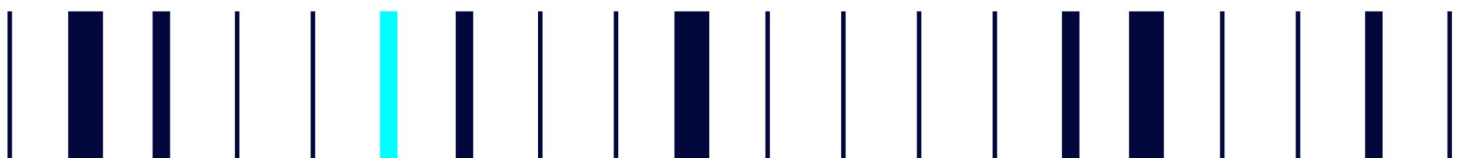


## Capita plc – Investor Relations Policy

- Capita plc's financial year end is 31 December
- In line with the UKLA's Listing Rules, full audited financial statements, covering each financial year, will be published within four months of the year end
- Financial aspects of the business will not be discussed during Capita closed periods and investor meetings/calls of any kind will be discouraged
- Capita will not comment on market speculation
- Capita will comply with UKLA/London Stock Exchange disclosure requirements
- All regulatory announcements will appear on the Capita website simultaneously
- Capita's annual report will be published within four months of the financial year end and it will aim to follow best practice
- In line with the UKLA's Listing Rules, a half yearly financial report will be published within three months of the period end date
- Annual reports will be published on the Capita website and will remain publicly available for ten years thereafter
- Investors / Analysts can discuss business issues with the following individuals:
  - Chairman
  - Senior Independent Directors
  - Non-Executive Directors
  - Chief Executive Officer
  - Chief Financial Officer
  - Chief General Counsel and Company Secretary
  - Director of Group Financial Control
  - Director of Investor Relations
  - Deputy Head of Investor Relations
  - Divisional Leadership (with prior notice)
- The Chief Executive Officer will aim to attend all meetings with the top 20 shareholders
- A record of meetings with analysts and investors will be maintained and kept on the company's investor database
- All media enquiries will be passed to the company press office in the first instance
- Capita will not make disparaging comments on competitors
- Where possible, Capita will try to accommodate all analyst requests to meet with clients



- Current and historic share price data will always be available via the Capita Group website
- Capita will ensure that all investors have access to the same level of information
- Capita will obtain independent feedback on investor issues and concerns
- In line with Companies Act regulations, an Annual General Meeting (AGM) will be held every year – Capita will endeavour to send the AGM notice to shareholders so that it is received at least 20 working days' before the AGM

