



Charity and Community Policy

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

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

We are committed to

- Tackling our responsible business priorities by partnering with charity and community organisations.
- Creating social value and positive outcomes by supporting activities that responds to identified community and societal needs, and, where relevant, aligns with client priorities and the communities in which we operate.
- Aligning our community and charity support to the following focus areas:
 - **Our People** - supporting a healthy, safe, diverse and inclusive workforce, and enabling our people to contribute positively to society through volunteering and community engagement
 - **Our Communities** - contribute to positive outcomes for individuals, our customers and communities, alongside our core service delivery
- **Our Planet** - reducing our environmental impact and supporting initiatives that contribute to environmental sustainability
- **Our Business** - operating ethically, responsibly and securely and ensuring that charity and community activity is undertaken with integrity and appropriate governance
- Supporting colleagues to engage with community and charitable activity through:
 - Volunteering
 - Matched funding
 - Payroll giving
 - Fundraising.
- Providing direct financial support through corporate donations as appropriate.

In line with our

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

What you should expect from us

- We will deliver our charity and community activity in a way that supports Capita's Responsible Business strategy and social value ambitions, focusing on areas where we can contribute to positive outcomes for our people, communities where we operate and wider society.
- We will support colleagues to share their skills in local communities by providing them with one day a year to volunteer in line with our Charity and Community Standard.
- We will support colleague fundraising and charitable giving through mechanisms such as matched funding and payroll giving, in line with the Charity and Community Standard.
- We will provide direct financial support through corporate donations, in accordance with our Anti-Bribery and Corruption framework, Gift and Hospitality Standard, and Charity and Community Standard, ensuring that charitable donations and partnerships are undertaken with integrity, transparency and appropriate governance.
- We will support registered charities and community organisations only.
- We will not support charities and community organisations that support one specific religious faith, political party or organisation.
- We will report our community investment each year in our annual report and accounts.

What we expect from our colleagues

- Follow the requirements of this policy and our Charity and Community Standard which include:

- Ensuring the qualifying criteria for community and charity activities and corporate donations are met
 - Agreeing your community and charity activity with your line manager
 - Obtaining all necessary approvals and recording charitable activity via relevant channels where and as required
- When engaging in charity and community activity on behalf of Capita, act in a way that reflects Capita's values and ethical standards, ensuring that such activity is appropriate, transparent and consistent with our Code of Conduct and other policies and standards.
 - To Speak Up if you face a situation where you are not sure what to do, if you have a concern that this policy or any related policies and standards are not being followed or that something is illegal, unethical or does not comply with our values, behaviours and Code of Conduct.

What we expect from our leaders and managers

- Lead by example and take part in charity and community activities, including volunteering.
- Encourage colleagues to support community and charitable activity in line with this policy our Charity and Community Standard, including:
 - Allowing colleagues and supporting their involvement in volunteering, fundraising and charitable giving
 - Ensuring that charity and community activity and corporate donations within their areas of responsibility is undertaken in accordance with this policy and Capita's governance and ethical expectations
 - Promoting community and charity activities across Capita

How we achieve this

- We engage with our stakeholders to shape our responsible business priorities and guide the focus of our community and charitable activities.

- We require all our businesses and functions to align community and charity activity to our responsible business strategy and to ensure it is carried out in accordance with this policy and our Charity and Community Standard.
- We deliver charity and community activity, including charitable donations and community investment, in a responsible and transparent manner, ensuring that all activity supports its intended purpose and is undertaken in line with Capita's governance framework and aligned to relevant policies, including the Code of Conduct and associated business ethics policies and standards.
- We take compliance with our policies very seriously and report on any exceptions through our risk governance framework, supported by appropriate oversight and risk management activities, with escalation of significant matters to our People Leadership Team Risk Committees and the Board where required.
- You can find out more about our responsible business strategy and approach at <https://www.capita.com/about-us/responsible-business>.



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