

Community & Charity Policy

We are committed to supporting better outcomes for our people, the communities we operate in and our environment. We do this by embedding responsible and sustainable 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 we cannot solve our sustainable issues 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 sustainable priorities by partnering with charity and community organisations.
- Aligning our community and charity support where possible to the following focus areas:
 - Youth skills and jobs: empowering young people to progress into the world of work.
 - Digital inclusion: equipping people with digital skills.
 - Sustainable innovation: reducing our contribution to climate change.
 - Inclusion: enabling all people in our workplace and our communities to reach their full potential.
- Supporting any person who works for us to engage with community and charitable activity through:
 - Volunteering.
 - Matched-funding.
 - Payroll giving.
 - Fundraising.

In line with our

- Responsible Business Strategy.
- Code of Conduct.
- Community and charity standard and guidance.

What you should expect from us

- We will support any person who works for us:
 - To share their skills in local communities allowing all of them one-day a year to volunteer (country-dependent).
 - To support causes close to their hearts running matched-funding and payroll giving schemes where budget allows.
- We support registered charities only.
- We will not support charities that support one specific religious faith or political party or organisation.
- We report our community investment each year in our annual report and accounts.

What we expect from you

- Follow the requirements of our community and charity standard and guidance which include:
- Making sure the qualifying criteria for community and charity activity which we support are met.
- Logging and recording community and charitable activity through the responsible business function corporate-responsibility@capita.co.uk or your country contact for responsible business/corporate responsibility.

What we expect from our senior managers

- Encourage everyone who works for us to support community and charitable activity in line with our Community and Charity Standard and Guidance, including:
 - Allow workers one-day a year to volunteer (country-dependent);
 - Ensure all corporate donations are made within our approval requirements.

How we achieve this

- We engage with our stakeholders to inform our sustainability priorities which in turn guides the focus of our community and charitable activities. You can find out more about how our stakeholders shape our responsible business priorities via:

www.capita.com/responsibility.

- 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 our Community and Charity Standard and Guidance.

- We take non-compliance with our policies very seriously and report on exceptions through our risk governance channels, which ultimately includes the reporting of significant matters to our plc risk committees and board.



Will Serle
Chief people officer
February 2019