Capita Plc

2024 CDP Corporate Questionnaire 2024

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.
Terms of disclosure for corporate questionnaire 2024 - CDP

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01/20/2025, 11:03 am

Contents

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 is a modern outsourcer, helping clients across the public and private sectors run complex business processes more efficiently, creating better consumer experiences. Operating across 8 countries, Capita's 41,000 colleagues support primarily UK and European clients with people-based services underpinned by market-leading technology. We play an integral role in society - our work matters to the lives of the millions of people who rely on us every day.
[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.

	End date of reporting year	Alignment of this reporting period with your financial reporting period	Indicate if you are providing emissions data for past reporting years
	12/31/2023	*Select from:* ☑ Yes	*Select from:* ☑ No

[Fixed row]

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

2815000000

(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

CUSIP number

(1.6.1) Does your organization use this unique identifier?

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:

☑ No

LEI number

(1.6.1) Does your organization use this unique identifier?

Select from:

☑ No

D-U-N-S number

(1.6.1) Does your organization use this unique identifier?

Select from:

☑ No

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 of Great Britain and Northern Ireland

(1.24) Has your organization mapped its value chain?

	Value chain mapped	Primary reason for not mapping your upstream value chain or any value chain stages	Explain why your organization has not mapped its upstream value chain or any value chain stages
	Select from: ☑ No, and we do not plan to do so within the next two years	*Select from:* ☑ Not an immediate strategic priority	*No plan in place due to the disparate supply base of c18,000*

[Fixed row]

(1.24.1) Have you mapped where in your direct operations or elsewhere in your value chain plastics are produced, commercialized, used, and/or disposed of?

	Plastics mapping	Primary reason for not mapping plastics in your value chain	Explain why your organization has not mapped plastics in your value chain
	Select from: ☑ No, and we do not plan to within the next two years	*Select from:* ☑ Not an immediate strategic priority	*No plan in place due to the disparate supply base of c18,000*

[Fixed row]

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

Short term climate risks are most likely to result from legislation changes, shifts in market preference and pressures, increased costs, and external investment conditions. If we do not respond to these pressures reputational and financial damage is likely. In the short-term Capita will align its business strategy to address short term impacts and prepare for medium and long term change and develop further planning to respond to the effects of low carbon transition.

Medium-term

(2.1.1) From (years)

3

(2.1.3) To (years)

10

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

Effective management of medium-term climate risk both transitional and physical is expected to require broader shift in business strategy and challenging targets for deep de-carbonisation. Scenario planning is used in assessing these risks using 2C and 4C scenarios. Horizon scanning and ability to adapt to changes in risk are pre-requisites for Capita to be able to predict and manage medium term risks.

Long-term

(2.1.1) From (years)

10

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

Select from:

☑ No

(2.1.3) To (years)

30

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

Longer term risks assessment looks at the likely outcome of transitional risk over time, also the more prevalent physical risks including more frequent and violent extreme weather events, global warming and associated physical risks. Scenario analysis plays a more critical role here. Longer term risks are challenging to assess. [Fixed row]

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

	Process in place	Primary reason for not evaluating dependencies and/or impacts	Explain why you do not evaluate dependencies and/or impacts and describe any plans to do so in the future
	Select from: ☑ No, but we plan to within the next two years	*Select from:* ☑ No standardized procedure	*Capita are beginning to create their low carbon transition plan and dependencies and impacts will be a part of this exercise.*

[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
	Select from: ☑ Yes	*Select from:* ☑ Both risks and opportunities

[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

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

☑ 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

(2.2.2.7) Type of assessment

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

☑ ISO 31000 Risk Management Standard

Other

☑ Scenario analysis

(2.2.2.13) Risk types and criteria considered

Chronic physical

☑ Water stress

Policy

☑ Carbon pricing mechanisms

☑ Changes to international law and bilateral agreements

☑ Changes to national legislation

Market

☑ Availability and/or increased cost of raw materials

☑ Changing customer behavior

Reputation

☑ Increased partner and stakeholder concern and partner and stakeholder negative feedback

(2.2.2.14) Partners and stakeholders considered

Select all that apply

☑ Customers

☑ Employees

☑ Investors

☑ Suppliers

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

Select from:

☑ Yes

(2.2.2.16) Further details of process

Understanding the physical and transitional climate-related risks and opportunities relevant to our business means we are better able to identify and respond to the most exposed areas of our business. Climate change is fully integrated into our risk management system and in 2023 has been categorised as part of Capita's ESG principal risk. As part of the ESG principal risk, climate change risk is subject to oversight and quarterly review by the Board's Audit and Risk Committee, and ownership is assigned to the Chief General Counsel. We also undertook a separate climate risk assessment to ensure the nuances of climate issues are accounted for and understood by the business. In 2021, Capita held several internal interviews to understand how risks and opportunities manifest for different divisions and functions. A longlist of risks and opportunities relevant to the Group was developed, cross-referenced against a peer review and TCFD resources, and was qualitatively analysed in 2021. The analysis provided Capita with an understanding of which climate issues were most significant to the business. In 2022, we

selected five climate risks to model quantitative potential future financial impact. These risks were selected based on their perceived significance, as well as the feasibility of quantification given data or methodology limitations. The financial implications were derived by extracting financial indicators from climate scenario sources and overlaying this with our business data eg applying a carbon price to our emissions profile. The risks quantitatively assessed included water stress under the 'physical climate risk' category, and 'net zero transition' carbon pricing under the category supply chain pass-through cost and carbon credit pricing. The assessment results specific to these risk drivers can be found on pages 51 and 52 of the 2022 Annual Report. In 2023, we prioritised one key transition risk associated with growing stakeholder pressure for climate action, specifically exploring the potential financial impacts of insufficient responses to fast-changing climate requirements in bids. The purpose of this was to develop understanding of the potential future implications and to engage the business on the matter, the outcomes are disclosed on page 54. We developed an internal quantification tool which models the potential financial impacts of lost opportunities under hypothetical scenarios, which is being used to engage relevant divisional teams around our response to this risk and associated opportunity. Capita will adopt a similar approach for the continued analysis of risks and opportunities where it is recognised that there is a lack of business awareness or a significant opportunity. As with all Group-wide risks, the scoring process applied to climate change within the ESG principal risk identifies key controls and mitigating actions to reduce risk from inherent to residual level based on the risk appetite defined by the Board. Current climate risk controls include adopting science-based emission reduction targets; monitoring supply chain emissions; climate factors integrated into due diligence when onboarding new suppliers; business continuity planning to ensure climate resilience; a travel policy to reduce business travel; and ongoing monitoring of health, safety and environment legislation. These controls and their effectiveness are reviewed regularly.
[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:

☑ No

(2.2.7.3) Primary reason for not assessing interconnections between environmental dependencies, impacts, risks and/or opportunities

Select from:

☑ No standardized procedure

(2.2.7.4) Explain why you do not assess the interconnections between environmental dependencies, impacts, risks and/or opportunities

Capita does not currently have a standardised procedure for assessing the interconnections between environmental dependencies, impacts, risks and/or opportunities. This is something which we plan to address through our low carbon transition plan.
[Fixed row]

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

(2.3.1) Identification of priority locations

Select from:

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

(2.3.7) Primary reason for not identifying priority locations

Select from:

☑ Not an immediate strategic priority

(2.3.8) Explain why you do not identify priority locations

Capita are mainly a digital focused business and priority locations may exist in the supply chain of approximately 18,000 suppliers. As we transition towards a low carbon economy we will start to identify priority locations in our supply chain.
[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

(2.4.3) Change to indicator

Select from:

☑ % decrease

(2.4.4) % change to indicator

Select from:

☑ 1-10

(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's risks and their evaluations are governed by three key layers of Risk Committee: Group Audit and Risk Committee, Executive Risk Committee and Divisional Risk Committee. Each of these committees determines the financial and strategic impact of risks at corporate, divisional, and business level within the Group. Risks are evaluated against four levels of impact - Minor, (up to GBP 5 million) Moderate (GBP 5 - 7 million), Major (GBP 7 - 10 million), Significant (over GBP 10 million). These measures are both qualitative and quantitative and reflect six key areas of impact: Financial, People, Legal & Regulatory, IT Systems, Customer and Strategy. The likelihood of risks materialising is also evaluated using four levels - Rare less than 25% chance of occurrence), Possible (25% - 50% chance of occurrence), Likely (50% - 75% chance of occurrence), Certain (over 75% chance of occurrence). Transitional and physical risks associated with climate change are evaluated using the above approach to ensure consistency with both operational risk management and prioritisation against other business activities. A substantive financial or strategic impact on our business is defined as a critical risk, determined as follows: either the impact on revenue is more than GBP 10 million and the chance of the risk materialising is above 50%, or the effect on revenue is more than GBP 7 million and the chance of the risk materialising is above 75%.
[Add row]

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?

Climate change

(3.1.1) Environmental risks identified

Select from:

☑ Yes, only within our direct operations

(3.1.2) Primary reason why your organization does not consider itself to have environmental risks in your direct operations and/or upstream/downstream value chain

Select from:

☑ Insufficient data

(3.1.3) Please explain

As we continue to improve our TCFD statement and low carbon transition plan we are reviewing the value chain for risks and assessing them to see if any are potentially substantive.

Plastics

(3.1.1) Environmental risks identified

Select from:

☑ No

(3.1.2) Primary reason why your organization does not consider itself to have environmental risks in your direct operations and/or upstream/downstream value chain

Select from:

☑ Not an immediate strategic priority

(3.1.3) Please explain

We are continually improving our risk management process and may include plastics in time.
[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

Policy

☑ Changes to international law and bilateral agreements

(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

☑ Germany
☑ Ireland
☑ Bulgaria
☑ United Kingdom of Great Britain and Northern Ireland

(3.1.1.9) Organization-specific description of risk

Increased energy and carbon taxes and legislation because of measures to reduce climate change impacts accelerated will increase our operating costs particularly our scope 1 and scope 2 emissions because predominantly Capita's technology enabled business services are delivered from offices and call centres with associated energy use. The commitment by the Government to achieve zero net carbon by 2050 accelerates our need to deliver against science - based targets and reduce emissions. We have already set a 1.5C science based GHG reduction target and our response to those targets will focus on investment in plant and controls in properties, renewable energy and reducing business travel with engagement targets for our suppliers to protect ourselves against rising carbon pricing. We also anticipate increased costs around decarbonisation of heat but are unable to quantify these as emerging technology costs have not stabilised or are not yet known.

(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

(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

As part of our analysis of the business case for net zero calculated the impact of an external and internal carbon price on Capita's residual emissions out until 2050. Our analysis was based upon carbon price projections from 2019 - 2050 from four different sources. The financial impact figures above show what the potential costs to Capita from a verified nature-based carbon credit price would be in 2030. The range in the figures reflects the differences in the carbon price projection in per tonne and the quantity of residual GHG emissions under two different carbon emission projections.

(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)

51515

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

793782

(3.1.1.25) Explanation of financial effect figure

The low range financial impact figure is based upon a 2030 carbon price per tonne of 45. In the best-case scenario, there will be 1147 tco2e scope 1 and 2 emissions remaining unabated in 2030. The high range impact figure is based upon a 2030 carbon price per tonne of 114. In the worst-case scenario, there will be 6963 tco2e scope 1 and 2 emissions remaining unabated in 2030. Minimum figure: 1147 tco2 @ 45 / tonne 51,515 Maximum figure: 6963 tco2 @ 114 / tonne 793,782

(3.1.1.26) Primary response to risk

Compliance, monitoring and targets

☑ Establish organization-wide targets

(3.1.1.27) Cost of response to risk

55000

(3.1.1.28) Explanation of cost calculation

The estimated cost to manage is an additional FTE @ 55k to manage SECR and TCFD, SBT action, carbon reduction through energy, travel reduction schemes and supply chain engagement, business level granular carbon reporting quarterly and bi-annually, and working with Capita businesses to ensure their business strategies are focused on reduced property footprint and lower carbon products and services.

(3.1.1.29) Description of response

Capita's response is managed within business as usual and therefore attracts no additional cost. Our largest emissions are from supply chain, building energy use and business travel as a result we have tried to reduce emissions in these areas. We have allocated approx. 1M annually to replace equipment that is inefficient or in poor condition, advancing replacement with new energy efficient options and upgrading control systems and strategies to gain energy efficiencies and carbon reduction. An energy analysis and reduction plan operates in parallel regularly reviewing the energy use of our largest properties (90% of consumption), targeting, identifying and controlling excess energy use and opportunities, with action plans to drive efficiency, highlighting anomalies, repair and upgrade requirements, and keeping energy waste to a minimum Our property team are delivering a hub and spoke accommodation model in UK, disposing of inefficient properties replacing with fewer, more efficient properties designed for current working practices. This model will reduce business travel from all regions to Head Office replacing with regional meetings in regional hubs but is resulting in capital projects to refurb and restack several key properties.

Climate change

(3.1.1.1) Risk identifier

Select from:

☑ Risk2

(3.1.1.3) Risk types and primary environmental risk driver

Acute physical

☑ Storm (including blizzards, dust and sandstorm)

(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 of Great Britain and Northern Ireland

(3.1.1.9) Organization-specific description of risk

The risk from extreme weather events extends through operational disruption causing short term impact to services with potential service credits, failure to provide services and the reputational loss that follows. Also possible risk of problems with people being able to get to work, injury to staff through flooding, building damage, trees falling, debris being blown around in high winds etc. and technology services being disrupted because primary services and back-up systems are all rendered inoperative due to extreme weather events. The impacts would be on customer service, financial due to business continuity activity and costs relating to damage repair and recovery, with additional reputational risk and employee and visitor safety risks. Capita has experienced increasingly frequent and severe high winds and storms in UK. In 2020, a property in Sheffield that houses 1% of Capita employees suffered minor damage with some cladding being ripped off but more extensive damage could mean closing the property (or indeed others in UK) for extended periods. In South Africa the recent drought heavily impacted water supplies at our Cape Town offices (7% of workforce), and heat waves in India in 2023 has highlighted the level of climate risk and associated impacts we may be facing annually in our Mumbai and Pune offices (12% of workforce). Whilst no financial impact resulted from any of these incidents the risk is clear.

(3.1.1.11) Primary financial effect of the risk

Select from:
☑ Closure of operations

(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

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

Select from:
☑ Likely

(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 frequency and cost of building repairs, and/or adaptation measures. Increased cost of cooling data centres, due to warmer temperatures and water scarcity. Increased response costs to respond to issues like power outages, water sanitation etc, which are affected by climate impacts on local infrastructure.

(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)

2900000

(3.1.1.25) Explanation of financial effect figure

Type of incident would determine financial impact and we have not yet carried out any analysis or modelling beyond standard business continuity planning. Our insurance claims from storm or flood related issues in the last 3 years have been very low and we have only had one incident in 2019 where high winds damaged cladding. This did not affect our operation, but work is required to develop our assessment of this risk from climate change. These figures allow from no damage to significant widespread disruption but in there is no reliable way to predict or quantify damage from extreme weather events. Financial impact is estimated as a worst case scenario as follows 1,400,000 property repair costs, 1,500,000 business lost due to disruption caused from loss of infrastructure, i.e. max potential financial impact 2,900,000.

(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

0

(3.1.1.28) Explanation of cost calculation

Existing internal resource will be used to manage the additional risk assessment, mitigation and management from risk of damage from extreme weather events on top of existing risk activity, BCP plans etc.

(3.1.1.29) Description of response

Situation: Capita has identified some properties in the global portfolio will be vulnerable to physical climate risks Task: Carry out quantitative scenario analysis on the physical risk of flooding Action: Flooding risk analysis planned for H1 2024 and we will use data to update our risk management plan Result: Quantification of flooding risk following recommendations of TCFD is planned to be published in our 2024 Annual Report.
[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

(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

Energy source

☑ Use of low-carbon energy sources

(3.6.1.4) Value chain stage where the opportunity occurs

Select from:

☑ Direct operations

(3.6.1.5) Country/area where the opportunity occurs

Select all that apply

☑ India

☑ South Africa

☑ United Kingdom of Great Britain and Northern Ireland

(3.6.1.8) Organization specific description

Capita identified that we could reduce our emissions significantly by switching to renewable power. From 2022 we purchased 100% renewable electricity from Drax. We are pressurising landlords who supply power to managed properties to switch to renewable power. In addition, we have installed solar pv at our Mumbai call centre, India for an installed cost of approx. 300K with payback in 3 years and reducing grid electricity emissions by 667 TCO2e per annum.

(3.6.1.9) Primary financial effect of the opportunity

Select from:

☑ Other, please specify :Reduced market based emissions from 100% renewable UK grid electricity (backed by REGO's) directly purchased from Utility co's which will reduce the cost of verified carbon credits or REC's for electricity use we cannot eliminate)

(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

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

Select from:

☑ 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

*In 2021 80% of our global electricity use was from renewable sources and we continue to drive towards 100% Also included is a conservative estimate of potential savings from solar PV installation on the roof of our call centre at Vikhroli. Estimated payback of solar installation is 3 years due to lower project cost in India, high grid emissions and good sunshine. Over 10 years the installation would yield 347,259 (installation cost) /3 (years ROI) *7 (remaining years in 10 - year period after installation has paid for itself) 810,271.00*

(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)

810271

(3.6.1.23) Explanation of financial effect figures

*Our energy contract was uplifted to renewable electricity by Haven Power from 2018 at no additional cost. There are no financial benefits, but the reduced emissions will help us reputationally and a good performance in carbon reduction will make us more attractive as an employer and may result in us winning more business. We have not included a calculation for this benefit. In 2021 80% of our global electricity use was from renewable sources and we continue to drive towards 100% Also included is a conservative estimate of potential savings from solar PV installation on the roof of our call centre at Vikhroli. Estimated payback of solar installation is 3 years due to lower project cost in India, high grid emissions and good sunshine. Over 10 years the installation would yield 347,259 (installation cost) /3 (years ROI) *7 (remaining years in 10 - year period after installation has paid for itself) 810,271.00*

(3.6.1.24) Cost to realize opportunity

349029

(3.6.1.25) Explanation of cost calculation

The total cost to realise the opportunity is made up of supply and installation costs of 347,259, and consultancy costs of 1,770 to reduce emissions in our Indian operations. 347,259 1,770 349,029

(3.6.1.26) Strategy to realize opportunity

We have a contract in place for supply of 100% renewable electricity for all the supplies fed by our Group Energy Contract until 2026. We are requesting renewable power for properties where power is supplied by landlords.

Climate change

(3.6.1.1) Opportunity identifier

Select from:

☑ Opp2

(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

(3.6.1.5) Country/area where the opportunity occurs

Select all that apply

☑ United Kingdom of Great Britain and Northern Ireland

(3.6.1.8) Organization specific description

We identified the pressing need to gain a better understanding of energy consumption across our high consuming buildings and engaged energy infrastructure organisation, SMS plc, to apply their metering and data expertise to deliver valuable energy management insights. With a diverse property portfolio in the UK comprising offices, data centres, and production units, we sought an efficient method to analyse energy consumption data so we could identify opportunities to improve energy control and reduce wastage.

(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

☑ The opportunity has already had a substantive effect on our organization in the reporting year

(3.6.1.12) Magnitude

Select from:

☑ High

(3.6.1.13) Effect of the opportunity on the financial position, financial performance and cash flows of the organization in the reporting period

A measurable impact on Capita's energy consumption The successful implementation of the energy dashboards and the review process has resulted in several significant benefits, including: identification and enhanced understanding of the major energy consumptions within high consuming properties. increased engagement from facilities management teams and building occupants to look out for opportunities to reduce energy consumption on a day-to-day basis. Our collaboration with SMS continues as we work together to derive valuable insights from energy data to help eliminate energy waste.

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

Select from:

☑ Yes

(3.6.1.16) Financial effect figure in the reporting year (currency)

2462518

(3.6.1.23) Explanation of financial effect figures

Reduction of 8,873,940 kWh per annum 25% gas, 75% electricity Elec average price per kWh 2023 0.34 Capita contract price 6,655,455 x 34p 2,262,854 Gas average price per kWh 2023 0.09 Capita contract price 2,218,485 x 9p 199, 664

(3.6.1.24) Cost to realize opportunity

23104

(3.6.1.25) Explanation of cost calculation

Cost to provide energy data analysis, identifies energy waste, recommends actions to FM's and Arcus, reviews success. Quarterly analysis calls per site for top users

(3.6.1.26) Strategy to realize opportunity

We partnered with SMS who establish new energy systems for organisations through data-driven consultancy, asset finance, and technical energy expertise. They collaborated with us to record, analyse, and share data at a granular level to gain valuable insights to support efficient energy management decision-making. Understanding energy performance and trends SMS developed user-friendly energy consumption dashboards for each Capita site, providing clear and easily interpretable information on various trends, such as year-on-year performance, seasonality analysis, out of hours analysis, and review of daily operations. Following the creation of the dashboards, SMS established regular remote energy review calls, attended by our facility managers and subcontractor representatives for each building. During these collaborative sessions, all parties examined the data insights and explored opportunities to reduce consumption. Resulting actions for our facilities managers and sub-contractors included: optimising building management system time schedules for the heating, ventilation and air conditioning plant to align with the latest building occupancy schedule. adjusting heating and cooling set-points to minimise consumption whilst sustaining comfort levels. recommendations for

hardware replacement such as lighting/plant upgrades, additional controls for HVAC systems, and isolation switches for machinery. providing building occupants with essential guidance to identify and prevent energy waste. Following these discussions, our facilities management teams now provide feedback on on-site operational changes or complete actions that could affect energy consumption. This insight prompts SMS to conduct further reviews of the latest consumption data and to feed back to the team on the impact of these changes, ensuring the interventions made are having the intended impact. This process of identifying, acting, and reviewing is ongoing, with each call yielding insights and opportunities for energy optimisation. By leveraging data-driven strategies, continuous analysis, and implementing innovative solutions, Capita is advancing on the path to net zero.
[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)

372133

(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

Opp 1 The total cost to realise the opportunity is made up of supply and installation costs of 347,259, and consultancy costs of 1,770 to reduce emissions in our Indian Operations. 347,259 1,770 349,029 Opp 2 23,104 fees payable to consultants annually
[Add row]

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:

☑ More frequently than 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?

	Board-level oversight of this environmental issue	Primary reason for no board-level oversight of this environmental issue	Explain why your organization does not have board-level oversight of this environmental issue
Climate change	*Select from:* ☑ Yes	*Select from:*	*Rich text input [must be under 2500 characters]*
Biodiversity	*Select from:* ☑ No, but we plan to within the next two years	*Select from:* ☑ Not an immediate strategic priority	*We plan to address biodiversity in our low carbon transition plan*

[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

(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 (ESG 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

☑ Approving corporate policies and/or commitments

☑ Monitoring progress towards corporate targets

☑ Approving and/or overseeing employee incentives

(4.1.2.7) Please explain

During 2023, the Board Chair was Chair of the ESG Committee. The ESG Committee has oversight of climate related issues including TCFD disclosures (working with Group Audit and Risk Committee), supply chain emissions strategy and climate transition plans. CEO is Chair of ExT. ExT review and approve climate - related targets, strategy, proposals and actions prior to sign-off by the Board ESG Committee. The Board ESG Committee was chaired by the Board Chairman during 2023 and attended by other Board Members including the CEO to oversee the suitability of Capita's ESG strategy and performance including climate, approving new strategy, and reviewing certain disclosures such as TCFD and recommending approval to the Group Audit & Risk Committee. The ESG Committee also reviews and approves the Group's supplier charter. The Board ESG Committee has also approved the proposal to develop a 1.5C low carbon transition plan in line with Transition Plan Taskforce guidance. Progress against our 1.5C aligned science based SBTi approved net zero target is reviewed annually by the Board ESG Committee. The Board Remuneration Committee (REMCO) sets the level of remuneration for performance of management and exec against our 1.5C aligned net zero targets which they also discuss and approve. Performance against targets at year end is reviewed by REMCO to establish if incentives are paid or withheld.
[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:

☑ Yes

(4.2.2) Mechanisms to maintain an environmentally competent board

Select all that apply

☑ Having at least one board member with expertise on this environmental issue

(4.2.3) Environmental expertise of the board member

Experience

☑ Active member of an environmental committee or organization

[Fixed row]

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

	Management-level responsibility for this environmental issue	Primary reason for no management-level responsibility for environmental issues	Explain why your organization does not have management-level responsibility for environmental issues
Climate change	*Select from:* ☑ Yes	*Select from:*	*Rich text input [must be under 2500 characters]*
Biodiversity	*Select from:* ☑ No, but we plan to within the next two years	*Select from:* ☑ Not an immediate strategic priority	*We plan to address responsibility for biodiversity in our low carbon transition plan*

[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

(4.3.1.1) Position of individual or committee with responsibility

Executive level

☑ General Counsel

(4.3.1.2) Environmental responsibilities of this position

Strategy and financial planning

☑ Developing a business strategy which considers environmental issues

☑ Implementing the business strategy related to environmental issues

(4.3.1.4) Reporting line

Select from:

☑ Reports to the Chief Executive Officer (CEO)

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

Select from:

☑ Quarterly

(4.3.1.6) Please explain

The Chief General Counsel and Company Secretary also acts as the Secretary to the Board ESG Committee She therefore attends all ESG Committee meetings. The CEO is also attends ESG Committee meetings by invitation. Net zero is an included on the rolling agenda for the ESG Committee.

Climate change

(4.3.1.1) Position of individual or committee with responsibility

Executive level

☑ Other C-Suite Officer, please specify **:**Chief People Officer

(4.3.1.2) Environmental responsibilities of this position

Other

☑ Other, please specify **:**Providing recommendations to ExT and RemCo for employee incentives related to environmental performance

(4.3.1.4) Reporting line

Select from:

☑ Reports to the Chief Executive Officer (CEO)

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

Select from:

☑ Half-yearly

(4.3.1.6) Please explain

Chief People Officer reports quarterly to Remuneration Committee (REMCO) a committee of the Board that guides, approves, and has oversight of climate related incentives.
[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

Select from:

☑ Yes

(4.5.2) % of total C-suite and board-level monetary incentives linked to the management of this environmental issue

4

(4.5.3) Please explain

Net zero (4%) – measured by reference to the aggregate (sum of the 2023 emissions for business travel and energy/property (scope 1 and 2)) tonnes CO2 reported and, for target and stretch, supply chain targets Threshold - Aggregate tonnes CO2 reported is no more than 5% higher than the target Target - Aggregate tonnes CO2 reported is as per the agreed plan; and the supply chain target (as per the agreed plan) is achieved or exceeded Stretch - Aggregate tonnes CO2 reported is at least 5% lower than target; and the supply chain target (as per the agreed plan) is achieved or exceeded Stretch performance would be needed to trigger the full 4% of the bonus entitlement for each Executive Director. Any bonus pay out is ultimately at the discretion of the committee, and the amount of any bonus that would be determined based on performance may be reduced if the committee believes this better reflects the underlying performance of Capita over the relevant period.
[Fixed row]

(4.5.1) Provide further details on the monetary incentives provided for the management of environmental issues (do not include the names of individuals).

Climate change

(4.5.1.1) Position entitled to monetary incentive

Board or executive level

☑ Chief Executive Officer (CEO)

(4.5.1.2) Incentives

Select all that apply

☑ Bonus - % of salary

(4.5.1.3) Performance metrics

Targets

☑ Achievement of environmental targets

(4.5.1.4) Incentive plan the incentives are linked to

Select from:

☑ Short-Term Incentive Plan, or equivalent, only (e.g. contractual annual bonus)

(4.5.1.5) Further details of incentives

4% weighting of total bonus achieved. attributed to net zero as follows:- Net zero (4%) – measured by reference to the aggregate (sum of the 2023 emissions for business travel and energy/property (scope 1 and 2)) tonnes CO2 reported and, for target and stretch, supply chain targets Threshold - Aggregate tonnes CO2 reported is no more than 5% higher than the target Target - Aggregate tonnes CO2 reported is as per the agreed plan; and the supply chain target (as per the agreed plan) is achieved or exceeded Stretch - Aggregate tonnes CO2 reported is at least 5% lower than target; and the supply chain target (as per the agreed plan) is achieved or exceeded Stretch performance would be needed to trigger the full 4% of the bonus entitlement for each Executive Director. Any bonus pay out is ultimately at the discretion of the committee, and the amount of any bonus that would be determined based on performance may be reduced if the committee believes this better reflects the underlying performance of Capita over the relevant period.

(4.5.1.6) How the position's incentives contribute to the achievement of your environmental commitments and/or climate transition plan

Incentives drive engagement and action at Exec level. Climate action and achievement of targets is far more likely to succeed when the CEO drives the business to embed adaptation and mitigation and sets challenging short and medium term targets for the business that are in line with achieving our overall net zero interim milestones. This incentive has resulted in focused review of divisional and functional performance against our net zero targets, for both emissions and supply chain engagement, included in quarterly reporting reviewed by the CFO, and now forms part the same review process as financial reporting. Any deviation from our pathway to net zero targets will be recognised quickly and remedial action required.

Climate change

(4.5.1.1) Position entitled to monetary incentive

Board or executive level

☑ Corporate executive team

(4.5.1.2) Incentives

Select all that apply

☑ Bonus - % of salary

(4.5.1.3) Performance metrics

Strategy and financial planning

☑ Board approval of climate transition plan

☑ Achievement of climate transition plan

(4.5.1.4) Incentive plan the incentives are linked to

Select from:

☑ Short-Term Incentive Plan, or equivalent, only (e.g. contractual annual bonus)

(4.5.1.5) Further details of incentives

Net zero (4%) – measured by reference to the aggregate (sum of the 2023 emissions for business travel and energy/property (scope 1 and 2)) tonnes CO2 reported and, for target and stretch, supply chain targets Threshold - Aggregate tonnes CO2 reported is no more than 5% higher than the target Target - Aggregate tonnes CO2 reported is as per the agreed plan; and the supply chain target (as per the agreed plan) is achieved or exceeded Stretch - Aggregate tonnes CO2 reported is at least 5% lower than target; and the supply chain target (as per the agreed plan) is achieved or exceeded Stretch performance would be needed to trigger the full 4% of the bonus entitlement for each Executive Director. Any bonus pa yout is ultimately at the discretion of the committee, and the amount of any bonus that would be determined based on performance may be reduced if the committee believes this better reflects the underlying performance of Capita over the relevant period.

(4.5.1.6) How the position’s incentives contribute to the achievement of your environmental commitments and/or climate transition plan

Annual emission reduction targets set must be in line with the company's 2035 net zero pathway as a minimum. Quarterly reporting against these targets highlights any short-term risks to achieving the annual target and therefore the long term net zero target. Quarterly reporting is reviewed between the CFO, and the EO for each function or division, and remedial action must be agreed where any risk is highlighted in the reporting process.
[Add 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

(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 HSE policy is publicly available on their website. The opening line references all stakeholders at all global locations. For direct operations examples are adequate training and maintaining an environmental management system. For upstream value chain examples are we will work with our supply chain to improve HSE practices, For Downstream value chain example is 'we will work with our business partners to improve HSE practices'.

(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

(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

HSE Policy.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 has signed up to Business Ambition for 1.5C and has net zero targets approved by SBTi. Capita carries out quantitative analysis of climate risks and opportunities under different warming scenarios
[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

Select all that apply

☑ Yes, we engaged directly with policy makers

(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

(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

Capita is supportive of public policy engagements where we can add value by providing our professional opinion to policy makers and trade associations. Activities influencing policy development are implemented in a structured way. Capita engages with politicians, trades bodies and policy makers to coordinate plans and actions to collectively achieve energy and emissions reductions This engagement is led/overseen by our Executive Committee and Head of Public Affairs, they ensure that messaging is aligned to corporate objectives including our 1.5C aligned SBTi approved net zero target. Capita is also a Strategic Supplier to the UK Government and as such is often invited to roundtables and discussions on climate change with the UK Government, trades bodies and Cabinet Office.
[Fixed 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

Select from:

☑ In mainstream reports, in line with environmental disclosure standards or frameworks

(4.12.1.2) Standard or framework the report is in line with

Select all that apply

☑ TCFD

(4.12.1.3) Environmental issues covered in publication

Select all that apply

☑ Climate change

(4.12.1.4) Status of the publication

Select from:

☑ Complete

(4.12.1.5) Content elements

Select all that apply

☑ Strategy

☑ Governance

☑ Emission targets

☑ Emissions figures

☑ Risks & Opportunities

☑ Value chain engagement

(4.12.1.6) Page/section reference

Page 50

(4.12.1.7) Attach the relevant publication

Capita-plc-annual-report-and-accounts-2023.pdf
[Add row]

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 :Orderly 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

☑ Chronic physical

☑ Policy

☑ Market

(5.1.1.6) Temperature alignment of scenario

Select from:

☑ 1.5°C or lower

(5.1.1.7) Reference year

2023

(5.1.1.8) Timeframes covered

Select all that apply

☑ 2025

☑ 2030

☑ 2040

☑ 2050

(5.1.1.9) Driving forces in scenario

Regulators, legal and policy regimes

☑ Global regulation

☑ Level of action (from local to global)

☑ Global targets

(5.1.1.10) Assumptions, uncertainties and constraints in scenario

Net Zero 2050 is an ambitious scenario that limits global warming to 1.5 C through stringent climate policies and innovation, reaching net zero CO_2 emissions around 2050. Some jurisdictions such as the US, EU and Japan reach net zero for all greenhouse gases by this point. This scenario assumes that ambitious climate policies are introduced immediately. CDR is used to accelerate the decarbonisation but kept to the minimum possible and broadly in line with sustainable levels of bioenergy production. Net CO_2 emissions reach zero around 2050, giving at least a 50 % chance of limiting global warming to below 1.5 C by the end of the century, with no or low overshoot (

(5.1.1.11) Rationale for choice of scenario

Capita have used a range of scenarios that are suitable for the risks assessed. We took consultancy advice from SLR. This scenario was used to reflect an orderly, aligned transition to net zero.

Climate change

(5.1.1.1) Scenario used

Climate transition scenarios

☑ NGFS scenarios framework, please specify **:**Disorderly 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

☑ Chronic physical

☑ Policy

☑ Market

(5.1.1.6) Temperature alignment of scenario

Select from:

☑ 1.6°C - 1.9°C

(5.1.1.7) Reference year

2023

(5.1.1.8) Timeframes covered

Select all that apply

☑ 2025

☑ 2030

☑ 2040

☑ 2050

(5.1.1.9) Driving forces in scenario

Regulators, legal and policy regimes

☑ Global regulation

☑ Level of action (from local to global)

☑ Global targets

(5.1.1.10) Assumptions, uncertainties and constraints in scenario

Delayed Transition assumes global annual emissions do not decrease until 2030. Strong policies are then needed to limit warming to below 2 C. Negative emissions are limited. This scenario assumes new climate policies are not introduced until 2030 and the level of action differs across countries and regions based on currently

implemented policies, leading to a "fossil recovery" out of the economic crisis brought about by COVID-19. The availability of CDR technologies is assumed to be low pushing carbon prices higher than in Net Zero 2050. As a result, emissions exceed the carbon budget temporarily and decline more rapidly than in Well-below 2 C after 2030 to ensure a 67 % chance of limiting global warming to below 2 C. This leads to both higher transition and physical risks than the Net Zero 2050 and Below 2 C scenarios.

(5.1.1.11) Rationale for choice of scenario

Capita have used a range of scenarios that are suitable for the risks assessed. We took consultancy advice from SLR. This scenario was used to reflect a disorderly transition to net zero.

Climate change

(5.1.1.1) Scenario used

Climate transition scenarios

☑ NGFS scenarios framework, please specify :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

☑ Chronic physical

☑ Policy

☑ Market

(5.1.1.6) Temperature alignment of scenario

Select from:

☑ 3.0ºC - 3.4ºC

(5.1.1.7) Reference year

2023

(5.1.1.8) Timeframes covered

Select all that apply

☑ 2025

☑ 2030

☑ 2040

☑ 2050

(5.1.1.9) Driving forces in scenario

Regulators, legal and policy regimes

☑ Global regulation

☑ Level of action (from local to global)

☑ Global targets

(5.1.1.10) Assumptions, uncertainties and constraints in scenario

Current Policies assumes that only currently implemented policies are preserved, leading to high physical risks. Emissions grow until 2080 leading to about 3 C of warming and severe physical risks. This includes irreversible changes like higher sea level rise. This scenario can help central banks and supervisors consider the long-term physical risks to the economy and financial system if we continue on our current path to a “hot house world”.

(5.1.1.11) Rationale for choice of scenario

Capita have used a range of scenarios that are suitable for the risks assessed. We took consultancy advice from SLR. This scenario was used to reflect a hot house world.

[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

(5.1.2.2) Coverage of analysis

Select from:

☑ Organization-wide

(5.1.2.3) Summarize the outcomes of the scenario analysis and any implications for other environmental issues

In 2021, Capita conducted a qualitative assessment to rank and prioritise identified transition risks and opportunities. In 2022 and 2023, we carried out quantitative climate scenario analysis to quantify the potential financial impact of (4 transitional and 2 physical) risks and opportunities. This will inform Capita's understanding of the resilience of its business strategy under different timeframes and forward-looking scenarios, including a well-below 2C scenario. Risk: Market shift for low-carbon solutions and lack of skills required to respond. Summary of Climate Scenario Analysis: Capita is already seeing an increased demand for low-carbon solutions. We expect this trend to increase in an 'Orderly' scenario in the short-term as solutions are required to meet transition goals. Risk: Net zero transition increases CAPEX requirements for decarbonisation as well as higher OPEX related to carbon-generating activities. Summary of Climate Scenario Analysis: Capita is committed to achieving Net Zero by 2045, which minimises its exposure to transition risks. Without effective controls, this risk would be most prevalent in an 'Orderly' and 'Disorderly' scenario where climate policy is most advanced and would be expected to increase over time. Risk: Stakeholder expectations for climate action could result in reputational damage and financial implications if seen to be insufficiently responding to climate action or reporting requirements. Summary of Climate Scenario Analysis: Capita is already responding to mandatory and voluntary climate reporting frameworks to promote transparency for interested stakeholders. Stakeholders are already expressing high expectations, which are expected to increase significantly in an 'Orderly' scenario over time. Risk: Physical climate risk results in disruption across the value chain. Summary of Climate Scenario Analysis: Capita has not experienced significant disruption to date. This risk is expected to manifest over long-term time horizons and will be most significant in a 'Hot House World' scenario where the temperature rise will be much higher.
[Fixed row]

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

(5.2.1) Transition plan

Select from:

☑ No, but we are developing a climate transition plan within the next two years

(5.2.15) Primary reason for not having a climate transition plan that aligns with a 1.5°C world

Select from:

☑ Lack of internal resources, capabilities, or expertise (e.g., due to organization size)

(5.2.16) Explain why your organization does not have a climate transition plan that aligns with a 1.5°C world

Capita had plans to introduce a low carbon transition plan in 2023, however a significant restructure delayed the project. Work has begun with the Executive Team to re-commence and we expect to publish our first transition plan in 2025.
[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, strategy only

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

Select all that apply

☑ Products and services

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

Select from:

☑ No standardized procedure

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

Risks and opportunities have already affected our strategy and we have begun work on our first climate transition plan which will link risks and opportunities to financial planning.
[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

☑ 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

Financial and reputational risks and opportunities associated with our ability to provide lower-carbon products and services have influenced strategic thinking around development of products and services, and how we can help our clients and customers towards carbon neutrality or net zero carbon. We have a strong focus on cloud computing services which is more energy efficient and uses renewable electricity, services that allow businesses better remote access and reduced travel, and solutions for lower-carbon cities such as the ULEZ scheme in London designed and operated by Capita. If we do not realise these opportunities the risks will be diminishing market share and revenue. Both opportunities and risks have been identified in the short and medium term. Our scenario analysis indicates that legislation and regulation in a 1.5C or lower than 2C scenario will increase the opportunities associated with lower-carbon products and services whilst the risks may include legislation that significantly increases development and product and implementation costs, as well as the cost of running services from our offices and call centres as carbon taxes and regulations increase. We expect to see this in the short term but more significantly in the medium term

Products and services

(5.3.1.1) Effect type

Select all that apply

☑ 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

We have identified the opportunity to deliver lower - carbon products and services across our business and to help our clients and customers achieve net carbon zero through emission reduction strategies. The opportunities presented by the market for lower -carbon transport and the expected migration to hybrid and electric cars has resulted in significant effort and resource being directed into designing a consultancy - based solution to offer clients and customers a one stop shop for installation and project management of vehicle charging solutions to include power infrastructure, system architecture, charging systems, installation and operational management. This opportunity is expected to be short term with the potential to develop to meet the requirements of alternative low emission fuels or propulsion methods in the medium term. R&D costs will continue to be influenced by the requirement to develop lower carbon solutions in the short, medium, and long term, much more in a 1.5C than a 4C scenario, and the demands and requirements of existing and potential clients and customers will favour businesses providing innovative lower-carbon solutions. The digitally enabled services we deliver must keep up with customer demand and latest developments in lower-carbon solutions and we must transition to net zero across our operations and full value chain at the earliest opportunity
[Add row]

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

	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?

	Use of internal pricing of environmental externalities	Primary reason for not pricing environmental externalities	Explain why your organization does not price environmental externalities
	Select from: ☑ No, and we do not plan to in the next two years	*Select from:* ☑ Not an immediate strategic priority	*We have plans to introduce an internal price on carbon, but this is likely to be over two years away.*

[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

(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:

☑ Not an immediate strategic priority

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

Capita are beginning to create their low carbon transition plan and this will guide engagement with investors and shareholders in the future.

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?

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

☑ Contribution to supplier-related Scope 3 emissions

(5.11.1.3) % Tier 1 suppliers assessed

Select from:

☑ 76-99%

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

Capita used CDP Supply Chain programme in 2023 to collect data on its top 250 suppliers (by spend).

(5.11.1.5) % Tier 1 suppliers meeting the thresholds 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

250
[Fixed row]

(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

☑ Procurement spend

(5.11.2.4) Please explain

In 2023 Capita used CDPs supply chain project to ask for our top 250 suppliers by spend to disclosure through CDP.
[Fixed row]

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

	Suppliers have to meet specific environmental requirements related to this environmental issue as part of the purchasing process	Policy in place for addressing supplier non-compliance	Comment
Climate change	*Select from:* ☑ Yes, suppliers have to meet environmental requirements related to this environmental issue, but they are not included in our supplier contracts	*Select from:* ☑ Yes, we have a policy in place for addressing non-compliance	*Supplier's have to agree to ongoing compliance with Capita's Supplier Charter*

[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

Select from:

☑ 76-99%

(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:
☑ 51-75%

(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
[Add row]

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

Climate change

(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 environmental risk and opportunity information at least annually from suppliers

☑ Collect GHG emissions data at least annually from suppliers

☑ Collect targets information at least annually from suppliers

(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:

☑ 51-75%

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

Select from:

☑ 51-75%

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

In 2023 Capita ask its top 250 suppliers by spend to disclosure through CDP Supply Chain project. We are now able to identify our top emitting suppliers and can begin an engagement programme with them to help and encourage them to reduce their carbon emissions.

(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:

☑ Yes
[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:
☑ Customers

(5.11.9.2) Type and details of engagement

Innovation and collaboration
☑ Run a campaign to encourage innovation to reduce environmental impacts

(5.11.9.3) % of stakeholder type engaged

Select from:
☑ 1-25%

(5.11.9.4) % stakeholder-associated scope 3 emissions

Select from:
☑ 1-25%

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

These customers are usually large organisations we supply services to who have targets to reduce their supply chain emissions and therefore are open to collaboration on ways to reduce emissions; for example, allowing us to provide services through agile working and virtual meetings, and reducing requirement for our staff to physically visit their premises. Some of these customers use the CDP supply chain program and engagement leads to shared benefit.

(5.11.9.6) Effect of engagement and measures of success

Our interim net zero milestone to become net zero for scope 1 and scope 2 emissions by 2025 was set following discussions and engagement with this group of customers who have committed to reducing their own supply chain emissions, in one case by 50% by 2025. This commitment and engagement has improved our relationship with these customers, contributing to some strategically important contract renewals. By changing working practices we aimed to reduce scope 1 and 2 emissions to 38,781TCo2e in 2023. In fact we exceeded this target, reducing our actual scope 1 and 2 emissions to a positive threshold of 15,800TCo2e. Capita's commitment to net zero and fighting climate change are recognised and supported by this group of customers, and Lloyds Banking Group awarded Capita their Emerald Sustainability Standard in 2023.

Climate change

(5.11.9.1) Type of stakeholder

Select from:

☑ Customers

(5.11.9.2) Type and details of engagement

Innovation and collaboration

☑ Collaborate with stakeholders on innovations to reduce environmental impacts in products and services

(5.11.9.3) % of stakeholder type engaged

Select from:

☑ 1-25%

(5.11.9.4) % stakeholder-associated scope 3 emissions

Select from:

☑ 1-25%

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

Customers and potential customers self-select for this collaboration by choosing the climate change theme in their social value requirements schedule. Capita Public Service then work closely with that customer to benchmark existing emissions, understand the opportunities for reducing emissions through new ways of working, and

suggest innovative net zero approaches. For example, customers who have field services teams are supported in looking at moving to electric or hybrid vehicles and modifying driver behaviour and route planning to reduce emissions.

(5.11.9.6) Effect of engagement and measures of success

Moving fleet vehicles from diesel/petrol to electric/hybrid provides opportunities for large scale emissions reductions. Target was to reduce TCo2e emitted from essential client contract mileage in Capita Public Service Division from 2019 baseline of 5.6TCo2e to 4.3TCo2e. Actual achievement was 14,165,683miles, which emitted2,256TCO2e. Procurement worked closely with customers to identify opportunities to reduce miles driven; replace vehicles and use route planning technology. This work will continue through future years.
[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:

(5.12.2) Environmental issues the initiative relates to

Select all that apply
☑ Climate change

(5.12.4) Initiative category and type

Change to supplier operations
☑ Assess life-cycle impact of products or services to identify efficiencies

(5.12.5) Details of initiative

We could potentially together review the lifecycle of the service that Capita provide to Natwest and determine opportunities to reduce carbon from a lifecycle perspective. This may be a longer term project and one which will need discussed with the Capita team.

(5.12.6) Expected benefits

Select all that apply

☑ Increased transparency of upstream/downstream value chain

☑ Reduction of own operational emissions (own scope 1 & 2)

☑ Reduction of downstream value chain emissions (own scope 3)

(5.12.7) Estimated timeframe for realization of benefits

Select from:

☑ 3-5 years

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

Select from:

☑ No

[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, and we do not plan to within the next two years

(5.13.2) Primary reason for not implementing environmental initiatives

Select from:

☑ Lack of internal resources, capabilities, or expertise (e.g., due to organization size)

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

Capita have had a significant restructure in 2024 and so resource was needed elsewhere. We plan to implement a supplier engagement programme in line with our low carbon transition plan.
[Fixed row]

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

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.

Plastics

(6.1.1) Consolidation approach used

Select from:

☑ Operational control

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

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.

Biodiversity

(6.1.1) Consolidation approach used

Select from:

☑ Operational control

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

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]

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

[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)

(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 within your selected reporting boundary which are not included in your disclosure?

Select from:

☑ No

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

Scope 1

(7.5.1) Base year end

12/31/2019

(7.5.2) Base year emissions (metric tons CO2e)

18961

(7.5.3) Methodological details

Based on natural gas for heating, heating and generator oil, and fuel used in owned vehicles

Scope 2 (location-based)

(7.5.1) Base year end

12/31/2019

(7.5.2) Base year emissions (metric tons CO2e)

41984

(7.5.3) Methodological details

Electricity, district heating networks

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

These emissions from our ISAE 3000 assurance statement

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)

165585

(7.5.3) Methodological details

2019 Scope 3 assessment carried out by Corporate Citizenship Ltd. Cat 4 emissions separated out.

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

2019 Scope 3 assessment carried out by Corporate Citizenship Ltd

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

(7.5.1) Base year end

12/31/2019

(7.5.2) Base year emissions (metric tons CO2e)

10874

(7.5.3) Methodological details

2019 Scope 3 assessment carried out by Corporate Citizenship Ltd

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)

30745

(7.5.3) Methodological details

Upstream transport & distribution for Capita's purchased goods is not specified as a separate line-item for most of Capita's purchases, therefore emissions associated with upstream T&D have been estimated using the US EPA's EEIO "margin" factor, which quantifies gate-to-shelf emissions (i.e., from transport, storage and retailing).

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)

80

(7.5.3) Methodological details

Scope 3 assessment carried out by Corporate Citizenship Ltd.

Scope 3 category 6: Business travel

(7.5.1) Base year end

12/31/2019

(7.5.2) Base year emissions (metric tons CO2e)

30922

(7.5.3) Methodological details

Calculated using primary data for air, rail, hotel, mileage. Some calculation using spend data for expensed travel where distance data not provided e.g., taxi, bus, ferry but de minimis.

Scope 3 category 7: Employee commuting

(7.5.1) Base year end

12/31/2019

(7.5.2) Base year emissions (metric tons CO2e)

15301

(7.5.3) Methodological details

2019 Scope 3 assessment carried out by Corporate Citizenship Ltd.

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

Not relevant. Emissions from leased properties included in scopes 1 and 2.

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

2019 Scope 3 assessment carried out by Corporate Citizenship Ltd.

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

Not relevant. Capita is a business services provider and there is no processing of sold products.

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

Not relevant. Capita is a business services provider.

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

Not relevant. Capita is a business services provider.

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

2019 Scope 3 assessment carried out by Corporate Citizenship Ltd.

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

Not relevant. Capita does not operate any franchises.

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

Not relevant. Capita does not have investments.

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?

	Gross global Scope 1 emissions (metric tons CO2e)	Methodological details
Reporting year	*12247*	*Primary data from energy companies and landlords. Some estimated data using CIBSE benchmarks or previous year's data where no data available.*

[Fixed row]

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

	Gross global Scope 2, location-based emissions (metric tons CO2e)	Gross global Scope 2, market-based emissions (metric tons CO2e) (if applicable)	Methodological details
Reporting year	*21365*	*3553*	*Primary data from energy companies*

[Fixed row]

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

Purchased goods and services

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

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

144611

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Hybrid method

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

41

(7.8.5) Please explain

For 2023 GHG footprint, analysis was conducted on Capita's full spend data, to calculate scope 3 emissions related to spend activities. This analysis had 2 stages: 1. Spend-based emission calculation using US EPA EEIO emission factor: Emissions associated with spend were first calculated using the SLR's GHG tool based on the US EPA EEIO emission factors. The original emission factor categories used to analyse spend are indicated in the "Spend data" tab of this spreadsheet. This enabled an initial overview of Capita's scope 3 spend-related emissions and hotspot areas. 2. Supplier-specific emissions data To improve data quality and precision, the next stage was to analyse top 265 of Capita's key suppliers by spend, and identify their company-wide reported emissions. Where publicly reported emissions data was available, each supplier's company-wide emissions were allocated to Capita's portion of spend with them, by the fraction that Capita's spend on the supplier represented of the supplier's overall company-wide revenue. SLR followed the GHG Protocol methodology guidance, referring to supplier's emissions for scope 1, 2 and scope 3 upstream categories (Cat 1. Purchased Goods & services, Cat 3. Fuel and Energy activities, Cat 4. Upstream Transport and Distribution and Cat 5. Waste).

Capital goods

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

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

13377

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Other, please specify **:**US EPA EEIO emission factors

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

100

(7.8.5) Please explain

Spend-based emission calculation using US EPA EEIO emission factor: Emissions associated with spend were calculated using SLR's GHG tool based on the US EPA EEIO emission factors.

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

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

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

9900

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Fuel-based method

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

100

(7.8.5) Please explain

Emissions from Fuel & energy-related activities have been calculated from Capita's "Carbon Footprint 2022 Master Template" document. While the Scope 1 &2 emissions from fuel & energy-related activities calculates emissions from the point of consumption/combustion, this Scope 3 category of emissions calculates the additional emissions associated with extracting, processing, transporting those fuels, and/or transmission and distribution losses. Three types of emissions have been calculated in relation to scope 1&2 fuel consumption within this scope 3 category: Well-to-tank (WTT); WTT Transmission & Distribution; and Transmission & Distribution (T&D). These emissions have been calculated using BEIS 2022 emission factors.

Upstream transportation and distribution

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

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

39928

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Hybrid method

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

100

(7.8.5) Please explain

Upstream transport & distribution for Capita's purchased goods is not specified as a separate line-item for most of Capita's purchases, therefore emissions associated with upstream T&D have been estimated using the US EPA's EEIO "margin" factor, which quantifies gate-to-shelf emissions (ie from transport, storage and retailing).

Waste generated in operations

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

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

222

(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

(7.8.5) Please explain

UK waste emissions are based on primary data from landlords and waste carriers. We have estimated waste generated in countries without any waste collection data. This estimation has been made based on weight of waste per floor area, based on existing data for other countries, and extrapolated to countries with missing data. Where no data is available, a “worst case” assumption has been made that this waste goes to landfill. We are sure this is not the case in practice, in line with our "zero to landfill" policy but have erred on the high side for emissions calculation. This has dropped the % of emissions calculated using primary data as landfill emissions conversion factor is 20 times more than the recycling factor.

Business travel

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

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

7499

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Fuel-based method

☑ Distance-based method

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

90

(7.8.5) Please explain

Business travel data comes from our travel bureau and our SAP Concur expenses system. Flights and rail are reported in Km, Car travel in mileage, hotel data is provided in KGC02 per night per person for each hotel. Where travel is expensed and no data provided, distance is estimated from the spend. This is a small proportion of travel emissions and covers taxi, underground, bus and ferry only.

Employee commuting

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

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

21622

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Other, please specify **:**National travel survey data for commuting and Anthesis for homeworking emissions

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

0

(7.8.5) Please explain

Employee commuting and homeworking emissions are calculated using employee information from Capita. Employee commuting emissions were calculated based on the number of FTEs that were estimated to be travelling to Capita's sites/offices throughout the year. Average transport modes were estimated using national travel survey data (see 'Commuting Emission Factors' tab for details). Average transport distances were estimated using an average distance provided by Capita, based on internal HR data. Emission factors for the various travel modes were calculated using the relevant BEIS 2022 travel emission factors for that travel mode and distance. Homeworking emissions were calculated with reference to Capita's FTE headcount that were estimated to have been working from home throughout the year. Anthesis' homeworking emissions methodology published in Feb 2021 was used to estimate incremental energy consumption (electricity & natural gas) caused by homeworking: this refers to additional energy consumption in homes, beyond the typical expected energy use per person per home per year. Incremental energy consumption was calculated on the basis of all homeworking FTE's being relevant to the UK factors in Anthesis' methodology, and the incremental energy consumption was converted to emissions using BEIS 2022 factors for electricity & gas.

Upstream leased assets

(7.8.1) Evaluation status

Select from:

☑ Not relevant, explanation provided

(7.8.5) Please explain

Capita accounts for all leased assets within its Scope 1 & 2 boundary, therefore there are no relevant Scope 3 emissions

Downstream transportation and distribution

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

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

13658

(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

100

(7.8.5) Please explain

Capita's outbound logistics have been categorised as Downstream T&D since these are shipments for which the end-customer pays Capita for in turn. The categorisation of spend on transport & distribution follows the same analysis logic as 2022's assessment, which is considering all spend in Capita's procurement COE Level 2 category of "Transportation & Logistics" to be relevant to this category of emissions. Emissions from this activity are calculated using a spend-based emissions factor provided by US EPA EEIO.

Processing of sold products

(7.8.1) Evaluation status

Select from:

☑ Not relevant, explanation provided

(7.8.5) Please explain

Capita does not sell materials for ongoing processing, therefore there are no relevant emissions in this category.

Use of sold products

(7.8.1) Evaluation status

Select from:

☑ Not relevant, explanation provided

(7.8.5) Please explain

Capita provides minimal amounts of physical products with use phase emissions; however, these are negligible. Capita also provides software services, the majority of the energy usage associated with this is within Capita owned/ operated data centres, and therefore captured in the Scope 1 & 2 footprint. The remaining emissions have been calculated to be insignificant.

End of life treatment of sold products

(7.8.1) Evaluation status

Select from:

☑ Not relevant, explanation provided

(7.8.5) Please explain

The emissions for this category make up less than 1% of Capita's total scope 3 footprint and are therefore not material.

Downstream leased assets

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

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

1520

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Hybrid method

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

100

(7.8.5) Please explain

Energy consumption and associated emissions from downstream leased assets were calculated based on a list of properties in Capita's property portfolio, which were either being fully or partly leased to a third party during 2023. In cases where the property was partly leased to a 3rd party, the energy consumption of the property for the full 2023 year was allocated between Capita and the lessee based on the proportion of their lease (either using floor area where available, or their financial share of the overall building lease). For sites which were fully leased during 2023, their full energy consumption was used. Emissions were calculated from energy consumption using BEIS 2023 emission factors. Well-to-tank emissions from energy consumption have also been included to account for extraction, refining and transportation of primary fuels before their use in the generation of electricity.

Franchises

(7.8.1) Evaluation status

Select from:

☑ Not relevant, explanation provided

(7.8.5) Please explain

Capita does not have any franchises

Investments

(7.8.1) Evaluation status

Select from:
☑ Not relevant, explanation provided

(7.8.5) Please explain

Whilst Capita does have some small investment activities, they constitute less than 0.01% overall revenue and therefore have been excluded on materiality grounds.

Other (upstream)

(7.8.1) Evaluation status

Select from:
☑ Not evaluated

Other (downstream)

(7.8.1) Evaluation status

Select from:
☑ Not evaluated
[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:* ☑ 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

Capita2023-ISAE 3000 2020 Statement_ISSUED020224 (4).pdf

(7.9.1.5) Page/section reference

Pages 1 - 7

(7.9.1.6) Relevant standard

Select from:
☑ ISAE3000

(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 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:
☑ Complete

(7.9.2.4) Type of verification or assurance

Select from:
☑ Limited assurance

(7.9.2.5) Attach the statement

Capita2023-ISAE 3000 2020 Statement_ISSUED020224 (4).pdf

(7.9.2.6) Page/ section reference

Pages 1-7

(7.9.2.7) Relevant standard

Select from:
☑ ISAE3000

(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: Business travel

(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

Capita2023-ISAE 3000 2020 Statement_ISSUED020224 (4).pdf

(7.9.3.6) Page/section reference

Pages 1-7

(7.9.3.7) Relevant standard

Select from:
☑ ISAE3000

(7.9.3.8) Proportion of reported emissions verified (%)

100
[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:
☑ Increased

(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)

1564

(7.10.1.2) Direction of change in emissions

Select from:
☑ Decreased

(7.10.1.3) Emissions value (percentage)

10

(7.10.1.4) Please explain calculation

Properties changed to renewable electricity in 2023: Birmingham Corporation St, Birmingham Fort Dunlop, Darwin India Mill Centre, Eastbourne Greencoat House, Glasgow Blythsworth Sq, Leeds Arlington Business Centre, Liverpool Nexus House, London Gresham St, Manchester Venus Building,

Other emissions reduction activities

(7.10.1.1) Change in emissions (metric tons CO2e)

1356

(7.10.1.2) Direction of change in emissions

Select from:

☑ Decreased

(7.10.1.3) Emissions value (percentage)

9

(7.10.1.4) Please explain calculation

Air con repairs and LED lighting installation kwh calculated and converted to CO2e

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

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

No relevant divestments

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

None applicable

Mergers

(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

None applicable

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

Not applicable

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

Not applicable

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

Not applicable

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

Not applicable

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)

0

(7.10.1.4) Please explain calculation

None
[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) Are carbon dioxide emissions from biogenic carbon relevant to your organization?

Select from:
☑ No

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

Select from:
☑ Yes

(7.15.1) Break down your total gross global Scope 1 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 CO2e)

11906

(7.15.1.3) GWP Reference

Select from:
☑ Other, please specify :DEFRA Conversion Factors 2023

Row 2

(7.15.1.1) Greenhouse gas

Select from:
☑ HFCs

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

341

(7.15.1.3) GWP Reference

Select from:

☑ Other, please specify :DEFRA Conversion Factors 2023

[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)

35.76

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

126.18

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

136.31

Germany

(7.16.1) Scope 1 emissions (metric tons CO2e)

127.32

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

1047.82

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

1841.31

India

(7.16.1) Scope 1 emissions (metric tons CO2e)

3.29

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

4462.81

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

29.52

Ireland

(7.16.1) Scope 1 emissions (metric tons CO2e)

39.52

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

260.56

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

277.18

Poland

(7.16.1) Scope 1 emissions (metric tons CO2e)

0

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

183.86

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

208.29

South Africa

(7.16.1) Scope 1 emissions (metric tons CO2e)

48.71

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

2640.06

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

0

Switzerland

(7.16.1) Scope 1 emissions (metric tons CO2e)

5.42

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

15.95

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

13.26

United Kingdom of Great Britain and Northern Ireland

(7.16.1) Scope 1 emissions (metric tons CO2e)

11925.97

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

12587.51

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

1110.79
[Fixed row]

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

Select all that apply
☑ By business division

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

Row 1

(7.17.1.1) Business division

Business Exit and Discontinued

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

11.07

Row 2

(7.17.1.1) Business division

Capita Experience

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

2024.98

Row 3

(7.17.1.1) Business division

Capita Portfolio

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

50.14

Row 4

(7.17.1.1) Business division

Capita Public Service

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

1810.12

Row 5

(7.17.1.1) Business division

Group Support Services

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

6411.54

Row 6

(7.17.1.1) Business division

Technology and Software Solutions

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

305.97

Row 7

(7.17.1.1) Business division

Other

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

91.63
[Add row]

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

Select all that apply
☑ By business division

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

	Business division	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)
Row 1	*Capita Experience*	*10912.56*	*10290.96*
Row 2	*Capita Public Services*	*1844.2*	*323.49*
Row 3	*Technology Software and Solutions*	*2461.85*	*225.83*

	Business division	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)
Row 4	*Group Support Services*	*4516.32*	*56.65*

[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)

12247

(7.22.2) Scope 2, location-based emissions (metric tons CO2e)

21365

(7.22.3) Scope 2, market-based emissions (metric tons CO2e)

3553

(7.22.4) Please explain

All Capita entities fall into the consolidated accounting group and so all emissions are applicable here

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

All entities are included in consolidated accounting group
[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:
☑ No

(7.26) Allocate your emissions to your customers listed below according to the goods or services you have sold them in this reporting period.

Row 1

(7.26.1) Requesting member

Select from:

(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:

☑ Other allocation method, please specify :Allocation based on buildings used to deliver the service

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Other unit, please specify :% of employees in building assigned to contract

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

100

(7.26.9) Emissions in metric tonnes of CO2e

663

(7.26.10) Uncertainty (±%)

20

(7.26.11) Major sources of emissions

Gas for heading

(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

Buildings have been assigned cost centres based on the contracts which they are mainly used for. The gas is measured and also assigned against this cost centre. Assumptions are that Reading House, Arlington Business Centre and Krakow office are mainly used for the NatWest contract. Limitations are that there may be other users in the building and some other buildings may be used by a small number of NatWest focused staff and so are not included.

(7.26.14) Where published information has been used, please provide a reference

n/a

Row 2

(7.26.1) Requesting member

Select from:

(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:

☑ Other allocation method, please specify :Allocation based on buildings used to deliver the service

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Other unit, please specify :% of employees in building assigned to contract

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

100

(7.26.9) Emissions in metric tonnes of CO2e

64

(7.26.10) Uncertainty (±%)

20

(7.26.11) Major sources of emissions

100% renewable electricity and electricity

(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

Buildings have been assigned cost centres based on the contracts which they are mainly used for. The electricity is measured and also assigned against this cost centre. Assumptions are that Reading House, Arlington Business Centre and Krakow office are mainly used for the NatWest contract. Limitations are that there may be other users in the building and some other buildings may be used by a small number of NatWest focused staff and so are not included.

(7.26.14) Where published information has been used, please provide a reference

n/a

Row 3

(7.26.1) Requesting member

Select from:

(7.26.2) Scope of emissions

Select from:

☑ Scope 3

(7.26.3) Scope 3 category(ies)

Select all that apply

☑ Category 6: Business travel

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Other allocation method, please specify :Travel booked against cost centres for NatWest contracts

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Other unit, please specify :% allocation of primary data emissions

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

100

(7.26.9) Emissions in metric tonnes of CO2e

7

(7.26.10) Uncertainty (±%)

0

(7.26.11) Major sources of emissions

Train, Hotel Stay and Flight

(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

Travel is booked against a cost centre which is directly linked to NatWest. Carbon emissions are taken as primary data from supplier, eg airline or hotel provider.

(7.26.14) Where published information has been used, please provide a reference

n/a
[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:
☑ 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 is a diverse organisation and services can be provided virtually from many locations. Tracking the emissions associated with a single customer is complex and we hope that our scope 1 and 2 information with our turnover is adequate to easily calculate emissions related to your business with Capita on an intensity basis. Predominantly our services operate in a similar way and variances should not cause undue inaccuracies. We fully understand the need to develop supply chain emissions data and net zero supply chain, which is why we have net zero targets approved by SBTi, making scopes1 and 2 a short-term priority. We are designing our science-based net zero target methodology across our material value chain to improve scope 3 emissions accuracy and better understand our exposure.
[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

(7.28.2) Describe how you plan to develop your capabilities

We are investigation how we could use consolidated sales data to develop emissions reporting by service line / product. We are reporting operational emissions by cost centre and business so using intensity measures we can provide operational and business travel emissions data for specific business units and cost centres.
[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
Consumption of purchased or acquired cooling	*Select from:* ☑ No
Generation of electricity, heat, steam, or cooling	*Select from:* ☑ No

[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

56655.36

(7.30.1.4) Total (renewable and non-renewable) MWh

56655.36

Consumption of purchased or acquired electricity

(7.30.1.1) Heating value

Select from:

☑ Unable to confirm heating value

(7.30.1.2) MWh from renewable sources

58573.83

(7.30.1.3) MWh from non-renewable sources

17451.97

(7.30.1.4) Total (renewable and non-renewable) MWh

76025.8

Consumption of purchased or acquired heat

(7.30.1.1) Heating value

Select from:

☑ Unable to confirm heating value

(7.30.1.2) MWh from renewable sources

0

(7.30.1.3) MWh from non-renewable sources

543.78

(7.30.1.4) Total (renewable and non-renewable) MWh

543.78

Total energy consumption

(7.30.1.1) Heating value

Select from:
☑ Unable to confirm heating value

(7.30.1.2) MWh from renewable sources

58574

(7.30.1.3) MWh from non-renewable sources

74651

(7.30.1.4) Total (renewable and non-renewable) MWh

133225
[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:* ☑ 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:* ☑ Yes

[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) Heating value

Select from:

☑ Unable to confirm heating value

(7.30.7.2) Total fuel MWh consumed by the organization

0

(7.30.7.4) MWh fuel consumed for self-generation of heat

0

(7.30.7.6) MWh fuel consumed for self-generation of cooling

0

(7.30.7.7) MWh fuel consumed for self- cogeneration or self-trigeneration

0

(7.30.7.8) Comment

Sustainable biomass not consumed in 2023

Other biomass

(7.30.7.1) Heating value

Select from:
☑ Unable to confirm heating value

(7.30.7.2) Total fuel MWh consumed by the organization

0

(7.30.7.4) MWh fuel consumed for self-generation of heat

0

(7.30.7.6) MWh fuel consumed for self-generation of cooling

0

(7.30.7.7) MWh fuel consumed for self- cogeneration or self-trigeneration

0

(7.30.7.8) Comment

Other biomass not consumed in 2023

Other renewable fuels (e.g. renewable hydrogen)

(7.30.7.1) Heating value

Select from:
☑ Unable to confirm heating value

(7.30.7.2) Total fuel MWh consumed by the organization

0

(7.30.7.4) MWh fuel consumed for self-generation of heat

0

(7.30.7.6) MWh fuel consumed for self-generation of cooling

0

(7.30.7.7) MWh fuel consumed for self- cogeneration or self-trigeneration

0

(7.30.7.8) Comment

Other renewable fuels not consumed in 2023

Coal

(7.30.7.1) Heating value

Select from:

☑ Unable to confirm heating value

(7.30.7.2) Total fuel MWh consumed by the organization

0

(7.30.7.4) MWh fuel consumed for self-generation of heat

0

(7.30.7.6) MWh fuel consumed for self-generation of cooling

0

(7.30.7.7) MWh fuel consumed for self- cogeneration or self-trigeneration

0

(7.30.7.8) Comment

Coal not consumed in 2023

Oil

(7.30.7.1) Heating value

Select from:
☑ LHV

(7.30.7.2) Total fuel MWh consumed by the organization

63

(7.30.7.4) MWh fuel consumed for self-generation of heat

63

(7.30.7.6) MWh fuel consumed for self-generation of cooling

0

(7.30.7.7) MWh fuel consumed for self- cogeneration or self-trigeneration

0

(7.30.7.8) Comment

Oil consumption for 2023

Gas

(7.30.7.1) Heating value

Select from:
☑ LHV

(7.30.7.2) Total fuel MWh consumed by the organization

56444

(7.30.7.4) MWh fuel consumed for self-generation of heat

56444

(7.30.7.6) MWh fuel consumed for self-generation of cooling

0

(7.30.7.7) MWh fuel consumed for self- cogeneration or self-trigeneration

2822

(7.30.7.8) Comment

Gas consumption 2023

Other non-renewable fuels (e.g. non-renewable hydrogen)

(7.30.7.1) Heating value

Select from:
☑ Unable to confirm heating value

(7.30.7.2) Total fuel MWh consumed by the organization

0

(7.30.7.4) MWh fuel consumed for self-generation of heat

0

(7.30.7.6) MWh fuel consumed for self-generation of cooling

0

(7.30.7.7) MWh fuel consumed for self- cogeneration or self-trigeneration

0

(7.30.7.8) Comment

None applicable 2023

Total fuel

(7.30.7.1) Heating value

Select from:
☑ LHV

(7.30.7.2) Total fuel MWh consumed by the organization

56507

(7.30.7.4) MWh fuel consumed for self-generation of heat

53685

(7.30.7.6) MWh fuel consumed for self-generation of cooling

0

(7.30.7.7) MWh fuel consumed for self- cogeneration or self-trigeneration

2822

(7.30.7.8) Comment

Total fuel 2023
[Fixed row]

(7.30.14) Provide details on the electricity, heat, steam, and/or cooling amounts that were accounted for at a zero or near-zero emission factor in the market-based Scope 2 figure reported in 7.7.

Row 1

(7.30.14.1) Country/area

Select from:
☑ United Kingdom of Great Britain and Northern Ireland

(7.30.14.2) Sourcing method

Select from:

☑ Retail supply contract with an electricity supplier (retail green electricity)

(7.30.14.3) Energy carrier

Select from:
☑ Electricity

(7.30.14.4) Low-carbon technology type

Select from:
☑ Solar

(7.30.14.5) Low-carbon energy consumed via selected sourcing method in the reporting year (MWh)

58442

(7.30.14.6) Tracking instrument used

Select from:
☑ Contract

(7.30.14.7) Country/area of origin (generation) of the low-carbon energy or energy attribute

Select from:
☑ United Kingdom of Great Britain and Northern Ireland

(7.30.14.8) Are you able to report the commissioning or re-powering year of the energy generation facility?

Select from:
☑ No

(7.30.14.10) Comment

Energy contract with Drax, valid up to 2026

Row 2

(7.30.14.1) Country/area

Select from:

☑ India

(7.30.14.2) Sourcing method

Select from:

☑ Unbundled procurement of energy attribute certificates (EACs)

(7.30.14.3) Energy carrier

Select from:

☑ Electricity

(7.30.14.4) Low-carbon technology type

Select from:

☑ Hydropower (capacity unknown)

(7.30.14.5) Low-carbon energy consumed via selected sourcing method in the reporting year (MWh)

6392

(7.30.14.6) Tracking instrument used

Select from:

☑ I-REC

(7.30.14.7) Country/area of origin (generation) of the low-carbon energy or energy attribute

Select from:

☑ India

(7.30.14.8) Are you able to report the commissioning or re-powering year of the energy generation facility?

Select from:

☑ No

(7.30.14.10) Comment

International renewable energy certificate

Row 3

(7.30.14.1) Country/area

Select from:

☑ South Africa

(7.30.14.2) Sourcing method

Select from:

☑ Unbundled procurement of energy attribute certificates (EACs)

(7.30.14.3) Energy carrier

Select from:

☑ Electricity

(7.30.14.4) Low-carbon technology type

Select from:

☑ Sustainable biomass

(7.30.14.5) Low-carbon energy consumed via selected sourcing method in the reporting year (MWh)

3278

(7.30.14.6) Tracking instrument used

Select from:

☑ I-REC

(7.30.14.7) Country/area of origin (generation) of the low-carbon energy or energy attribute

Select from:

☑ South Africa

(7.30.14.8) Are you able to report the commissioning or re-powering year of the energy generation facility?

Select from:

☑ No

(7.30.14.10) Comment

International renewable energy certificate
[Add row]

(7.30.16) Provide a breakdown by country/area of your electricity/heat/steam/cooling consumption in the reporting year.

Bulgaria

(7.30.16.1) Consumption of purchased electricity (MWh)

262

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

262.00

Germany

(7.30.16.1) Consumption of purchased electricity (MWh)

2677

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

302

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

2979.00

India

(7.30.16.1) Consumption of purchased electricity (MWh)

6425

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

6425.00

Ireland

(7.30.16.1) Consumption of purchased electricity (MWh)

715

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

715.00

Poland

(7.30.16.1) Consumption of purchased electricity (MWh)

243

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

243.00

South Africa

(7.30.16.1) Consumption of purchased electricity (MWh)

3279

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

3279.00

Switzerland

(7.30.16.1) Consumption of purchased electricity (MWh)

1054

(7.30.16.2) Consumption of self-generated electricity (MWh)

0

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

1054.00

United Kingdom of Great Britain and Northern Ireland

(7.30.16.1) Consumption of purchased electricity (MWh)

61371

(7.30.16.2) Consumption of self-generated electricity (MWh)

1841

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

167

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

307

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

63686.00
[Fixed 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

5.6

(7.45.2) Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO2e)

15800

(7.45.3) Metric denominator

Select from:

☑ unit total revenue

(7.45.4) Metric denominator: Unit total

2814.6

(7.45.5) Scope 2 figure used

Select from:

☑ Market-based

(7.45.6) % change from previous year

2

(7.45.7) Direction of change

Select from:

☑ Decreased

(7.45.8) Reasons for change

Select all that apply

☑ Change in renewable energy consumption

☑ Other emissions reduction activities

(7.45.9) Please explain

Renewable energy consumption in 2022 58205Mwh Renewable energy consumption in 2023 58573Mwh Improved energy efficiency in property portfolio through energy use analysis and remedial action, and investment in heating and aircon and control upgrades.
[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.pdf

(7.53.1.4) Target ambition

Select from:

☑ 1.5°C aligned

(7.53.1.5) Date target was set

01/01/2020

(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)

18961

(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)

30822

(7.53.1.31) Base year total Scope 3 emissions covered by target (metric tons CO2e)

30822.000

(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

(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

(7.53.1.56) Total emissions at end date of target covered by target in all selected Scopes (metric tons CO2e)

41814.360

(7.53.1.57) Scope 1 emissions in reporting year covered by target (metric tons CO2e)

12247

(7.53.1.58) Scope 2 emissions in reporting year covered by target (metric tons CO2e)

3553

(7.53.1.64) Scope 3, Category 6: Business travel emissions in reporting year covered by target (metric tons CO2e)

6844

(7.53.1.76) Total Scope 3 emissions in reporting year covered by target (metric tons CO2e)

6844.000

(7.53.1.77) Total emissions in reporting year covered by target in all selected scopes (metric tons CO2e)

22644.000

(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

153.82

(7.53.1.80) Target status in reporting year

Select from:

☑ Underway

(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

Focus efforts, track progress and ensure accountability in achieving a 40% reduction in greenhouse gas emissions by 40% by 2030, which provides a clear direction and measurable outcome.

(7.53.1.84) Plan for achieving target, and progress made to the end of the reporting year

Capita has set internal milestones to reduce scope 1 and 2 emissions to 10% of 2019 base year by 2025. This will be achieved by disposal of inefficient properties, working with landlords to upgrade the EPC of properties in advance of MEES 2030 requirements, continued progress switching to renewable power, energy efficiency upgrades to heating plant and control systems and building fabric insulation. We are reviewing proposals to install onsite solar PV on suitable premises. Our fleet is being upgraded to EV where drivers are able to access vehicle chargers or install home charging. Our milestone to reduce business travel to 10% of 2019 levels by 2030 will be achieved through our virtual meetings culture, hybrid working, reduced air travel and migration to EV including an EV salary sacrifice scheme which is in place from 2023.

(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

(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

01/04/2023

(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

(7.54.3.5) End date of target for achieving net zero

12/31/2035

(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

Capita PLC Net Zero Approval Letter.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 value chain by 2035 from a 2019 base year. Near-Term Targets Capita commits to reduce absolute scope 1 and 2 GHG emissions and absolute scope 3 GHG emissions covering business travel 46% by 2030 from a 2019 base year. Capita also commits that 50% of its suppliers by spend covering purchased goods & services and capital goods will have science-based targets by 2025. Long-Term Targets Capita commits to reduce absolute scope 1 and 2 GHG emissions, and absolute scope 3 GHG emissions covering purchased goods & services, capital goods, business travel and employee commuting 90% by 2035 from a 2019 base year.

(7.54.3.11) Target objective

Overall Net-Zero Target Capita commits to reach net-zero greenhouse gas emissions across the value chain by 2035 from a 2019 base year. Near-Term Targets Capita commits to reduce absolute scope 1 and 2 GHG emissions and absolute scope 3 GHG emissions covering business travel 46% by 2030 from a 2019 base year. Capita also commits that 50% of its suppliers by spend covering purchased goods & services and capital goods will have science-based targets by 2025. Long-Term Targets Capita commits to reduce absolute scope 1 and 2 GHG emissions, and absolute scope 3 GHG emissions covering purchased goods & services, capital goods, business travel and employee commuting 90% by 2035 from a 2019 base year.

(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:

☑ 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

☑ Yes, we plan to purchase and cancel carbon credits for neutralization at the end of the target

(7.54.3.15) Planned milestones and/or near-term investments for neutralization at the end of the target

10% of operational emissions to be neutralised from 2025 onwards 10% of business travel emissions to be neutralised from 2030 onwards 10% of all emissions to be neutralised from 2035 onwards

(7.54.3.17) Target status in reporting year

Select from:

☑ Underway

(7.54.3.19) Process for reviewing target

Target is reviewed annually as part of the business planning process.
[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.

Select from:

☑ Yes

(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 (only for rows marked *)
Under investigation	*0*	*`Numeric input*
To be implemented	*0*	*0*
Implementation commenced	*0*	*0*
Implemented	*38*	*590*
Not to be implemented	*0*	*`Numeric input*

[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

Energy efficiency in buildings

☑ Building Energy Management Systems (BEMS)

(7.55.2.2) Estimated annual CO2e savings (metric tonnes CO2e)

55.27

(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)

(7.55.2.4) Voluntary/Mandatory

Select from:

☑ Voluntary

(7.55.2.5) Annual monetary savings (unit currency – as specified in C0.4)

32542

(7.55.2.6) Investment required (unit currency – as specified in C0.4)

23129

(7.55.2.7) Payback period

Select from:

☑ <1 year

(7.55.2.8) Estimated lifetime of the initiative

Select from:

☑ 6-10 years

(7.55.2.9) Comment

BMS upgrades at Sand Hutton

Row 2

(7.55.2.1) Initiative category & Initiative type

Energy efficiency in buildings

☑ Heating, Ventilation and Air Conditioning (HVAC)

(7.55.2.2) Estimated annual CO2e savings (metric tonnes CO2e)

290

(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)

(7.55.2.4) Voluntary/Mandatory

Select from:

☑ Voluntary

(7.55.2.5) Annual monetary savings (unit currency – as specified in C0.4)

148367

(7.55.2.6) Investment required (unit currency – as specified in C0.4)

570567

(7.55.2.7) Payback period

Select from:

☑ 4-10 years

(7.55.2.8) Estimated lifetime of the initiative

Select from:

☑ 6-10 years

(7.55.2.9) Comment

18 projects at 8 sites

Row 3

(7.55.2.1) Initiative category & Initiative type

Energy efficiency in buildings

☑ Lighting

(7.55.2.2) Estimated annual CO2e savings (metric tonnes CO2e)

85

(7.55.2.3) Scope(s) or Scope 3 category(ies) where emissions savings occur

Select all that apply

☑ Scope 2 (location-based)

☑ Scope 2 (market-based)

(7.55.2.4) Voluntary/Mandatory

Select from:

☑ Voluntary

(7.55.2.5) Annual monetary savings (unit currency – as specified in C0.4)

104662

(7.55.2.6) Investment required (unit currency – as specified in C0.4)

276599

(7.55.2.7) Payback period

Select from:

☑ 1-3 years

(7.55.2.8) Estimated lifetime of the initiative

Select from:

☑ 6-10 years

(7.55.2.9) Comment

LED lighting upgrades at 19 sites

Row 4

(7.55.2.1) Initiative category & Initiative type

Energy efficiency in production processes

☑ Smart control system

(7.55.2.2) Estimated annual CO2e savings (metric tonnes CO2e)

160

(7.55.2.3) Scope(s) or Scope 3 category(ies) where emissions savings occur

Select all that apply

☑ Scope 2 (location-based)

☑ Scope 2 (market-based)

(7.55.2.4) Voluntary/Mandatory

Select from:

☑ Voluntary

(7.55.2.5) Annual monetary savings (unit currency – as specified in C0.4)

92793

(7.55.2.6) Investment required (unit currency – as specified in C0.4)

32560

(7.55.2.7) Payback period

Select from:

☑ <1 year

(7.55.2.8) Estimated lifetime of the initiative

Select from:

☑ 6-10 years

(7.55.2.9) Comment

Sub metering at Sand Hutton
[Add row]

(7.55.3) What methods do you use to drive investment in emissions reduction activities?

Row 1

(7.55.3.1) Method

Select from:

☑ Other **:**Budget for energy efficiency, resilience and reduced operating costs

(7.55.3.2) Comment

The driver for investment in emissions reduction activities is to deliver opportunities to reduce carbon emissions across our business operations in UK, Europe, South Africa and India while also reducing operating costs, improving environmental conditions e.g., reducing waste heat, noise, pollution; improving resilience by replacing end of life or old mechanical devices, and reducing running costs through reduced maintenance liability and energy costs. From 2022, each division and function in Capita is required to set net zero targets for the following year, in line with Capita's net zero milestones, as an integral part of annual business planning to ensure necessary investment budget is captured as a part of the budget process. This was agreed by Executive Committee in Q1 2022
[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

(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)

Systems integration

☑ Smart meter

(7.74.1.4) Description of product(s) or service(s)

Smart meters install as part of Smart DCC rollout.

(7.74.1.5) Have you estimated the avoided emissions of this low-carbon product(s) or service(s)

Select from:

☑ No

(7.74.1.13) Revenue generated from low-carbon product(s) or service(s) as % of total revenue in the reporting year

1

[Add row]

(7.79) Has your organization canceled any project-based carbon credits within the reporting year?

Select from:

☑ No

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?

	Other environmental information included in your CDP response is verified and/or assured by a third party	Primary reason why other environmental information included in your CDP response is not verified and/or assured by a third party	Explain why other environmental information included in your CDP response is not verified and/or assured by a third party
	Select from: ☑ No, but we plan to obtain third-party verification/assurance of other environmental information in our CDP response within the next two years	*Select from:* ☑ Not an immediate strategic priority	*Capita do not currently have their whole scope 3 emissions verified, but we do plan to do this in the next two years.*

[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 General Counsel and Company Secretary

(13.3.2) Corresponding job category

Select from:
☑ Other C-Suite Officer
[Fixed row]