



Anti-Racism, Discrimination, Harassment & Bullying Policy

At Capita we create better outcomes by having a zero-tolerance approach to all forms of abuse, racism, discrimination, harassment and bullying. This policy sets out our commitment to a safe and supportive working environment and is underpinned by a clear procedure for responding to any reported acts or behaviour that are not in line with our Values and Behaviours, Code of Conduct and Manager's Commitments.

We are committed to

- Creating an inclusive and welcoming work environment free of abuse, racism, discrimination, harassment and bullying, where everyone can achieve their potential
- Supporting anyone that raises an incident
- Investigating thoroughly any reported acts or behaviour promptly
- Ensuring appropriate action is taken when a reported act or behaviour is proven
- Taking proactive and preventative action to ensure compliance with all legislative requirements

In line with our

- Code of Conduct
- Anti-Racism, Discrimination, Harassment and Bullying Procedure
- Diversity & Inclusion Policy
- Speak Up Policy

What you should expect from us

- To work in an environment that is free from discrimination, harassment, and bullying
- To feel safe and comfortable at work
- To be taken seriously if a formal or informal complaint of discrimination, bullying or harassment is raised

What we expect from you

- To act and behave in line with Capita's Purpose, Values and Behaviours, Code of Conduct and Manager's Commitments
- To respect the dignity of all colleagues and realise the impact your actions and behaviour can have on other people
- To raise any complaints promptly so they can be investigated
- To not stay silent if you witness any unacceptable acts or behaviour

- If you have a concern or believe someone has been unfairly discriminated against, bullied, harassed, or abused, in a way that does not comply with this policy then speak up
- Our Speak Up Policy sets out the channels available to you to do so and no action will be taken against you if you report a genuine concern – whether concerns are proven or not

How we achieve this

- Providing a clear procedure which sets out our zero-tolerance approach to racism, discrimination, harassment, sexual harassment and bullying, the process for reporting it and how we will respond.
- Undertaking risk assessments as appropriate to proactively identify risks and take preventative action to protect colleagues.
- Ensuring all leaders and managers are clear on what is expected of them to ensure compliance with all legislative requirements and preventative duties.
- Ensuring mandatory training is completed on a regular basis



Scott Hill
Chief People Officer
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