



## **Independent Limited Assurance Report of KPMG LLP to Capita plc**

KPMG LLP (“KPMG” or “we”) were engaged by Capita plc (“Capita”) to provide limited assurance over the Selected Information described below for the year ended 31 December 2023.

### **Our conclusion**

Based on the work we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Selected Information has not been properly prepared, in all material respects, in accordance with the Reporting Criteria.

This conclusion is to be read in the context of the remainder of this report, in particular the inherent limitations explained below and this report’s intended use.

### **Selected Information**

The scope of our work includes only the information included within Capita’s Annual Report and Accounts (‘Report’) for the year ended 31 December 2023 marked with the symbol  $\diamond$  (“the Selected Information”) and also listed in Appendix 1.

We have not performed any work, and do not express any conclusion, over any other information that may be included in the Report or displayed elsewhere on Capita’s website for the current year or for previous periods unless otherwise indicated.

### **Reporting Criteria**

The Reporting Criteria we used to form our judgements are Capita’s Gender and Ethnicity Reporting Criteria 2023 as set out at <https://www.capita.com/about-capita/resources-and-reports> (“the Reporting Criteria”). The Selected Information needs to be read together with the Reporting Criteria.

### **Inherent limitations**

The nature of non-financial information; the absence of a significant body of established practice on which to draw; and the methods and precision used to determine non- financial information, allow for different, but acceptable evaluation and measurement techniques and can result in materially different measurements, affecting comparability between entities and over time. The Reporting Criteria has been developed to assist Capita in producing the Report. As a result, the Selected Information may not be suitable for another purpose.

### **Directors’ responsibilities**

The Directors of Capita are responsible for:

- designing, operating and maintaining internal controls relevant to the preparation and presentation of the Selected Information that is free from material misstatement, whether due to fraud or error;
- selecting and/or developing objective Reporting Criteria;
- measuring and reporting the Selected Information in accordance with the Reporting Criteria; and
- the contents and statements contained within the Report and the Reporting Criteria.

### **Our responsibilities**

Our responsibility is to plan and perform our work to obtain limited assurance about whether the Selected Information has been properly prepared, in all material respects, in accordance with the Reporting Criteria and to report to Capita in the form of an independent limited assurance conclusion based on the work performed and the evidence obtained.

### **Assurance standards applied**

We conducted our work in accordance with International Standard on Assurance Engagements (UK) 3000 *Assurance Engagements other than Audits or Reviews of Historical Financial Information* (“ISAE (UK) 3000”) issued by the Financial Reporting Council. That standard requires that we obtain sufficient, appropriate evidence on which to base our conclusion.

### **Independence, professional standards and quality /management**

We comply with the Institute of Chartered Accountants in England and Wales (“ICAEW”) Code of Ethics, which includes independence, and other requirements founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour, that are at

least as demanding as the applicable provisions of the IESBA Code of Ethics. The firm applies International Standard on Quality Management 1 Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

### **Summary of work performed**

A limited assurance engagement involves planning and performing procedures to obtain sufficient appropriate evidence to obtain a meaningful level of assurance over the Selected Information as a basis for our limited assurance conclusion. Planning the engagement involves assessing whether the Reporting Criteria are suitable for the purposes of our limited assurance engagement. The procedures selected depend on our judgement, on our understanding of the Selected Information and other engagement circumstances, and our consideration of areas where material misstatements are likely to arise.

The procedures performed included:

- conducting interviews with Capita's management to obtain an understanding of the key processes, systems and controls in place over the preparation of the Selected Information;
- selected limited substantive testing at the head office, including agreeing a selection of the Selected Information to corresponding supporting information such as HR records;
- comparing the employees' data used to prepare the Selected Information to the Human Resources IT system;
- re-performing the mathematical calculation of the Selected Information in accordance with the reporting criteria;
- reading the narrative within the Report with regard to the Reporting Criteria, and for consistency with our findings.

The work performed in a limited assurance engagement varies in nature and timing from, and is less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

### **This report's intended use**

Our report has been prepared for Capita solely in accordance with the terms of our engagement. We have consented to the publication of our report on Capita's website for the purpose of Capita showing that it has obtained an independent assurance report in connection with the Selected Information.

Our report was designed to meet the agreed requirements of Capita determined by Capita's needs at the time. Our report should not therefore be regarded as suitable to be used or relied on by any party wishing to acquire rights against us other than Capita for any purpose or in any context. Any party other than Capita who obtains access to our report or a copy and chooses to rely on our report (or any part of it) will do so at its own risk. To the fullest extent permitted by law, KPMG LLP will accept no responsibility or liability in respect of our report to any other party.

**Andy Kierney**  
**for and on behalf of KPMG LLP**  
Chartered Accountants  
15 Canada Square  
London E14 5GL  
5 March 2024

The maintenance and integrity of Capita's website is the responsibility of the Directors of Capita Plc; the work carried out by us does not involve consideration of these matters and, accordingly, we accept no responsibility for any changes that may have occurred to the reported Selected Information, Reporting Criteria or Report presented on Capita's website since the date of our report.



## Appendix 1 – Selected Information

Underlying Selected Information for the year ended 31 December 2023.

<b>KPI</b>	<b>Assured value</b>
Percentage (%) of female employees in senior management positions	40%
Percentage (%) of female employees on the executive management	29%