



Group Wellbeing Policy

We are committed to creating a working environment that protects, supports, and promotes the wellbeing of all our colleagues. Through applying our values and commitments, and by following the Group Wellbeing Standard, we will prioritise making our colleagues feel happy and healthy.

We are committed to

- Prioritising the wellbeing of employees and managing factors that may cause negative emotional, psychological, physical, or social impacts
- Creating a culture and environment throughout Capita that actively supports and promotes wellbeing
- Providing the necessary training and awareness to protect the wellbeing of our employees
- Enabling working conditions and providing guidelines for those working remotely, to ensure our business activities are safe from a wellbeing perspective
- Fulfilling current wellbeing legal and other obligations that apply to us wherever we operate, and assuring compliance with our Group Wellbeing Policy and Standard

- Listening to the wants and needs of our employees to ensure we provide wellbeing support that is valued by all

What employees can expect

- Every Capita leader and manager to fulfil their accountabilities defined within the Group Wellbeing Standard, helping to create a workplace and working conditions that protect and support the wellbeing of Capita employees
- Every leader and manager to promote and communicate wellbeing awareness and help ensure all employees are aware of their wellbeing responsibilities
- Every leader and manager to deal with employee wellbeing issues as a priority

What we expect from you

- Every employee to ensure they fulfil their accountabilities defined by the Group Wellbeing Standard
- Every employee to follow wellbeing procedures and to promptly complete any appropriate training that applies to you, seeking advice from your manager if needed
- To look after your own wellbeing and support the wellbeing of colleagues, promptly reporting any concerns or issues without worry of reprisal. Our Speak Up Policy sets out the channels available to you and no action will be taken against you if you report a genuine concern, whether any concerns are proven or not

How will we achieve this

- We will implement, regularly review, and continuously seek to improve our Global Wellbeing Strategic Framework which ensures a standardised approach to wellbeing across all Capita locations globally
- We will create and communicate all responsibilities and accountabilities defined within the Group Wellbeing Standard
- We will maintain wellbeing as a priority and interact with key stakeholders to raise awareness and provide interventions that protect, support and promote the wellbeing of all our colleagues throughout the organisation
- We will ensure we have the right data, including listening to the needs of our employees, to monitor, review and improve our wellbeing performance

GLOBAL POLICY



Mark Champion

Group Head of Wellbeing

June 2021