

Where We Work



January 2022



1 What is the purpose of this statement?

Making work about the outcomes we create, not the place we go. Setting out common 'ways of working' principles which underpin our values and behaviours and reflect our commitment to being a purpose-led and responsible business. Ensuring the highest standards for Health & Safety, Privacy, and Information Security no matter where we work.

2 What you should expect from us

- We are all empowered to work in the most flexible way our role allows and have a voice in determining how we work.
- We prioritise our health, safety, and wellbeing
- We match our work to our location, doing the right work in the right place
- We're inclusive so everyone can thrive
- Our leaders set the tone to trust, support and empower us all

3 What we expect from you

- To follow the requirements of policies, standards and procedures relevant to your role and the business area you operate in.
- Although we're working in different settings, it's important to keep the same level of courtesy and etiquette as if we were in the office. This includes sticking to our existing HR policies and displaying professionalism and commitment in how we work
- You may work from any suitable location. You must not work outside of the country where you are legally employed.
- Wherever you're working, you must closely follow data security and confidentiality guidance.
- To Speak Up if you face a situation where you are not sure what to do or have a concern. Our Speak Up Policy 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 proven or not.

4 What we expect from our managers

- We don't assume everyone wants the same level of flexibility. We have open conversations about how teams want to work, share tips and empower people to have as much autonomy over their time as their role allows.
- Build trust. Where possible, line managers need to delegate and empower their teams with greater choice over where they work and the timing of their work.
- Set the tone. At Capita, there is zero tolerance for poor behaviours. We should all live by Capita's values and line managers should be role models, setting an example by demonstrating good remote working behaviours.

5 How we will achieve this

- We provide the relevant training, equipment and guidance for the locations we work in.
- We measure outcomes, not inputs. To ensure work is about the outcomes we create, not the place we go, we must measure success by deliverables and hold our teams to account for their outputs. When working remotely, this is more important than the place or exact hours that they work.
- 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.

6 Further Information

- New Ways of Working toolkit via [Capita BCP App](#)