



# Health, Safety and Environmental Policy

Capita is committed to creating a safe and environmentally sustainable workplace for all our stakeholders at all our global locations. Our priority is the health and safety of our employees, and we ensure this by actively adopting the right Health, Safety and Environmental (HSE) practices, by complying with relevant legislation, preventing pollution, and by reducing HSE risks in all areas of our business. Our focus on HSE enables us to operate according to our purpose to create better outcomes for all our stakeholders.

### We are committed to

- Keeping our employees safe.
- Providing the necessary training and equipment to enable our employees to do their jobs safely and to ensure protection of the environment.
- Providing safe and healthy working conditions (physical and mental\*) and conducting our business activities in a manner that seeks to prevent injury and the ill health of our people from the specific nature of our HSE risks and opportunities.
- Ensuring our decision making seeks to prevent pollution, reduce greenhouse gas emissions, and minimise our environmental impacts.
- Fulfilling health, safety and environmental legal, moral, and other obligations that apply to us wherever we operate, periodically auditing activities to ensure compliance.
- Regularly consulting and collaborating on HSE matters, with colleagues and where they exist, workers' representatives.

### What you should expect from us

- Every leader and manager is responsible for the safety of their teams, and for communicating and promoting HSE awareness and responsibilities to their teams. Our HSE Standard and Procedures will describe clear instructions and specific responsibilities and will equip our employees with the tools and knowledge to keep them safe and meet their health, safety, and environmental duties.
- Leaders and managers in Capita are responsible for HSE in their respective teams, creating a workplace that is safe, and supports the health and the safety of our employees.

### What we expect from you

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

- Promptly complete all health, safety and environmental training that applies to you.
- Look out for your colleagues and always report HSE incidents, near misses, hazards or any health and safety concerns to your local HSE representative without worry of reprisal.
- Adopt environmentally friendly working practices reducing business travel and energy use where possible, reducing, reusing, and recycling and considering the environment and carbon reduction when purchasing goods and services.
- Use the HSE Escalation Process or if necessary, the Capita Speak Up Policy to raise any health, safety, or environmental concerns.

### How we will achieve this

- We will implement, regularly review, and continuously improve our Global HSE Framework to ensure an effective approach to HSE across all Capita locations globally.
- We will communicate to stakeholders any lessons learned to enable continuous improvement of HSE performance.
- We will work with stakeholders, including our supply chain and business partners to promote continuous improvement of HSE practices in the workplace.
- We will monitor, review, and report our health, safety, and environmental performance, to the relevant stakeholders of the business, measured against set targets.



**Jon Lewis**  
Chief Executive Officer  
September 2021



**Craig Samath-Parker**  
Group Head of HSE  
September 2021

\*refer also to stand alone Wellbeing Policy