



Safety, Health and Environmental Policy

We are committed to creating a safe and environmentally sustainable workplace for all our colleagues. We do this through adopting the right safety, health and environmental (SHE) practices which ensure we comply with relevant legislation, prevent pollution, reduce risks and deliver continual improvement in all areas of our business. Doing this enables us to operate according to our purpose to create better outcomes for all our stakeholders.

We are committed to

- Providing all the necessary training and equipment to enable our employees to do their job safely and to ensure the protection of the environment.
- Conducting our business activities in a manner that prevents the injury and ill health of our people and others.
- Ensuring our decision making seeks to prevent pollution, reduce greenhouse gas emissions and minimise our environmental impacts.
- Fulfilling all current and future health, safety and environmental legal and other obligations that apply to us wherever we operate, periodically auditing activities to ensure compliance.
- Regular consultation and collaboration with management and employees.

What you should expect from us

- Every leader and manager is responsible for communicating and promoting SHE awareness and responsibilities to all employees. With clear instructions and responsibilities, our procedures will equip our employees with the tools and knowledge to meet their safety, health and environmental duties.
- Every leader and manager in Capita is responsible for creating a workplace that is safe, environmentally sustainable and supports the health and the wellbeing of our employees.

What we expect from you

- To follow our SHE procedures, associated forms and guidance that apply to your role, seeking advice from line managers where needed.

- Complete all safety, health and environmental training that applies to you.
- Look out for your colleagues and always report incidents, near misses and hazards or any health and safety concerns to your local SHE representative without worry of reprisal.
- Adopt environmentally friendly working practices reducing business travel and energy use where possible; reducing, reusing and recycling and considering environmental alternatives when purchasing goods and services.
- If you have a safety, health or environmental concern, to raise your concern via our Speak Up Policy which sets out the channels available to you to do so and no action will be taken against you if you report a genuine concern. Whether any concerns are proven or not.

How we will achieve this

- We will implement, regularly review and continuously improve our global SHE management system to ensure a standardised approach to SHE across all Capita locations globally.
- We will create and communicate via our internal channels any lessons learned and safety moments to share knowledge, learn from experience and aid continuous improvement.
- We will work with stakeholders, including our supply chain and business partners to promote continuous improvement in the workplace.
- We will monitor, review and report our safety, health and environmental performance, measured against set targets, using both leading and lagging performance metrics.

Will Serle



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Chief people officer
September 2020