

Global Reporting Initiative Content Index 2024

June 2025

Capita plc has reported the information cited in this GRI content index for the period 1 January to 31 December 2024 with reference to the GRI Standards. The disclosures focus on our key economic, environmental, and social impacts, as identified through a double materiality process aligned with GRI principles. This GRI Content Index references Capita plc Annual Report and Accounts 2024, published on 24 March 2025: (<https://www.capita.com/sites/g/files/nginej291/files/2025-03/Capita-2024-Annual-Report.pdf>), which contains the relevant sustainability disclosures, and also includes references to other publicly available sources where applicable.

Disclosure number	Disclosure title	Capita's response
GRI 1 Foundation 2021		
Requirement 1	Publish a GRI content index	Action completed.
Requirement 2	Provide a statement of use	Action completed. The Annual Report was finalised before the publication of this GRI Content Index. Consequently, the index is not cited within the report, despite its alignment with the content therein. Links to both the Annual Report and the GRI Index are available on the same page of the Capita website (https://www.capita.com/about-capita/ensuring-sustainable-future-through-responsible-business), ensuring straightforward accessibility and referencing that assists stakeholders in easily locating the relevant disclosures.
Requirement 3	Notify GRI	Action completed.

Disclosure number	Disclosure title	Capita's response
GRI 2 General Disclosures 2021		
2-1	Organisational details	<p>Capita plc Annual Report and Accounts 2024 > Additional information > Section 8: Additional information > 8.1 Shareholder information > p. 233.</p> <p>Capita plc Annual Report and Accounts 2024 > Notes to the consolidated financial statements > Section 6: Other supporting notes > 6.4 Related companies > p. 223-225.</p> <p>Capita plc Annual Report and Accounts 2024 > Business model > Understanding a better Capita > p. 12.</p>
2-2	Entities included in the organisation's sustainability reporting	<p>Capita plc Annual Report and Accounts 2024 > Additional information > Section 8: Additional information > 8.1 Shareholder information > p. 233.</p> <p>Capita plc Annual Report and Accounts 2024 > Notes to the consolidated financial statements > Section 6: Other supporting notes > 6.4 Related companies > p. 223-225.</p>
2-3	Reporting period, frequency and contact point	<p>Capita plc Annual Report and Accounts 2024 covers the year ended 31 December 2024 and was published on 24 March 2025. The Annual Report and Accounts are prepared on an annual basis.</p> <p>Capita plc Annual Report and Accounts 2024 > Cautionary statement > p. 1.</p> <p>Capita plc Annual Report and Accounts 2024 > Additional information > Section 8: Additional information > 8.1 Shareholder information > p. 233.</p>
2-4	Restatements of information	Not applicable. First time reporting in this structure.
2-5	External assurance	<p>Capita plc Annual Report and Accounts 2024 > Independent Auditor's Report > p. 132-154.</p> <p>Capita Website > Resources and reports (https://www.capita.com/about-capita/resources-and-reports) > Independent Assurance of Capita Plc's FY2024 Scope 1, 2 & Business Travel GHG indicators.</p> <p>Capita Website > Resources and reports (https://www.capita.com/about-capita/resources-and-reports) > Gender and Ethnicity Capita Limited Assurance Statement 2024.</p>

Disclosure number	Disclosure title	Capita's response
2-6	Activities, value chain and other business relationships	Capita plc Annual Report and Accounts 2024 > Business model > p. 12. Capita plc Annual Report and Accounts 2024 > Operating review > p. 19-26.
2-7	Employees	Capita plc Annual Report and Accounts 2024 > Responsible business > Our people > p. 39. Capita plc Annual Report and Accounts 2024 > Operating review > Public Service > p. 19. Capita plc Annual Report and Accounts 2024 > Operating review > Experience > p. 22. Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Modern Slavery and Human Trafficking Statement (2025) > Employee headcount – 31 December 2024 > p. 7.
2-9	Governance structure and composition	Capita plc Annual Report and Accounts 2024 > Governance at a glance > p. 80-81. Capita plc Annual Report and Accounts 2024 > Board of Directors > p. 82-83. Capita plc Annual Report and Accounts 2024 > Corporate governance report > p. 84-89.
2-10	Nomination and selection of the highest governance body	Capita plc Annual Report and Accounts 2024 > Nomination Committee report > p. 90-94.
2-11	Chair of the highest governance body	Capita plc Annual Report and Accounts 2024 > Chairman's report > p. 78-79. Capita plc Annual Report and Accounts 2024 > Governance structure and division of responsibilities > Board Independence > p. 85.
2-12	Role of the highest governance body in overseeing the management of impacts	Capita plc Annual Report and Accounts 2024 > Responsible Business Committee Report > p. 95-98.
2-13	Delegation of responsibility for managing impacts	Capita plc Annual Report and Accounts 2024 > Responsible Business Committee report > p. 95-98.

Disclosure number	Disclosure title	Capita's response
		Capita Website > Responsible Business (https://www.capita.com/about-capita/ensuring-sustainable-future-through-responsible-business) > Our responsible business governance.
2-14	Role of the highest governance body in sustainability reporting	Capita plc Annual Report and Accounts 2024 > Responsible Business Committee report > p. 95-98.
2-15	Conflicts of interest	Capita plc Annual Report and Accounts 2024 > Directors' report > Conflict of interests > p. 128. Capita plc Annual Report and Accounts 2024 > Notes to the consolidated financial statements > Section 6: Other supporting notes > 6.4 Related companies > p. 223-225. Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Conflict of Interest Policy.
2-16	Communication of critical concerns	Capita plc Annual Report and Accounts 2024 > Audit and Risk Committee report > Code of Conduct and Speak Up > p. 107.
2-17	Collective knowledge of the highest governance body	Capita plc Annual Report and Accounts 2024 > Responsible Business Committee report > p. 95-98.
2-18	Evaluation of the performance of the highest governance body	Capita plc Annual Report and Accounts 2024 > Directors' remuneration report > p. 108-126.
2-19	Remuneration policies	Capita plc Annual Report and Accounts 2024 > Directors' remuneration report > p. 108-126.
2-20	Process to determine remuneration	Capita plc Annual Report and Accounts 2024 > Directors' remuneration report > p. 108-126.
2-21	Annual total compensation ratio	Capita plc Annual Report and Accounts 2024 > Directors' remuneration report > CEO pay ratio > p. 125.
2-22	Statement on sustainable development strategy	Capita plc Annual Report and Accounts 2024 > Responsible Business > Being a better Company > p. 34.

Disclosure number	Disclosure title	Capita's response
		Capita Website > Responsible Business (https://www.capita.com/about-capita/ensuring-sustainable-future-through-responsible-business) > Our Responsible Business Strategy (2024-2026).
2-23	Policy commitments	<p>Capita plc Annual Report and Accounts 2024 > Responsible Business > NFSIS > p. 53.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles).</p>
2-24	Embedding policy commitments	Details are provided throughout the Capita plc Annual Report and Accounts 2024 and the GRI Content Index 2024.
2-25	Processes to remediate negative impacts	<p>Capita plc Annual Report and Accounts 2024 > Audit and Risk Committee report > Code of Conduct and Speak Up > p. 107.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Our Code of Conduct (2024) > Speak Up > p. 9-11.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Speak Up Policy.</p>
2-26	Mechanisms for seeking advice and raising concerns	<p>Capita plc Annual Report and Accounts 2024 > Audit and Risk Committee report > Code of Conduct and Speak Up > p. 107.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Our Code of Conduct (2024) > Speak Up > p. 9-11.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Speak Up Policy.</p>
2-27	Compliance with laws and regulations	Capita plc Annual Report and Accounts 2024 > Chief Financial Officer's review > Cyber incident > p. 31.

Disclosure number	Disclosure title	Capita's response
2-28	Membership associations	Capita plc Annual Report and Accounts 2024 > Responsible Business > ESG ranking and external recognition > p. 36.
2-29	Approach to stakeholder engagement	Capita plc Annual Report and Accounts 2024 > Responsible Business > Engaging with our stakeholders > p. 48-52. Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Modern Slavery and Human Trafficking Statement (2025) > Our Stakeholders > p. 6.
2-30	Collective bargaining agreements	Capita plc Annual Report and Accounts 2024 > Responsible Business > Our people > p. 45. Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Modern Slavery and Human Trafficking Statement (2025) > Our Stakeholders > p. 6.

GRI 3 Material Topics 2021

3-1	Process of determining material topics	Capita plc Annual Report and Accounts 2024 > Responsible Business > Materiality matrix > p. 37. Capita Website > Responsible Business (https://www.capita.com/about-capita/ensuring-sustainable-future-through-responsible-business) > Capita's materiality process.
3-2	List of material topics	Capita plc Annual Report and Accounts 2024 > Responsible Business > Materiality matrix > p. 37.

Disclosure number	Disclosure title	Capita's response
Social Topics		
Employee health, safety, wellbeing and inclusion		
GRI 401 Employment 2016		
3-3	Management of material topics	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Our people > p. 39 – 45.</p> <p>Capita plc Annual Report and Accounts 2024 > Risk management and internal control > People attraction and retention > p. 72.</p> <p>Capita plc Annual Report and Accounts 2024 > Directors' remuneration report > Employee engagement and workforce strategy > p. 111.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Our Code of Conduct (2024) > Our People, Wellbeing and Health > p. 12.</p>
401-1	New employee hires and employee turnover	Capita plc Annual Report and Accounts 2024 > Responsible Business > Our people > Talent acquisition and turnover > p. 42.
GRI 403 Occupational Health and Safety 2018		
3-3	Management of material topics	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Our people > Health, wellbeing and safety > p. 45.</p> <p>Capita plc Annual Report and Accounts 2024 > Risk management and internal control > Safety and health > p. 74.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Health, Safety and Environmental Policy.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Wellbeing Policy.</p>

Disclosure number	Disclosure title	Capita's response
		Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Our Code of Conduct (2024) > Wellbeing and Health, Drugs, Health and Safety > p. 12,15,16.
403-1	Occupational health and safety management system	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Our people > Health, wellbeing and safety > p. 45.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Health, Safety and Environmental Policy.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Wellbeing Policy.</p>
403-3	Occupational health services	Capita plc Annual Report and Accounts 2024 > Responsible business > Our people > Health, wellbeing and safety > p. 45.
403-4	Worker participation, consultation, and communication on occupational health and safety	Capita plc Annual Report and Accounts 2024 > Responsible business > Our people > Health, wellbeing and safety > p. 45.
403-5	Worker training on occupational health and safety	Capita plc Annual Report and Accounts 2024 > Responsible business > Our people > Health, wellbeing and safety > p. 45.
403-6	Promotion of worker health	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Our people > Health, wellbeing and safety > p. 45.</p> <p>Capita plc Annual Report and Accounts 2024 > Responsible Business Committee Report > Wellbeing of our colleagues > p. 9.7.</p>

GRI 404 Training and Education 2016

Disclosure number	Disclosure title	Capita's response
3-3	Management of material topics	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Our people > Performance and development > p. 42.</p> <p>Capita plc Annual Report and Accounts 2024 > Responsible business > Our people > Learning operations, New mandatory framework, Focus for 2025 > p. 44.</p>
404-1	Average hours of training per year per employee	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Our people > Average learning hours completed per employee excluding local technical training > p. 43.</p>
404-2	Programs for upgrading employee skills and transition assistance programs	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Our people > Performance and development, Supporting future leaders, Moving Ahead mentoring programme > p. 42.</p> <p>Capita plc Annual Report and Accounts 2024 > Responsible business > Our people > Group mentoring, Career path framework (CPF), Career tool, Capita Academy > p. 43.</p> <p>Capita plc Annual Report and Accounts 2024 > Responsible business > Our people > Apprenticeships, Sales and growth > p. 44.</p>
404-3	Percentage of employees receiving regular performance and career development reviews	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Our people > Performance and development > p. 42.</p>
GRI 405 Diversity and Equal Opportunity 2016		
3-3	Management of material topics	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Our people > Representing the diversity of the communities in which we live and work > p. 39-40.</p> <p>Capita plc Annual Report and Accounts 2024 > Responsible business > Our people > RISE programmes > p. 44.</p> <p>Capita plc Annual Report and Accounts 2024 > Nomination Committee report > Diversity > p. 91.</p>

Disclosure number	Disclosure title	Capita's response
		<p>Capita plc Annual Report and Accounts 2024 > Responsible Business Committee Report > Diversity & Inclusion > p. 97.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Diversity and Inclusion Policy.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Anti-Racism, Discrimination, Harassment & Bullying Policy.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Our Code of Conduct (2024) > Engagement and inclusion, Anti-Racism, discrimination, harassment and bullying > p. 13,14.</p>
405-1	Diversity of governance bodies and employees	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Our people > Reporting tables on gender and ethnicity representation at Board, Executive Team and management levels at 31 December 2024 > p. 41.</p>
405-2	Ratio of basic salary and remuneration for women to men	<p>Capita plc Annual Report and Accounts 2024 > Directors' remuneration report > Gender pay gap reporting > p. 125.</p> <p>Capita Website > Resources and reports (https://www.capita.com/about-capita/resources-and-reports) > Gender and Ethnicity Pay Gap Report 2024.</p>
Customer welfare		
3-3	Management of material topics	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Our communities and Our business > Our Business > p. 46.</p> <p>Capita plc Annual Report and Accounts 2024 > A Better Capita > Better Delivery > p. 14.</p> <p>Capita plc Annual Report and Accounts 2024 > Operating review > p. 19-26.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Safeguarding Policy.</p>

Disclosure number	Disclosure title	Capita's response
GRI 418 Customer Privacy 2016		
3-3	Management of material topics	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Our communities and Our business > Protecting privacy > p. 47.</p> <p>Capita plc Annual Report and Accounts 2024 > Risk management and internal control > Data governance and data privacy > p. 74.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Data Privacy Policy.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Our Code of Conduct (2024) > Privacy > p. 35.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Supplier Charter (2023) > Privacy > p. 11.</p>
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Not reported in Capita plc Annual Report and Accounts 2024.
Human rights and labour rights		
3-3	Management of material topics	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Our communities and Our business > Upholding human rights > p. 47.</p> <p>Capita plc Annual Report and Accounts 2024 > Risk management and internal control > Environment, social and governance > p. 73.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Human Rights Policy.</p>

Disclosure number	Disclosure title	Capita's response
		Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Modern Slavery and Human Trafficking Statement (2025) > Colleagues > p. 11.
GRI 407 Freedom of Association and Collective Bargaining 2016		
3-3	Management of material topics	Capita plc Annual Report and Accounts 2024 > Responsible business > Our people > p. 45. Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Modern Slavery and Human Trafficking Statement (2025) > Our Stakeholders > p. 6.
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Not reported in Capita plc Annual Report and Accounts 2024.
Community impact		
GRI 413 Local Communities 2016		
3-3	Management of material topics	Capita plc Annual Report and Accounts 2024 > Responsible business > Our communities and Our business > Our communities > p. 46. Capita plc Annual Report and Accounts 2024 > Risk management and internal control > Environment, social and governance > p. 73. Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Community and Charity Policy.
413-1	Operations with local community engagement,	Capita plc Annual Report and Accounts 2024 > Responsible business > Our communities and Our business > Our communities > p. 46.

Disclosure number	Disclosure title	Capita's response
	impact assessment and development programs	Capita plc Annual Report and Accounts 2024 > Responsible Business Committee Report > Our communities: have a positive impact on our customers and communities > p. 97.
Business ethics		
GRI 205 Anti-Corruption 2016		
3-3	Management of material topics	<p>Capita plc Annual Report and Accounts 2024 > Risk management and internal control > Environment, social and governance > p. 73.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Financial Crime Policy.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Our Code of Conduct (2024) > Anti-Bribery and Anti-Corruption, Gifts and Entertainment > p. 22,23.</p>
205-1	Operations assessed for risks related to corruption	<p>Capita plc Annual Report and Accounts 2024 > Responsible Business > Our communities and Our business > Targeting bribery and corruption > p. 47.</p> <p>Capita plc Annual Report and Accounts 2024 > Risk management and internal control > Environment, social and governance > p. 73.</p> <p>Capita plc Annual Report and Accounts 2024 > Audit and Risk report > Anti-bribery and corruption, The Internal Control Framework (ICF) Project, Economic Crime and Corporate Transparency Act > p. 107.</p>
205-2	Communication and training about anti-corruption policies and procedures	<p>Capita plc Annual Report and Accounts 2024 > Responsible Business > Our communities and Our business > Targeting bribery and corruption > p. 47.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Financial Crime Policy.</p>
GRI 206 Anti-competitive Behavior 2016		

Disclosure number	Disclosure title	Capita's response
3-3	Management of material topics	<p>Capita plc Annual Report and Accounts 2024 > Risk management and internal control > Environment, social and governance > p. 73.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Legal Policy.</p>
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Not reported in the Capita plc Annual Report and Accounts 2024.

GRI 207 Tax 2019

3-3	Management of material topics	<p>Capita plc Annual Report and Accounts 2024 > Risk management and internal control > Environment, social and governance > p. 73.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Tax Strategy.</p>
207-1	Approach to tax	<p>Capita plc Annual Report and Accounts 2024 > Responsible Business > Our communities and Our business > Our business > Progress against our targets > p. 46.</p> <p>Capita plc Annual Report and Accounts 2024 > Notes to the consolidated financial statements > Section 2: Results of the year > 2.6 Taxation > 2.6.5 Capita's responsible approach to taxation > p. 178.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Tax Strategy.</p>
207-2	Tax governance, control, and risk management	<p>Capita plc Annual Report and Accounts 2024 > Notes to the consolidated financial statements > Section 2: Results of the year > 2.6 Taxation > 2.6.5 Capita's responsible approach to taxation > p. 178.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Tax Strategy.</p>

Disclosure number	Disclosure title	Capita's response
207-3	Stakeholder engagement and management of concerns related to tax	<p>Capita plc Annual Report and Accounts 2024 > Notes to the consolidated financial statements > Section 2: Results of the year > 2.6 Taxation > 2.6.5 Capita's responsible approach to taxation > p. 178.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Tax Strategy.</p>
Technology Topics		
Cyber and data security		
3-3	Management of material topics	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Our communities and Our business > Protecting privacy > p. 47.</p> <p>Capita plc Annual Report and Accounts 2024 > Risk management and internal control > Cyber Security, Data governance and data privacy > p. 73, 74.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Data Privacy Policy.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Information and Cyber Security Policy.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Our Code of Conduct (2024) > Information Security, Privacy > p. 34,35.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Supplier Charter (2023) > Information & Cyber Security, Privacy > p. 10,11.</p>
Environmental Topics		
Biodiversity		

Disclosure number	Disclosure title	Capita's response
GRI 304 Biodiversity 2024		
3-3	Management of material topics	<p>Capita plc Annual Report and Accounts 2024 > Risk management and internal control > Environment, social and governance > p. 73.</p> <p>Capita Website > Climate change hub (https://www.capita.com/about-capita/climate-change-hub) > Our commitment to net zero – downloads > Capita plc CDP Corporate Questionnaire (2024) > Biodiversity > p. 35.</p>
Economic Topics		
Climate change, energy and waste management		
GRI 201 Economic Performance 2016		
3-3	Management of material topics	<p>Capita plc Annual Report and Accounts 2024 > Chairman's statement > p. 4,5.</p> <p>Capita plc Annual Report and Accounts 2024 > Chief Executive Officer's review > 6-10.</p> <p>Capita plc Annual Report and Accounts 2024 > Investment case > p. 11.</p> <p>Capita plc Annual Report and Accounts 2024 > A better Capita > p. 13-16.</p> <p>Capita plc Annual Report and Accounts 2024 > Operating review > Public Service > p. 19-21.</p> <p>Capita plc Annual Report and Accounts 2024 > Operating review > Experience > p. 22-25.</p> <p>Capita plc Annual Report and Accounts 2024 > Chief Financial Officer's review > p. 27-33.</p> <p>Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > TCFD > p. 59-67.</p> <p>Capita plc Annual Report and Accounts 2024 > Risk management and internal control > p. 68-74.</p>

Disclosure number	Disclosure title	Capita's response
201-1	Direct economic value generated and distributed	Capita plc Annual Report and Accounts 2024 > Financial statements > p. 154-238.
201-2	Financial implications and other risks and opportunities due to climate change	Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > TCFD > Climate risks and opportunities table > p. 63-65.
201-3	Defined benefit plan obligations and other retirement plans	Capita plc Annual Report and Accounts 2024 > Notes to the consolidated financial statements > Section 5: Employee benefits > p. 213 – 221.
GRI 302 Energy 2016		
3-3	Management of material topics	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > TCFD > p. 59-67.</p> <p>Capita Website > Climate change hub (https://www.capita.com/about-capita/climate-change-hub) > Our targets & Carbon reduction plans.</p> <p>Capita Website > Climate change hub (https://www.capita.com/about-capita/climate-change-hub) > Our commitment to net zero – downloads > Capita plc CDP Corporate Questionnaire (2024).</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Health, Safety and Environmental Policy.</p>
302-1	Energy consumption within the organisation	Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > GHG emissions (tCO2e) and energy use (kWh) for period 1 January 2024 to 31 December 2024 > p. 57.
302-2	Energy consumption outside of the organisation	Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > GHG emissions (tCO2e) and energy use (kWh) for period 1 January 2024 to 31 December 2024 > p. 57.
302-3	Energy intensity	Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > GHG emissions (tCO2e) and energy use (kWh) for period 1 January 2024 to 31 December 2024 > p. 57.

Disclosure number	Disclosure title	Capita's response
302-4	Reduction of energy consumption	Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > Improving energy efficiency, Building energy monitoring programme, Energy Savings Opportunity Scheme (ESOS), Electrifying our fleet > p. 55.
302-5	Reductions in energy requirements of products and services	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > GHG emissions (tCO2e) and energy use (kWh) for period 1 January 2024 to 31 December 2024 > p. 57</p> <p>Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > Table of progress against SBTi verified short-term targets > p. 58.</p> <p>Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > Increasing our portfolio of net zero services > p. 56.</p>
GRI 305 Emissions 2016		
3-3	Management of material topics	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > TCFD > p. 59-67.</p> <p>Capita Website > Climate change hub (https://www.capita.com/about-capita/climate-change-hub) > Our targets.</p> <p>Capita Website > Climate change hub (https://www.capita.com/about-capita/climate-change-hub) > Our commitment to net zero – downloads > Capita plc CDP Corporate Questionnaire (2024).</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Health, Safety and Environmental Policy.</p>
305-1	Direct (Scope 1) GHG emissions	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > GHG emissions (tCO2e) and energy use (kWh) for period 1 January 2024 to 31 December 2024 > p. 57.</p> <p>Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > Annual GHG emissions > p. 58.</p> <p>Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > Scope 1 Direct emissions and operations > p. 55.</p>

Disclosure number	Disclosure title	Capita's response
305-2	Energy indirect (Scope 2) GHG emissions	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > GHG emissions (tCO2e) and energy use (kWh) for period 1 January 2024 to 31 December 2024 > p. 57.</p> <p>Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > Annual GHG emissions > p. 58.</p> <p>Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > Scope 2 Indirect emissions from purchased electricity > p. 55.</p>
305-3	Other indirect (Scope 3) GHG emissions	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > GHG emissions (tCO2e) and energy use (kWh) for period 1 January 2024 to 31 December 2024 > p. 57.</p> <p>Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > Annual GHG emissions > p. 58.</p> <p>Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > Scope 3 Business travel emissions > p. 55.</p>
305-4	GHG emissions intensity	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > GHG emissions (tCO2e) and energy use (kWh) for period 1 January 2024 to 31 December 2024 > p. 57.</p> <p>Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > Annual GHG emissions > p. 58.</p>
305-5	Reduction of GHG emissions	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > Table of progress against SBTi verified short-term targets > p. 58.</p> <p>Capita plc Annual Report and Accounts 2024 > Responsible Business Committee Report > Net zero and low carbon transition plan > p. 97.</p> <p>Capita Website > Climate change hub (https://www.capita.com/about-capita/climate-change-hub) > Carbon reduction plans.</p>

GRI 306 Waste 2020

Disclosure number	Disclosure title	Capita's response
3-3	Management of material topics	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > TCFD > p. 59-67.</p> <p>Capita Website > Climate change hub (https://www.capita.com/about-capita/climate-change-hub) > Our targets.</p> <p>Capita Website > Climate change hub (https://www.capita.com/about-capita/climate-change-hub) > Carbon reduction plans.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Health, Safety and Environmental Policy.</p>
306-1	Waste generation and significant waste-related impacts	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > GHG emissions (tCO2e) and energy use (kWh) for period 1 January 2024 to 31 December 2024 > p. 57.</p> <p>Capita Website > Climate change hub (https://www.capita.com/about-capita/climate-change-hub) > Our commitment to net zero – downloads > Capita plc CDP Corporate Questionnaire (2024) > Scope 3 category 5: Waste generated in operations, Waste generated in operations > p. 76, 85-86.</p>
306-2	Management of significant waste-related impacts	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > Circular economy, Furniture waste processing > p. 56.</p> <p>Capita Website > Climate change hub (https://www.capita.com/about-capita/climate-change-hub) > Our commitment to net zero – downloads > Capita plc CDP Corporate Questionnaire (2024) > Scope 3 category 5: Waste generated in operations (7.5.1-7.5.3), Waste generated in operations (7.8.1-7.8.5) > p. 76, 85-86.</p>
306-3	Waste generated	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > GHG emissions (tCO2e) and energy use (kWh) for period 1 January 2024 to 31 December 2024 > p. 57.</p> <p>Capita Website > Climate change hub (https://www.capita.com/about-capita/climate-change-hub) > Our commitment to net zero – downloads > Capita plc CDP Corporate Questionnaire (2024) > Scope 3 category 5: Waste generated in operations, Waste generated in operations > p. 76, 85-86.</p>

Disclosure number	Disclosure title	Capita's response
Sustainable, transparent and resilient supply chains		
GRI 308 Supplier Environmental Assessment 2016		
3-3	Management of material topics	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Our communities and Our business > Supplier engagement > p. 47.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Procurement Policy.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Supplier Charter (2023) > Environment, Responsible Business > p. 3,8.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Modern Slavery and Human Trafficking Statement (2025) > Our supply chain, Suppliers, Due Diligence, Training > p. 8,12-14.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Our Code of Conduct (2024) > Our Business > Our supply chain > p. 19.</p> <p>Capita Website > Climate change hub (https://www.capita.com/about-capita/climate-change-hub) > Our commitment to net zero – downloads > Capita plc CDP Corporate Questionnaire (2024) > Questions 5.11.1, 5.11.2, 5.11.5-5.11.7 > p. 61-63.</p>
308-1	New suppliers that were screened using environmental criteria	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Our communities and Our business > Supplier engagement > p. 47.</p> <p>Capita plc Annual Report and Accounts 2024 > Responsible business > Planet > Supplier engagement > p. 55.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Modern Slavery and Human Trafficking Statement (2025) > Suppliers, Key performance indicators > p. 12,15.</p>

Disclosure number	Disclosure title	Capita's response
GRI 414 Supplier Social Assessment 2016		
3-3	Management of material topics	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Our communities and Our business > Supplier engagement > p. 47.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Procurement Policy.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Supplier Charter (2023) > Health, Human Rights, Responsible Business, Diversity & Inclusion > p. 4,6,8,9.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Modern Slavery and Human Trafficking Statement (2025) > Our supply chain, Suppliers, Due Diligence, Training > p. 8,12-14.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Our Code of Conduct (2024) > Our Business > Our supply chain > p. 19.</p>
414-1	New suppliers that were screened using social criteria	<p>Capita plc Annual Report and Accounts 2024 > Responsible business > Our communities and Our business > Supplier engagement > p. 47.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Modern Slavery and Human Trafficking Statement (2025) > Suppliers, Key performance indicators > p. 12,15.</p>
Political Topics		
Public policy and regulation		
3-3	Management of material topics	<p>Capita plc Annual Report and Accounts 2024 > Risk management and internal control > p. 68-74.</p> <p>Capita plc Annual Report and Accounts 2024 > Audit and Risk Committee report > 99-107.</p>

Disclosure number	Disclosure title	Capita's response
		<p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Our Code of Conduct (2024) > Political donations, Anti-money laundering, terrorist financing, sanctions, fraud and facilitation of tax evasion, Fair competition, Regulatory investigation, Insider dealing > p. 24-28.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Legal Policy.</p> <p>Capita Website > Regulatory news (https://www.capita.com/about-capita/regulatory-news).</p>
GRI 415 Public Policy 2016		
3-3	Management of material topics	<p>Capita plc Annual Report and Accounts 2024 > Risk management and internal control > Environment, social and governance > p. 73.</p> <p>Capita Website > Code of Conduct, policies and principles (https://www.capita.com/about-capita/code-of-conduct-policies-and-principles) > Our Code of Conduct (2024) > Political donations > p. 24.</p>
415-1	Political contributions	Capita plc Annual Report and Accounts 2024 > Director's report > Political donations > p. 128.