



Charity and Community

At Capita we are committed to supporting better outcomes for our people, the communities we operate in and our environment. We do this by embedding responsible business practices at the heart of everything we do, through the services and products we deliver and through our community and environmental programmes.

We know that being a responsible business cannot be undertaken alone and therefore we work with charity and community organisations to help us extend our reach and achieve our responsible business goals.

We are committed to

- Tackling our responsible business priorities by partnering with charity and community organisations.
- Aligning our community and charity support to the following focus areas:
 - **Our People** - supporting a healthy, safe, diverse and inclusive workforce
 - **Our Communities** - having a positive impact on our customers and communities
 - **Our Planet** - reducing our environmental impact
 - **Our Business** - operating ethically, responsibly and securely
- Supporting any colleague to engage with community and charitable activity through:
 - Volunteering
 - Matched funding
 - Payroll giving
 - Fundraising.
- Providing direct financial support through corporate donations as appropriate

In line with our

- Responsible Business Strategy
- Code of Conduct
- Community and Charity Standard
- Financial Crime Policy and Standard
- Anti-bribery and Corruption Standard
- Gift and Hospitality Standard

What you should expect from us

- We will support any colleague to share their skills in local communities, allowing all colleagues one day a year to volunteer (country-dependent)
- We will match funds of up to 25% with a maximum of £250 if you participate in fundraising event (where budget allows)
- We will give our colleagues an opportunity to join our payroll giving scheme
- We will provide direct financial support through corporate donations, in accordance with our Gift and Hospitality Standard, to volunteering and fundraising activities, as part of a business partnership or in response to a specific event
- We will support registered charities only
- We will not support charities that support one specific religious faith, political party or organisation
- We will report our community investment each year in our annual report and accounts.

What we expect from our colleagues

- Follow the requirements of our Community and Charity Standard which include:
 - Ensuring the qualifying criteria for community and charity activities and corporate donations are met
 - Agreeing your community and charity activity with your line manager and requesting the volunteering day on Workday
- To Speak Up if you face a situation where you are not sure what to do, if you have a concern that this policy or any related policy is not being followed or that something is illegal, unethical or does not comply with our values, behaviours and our Code of Conduct

What we expect from our leaders and managers

- Lead by example and take part in charity and community activities, including volunteering
- Encourage colleagues to support community and charitable activity in line with our Community and Charity Standard, including:

- Allowing colleagues one day a year to volunteer (country-dependent) and recording this through Workday
- Ensuring all corporate donations are made within our approval requirements and logged accordingly
- Promoting community and charity activities across Capita

How we achieve this

- We engage with our stakeholders to shape our responsible business priorities and guide the focus of our community and charitable activities. You can find out more about our responsible business strategy and approach at www.capita.com/responsible-business
- We require all our businesses and functions to align community and charity activity to our responsible business strategy and to ensure it is carried out in accordance with our Community and Charity Standard
- We take non-compliance with our policies very seriously and report on exceptions through our risk governance channels, which ultimately includes the reporting of significant matters to our PLC Risk Committees and Board.



Scott Hill
Chief People Officer
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