(7.53.1.7) Greenhouse gases covered by target

Select all that apply

☑ Carbon dioxide (CO2)

(7.53.1.8) Scopes

Select all that apply

☑ Scope 1

☑ Scope 2

☑ Scope 3

(7.53.1.9) Scope 2 accounting method

Select from:

☑ Market-based

(7.53.1.10) Scope 3 categories

Select all that apply

☑ Scope 3, Category 6 – Business travel

(7.53.1.11) End date of base year

12/31/2019

(7.53.1.12) Base year Scope 1 emissions covered by target (metric tons CO2e)

Public

18960

(7.53.1.13) Base year Scope 2 emissions covered by target (metric tons CO2e)

27651

(7.53.1.19) Base year Scope 3, Category 6: Business travel emissions covered by target (metric tons CO2e)

30823

(7.53.1.31) Base year total Scope 3 emissions covered by target (metric tons CO2e)

30823.000

(7.53.1.32) Total base year emissions covered by target in all selected Scopes (metric tons CO2e)

77434.000

(7.53.1.33) Base year Scope 1 emissions covered by target as % of total base year emissions in Scope 1

100

(7.53.1.34) Base year Scope 2 emissions covered by target as % of total base year emissions in Scope 2

100

(7.53.1.40) Base year Scope 3, Category 6: Business travel emissions covered by target as % of total base year emissions in Scope 3, Category 6: Business travel (metric tons CO2e)

100

(7.53.1.52) Base year total Scope 3 emissions covered by target as % of total base year emissions in Scope 3 (in all Scope 3 categories)

8

Public

(7.53.1.53) Base year emissions covered by target in all selected Scopes as % of total base year emissions in all selected Scopes

100

(7.53.1.54) End date of target

12/31/2030

(7.53.1.55) Targeted reduction from base year (%)

46.2

(7.53.1.56) Total emissions at end date of target covered by target in all selected Scopes (metric tons CO2e)

41659.492

(7.53.1.57) Scope 1 emissions in reporting year covered by target (metric tons CO2e)

3911

(7.53.1.58) Scope 2 emissions in reporting year covered by target (metric tons CO2e)

2865

(7.53.1.64) Scope 3, Category 6: Business travel emissions in reporting year covered by target (metric tons CO2e)

2739

(7.53.1.76) Total Scope 3 emissions in reporting year covered by target (metric tons CO2e)

2739.000

(7.53.1.77) Total emissions in reporting year covered by target in all selected scopes (metric tons CO2e)

9515.000

Public

(7.53.1.78) Land-related emissions covered by target

Select from:

☑ No, it does not cover any land-related emissions (e.g. non-FLAG SBT)

(7.53.1.79) % of target achieved relative to base year

189.85

(7.53.1.80) Target status in reporting year

Select from:

☑ Achieved and maintained

(7.53.1.82) Explain target coverage and identify any exclusions

This target is company-wide and covers 100% of both our Scope 1 and 2 emissions and scope 3 category 6, (Business travel). It does not cover any land-related emissions.

(7.53.1.83) Target objective

The objective of Capita PLC's near-term emissions reduction targets is to align the organisation's operational and business travel emissions with a 1.5°C decarbonisation pathway, as defined by the Science Based Targets initiative (SBTi). These targets are designed to drive meaningful and measurable reductions in greenhouse gas (GHG) emissions across Capita's direct operations and business travel footprint by 2030, using 2019 as the base year. Specifically, Capita commits to: Reduce absolute Scope 1 and 2 GHG emissions by 46.2% by 2030. Reduce absolute Scope 3 GHG emissions from business travel by 46.2% within the same timeframe. These targets are part of Capita's broader climate strategy to reach net zero GHG emissions across the value chain by 2045. The near-term targets serve as a critical milestone in this journey, ensuring that immediate and sustained action is taken to decarbonise the company's operations in line with the most ambitious goal of the Paris Agreement. Capita's overarching objective is to embed decarbonisation at every level of the organisation, reduce emissions by 90% by 2045, and neutralise any residual emissions in accordance with SBTi criteria to achieve full net zero.

(7.53.1.85) Target derived using a sectoral decarbonization approach

Select from:

☑ No

(7.53.1.86) List the emissions reduction initiatives which contributed most to achieving this target

Public

Ongoing consolidation and optimisation of the property estate, reducing energy consumption through a smaller operational footprint. Energy efficiency improvements within buildings, including upgrades to lighting, building management controls and heating, ventilation and cooling systems. Procurement of renewable electricity and the continued use of renewable electricity contracts where available. Fleet decarbonisation through the transition to lower-emission and electric vehicles, supported by reduced fuel consumption. Hybrid and flexible working practices, contributing to lower energy demand across the office portfolio. Improved environmental data management and energy monitoring, enabling identification and implementation of energy-saving opportunities across the estate.

Row 2

(7.53.1.1) Target reference number

Select from:

☑ Abs 2

(7.53.1.2) Is this a science-based target?

Select from:

☑ Yes, and this target has been approved by the Science Based Targets initiative

(7.53.1.3) Science Based Targets initiative official validation letter

Capita PLC - Net-Zero Approval Letter-min (4).pdf

(7.53.1.4) Target ambition

Select from:

☑ 1.5°C aligned

(7.53.1.5) Date target was set

01/01/2024

(7.53.1.6) Target coverage

Select from:

☑ Organization-wide

Public

(7.53.1.7) Greenhouse gases covered by target

Select all that apply

☑ Carbon dioxide (CO2)

(7.53.1.8) Scopes

Select all that apply

☑ Scope 1

☑ Scope 2

☑ Scope 3

(7.53.1.9) Scope 2 accounting method

Select from:

☑ Market-based

(7.53.1.10) Scope 3 categories

Select all that apply

☑ Scope 3, Category 14 – Franchises

☑ Scope 3, Category 15 – Investments

☑ Scope 3, Category 2 – Capital goods

☑ Scope 3, Category 6 – Business travel

☑ Scope 3, Category 7 – Employee commuting

☑ Scope 3, Category 5 – Waste generated in operations

☑ Scope 3, Category 12 – End-of-life treatment of sold products

☑ Scope 3, Category 4 – Upstream transportation and distribution

☑ Scope 3, Category 9 – Downstream transportation and distribution

☑ Scope 3, Category 3 – Fuel- and energy- related activities (not included in Scope 1 or 2)

☑ Scope 3, Category 11 – Use of sold products

☑ Scope 3, Category 8 - Upstream leased assets

☑ Scope 3, Category 13 – Downstream leased assets

☑ Scope 3, Category 1 – Purchased goods and services

☑ Scope 3, Category 10 – Processing of sold products

(7.53.1.11) End date of base year

Public

12/31/2019

(7.53.1.12) Base year Scope 1 emissions covered by target (metric tons CO2e)

18960

(7.53.1.13) Base year Scope 2 emissions covered by target (metric tons CO2e)

27651

(7.53.1.14) Base year Scope 3, Category 1: Purchased goods and services emissions covered by target (metric tons CO2e)

196330

(7.53.1.15) Base year Scope 3, Category 2: Capital goods emissions covered by target (metric tons CO2e)

106646

(7.53.1.16) Base year Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) emissions covered by target (metric tons CO2e)

10874

(7.53.1.17) Base year Scope 3, Category 4: Upstream transportation and distribution emissions covered by target (metric tons CO2e)

2893

(7.53.1.18) Base year Scope 3, Category 5: Waste generated in operations emissions covered by target (metric tons CO2e)

58

(7.53.1.19) Base year Scope 3, Category 6: Business travel emissions covered by target (metric tons CO2e)

30823

Public

(7.53.1.20) Base year Scope 3, Category 7: Employee commuting emissions covered by target (metric tons CO2e)

7147

(7.53.1.21) Base year Scope 3, Category 8: Upstream leased assets emissions covered by target (metric tons CO2e)

0

(7.53.1.22) Base year Scope 3, Category 9: Downstream transportation and distribution emissions covered by target (metric tons CO2e)

25302

(7.53.1.23) Base year Scope 3, Category 10: Processing of sold products emissions covered by target (metric tons CO2e)

0

(7.53.1.24) Base year Scope 3, Category 11: Use of sold products emissions covered by target (metric tons CO2e)

159

(7.53.1.25) Base year Scope 3, Category 12: End-of-life treatment of sold products emissions covered by target (metric tons CO2e)

0

(7.53.1.26) Base year Scope 3, Category 13: Downstream leased assets emissions covered by target (metric tons CO2e)

0

(7.53.1.27) Base year Scope 3, Category 14: Franchises emissions covered by target (metric tons CO2e)

0

(7.53.1.28) Base year Scope 3, Category 15: Investments emissions covered by target (metric tons CO2e)

Public

0

(7.53.1.31) Base year total Scope 3 emissions covered by target (metric tons CO2e)

380232.000

(7.53.1.32) Total base year emissions covered by target in all selected Scopes (metric tons CO2e)

426843.000

(7.53.1.33) Base year Scope 1 emissions covered by target as % of total base year emissions in Scope 1

100

(7.53.1.34) Base year Scope 2 emissions covered by target as % of total base year emissions in Scope 2

100

(7.53.1.35) Base year Scope 3, Category 1: Purchased goods and services emissions covered by target as % of total base year emissions in Scope 3, Category 1: Purchased goods and services (metric tons CO2e)

100

(7.53.1.36) Base year Scope 3, Category 2: Capital goods emissions covered by target as % of total base year emissions in Scope 3, Category 2: Capital goods (metric tons CO2e)

100

(7.53.1.37) Base year Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) emissions covered by target as % of total base year emissions in Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) (metric tons CO2e)

100

Public

(7.53.1.38) Base year Scope 3, Category 4: Upstream transportation and distribution covered by target as % of total base year emissions in Scope 3, Category 4: Upstream transportation and distribution (metric tons CO2e)

100

(7.53.1.39) Base year Scope 3, Category 5: Waste generated in operations emissions covered by target as % of total base year emissions in Scope 3, Category 5: Waste generated in operations (metric tons CO2e)

100

(7.53.1.40) Base year Scope 3, Category 6: Business travel emissions covered by target as % of total base year emissions in Scope 3, Category 6: Business travel (metric tons CO2e)

100

(7.53.1.41) Base year Scope 3, Category 7: Employee commuting covered by target as % of total base year emissions in Scope 3, Category 7: Employee commuting (metric tons CO2e)

100

(7.53.1.42) Base year Scope 3, Category 8: Upstream leased assets emissions covered by target as % of total base year emissions in Scope 3, Category 8: Upstream leased assets (metric tons CO2e)

100

(7.53.1.43) Base year Scope 3, Category 9: Downstream transportation and distribution emissions covered by target as % of total base year emissions in Scope 3, Category 9: Downstream transportation and distribution (metric tons CO2e)

100

(7.53.1.44) Base year Scope 3, Category 10: Processing of sold products emissions covered by target as % of total base year emissions in Scope 3, Category 10: Processing of sold products (metric tons CO2e)

100

Public

(7.53.1.45) Base year Scope 3, Category 11: Use of sold products emissions covered by target as % of total base year emissions in Scope 3, Category 11: Use of sold products (metric tons CO2e)

100

(7.53.1.46) Base year Scope 3, Category 12: End-of-life treatment of sold products emissions covered by target as % of total base year emissions in Scope 3, Category 12: End-of-life treatment of sold products (metric tons CO2e)

100

(7.53.1.47) Base year Scope 3, Category 13: Downstream leased assets emissions covered by target as % of total base year emissions in Scope 3, Category 13: Downstream leased assets (metric tons CO2e)

100

(7.53.1.48) Base year Scope 3, Category 14: Franchises emissions covered by target as % of total base year emissions in Scope 3, Category 14: Franchises (metric tons CO2e)

100

(7.53.1.49) Base year Scope 3, Category 15: Investments emissions covered by target as % of total base year emissions in Scope 3, Category 15: Investments (metric tons CO2e)

100

(7.53.1.52) Base year total Scope 3 emissions covered by target as % of total base year emissions in Scope 3 (in all Scope 3 categories)

100

(7.53.1.53) Base year emissions covered by target in all selected Scopes as % of total base year emissions in all selected Scopes

100

Public

(7.53.1.54) End date of target

12/31/2045

(7.53.1.55) Targeted reduction from base year (%)

90

(7.53.1.56) Total emissions at end date of target covered by target in all selected Scopes (metric tons CO2e)

42684.300

(7.53.1.57) Scope 1 emissions in reporting year covered by target (metric tons CO2e)

3911

(7.53.1.58) Scope 2 emissions in reporting year covered by target (metric tons CO2e)

2865

(7.53.1.59) Scope 3, Category 1: Purchased goods and services emissions in reporting year covered by target (metric tons CO2e)

115045

(7.53.1.60) Scope 3, Category 2: Capital goods emissions in reporting year covered by target (metric tons CO2e)

10029

(7.53.1.61) Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) emissions in reporting year covered by target (metric tons CO2e)

3970

Public

(7.53.1.62) Scope 3, Category 4: Upstream transportation and distribution emissions in reporting year covered by target (metric tons CO2e)

12955

(7.53.1.63) Scope 3, Category 5: Waste generated in operations emissions in reporting year covered by target (metric tons CO2e)

24

(7.53.1.64) Scope 3, Category 6: Business travel emissions in reporting year covered by target (metric tons CO2e)

2739

(7.53.1.65) Scope 3, Category 7: Employee commuting emissions in reporting year covered by target (metric tons CO2e)

4595

(7.53.1.66) Scope 3, Category 8: Upstream leased assets emissions in reporting year covered by target (metric tons CO2e)

0

(7.53.1.67) Scope 3, Category 9: Downstream transportation and distribution emissions in reporting year covered by target (metric tons CO2e)

22871

(7.53.1.68) Scope 3, Category 10: Processing of sold products emissions in reporting year covered by target (metric tons CO2e)

0

(7.53.1.69) Scope 3, Category 11: Use of sold products emissions in reporting year covered by target (metric tons CO2e)

0

Public

(7.53.1.70) Scope 3, Category 12: End-of-life treatment of sold products emissions in reporting year covered by target (metric tons CO2e)

0

(7.53.1.71) Scope 3, Category 13: Downstream leased assets emissions in reporting year covered by target (metric tons CO2e)

14409

(7.53.1.72) Scope 3, Category 14: Franchises emissions in reporting year covered by target (metric tons CO2e)

0

(7.53.1.73) Scope 3, Category 15: Investments emissions in reporting year covered by target (metric tons CO2e)

0

(7.53.1.76) Total Scope 3 emissions in reporting year covered by target (metric tons CO2e)

186637.000

(7.53.1.77) Total emissions in reporting year covered by target in all selected scopes (metric tons CO2e)

193413.000

(7.53.1.78) Land-related emissions covered by target

Select from:

☑ No, it does not cover any land-related emissions (e.g. non-FLAG SBT)

(7.53.1.79) % of target achieved relative to base year

60.76

Public

(7.53.1.80) Target status in reporting year

Select from:

☑ Underway

(7.53.1.82) Explain target coverage and identify any exclusions

Target Coverage and Exclusions Capita PLC's long-term net zero target is to reduce absolute Scope 1, 2, and 3 greenhouse gas (GHG) emissions by 90% by 2045 from a 2019 base year. This target has been approved by the Science Based Targets initiative (SBTi) in 2025, and is aligned with a 1.5°C mitigation pathway. The target covers: 100% of Scope 1 and 2 emissions under Capita's operational control. These include emissions from energy use in buildings, fleet vehicles, and refrigerants, as well as operational emissions from the Fire Service College. All relevant Scope 3 categories. Exclusions:There are no material exclusions from the long-term target boundary. Capita has confirmed to SBTi that all relevant Scope 3 categories are included in the inventory. Capita's target language was updated during the SBTi validation process to disaggregate Scope 1+2 and Scope 3 targets for clarity and to ensure compliance with SBTi's Net-Zero Standard.

(7.53.1.83) Target objective

Target Objective The objective of Capita PLC's long-term target is to achieve full value chain decarbonisation in line with the Science Based Targets initiative (SBTi) Net-Zero Standard. Specifically, Capita commits to reduce absolute Scope 1, 2, and 3 greenhouse gas (GHG) emissions by 90% by 2045 from a 2019 base year. This target reflects Capita's ambition to: Align with a 1.5°C mitigation pathway, consistent with the most ambitious goal of the Paris Agreement. Deliver deep emissions reductions across all scopes, including operational emissions (Scopes 1 and 2) and value chain emissions (Scope 3), which represent the majority of Capita's carbon footprint. Support a just and credible transition to net zero, by embedding decarbonisation into procurement, operations, and service delivery. Neutralise residual emissions through high-quality carbon removals, in line with SBTi guidance, once the 90% reduction threshold is achieved. This long-term objective complements Capita's near-term targets and forms part of a broader climate strategy that includes supplier engagement, internal carbon pricing, and the publication of a low carbon transition plan in 2025.

(7.53.1.84) Plan for achieving target, and progress made to the end of the reporting year

By the end of the reporting year, Capita had reduced total greenhouse gas emissions from 426,842 tCO_2e in the 2019 baseline year to 193,413 tCO_2e in 2025, representing a reduction of approximately 54.7%. This demonstrates continued progress towards Capita's long-term net-zero target and reflects the combined impact of operational decarbonisation initiatives, estate optimisation, renewable electricity procurement, reduced business travel emissions and ongoing emissions reduction activities across the organisation. During the reporting year, Capita published its Low Carbon Transition Plan, which provides a roadmap for achieving this target through phased action across operations, travel, supply chain, governance and culture. The plan includes continued optimisation of the property portfolio, implementation of sustainable property standards for new and renewed leases, targeting energy-efficient buildings, procurement of renewable electricity where Capita has influence, collaboration with landlords to decarbonise long-term leased properties, fleet electrification, digital-first ways of working, reduction of business travel emissions through virtual collaboration and rail-first travel policies, and ongoing engagement with suppliers to support emissions reductions and science-based target adoption. The plan also includes employee engagement, skills development and enhanced climate governance to support delivery over the long term.

(7.53.1.85) Target derived using a sectoral decarbonization approach

Select from:

☑ No

[Add row]

(7.54) Did you have any other climate-related targets that were active in the reporting year?

Select all that apply

☑ Net-zero targets

☑ Other climate-related targets

(7.54.2) Provide details of any other climate-related targets, including methane reduction targets.

Row 1

(7.54.2.1) Target reference number

Select from:

☑ Oth 1

(7.54.2.2) Date target was set

01/01/2024

(7.54.2.3) Target coverage

Select from:

☑ Organization-wide

(7.54.2.4) Target type: absolute or intensity

Select from:

☑ Intensity

Public

(7.54.2.5) Target type: category & metric (target numerator if reporting an intensity target)

Engagement with suppliers

☑ Percentage of suppliers (by procurement spend) with a science-based target

(7.54.2.6) Target denominator (intensity targets only)

Select from:

☑ Other, please specify :Total supplier spend across all suppliers, excluding intercompany spend.

(7.54.2.7) End date of base year

12/31/2019

(7.54.2.8) Figure or percentage in base year

29

(7.54.2.9) End date of target

12/31/2025

(7.54.2.10) Figure or percentage at end of date of target

50

(7.54.2.11) Figure or percentage in reporting year

63

(7.54.2.12) % of target achieved relative to base year

161.9047619048

(7.54.2.13) Target status in reporting year

Public

Select from:

☑ Achieved and maintained

(7.54.2.15) Is this target part of an emissions target?

Capita has committed that 50% of its suppliers by spend—covering purchased goods and services, capital goods, and upstream transportation and distribution—will have science-based targets (SBTs) by 2025. This supplier engagement goal is a key component of Capita's Scope 3 emissions strategy, which addresses indirect emissions across its value chain.

(7.54.2.16) Is this target part of an overarching initiative?

Select all that apply

☑ Science Based targets initiative - approved other

(7.54.2.17) Science Based Targets initiative official validation letter

Capita PLC - Net-Zero Approval Letter-min (5).pdf

(7.54.2.18) Please explain target coverage and identify any exclusions

Capita has committed that 50% of its suppliers by spend—covering purchased goods and services, capital goods, and upstream transportation and distribution—will have science-based targets (SBTs) by 2025. This target is part of Capita's near-term Scope 3 strategy and aligns with the Science Based Targets initiative (SBTi) supplier engagement guidance.

(7.54.2.19) Target objective

The supplier target is particularly significant because Scope 3 emissions—primarily from the supply chain—account for the majority of Capita's total emissions. Engaging suppliers to set their own science-based targets is essential for Capita to meet its net zero goals and aligns with the Science Based Targets initiative (SBTi) Net-Zero Standard.

(7.54.2.21) List the actions which contributed most to achieving this target

Key actions included collecting and maintaining information on supplier science-based targets, monitoring performance against the target and increasing visibility of supplier climate commitments within procurement and sustainability reporting processes. These activities enabled Capita to track progress and identify the proportion of supplier spend covered by suppliers with science-based targets, which increased from 29% in 2019 to 63% in 2025, exceeding the target of 50%.
[Add row]

Public

(7.54.3) Provide details of your net-zero target(s).

Row 1

(7.54.3.1) Target reference number

Select from:

☑ NZ1

(7.54.3.2) Date target was set

01/01/2024

(7.54.3.3) Target Coverage

Select from:

☑ Organization-wide

(7.54.3.4) Targets linked to this net zero target

Select all that apply

☑ Abs1

☑ Abs2

(7.54.3.5) End date of target for achieving net zero

12/31/2045

(7.54.3.6) Is this a science-based target?

Select from:

☑ Yes, and this target has been approved by the Science Based Targets initiative

(7.54.3.7) Science Based Targets initiative official validation letter

Public

Capita PLC - Net-Zero Approval Letter-min (4).pdf

(7.54.3.8) Scopes

Select all that apply

☑ Scope 1

☑ Scope 2

☑ Scope 3

(7.54.3.9) Greenhouse gases covered by target

Select all that apply

☑ Carbon dioxide (CO2)

(7.54.3.10) Explain target coverage and identify any exclusions

Overall Net-Zero Target Capita commits to reach net-zero greenhouse gas emissions across the full value chain by 2045 from a 2019 base year. Capita PLC's net zero target has been validated by the Science Based Targets initiative (SBTi) in 2025 and is aligned with the 1.5°C trajectory.

(7.54.3.11) Target objective

Capita's net zero target is designed to achieve a science-based, long-term reduction in greenhouse gas (GHG) emissions across its entire value chain. The overarching objective is to reach net zero emissions by 2045, in alignment with the Science Based Targets initiative (SBTi) and the 1.5°C climate pathway. The objective is not only to reduce emissions but also to embed sustainability into Capita's business model by: Managing energy demand and investing in renewable energy. Supporting suppliers to set their own science-based targets. Engaging clients and stakeholders in the transition to a low-carbon economy. Promoting internal awareness and action to drive progress across the organisation. This phased approach allows Capita to balance ambition with feasibility, ensuring that each part of the business contributes to the overall goal while recognising that some areas may decarbonise faster than others.

(7.54.3.12) Do you intend to neutralize any residual emissions with permanent carbon removals at the end of the target?

Select from:

☑ Yes

(7.54.3.13) Do you plan to mitigate emissions beyond your value chain?

Select from:

Public

☑ No, and we do not plan to within the next two years

(7.54.3.14) Do you intend to purchase and cancel carbon credits for neutralization and/or beyond value chain mitigation?

Select all that apply

☑ No, we do not plan to purchase and cancel carbon credits for neutralization and/or beyond value chain mitigation

(7.54.3.15) Planned milestones and/or near-term investments for neutralization at the end of the target

Capita's net zero target is to achieve a 90% reduction in absolute greenhouse gas emissions across the value chain by 2045. At the target date, it is anticipated that approximately 10% of emissions will remain as residual emissions that are not technically or economically feasible to eliminate. These residual emissions will be neutralised through the procurement of high-quality carbon removals that meet recognised best practice and evolving SBTi requirements. In the near term, investment is focused on emissions reduction activities across operations, business travel, fleet, purchased goods and services, and supplier engagement programmes to minimise the volume of residual emissions requiring neutralisation at the target date.

(7.54.3.17) Target status in reporting year

Select from:

☑ Underway

(7.54.3.19) Process for reviewing target

Capita's net zero target is reviewed annually by the Responsible Business Committee, with progress against emissions reduction targets reported through the Responsible Business governance framework and ultimately overseen by the Board. The review considers emissions performance, progress against the transition plan, changes in the organisation's emissions profile, regulatory developments, stakeholder expectations and emerging best practice to ensure the target remains appropriate and aligned with Capita's strategic objectives.
[Add row]

(7.55) Did you have emissions reduction initiatives that were active within the reporting year? Note that this can include those in the planning and/or implementation phases.

Public

	Emissions reduction initiatives that were active within the reporting year
	Select from: ☑ Yes

[Fixed row]

(7.55.1) Identify the total number of initiatives at each stage of development, and for those in the implementation stages, the estimated CO2e savings.

	Number of initiatives	Total estimated annual CO2e savings in metric tonnes CO2e
Under investigation	*0*	
To be implemented	*4*	*41*
Implementation commenced	*0*	*0*
Implemented	*11*	*100*
Not to be implemented	*0*	

[Fixed row]

(7.55.2) Provide details on the initiatives implemented in the reporting year in the table below.

Row 1

(7.55.2.1) Initiative category & Initiative type

Public

Energy efficiency in buildings

☑ Heating, Ventilation and Air Conditioning (HVAC)

(7.55.2.2) Estimated annual CO_2e savings (metric tonnes CO2e)

74

(7.55.2.3) Scope(s) or Scope 3 category(ies) where emissions savings occur

Select all that apply

☑ Scope 1

☑ Scope 2 (location-based)

☑ Scope 2 (market-based)

☑ Scope 3 category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2)

(7.55.2.4) Voluntary/Mandatory

Select from:

☑ Voluntary

(7.55.2.5) Annual monetary savings (unit currency – as specified in 1.2)

81929

(7.55.2.6) Investment required (unit currency – as specified in 1.2)

41796

(7.55.2.7) Payback period

Select from:

☑ 1-3 years

(7.55.2.8) Estimated lifetime of the initiative

Select from:

☑ 11-15 years

(7.55.2.9) Comment

Emissions savings were achieved through a programme of HVAC and building services efficiency improvements across the estate, including replacement and upgrade of air conditioning equipment, optimisation of boiler controls, and improvements to ventilation and compressed air systems. These measures reduced energy consumption within occupied buildings, resulting in reductions in Scope 1 and Scope 2 emissions, with associated reductions in Scope 3 Category 3 fuel- and energy-related emissions. The reported savings are based on estimated energy reductions identified through site-level assessments and project implementation activities.

Row 2

(7.55.2.1) Initiative category & Initiative type

Energy efficiency in buildings

☑ Insulation

(7.55.2.2) Estimated annual CO_2e savings (metric tonnes CO2e)

19

(7.55.2.3) Scope(s) or Scope 3 category(ies) where emissions savings occur

Select all that apply

☑ Scope 1

☑ Scope 3 category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2)

(7.55.2.4) Voluntary/Mandatory

Select from:

☑ Voluntary

(7.55.2.5) Annual monetary savings (unit currency – as specified in 1.2)

Public

36984

(7.55.2.6) Investment required (unit currency – as specified in 1.2)

4559

(7.55.2.7) Payback period

Select from:

☑ <1 year

(7.55.2.8) Estimated lifetime of the initiative

Select from:

☑ 11-15 years

(7.55.2.9) Comment

Energy savings were achieved through the installation and upgrade of thermal insulation on heating pipework, valves and flanges across the site. Improving insulation reduced heat loss from building heating systems, lowering energy consumption and associated Scope 1 emissions, with corresponding reductions in Scope 3 Category 3 fuel- and energy-related emissions. The works were identified through energy assessments and implemented as part of ongoing building energy efficiency improvements.

Row 3

(7.55.2.1) Initiative category & Initiative type

Energy efficiency in buildings

☑ Lighting

(7.55.2.2) Estimated annual CO_2e savings (metric tonnes CO2e)

7

(7.55.2.3) Scope(s) or Scope 3 category(ies) where emissions savings occur

Public

Select all that apply

☑ Scope 2 (location-based)

☑ Scope 2 (market-based)

☑ Scope 3 category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2)

(7.55.2.4) Voluntary/Mandatory

Select from:

☑ Voluntary

(7.55.2.5) Annual monetary savings (unit currency – as specified in 1.2)

9087

(7.55.2.6) Investment required (unit currency – as specified in 1.2)

41949

(7.55.2.7) Payback period

Select from:

☑ 4-10 years

(7.55.2.8) Estimated lifetime of the initiative

Select from:

☑ 16-20 years

(7.55.2.9) Comment

Emissions savings were achieved through the replacement of conventional lighting with energy-efficient LED lighting across multiple sites. The upgrades reduced electricity consumption associated with building operations while maintaining appropriate lighting levels for occupants. This resulted in reductions in Scope 2 emissions and associated Scope 3 Category 3 fuel- and energy-related emissions. Several projects were identified through energy audits and implemented as part of the ongoing programme of building energy efficiency improvements.
[Add row]

Public

(7.55.3) What methods do you use to drive investment in emissions reduction activities?

Row 1

(7.55.3.1) Method

Select from:

☑ Internal finance mechanisms

(7.55.3.2) Comment

Business planning process All businesses and functions within Capita adhere to our business planning process, which spans a three-year period and is updated annually. As part of this process, we will incorporate actions to reduce emissions, along with the methods for funding these actions. While we have a clearer understanding of our short-term costs, our long-term costs are less predictable due to potential changes in technology advancements, global and local political influence, and the evolving needs of our customers. Key areas which we plan costs for are: Moving renewed and new leases to more energy efficient buildings Upgrading heating systems and other infrastructure in longer term leases Transitioning all our electricity to 100% renewable through power purchase agreements or, if necessary, through renewable energy certificates Resource dedicated to climate change management Expert resource and upskilling for our teams to provide low greenhouse gas emissions services

Row 2

(7.55.3.1) Method

Select from:

☑ Dedicated budget for energy efficiency

(7.55.3.2) Comment

Capita maintains a dedicated budget to support energy efficiency improvements across its property portfolio, enabling targeted investment in emissions reduction activities. In 2025, this included the replacement and upgrade of air conditioning equipment at sites including Unit B, Clonakilty and Moorbridge House, Heathrow; LED lighting upgrades at Faverdale Warehouse and Sand Hutton; insulation of heating pipework, valves and flanges at the Fire Service College; optimisation of heating systems through boiler modulation and water temperature control changes at Sand Hutton; and ventilation improvements through extraction fan isolation projects. Capita also continued to invest in on-site renewable energy generation through solar panel installations at the Fire Service College. These investments demonstrate Capita’s proactive approach to reducing emissions through operational improvements, data-driven decision-making, and long-term energy management planning.

Public

Row 3

(7.55.3.1) Method

Select from:

☑ Compliance with regulatory requirements/standards

(7.55.3.2) Comment

Capita considers regulatory developments and recognised reporting standards when prioritising investments in emissions reduction and climate-related governance activities. For example, in response to evolving sustainability reporting requirements and increasing alignment with IFRS S1 and IFRS S2 disclosure expectations, Capita has allocated budget to enhance Board-level climate competency through targeted training on the governance of climate-related risks and opportunities. This investment supports effective climate governance and oversight while helping the organisation prepare for emerging reporting and stakeholder requirements.
[Add row]

(7.73) Are you providing product level data for your organization's goods or services?

Select from:

☑ No, I am not providing data

(7.74) Do you classify any of your existing goods and/or services as low-carbon products?

Select from:

☑ Yes

(7.74.1) Provide details of your products and/or services that you classify as low-carbon products.

Row 1

(7.74.1.1) Level of aggregation

Select from:

☑ Product or service

Public

(7.74.1.2) Taxonomy used to classify product(s) or service(s) as low-carbon

Select from:

☑ The EU Taxonomy for environmentally sustainable economic activities

(7.74.1.3) Type of product(s) or service(s)

Buildings construction and renovation

☑ Other buildings construction and renovation, please specify :Enhancing Energy Efficiency

(7.74.1.4) Description of product(s) or service(s)

OverviewCapita provides a comprehensive energy efficiency service designed to help clients reduce energy consumption, lower operating costs, and cut carbon emissions across buildings and infrastructure. This service is aligned with the EU Taxonomy for environmentally sustainable economic activities under the objective of climate change mitigation. Service Scope Assessment & Diagnostics: We begin with detailed energy audits and enhanced condition surveys, leveraging IoT and smart building technologies to map consumption patterns and identify inefficiencies. Data-Driven Insights: Using advanced analytics, we pinpoint high-impact opportunities for energy savings and carbon reduction. Tailored Recommendations: Our multidisciplinary team—including solution architects, building physicists, and engineers—develops bespoke strategies for energy optimisation. Behavioural Change: We support long-term impact through learning and development programmes that foster energy-conscious behaviours. Implementation & Oversight: We manage the full implementation lifecycle, from system upgrades to integration of building energy management systems (BEMS), with ongoing monitoring and reporting to ensure sustained performance.

(7.74.1.5) Have you estimated the avoided emissions of this low-carbon product(s) or service(s)

Select from:

☑ No

Row 2

(7.74.1.1) Level of aggregation

Select from:

☑ Product or service

(7.74.1.2) Taxonomy used to classify product(s) or service(s) as low-carbon

Public

Select from:

☑ The EU Taxonomy for environmentally sustainable economic activities

(7.74.1.3) Type of product(s) or service(s)

Buildings construction and renovation

☑ Other buildings construction and renovation, please specify :Renewable Energy Generation Advisory & Integration

(7.74.1.4) Description of product(s) or service(s)

OverviewCapita delivers a full-spectrum green energy generation service that enables clients to transition to renewable energy sources across buildings and infrastructure. This service is aligned with the EU Taxonomy under the objective of climate change mitigation, supporting the deployment of clean energy technologies and low-carbon infrastructure. Service Scope Feasibility & Profiling: We begin with a comprehensive analysis of renewable energy potential using energy profiling and solar feasibility assessments. This includes evaluating buildings and land for solar PV, battery storage, and electric vehicle charging integration. Technical Evaluation: Our team of electrical engineers, building physicists, surveyors, and energy economists use data analytics and energy bureau insights to assess the suitability of various renewable technologies. Strategic Recommendations: We provide tailored guidance on clean energy generation strategies that align with client sustainability goals, supported by our internal experts and external partners. Implementation & Integration: We manage the full lifecycle of technology deployment, ensuring effective installation and operational readiness of solar systems, EV charging stations, and energy storage solutions. Monitoring & Oversight: Our approach includes robust reporting, monitoring, and project management to ensure long-term performance and adaptability of green energy systems.

(7.74.1.5) Have you estimated the avoided emissions of this low-carbon product(s) or service(s)

Select from:

☑ No

Row 3

(7.74.1.1) Level of aggregation

Select from:

☑ Product or service

(7.74.1.2) Taxonomy used to classify product(s) or service(s) as low-carbon

Select from:

Public

☑ The EU Taxonomy for environmentally sustainable economic activities

(7.74.1.3) Type of product(s) or service(s)

Buildings construction and renovation

☑ Other buildings construction and renovation, please specify :Net Zero Tracking & Reporting

(7.74.1.4) Description of product(s) or service(s)

OverviewCapita's net zero tracking and reporting service empowers clients to achieve their sustainability goals through precise data analytics, transparent reporting, and continuous performance improvement. This service is aligned with the EU Taxonomy as an enabling activity under the objective of climate change mitigation, supporting the transition to a low-carbon economy. Service Scope Baseline & Benchmarking: We establish energy and emissions baselines and benchmark performance against industry standards to identify improvement opportunities. Smart Monitoring: Where applicable, we deploy IoT and smart building technologies to monitor energy use and environmental impact in real time. Technical Optimisation: Our engineers and surveyors enhance MEP systems and building fabric, while our energy bureau secures cost-effective energy tariffs. Strategic Guidance: We deliver tailored recommendations, data visualisation, and expert insights to support clients' net zero strategies. Capacity Building: We offer sustainability eLearning and help clients access funding for capital works projects. Implementation & Oversight: We manage the rollout of tracking systems and ensure statutory compliance through expert project management and planning. Transparent Reporting: We provide intelligent analytics and reporting tools to track progress against targets and ensure continuous improvement.

(7.74.1.5) Have you estimated the avoided emissions of this low-carbon product(s) or service(s)

Select from:

☑ No

Row 4

(7.74.1.1) Level of aggregation

Select from:

☑ Product or service

(7.74.1.2) Taxonomy used to classify product(s) or service(s) as low-carbon

Select from:

☑ The EU Taxonomy for environmentally sustainable economic activities

Public

(7.74.1.3) Type of product(s) or service(s)

Buildings construction and renovation

☑ Other buildings construction and renovation, please specify :Transitioning to Net Zero

(7.74.1.4) Description of product(s) or service(s)

OverviewCapita's net zero transition service provides clients with a structured, expert-led pathway to decarbonisation. This service is aligned with the EU Taxonomy as both a transitional and enabling activity under the objective of climate change mitigation, supporting organisations in reducing emissions and achieving long-term sustainability goals. Service Scope Baseline & Opportunity Assessment: We review existing customer data and estates plans to baseline energy consumption and identify priority areas for cost and carbon savings. Smart Monitoring: Where applicable, we integrate IoT and smart building technologies to monitor energy efficiency, air quality, and space utilisation. Strategic Planning: Our engineers, surveyors, and energy bureau experts develop actionable and affordable net zero transition plans, including tariff optimisation and network/government charge reductions. Implementation Support: We guide clients through the implementation of carbon reduction measures, aiming for a 90% emissions reduction and neutralising the remaining 10% through verified carbon removal offsets. Capacity Building: We offer sustainability eLearning and continuous expert insight to ensure alignment with evolving sustainability goals. Monitoring & Reporting: Our project managers oversee delivery, while our planners and compliance experts ensure statutory alignment. We provide continuous reporting and monitoring to track progress and adapt to changing circumstances.

(7.74.1.5) Have you estimated the avoided emissions of this low-carbon product(s) or service(s)

Select from:

☑ No

[Add row]

(7.79) Has your organization retired any project-based carbon credits within the reporting year?

Select from:

☑ No

Public

C11. Environmental performance - Biodiversity

(11.2) What actions has your organization taken in the reporting year to progress your biodiversity-related commitments?

	Actions taken in the reporting period to progress your biodiversity-related commitments
	Select from: ☑ No, we are not taking any actions to progress our biodiversity-related commitments, but we plan to within the next two years

[Fixed row]

(11.3) Does your organization use biodiversity indicators to monitor performance across its activities?

	Does your organization use indicators to monitor biodiversity performance?
	Select from: ☑ No, we do not use indicators, but plan to within the next two years

[Fixed row]

(11.4) Does your organization have activities located in or near to areas important for biodiversity in the reporting year?

Legally protected areas

Public

(11.4.1) Indicate whether any of your organization's activities are located in or near to this type of area important for biodiversity

Select from:

☑ Not assessed

(11.4.2) Comment

Capita recognises the importance of biodiversity within environmental disclosure frameworks and broader sustainability strategies. Our direct operations are considered to have a low impact on biodiversity; however, we acknowledge the need to understand our wider influence. As part of our commitment to continuous improvement, we plan to assess biodiversity impacts across our value chain in 2026.

UNESCO World Heritage sites

(11.4.1) Indicate whether any of your organization's activities are located in or near to this type of area important for biodiversity

Select from:

☑ Not assessed

(11.4.2) Comment

Capita recognises the importance of biodiversity within environmental disclosure frameworks and broader sustainability strategies. Our direct operations are considered to have a low impact on biodiversity; however, we acknowledge the need to understand our wider influence. As part of our commitment to continuous improvement, we plan to assess biodiversity impacts across our value chain in 2026.

UNESCO Man and the Biosphere Reserves

(11.4.1) Indicate whether any of your organization's activities are located in or near to this type of area important for biodiversity

Select from:

☑ Not assessed

Public

(11.4.2) Comment

Capita recognises the importance of biodiversity within environmental disclosure frameworks and broader sustainability strategies. Our direct operations are considered to have a low impact on biodiversity; however, we acknowledge the need to understand our wider influence. As part of our commitment to continuous improvement, we plan to assess biodiversity impacts across our value chain in 2026.

Ramsar sites

(11.4.1) Indicate whether any of your organization's activities are located in or near to this type of area important for biodiversity

Select from:

☑ Not assessed

(11.4.2) Comment

Capita recognises the importance of biodiversity within environmental disclosure frameworks and broader sustainability strategies. Our direct operations are considered to have a low impact on biodiversity; however, we acknowledge the need to understand our wider influence. As part of our commitment to continuous improvement, we plan to assess biodiversity impacts across our value chain in 2026.

Key Biodiversity Areas

(11.4.1) Indicate whether any of your organization's activities are located in or near to this type of area important for biodiversity

Select from:

☑ Not assessed

(11.4.2) Comment

Capita recognises the importance of biodiversity within environmental disclosure frameworks and broader sustainability strategies. Our direct operations are considered to have a low impact on biodiversity; however, we acknowledge the need to understand our wider influence. As part of our commitment to continuous improvement, we plan to assess biodiversity impacts across our value chain in 2026.

Other areas important for biodiversity

Public

(11.4.1) Indicate whether any of your organization's activities are located in or near to this type of area important for biodiversity

Select from:

☑ Not assessed

(11.4.2) Comment

Capita recognises the importance of biodiversity within environmental disclosure frameworks and broader sustainability strategies. Our direct operations are considered to have a low impact on biodiversity; however, we acknowledge the need to understand our wider influence. As part of our commitment to continuous improvement, we plan to assess biodiversity impacts across our value chain in 2026.
[Fixed row]

Public

C13. Further information & sign off

(13.1) Indicate if any environmental information included in your CDP response (not already reported in 7.9.1/2/3, 8.9.1/2/3/4, and 9.3.2) is verified and/or assured by a third party?

(13.1.1) Other environmental information included in your CDP response is verified and/or assured by a third party

Select from:

☑ No, and we do not plan to obtain third-party verification/assurance of other environmental information in our CDP response within the next two years

(13.1.2) Primary reason why other environmental information included in your CDP response is not verified and/or assured by a third party

Select from:

☑ Not an immediate strategic priority

(13.1.3) Explain why other environmental information included in your CDP response is not verified and/or assured by a third party

Capita does not currently seek third-party verification or assurance for environmental information outside of the disclosures reported in questions 7.9.1/2/3, 8.9.1/2/3/4, and 9.3.2. This approach reflects our current prioritisation of internal data validation processes and resource allocation. As our environmental reporting matures and stakeholder expectations evolve, we will continue to review the need for external assurance in line with best practice and materiality.
[Fixed row]

(13.3) Provide the following information for the person that has signed off (approved) your CDP response.

(13.3.1) Job title

Chief People Officer

Public

(13.3.2) Corresponding job category

Select from:

☑ Chief Sustainability Officer (CSO)

[Fixed row]

Public

Public