



Group Wellbeing Policy

As part of Capita's vision to actively promote and protect the wellbeing and psychological safety of all Capita colleagues, whilst ensuring colleagues know they are valued, supported, and empowered to thrive both personally and professionally, we are committed to creating a working environment that protects, supports, and promotes the wellbeing of all our colleagues. Through applying our values and commitments, we will prioritise making our colleagues feel happy and healthy.

We are committed to

- Prioritising the wellbeing of employees and managing factors that may cause negative emotional, psychological, physical, or social impacts
- Creating a culture and environment throughout Capita that actively supports and promotes wellbeing
- Providing the necessary training and awareness to protect the wellbeing of our employees
- Enabling working conditions and providing guidelines for those working remotely, to ensure our business activities are safe from a wellbeing perspective
- Fulfilling current wellbeing legal and other obligations that apply to us wherever we operate, and assuring compliance with our Group Wellbeing Policy
- Listening to the wants and needs of our employees to ensure we provide wellbeing support that is valued by all

What you should expect from us

- Every leader and manager to promote an open and supportive culture to enable colleagues to feel able to disclose any wellbeing issues or concerns they may have
- Every leader and manager to promote and communicate wellbeing awareness and support available, and help ensure all employees are aware of their wellbeing responsibilities
- Every leader and manager to deal with employee wellbeing issues as a priority utilising the most appropriate resource, e.g. SafetyNet.

For more information visit the [Wellbeing Hub](#)

In line with our:

- Group Safeguarding Policy
- Speak Up policy
- Responsible Business strategy

What we expect from you

- To look after your own wellbeing and support the wellbeing of colleagues, promptly reporting any concerns or issues without worry of reprisal (our Speak Up Policy sets out the available channels)
- Every employee to follow wellbeing procedures and promptly complete any appropriate training that applies to them, seeking advice from their manager if needed

How we will achieve this

- We will regularly review and continuously seek to improve Capita's Wellbeing Policy to ensure a standardised approach across all Capita locations in line with industry's best practice
- We will maintain wellbeing as a priority and interact with key stakeholders to raise awareness and provide interventions that protect, support, and promote colleague wellbeing
- We will ensure we have the right data, including listening to the needs of our employees, to monitor, review, and improve our wellbeing performance

Zoë James

**Head of Clinical Governance, Safeguarding
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