



Capita Social Media Policy

At Capita we make use of social media to engage our target audiences, advance our brand reputation and strengthen new and existing client relationships. As a purpose-led responsible business, we have inspiring stories to tell and expertise to share. We want to encourage our colleagues to feel confident when posting on social media and interacting with one another, clients and other organisations, whilst mitigating risks for Capita's reputation.

We are committed to

- Promoting appropriate use of social media platforms whether for business or personal use.
- Using social media responsibly for business purposes in accordance with all applicable law in the countries we operate in.
- Supporting our people to prevent work-related social media abuse /bullying / harassment and to address any occurrence.

In line with our

- Code of Conduct
- Human rights Policy
- Privacy Policy
- Information & Cyber Security Policy
- Social Media for Business Use Standard
- Social Media for Personal Use Standard

What you should expect from us

Business use

- We follow our Social Media Business-Use Standard for the use of all Capita affiliated social accounts. If you run a business Capita account, please follow this standard.
- Social media account owners are now part of the Social Media Community of Practice, which is made up of social media marketers and corporate affairs specialists. You will be invited to meetings with other Capita social media experts to share insights, knowledge and ensure joined up collaboration. There is also a private Community of Practice Yammer group - email SocialTeam@Capita.com to join.

- We will review requests for Capita business accounts. You mustn't open Capita social media channels without first getting approval from the Group Social Media Team. For additional information about this process, contact SocialTeam@Capita.com

Personal Use

- Subject to compliance with this policy and the Personal-Use standard we will not limit what can be posted on personal social media sites unless stricter restrictions apply in the business area an individual works in.

Business and Personal Use

- We monitor social media channels. If we find contraventions to this policy or our code of conduct or terms of employment, there may take disciplinary and potentially legal action against you. If you see something that you think contravenes this policy, please escalate it to SocialTeam@Capita.com
- Please speak to the Group Social Media Team at SocialTeam@capita.com if you are not sure about what you can post or what response is required to a post from a third-party.

What we expect from you

- Demonstrate the commitments of this policy and the requirements of the standards and procedures which support it.
- To speak up if you face a situation where you are not sure what to do or have a concern in relation to this policy.

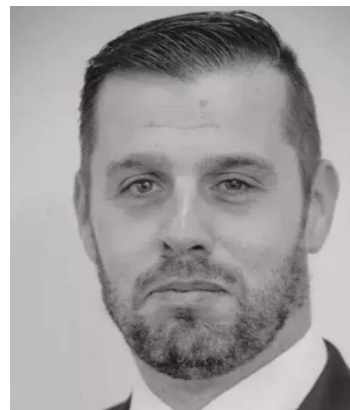
- Our **Speak Up Policy** sets out the channels available to you and no action will be taken against you if you report a genuine concern. Whether any concerns are proven or not.

What we expect from our managers

- To ensure this policy is promoted and applied in the divisional or functional area you are responsible for.

How we will achieve this

- Every division and function in Capita must adhere to this policy and associated standards, procedures and guidance as relevant to their business activities.
- We take policy non-compliance very seriously. Exceptions are reported and managed through our governance mechanisms, which ultimately includes our Risk and Audit Committees.



Scott Hill
Chief People Officer
March 2023

