

Anti-Racism, Discrimination, Harassment & Bullying Policy

At Capita we create better outcomes by having a zero-tolerance approach to all forms of abuse, racism, discrimination, harassment, sexual harassment and bullying. We are committed to taking proactive and proportionate steps to prevent such behaviour, in accordance with applicable local legal requirements. This policy sets out our commitment to a safe and supportive working environment and is underpinned by a clear procedure for responding to any reported acts or behaviour that are not in line with our Values and Code of Conduct.

We are committed to

- Creating an inclusive and welcoming work environment free of abuse, racism, discrimination, harassment, sexual harassment and bullying, where everyone can achieve their potential
- Taking proactive, proportionate and preventative action to support compliance with applicable legislative requirements
- Investigating thoroughly any reported acts or behaviour promptly
- Supporting anyone who raises a genuine concern or participates in an investigation
- Ensuring appropriate action is taken when a reported act or behaviour is proven, including where concerns involve third parties connected with our work.

In line with our

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

What you should expect from us

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

What we expect from you

- To act and behave in line with Capita's Values and Code of Conduct

Capita

Capita plc © 2026. All rights reserved.

- To respect the dignity of all colleagues and realise the impact your actions and behaviour can have on other people
- To raise any complaints promptly so they can be investigated
- To not stay silent if you witness any unacceptable acts or behaviour
- If you have a concern or believe someone has been unfairly discriminated against, bullied, harassed, or abused, in a way that does not comply with this policy then speak up
- Our Speak Up Policy sets out the channels available to you to do so and no action will be taken against you if you report a genuine concern or support an investigation, whether concerns are proven or not

How we achieve this

- Providing clear procedures which set out our zero-tolerance approach to racism, discrimination, harassment, sexual harassment and bullying, the process for reporting it and how we will respond
- Identifying and assessing workplace risks, including harassment and sexual harassment risks, and taking preventative action to protect colleagues
- Ensuring leaders and managers are clear on their responsibility to promote respectful behaviour, respond promptly to concerns and support compliance with applicable legislative and preventative duties
- Ensuring mandatory training and awareness is completed on a regular basis, appropriate to role and location
- Taking appropriate steps where concerns involve third parties connected with our work, including customers, clients, suppliers, contractors or visitors



Claire Wickens
Chief People Officer

October 2026

Capita plc © 2026. All rights reserved.

Capita plc © 2026. All rights reserved.