



Our Supplier Charter

November 2025

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A message from our Group Procurement Director

“We want to work with suppliers and supply chain partners who share our values and support us in delivering our purpose to create better outcomes”

We value the business relationships we have with our suppliers and seek to build lasting relationships, treating them fairly and paying promptly. We want to work with suppliers and supply chain partners that share our values and help us deliver our purpose, to create better outcomes. Our aim is to work together to achieve the highest standards in our supply chain, whilst achieving wider social, economic, and environmental benefits aligned to the Social Value Act.

This Charter sets out how we conduct business in an open, honest, and transparent manner, and what we expect of our suppliers.

We understand that, depending on the nature and scale of supply, different aspects of this Charter will be more relevant to some suppliers than others. This enables us to agree suitable targets with suppliers that are appropriate to their product or service offering.

As a minimum, we expect our suppliers to comply with all applicable laws and regulations. This includes the provision of safe working conditions, treating workers with dignity and respect, acting ethically and being environmentally responsible.

This Charter will evolve over time, reviewed with our suppliers, to reflect changing standards in society, the environment, and the digital economy.

We will endeavour to notify our suppliers of any breaches to this Charter, and it is a requirement that our suppliers do the same.

Suraj Naik
Group Procurement Director

Our Purpose

We have a clear purpose: we create better outcomes.

Our purpose is the reason we exist, beyond making profit. It helps motivate and inspire us all to go above and beyond for our clients, colleagues, suppliers and supply chain partners. Underpinning our purpose are a clear set of values and behaviours which define our culture as an organisation. We believe that acting according to these values and behaviours is the right way to do business responsibly for the long term and we expect all our suppliers to share these values.

Our Values

Our values are the guiding principles that drive behaviour, shape our culture, and steer our strategic direction.

Capita is committed to working with suppliers that reflect the Capita Values, working to innovate whilst putting our customers first, achieving success together and ensuring everyone is valued.



Our Responsible Business Strategy

Our responsible business strategy sets out our approach to addressing the most material issues that Capita should address as a modern outsourcer.

We want to work with our suppliers to tackle these issues together and create better outcomes for our people, our communities, our planet and our business.

We will continually review our supply base to ensure it delivers better outcomes for customers while addressing the need to reduce supply chain complexity, increase its resilience and improve service quality.

We expect suppliers to share our values

Our Responsible Business Strategy is available [here](#)

Supplier Charter Domains

1. Environment

Capita's Health, Safety and Environmental Policy details how we are committed to minimising Capita's impact on our planet. We ensure this by actively implementing measures to protect the environment and reduce risk through adopting the right environmental practices, complying with relevant legislation, and preparing for a low carbon transition.

Emissions from our supply chain make up the most significant part of our carbon footprint and so we expect our suppliers to support this ambition by adopting science-based targets, developing their own low carbon transition plans, and providing transparent data on their environmental performance. For further information about how we are supporting our clients and suppliers to reduce our environmental impact please see the Capita Climate Change Hub.

Please visit our [Health, Safety & Environmental Policy](#)

For further information visit the [Capita Climate Change Hub](#)

As Capita, we will	As our supplier, we expect you to
<ul style="list-style-type: none">Capita PLC commits to reach net zero greenhouse gas emissions across the value chain by 2045Capture emissions metrics from our suppliers including Science Based Targets (SBTs) covering their scope 1, 2 and 3 emissionsWork with suppliers to reduce our carbon footprint, use resources wisely and deliver our services to clients in an environmentally sustainable mannerMeet regularly with our hyperscaler partners to focus on continually improving the management of natural resources and preventing harm to our planetInclude supply chain as an input to our Task Force on Climate-related Financial Disclosure (TCFD)Procure goods and services in a way that achieves value for money while minimising environmental impactUse sustainability criteria in the assessment and selection of our suppliersWhere possible, engage with local businesses to support contract delivery	<ul style="list-style-type: none">Carry out your business activities with respect for the environment, having an active carbon reduction plan, setting SBTs for greenhouse gas reduction, monitoring environmental performance, and working to protect and preserve natural resources and biodiversityPublicly disclose your Scope 1, 2 & 3 emissions and work towards creating a publicly available low carbon transition plan (unless you are an SME)Assist Capita with timely responses to requests for data and other environmental informationEnsure a process is in place to assess the impacts of climate change on your companyProtect the environment, and enhance nature by working within an environmental management system aligned or certified to ISO 14001 where possibleHelp us to eliminate single use plastics in our businessPurchase products and services that are responsibly and ethically sourcedWork with us to provide sustainable and lower-carbon alternatives so that Capita and Capita's clients can achieve our net zero carbon commitmentsTrain staff and contractors on climate change and environmental accountability
What we will achieve together	
<ul style="list-style-type: none">We will reduce emissions across our operations and supply chains, share knowledge and foster innovation. Through open collaboration and mutual support, we will ensure the transition to a low carbon economy is inclusive and creates lasting value for our clients, communities, and all stakeholdersWe strive to adopt environmentally friendly working practices, reducing business travel and energy use where possible, reducing, reusing, and recycling whilst considering the environment when purchasing goods and services	

2. Health, Safety and Wellbeing

Capita's Health and Safety policies and procedures detail how we protect the health, safety and wellbeing of all Capita's colleagues, the people we work with and others who may be affected by our work activities.

We are committed to always conducting our business activities in a manner that protects, supports and prevents injury and detriment to the physical and psychological health of our colleagues and others, and promotes wellbeing.

Please visit our [Health, Safety and Environmental Policy](#), and [Safeguarding Policy](#)

As Capita, we will

- Not compromise on health and safety. We all have a responsibility for ensuring the health, safety and wellbeing of our colleagues, contractors and visitors at all our locations, client sites and those working from home
- Manage the risk associated with our work activities and provide competent support to enable the implementation of effective control measures, in line with our HSE Management System
- Prioritise the wellbeing of our colleagues and manage factors that may cause negative emotional, psychological, physical or social impacts
- Create a culture and working environment that actively supports and promotes wellbeing, with appropriate training, awareness, initiatives and events
- Collaborate with our suppliers to provide a safe supply chain
- Accept responsibility for the delivery of health-related products and / or services to our clients and put in place and maintain clinical governance requirements and safeguarding arrangements, in respect of those products and /or services

As our supplier, we expect you to

- Make proper provision for the safety, health and wellbeing of all your employees, contractors, visitors and those in the community who may be affected by your activities
- Provide appropriate training to ensure capable and competent employees
- Work with stakeholders to promote continuous improvement of HSE practices in the workplace
- Ensure you have an HSE Management System in place
- Provide us with evidence there is a fully tested Business Continuity Plan in place
- Notify us about any relevant HSE, Safeguarding or Clinical incidents or health related issues
- For suppliers providing health related products and/or services to our clients, ensure you and your subcontractors put in place and maintain appropriate measures to meet Capita's clinical governance requirements

What we will achieve together

- We will provide a safe workplace that acts to positively impact our colleagues' safety, health and wellbeing
- We will comply with all applicable safety, health and wellbeing legislation and aim to create a safe working environment for colleagues and anyone else affected by our businesses

3. Business Ethics

In line with our Code of Conduct, Capita expects the highest standards of ethical behaviour in all its operations, complying with the law and not engaging in corruption, extortion, embezzlement or bribery to gain any unfair or improper advantage.

Our Financial Crime Policy explains how we protect our business, our people and our clients and their customers from financial crime, including bribery and corruption.

Our Speak Up Policy provides anyone who works with or for Capita a safe, secure, confidential and anonymous way to report genuine concerns about illegal, unethical or non-compliant behaviour. This extends to contractors, clients, business partners, suppliers and workers of our suppliers, ensuring they have a confidential channel to raise concerns about any actions by their employer that may breach legal, ethical, or Capita's standards. This helps us reduce the risk of financial and reputational loss caused by misconduct.

Please visit our [Capita Code of Conduct](#), [Conflicts of Interest Policy](#), [Financial Crime Policy](#) and [Speak Up Policy](#)

<https://capita.whispli.com/speakup>

As Capita, we will

- Provide a clear and fair procurement process and seek to build lasting relationships with our suppliers
- Not tolerate bribery or corruption of any kind
- Comply with all competition laws (also known as anti-trust laws) in markets where we operate
- Collaborate with our supply chain to maintain the highest level of ethical standards in the conduct of our business affairs
- Never offer or accept a gift, payment or hospitality to encourage or reward a business decision
- Identify and manage situations where there could be potential conflicts of interest
- Promote relevant training and awareness around business ethics
- Carry out appropriate audits of our suppliers as is necessary to verify compliance
- Make our confidential, independently operated, Speak Up helpline and website available to report concerns. The website can be accessed <https://capita.whispli.com/speakup>

As our supplier, we expect you to

- Apply the principles of this Charter across your operations and supply chain
- Comply with anti-bribery and anti-corruption laws
- Comply with all competition laws (also known as anti-trust laws) in markets where you operate
- Respond to any due diligence requests from us in a timely manner
- Not offer, give or accept anything of value that may be viewed as, or has the effect of, improperly influencing business decisions
- Make Capita aware of any potential conflicts of interest as soon as they are known
- Provide appropriate training to your employees, to ensure compliance with relevant law, policies and procedures, including this Charter
- Use Speak Up to raise any genuine concerns about potential misconduct in the course of doing business without fear of repercussion
- Enable your employees or contractors to report any breaches through their own grievance mechanism, or directly to Capita using our Speak Up Policy and Procedure

What we will achieve together

- We will comply with all applicable laws relating to the prevention of bribery, corruption, fraud tax evasion, anti-competitive practice or similar and related activities
- We will protect our businesses, people, clients and customers from being victims of financial crime

4. Human and Labour Rights

We are committed to playing our role in society by ensuring that we have the systems, policies and processes in place to identify any potential instances of exploitation and, if found, eradicate modern slavery in all its forms from our business and supply chain.

Our Human Rights and Modern Slavery Policy details our commitments to upholding the principles of human rights, aligned to international standards. We comply with all relevant legislation, including the UK Modern Slavery Act, and our Modern Slavery Statement can be found on our website.

Please visit our Human Rights and Modern Slavery Policy, Modern Slavery Statement and Diversity, Equity and Inclusion Policy

As Capita, we will <ul style="list-style-type: none">Uphold the highest standards of human and labour rights as detailed in our Human Rights and Modern Slavery Policy and Modern Slavery statementNot accept child labour and any practice that inhibits the development of childrenEnsure that working hours are reasonable and comply with the local legislation and industry standardsProvide written and clear contracts of employment which detail pay and the terms and conditions of employmentIn our international operating locations, remunerate our workers with wages and benefits that meet the jurisdictional standards that applySupport freedom of association and the right to collective bargaining, where local rights existEnsure that all employment is freely chosen and not accept any form of involuntary labour including forced, compulsory, prison or debt-bonded labourPrevent modern slavery in all of its forms in our business and our supply chainAssess the risk of modern slavery in our supply chain and use a third-party partners to gain insight into our suppliers' labour and human rights adherence and company policiesPromote appropriate training, policies and processes related to Human Rights and Modern Slavery, including our Speak Up Policy and Human Rights and Modern Slavery PolicyCarry out appropriate audits of our suppliers as is necessary to verify compliance	As our supplier, we expect you to <ul style="list-style-type: none">Comply with the highest standards of human and labour rights as detailed in the Capita Human Rights and Modern Slavery Policy and Modern Slavery statementEnsure that working hours of your employees are reasonable and comply with the local legislation and industry standardsEnsure that all your employees have written and clear contracts of employmentEnsure that your practices uphold acceptable living conditions, where relevantRemunerate your workers with wages and benefits that meet the jurisdictional standards and applicable laws, as a minimumProhibit any form of corporal punishment or inappropriate disciplinary measuresNot use any form of involuntary labour including forced, compulsory, prison or debt-bonded labourNot traffic individuals or groups for the purpose of labour exploitation in line with the UK Modern Slavery Act and other applicable lawsRespond to any due diligence requests from us in a timely mannerEnable your employees or (sub)contractors to report any breaches through their own grievance mechanism, or directly to Capita using the Speak Up helpline or website. The website can be accessed https://capita.whispli.com/speakupProvide appropriate training to all your employees, to ensure compliance with relevant law, policies, and procedures
What we will achieve together <ul style="list-style-type: none">We will uphold the highest standards of human and labour rights and operate our business in line with all internationally recognised human rights standardsWe are committed to ensuring we have the systems, policies and processes in place to identify any potential instances of exploitation and, if found, eradicate modern slavery in all its forms from our business and supply chain	

5. Responsible Business

Capita's Responsible Business strategy is built on strong governance and accountability, ensuring that ethical and sustainable practices are embedded throughout our supply chain. We expect our suppliers to uphold the same high standards of integrity and transparency. Our approach prioritises areas such as human rights and labour rights, business ethics, and climate change mitigation, alongside robust cyber and data security practices. Through clear policies, regular monitoring, and collaborative engagement, we aim to build resilient partnerships that protect people, respect the environment, and deliver long-term value for all stakeholders.

Visit our website for more information about Responsible Business at Capita: [Responsible business | Capita](#) and our policy section: [Policies and principles | Capita ways of working](#)

We want to work with our suppliers to tackle these issues together and promote and maintain high standards of social, environmental and ethical conduct.

As Capita, we will	As our supplier, we expect you to
What we will achieve together	
<ul style="list-style-type: none">Work with our suppliers to tackle environmental, social and governance (ESG) issues relevant to both of us, prioritising the themes of our Responsible Business Strategy: Our People, Our Communities, Our Planet and Our Business.Promote our Responsible Business strategy, and provide relevant training and awareness programmesEncourage volunteering activities and community investment. Capita colleagues globally are granted one day per year for volunteering activities (location dependent)Support the Government's aspiration that a third of external supplier spend goes to Micro and Small Medium-sized Enterprises (SMEs), as well as maximising local spend and employment with Voluntary, Community & Social Enterprises (VCSEs)Commit to paying our suppliers promptly in line with our Capita Purchase TermsPay all directly employed colleagues in UK at least the UK Minimum Wage. In our international operating locations, we will remunerate our colleagues with wages and benefits that meet the applicable jurisdictional standards.	<ul style="list-style-type: none">Demonstrate your approach to tackling environmental, social, governance issues relevant to your business, which create better outcomes for your clients, suppliers, people, communities and the environmentDemonstrate the additional environmental and social value of the goods and services you provide to CapitaProvide appropriate training to all employees to ensure compliance with relevant laws, policies and proceduresEncourage employee volunteering activities and deliver community investment programmesAgree to adhere to meeting the Fair Payment Code where goods and services you provide to Capita are sub-contracted to Micro and SMEsEnsure that all directly employed, contracted, or subcontracted workers in UK are paid at least the UK Minimum Wage. You must also remunerate your workers with wages and benefits that meet, at a minimum, the applicable jurisdictional standards.

6. Diversity & Inclusion

We are a large, international organisation which employs people from a wide variety of backgrounds, origins, experiences and cultures. We see diversity as a strength, understanding that all the differences in peoples' skills, education, experience, background, age, working style, religion or belief, sexual orientation, race, gender and other individual characteristics drives greater effectiveness in decision making through the diversity of thought that this brings.

We seek to promote a culture that appreciates and respects the diversity of our workforce, and respects and observes the individual rights of those who work with us. As detailed in our Diversity, Equity and Inclusion Policy, we are committed to creating an environment where diversity is valued, respected and included, where we benefit from all colleagues sharing their different perspectives and bringing their whole selves to work.

We recognise that our suppliers are a critical part of our success and innovation. We work with suppliers that not only share our values, but also share our commitments to diversity and inclusion.

As Capita, we will	As our supplier, we expect you to
<ul style="list-style-type: none">• Treat people fairly and with respect• Have a workforce that reflects the diversity of our communities and is inclusive, so that all colleagues can bring their 'whole selves' to work• Prevent bullying, harassment, or unlawful discrimination of any kind• Seek diverse suppliers that bring innovation and disruptive technologies and those that positively impact local communities and the environment• Actively look to work with all types of business, including those owned or led by under-represented groups including but not limited to women, black and minority ethnicities, people with disabilities and LGBTQ+ communities• Promote relevant training and general awareness around equality, diversity, and inclusion• Create a safe, inclusive and welcoming work environment where everyone can feel, and are, valued and respected• Investigate any breaches and all incidents in line with our Speak Up policy and procedure• Work to support the growth and development of innovation and disruptive technologies throughout the supply chain	<ul style="list-style-type: none">• Encourage diversity and promote an inclusive workplace• Prevent harassment or discrimination towards employees, including all forms of physical, verbal or psychological abuse• Commit to tackling racism, and other forms of discrimination, remove bias and provide equal opportunities• Conform to accessibility standards and / or processes in accordance with disability guidelines.• Provide appropriate training around diversity, equity and inclusion, as well as discrimination and harassment prevention to all of your employees, to ensure compliance with relevant law, policies, and procedures• Encourage the completion and disclosure of ethnicity pay gap reporting across all relevant characteristics• To treat everyone fairly, embracing differences and creating an inclusive working environment in your workplace and the wider communities in which you / we operate• Enable your employees or (sub)contractors to report any breaches through their own grievance mechanism, or directly to Capita using our Speak Up Policy and Procedure
What we will achieve together	
<ul style="list-style-type: none">• We will ensure we provide and promote inclusive workplaces where diversity is valued and where we operate with a zero-tolerance approach to all forms of abuse, racism, discrimination, harassment and bullying• We seek to engage with a variety of suppliers and supply-chain partners to encourage diverse supply chains that are committed to ensuring diversity is valued, respected and included• We are committed to creating a safe, welcoming and inclusive environment where everyone feels valued and empowered to succeed	

Please visit our
[Diversity, Equity & Inclusion Policy; Anti-Racism, Discrimination, Harassment & Bullying Policy](#)

7. Information & Cyber Security

We expect the highest standards of information and cyber security, regardless of whether information is ours, our clients, or that of people outside Capita. Everyone has a shared responsibility to keep Capita's and our client's information safe, and all IT systems which process digital information secure.

Please visit our
[Information and Cyber Security Policy](#),
[Generative Artificial Intelligence Policy](#)

As Capita, we will	As our supplier, we expect you to
<ul style="list-style-type: none">Identify and manage information risks throughout each stage of our supplier relationshipsEmbed information security requirements (including IT Disaster Recovery) in formal contracts and obtain assurance that they are met both at the start and during the life of the contractProtect information assets consistently in line with their classification to prevent compromise by external and internal threats, both deliberate and unintentionalUse AI tools that align with Capita's values and objectives responsibly, ethically and legally	<ul style="list-style-type: none">Have established information security policies and procedures in placeProvide regular information security and data protection training for all staffHave implemented IT security controls in line with Capita Standards, e.g., AV, patching, network securityHave implemented physical security controls, e.g., barriers, CCTV, access control, pro-active monitoringConduct pre-employment background checks/vetting on new employeesHave implemented risk management protocols, e.g., internal audits, risk auditsHave incident notification procedures in place that meet Capita Standards
What we will achieve together	
<ul style="list-style-type: none">We will maintain availability, integrity and confidentiality of our business relationships and the systems that support themWe will retain secure and accurate records of all communication and transactionsWe will conduct our business in a way that detects, prevents, and disrupts the deliberate or unintended misuse of information	

8. Privacy

Privacy is very important to us as an organisation. We respect the privacy of individuals and process data in a way which reflects that. When we process personal data (including sensitive or special category personal data), we ensure that we comply with all applicable laws and the instructions of our clients. Such processing includes the collection, storage, use, retention, transfer and deletion of personal data.

Please visit our [Privacy Policy](#)

As Capita, we will	As our supplier, we expect you to
<ul style="list-style-type: none">Process personal data fairly and lawfully, with transparency and only to the extent necessary for the purposeOnly process client's data in accordance with their express written instructions, the UK GDPR, EU GDPR or other relevant data protection legislation.Ensure all our staff have completed mandatory Data Protection trainingKeep up to date Article 30 records of processing activityEnsure Privacy by Design and Default is embedded in solutions that process personal dataCarry out Data Protection Impact Assessments (DPIA) as necessaryInvestigate any incidents involving personal data without delay	<ul style="list-style-type: none">Only process personal data in accordance with our express written instructions, the UK GDPR and the Data Protection Act 2018Have appropriate technical and organisational security measures in place to protect personal dataNot process personal data outside the EU without our prior written approvalSeek authorisation before engaging sub processorsNotify Capita immediately of any data incidentsAssist Capita in the investigation of incidentsEnsure all staff and sub-processors have received suitable and regular Data Protection trainingEnsure Article 30 records of processing activity are accurate and up to dateBe able to demonstrate Privacy by Design and Default has been considered and incorporated in your solution/product/service/processes
What we will achieve together	
<ul style="list-style-type: none">We will protect privacy and comply with relevant data protection and privacy laws in the countries in which we operateWe will act in accordance with Data Protection Legislation that sets out the principles we must follow to ensure that personal data is lawfully held, securely stored, accurate and used for the right purpose	

9. Intellectual Property & Confidential Information

We protect the unique and valuable brands and ideas that our businesses create – our Intellectual Property (IP) - whether by copyright, patents, trademarks, confidentiality and trade secrets or other forms of IP protection, anywhere in the world we do business. We also ensure that we use the IP of other businesses in the way that we are authorised to do so.

As Capita, we will <ul style="list-style-type: none">Respect our suppliers' intellectual property and use appropriate non-disclosure or confidentiality agreements to protect thisMinimise the use of open-source software licensed on restrictive or copyleft terms	As our supplier, we expect you to <ul style="list-style-type: none">Respect Capita's intellectual property rights and use appropriate non-disclosure or confidentiality agreements to protect thisSeek permission from Capita before communicating anything externally, including on social media channels, regarding its relationship with Capita and our subsidiaries that is not in the public domainEnsure that any third-party IP provided to Capita is appropriately licencedWhere the provision of software is involved, avoid including open-source components unless specifically agreed, and permit the use of code indicator tools by Capita if requested
What we will achieve together <ul style="list-style-type: none">We will comply with any agreements with partners, customers, and others about the use of their name and IP	

10. Business & Technology Resilience

Business and Technology resilience involves the ability to foresee, detect, manage, and withstand disruptive events that can interfere with critical business processes, operations and the IT systems which support them and may prevent the business from functioning.

Please visit our
[Business Resilience Policy](#), [IT Disaster Recovery Policy](#)

For Capita this means:

- Identifying the elements that are critical to the operation of the business; and putting measures in place to detect incidents and mitigate their impact.
- When unforeseen or unpreventable disruptive events do occur, ensure that arrangements are in place to enable a timely recovery to agreed service levels. Such arrangements must be effective, proven and tested annually with assurance provided to Capita that services are recoverable within the agreed timeframe

As Capita, we will	As our supplier, we expect you to
<ul style="list-style-type: none">• Ask suppliers to demonstrate their ability to provide business and technology resilience, where relevant, as part of supplier selection and adjudication activities• Assess through annual evaluations, the continued maintenance of business and technological resilience efforts with our key suppliers	<ul style="list-style-type: none">• Where relevant, ensure that a fit for purpose business and technology resilience solution is in place to allow suppliers to meet Recovery Time Objectives (RTO) and maintain agreed service levels as stated in the contract• Provide confirmation that their "business as usual" activities and the IT services that support them give Capita continuity of product or service delivery through evidence of tested, proven, and documented arrangements• Notify Capita about any risks to service delivery arising from business and technological resilience that have been identified and evaluated
What we will achieve together	
<ul style="list-style-type: none">• We will provide assurance over our collective ability to remain resilient through periods of disruption• We will maintain the controls and processes necessary to prevent or detect potential incidents before they occur, thereby seeking to reduce operational disruption to Capita's business, staff and clients	

Reporting on Breaches

We require suppliers to report any issues of non-compliance with this Charter to us within five working days, or any shorter period required by regulation or your contract with us. We also expect that suppliers will adhere to any contractual or regulatory timelines where relevant to communicate corrective actions on reported breaches. Where this is not applicable, we expect that within one working month of the reported breach suppliers will provide to us the corrective actions they will take with appropriate timelines. Failure to comply with these timelines will be a breach of this Charter.

As Capita, we will <ul style="list-style-type: none">Respect a culture of staff/contractors speaking up without fear of retaliation against those that report actual breachesCarry out appropriate audits of our suppliers as is necessary to verify complianceEnsure reports will be treated confidentially and anonymously, where permitted by lawInvestigate any issue raised and discuss findings with the supplier	What this means for our suppliers <ul style="list-style-type: none">Employees or contractors may report actual or suspected breaches of this Charter directly to CapitaThey will assist in any investigation and provide access to any information that is reasonably requested
What we will achieve together <ul style="list-style-type: none">We will achieve an open and transparent supply chain seeking the highest standards and enabling Capita to deliver its purpose to create better outcomes	

Contact

For further information or if you have any queries, please reach out to your Capita Business Sponsor.