



Human Rights

At Capita we align our approach to the human rights standards set out in the International Bill of Human Rights, the International Labour Organisation (ILO) Declaration on the Fundamental Principles and Rights at Work and the UN Guiding Principles on Business and Human Rights. We believe in creating better outcomes, and that every individual should have the freedom to lead a dignified life, free from fear or want, and free to express independent beliefs.

We are committed to

- Operating our business in line with all internationally recognised human rights standards and will not take part in, or benefit from, any activity that breaks any law relating to human rights.
- Respecting human rights principles in all aspects of our organisation globally and in our interactions with each other, our clients, suppliers, and customers.
- Providing fair working conditions for all colleagues including terms and conditions of employment, remuneration and benefits, working hours, freedom of association and colleague representation, health and safety, resting time, paid holiday entitlements and benefits. These are applied according to territory-specific statutory requirements.
- Embedding our commitment to human rights, labour and workplace rights into our core policies and ways of working. In line with our:
 - Diversity and Inclusion Policy
 - Anti-Racism, Discrimination, Bullying and Harassment Policy
 - Code of Conduct
 - Speak Up Policy
 - Procurement Policy and Supplier Charter
 - Modern Slavery Statement
 - Financial Crime Policy
 - Anti-Bribery & Corruption Standard
 - Health, Safety and Environmental Policy
 - People policies, standards and procedures

What you should expect from us

Protecting the rights of children

- We will not use child labour and will comply with all relevant laws in this regard. We do, however, support legitimate workplace apprenticeships, internships and other similar programmes that comply with the applicable laws and regulations.

Preventing modern slavery

- We will not use forced, bonded or compulsory labour (including slavery and servitude). Workers are not required to lodge 'deposits' or identity papers with us and can leave after giving reasonable notice, with all wages owed to be paid. This includes our zero-tolerance approach to human trafficking.

- Colleagues will not be forced into involuntary labour and coercion at work is not acceptable.
- You can find out more about our commitment to eradicating modern slavery in our Modern Slavery Statement available on our [website](#).

Preventing bribery and corruption

- In line with our Anti-Bribery & Corruption Standard we will not pay bribes and will ensure that the Company's services are not used to abuse human rights.

A safe and healthy workplace

- We promote and foster a safe and healthy workplace environment, in line with the requirements in our Health, Safety and Environmental Policy, Wellbeing Policy and associated standards and procedures.

Freedom of association and employee representation

- We consult with and seek our workers views and respect their right to join or not to join a trade union. As such they are free to join an organisation of their choice to represent them in line with local legislation. Where local rights to Collective Bargaining exist, it will be supported.

Working Conditions

- We will ensure that all working conditions are reasonable and comply with the local legislation and industry standards in the jurisdictions we operate.
- Hours of work will be in line with local law or, in the absence of a law, the norm within that industry, and will not be excessive. Colleagues will not be contractually required to work more than 48 hours per week and overtime will only be worked on an optional basis and paid additionally, as required.
- The employment models deployed will be in line with territory-specific law and practices. Under these practices there will not be excessive use of alternative models, such as subcontracting or labour-only contracting.
- We will provide written and clear contracts of employment which detail pay and the terms and conditions of employment.

Equal opportunity and non-discriminatory treatment

- We respect all workers right to equal opportunity and non-discriminatory treatment and take a zero-tolerance approach to all forms of abuse, racism, discrimination, harassment and bullying.
- We set out our commitment and expectations in our Diversity and Inclusion Policy, Anti-Racism, Discrimination, Bullying and Harassment Policy and Code of Conduct.
- We have clear grievance procedures in place which are available and accessible to all colleagues enabling them to raise concerns or complaints. All issues are investigated and managed fairly and consistently.

Remuneration

- We will remunerate our workers with wages and benefits that meet the jurisdictional standards that apply.
- Our colleagues' pay will not be lower than that required by local law, or, in the absence of a law, the level paid generally within that industry.
- We are committed to equal pay and benefits and take action to address pay gaps. You can find out more in our Gender and Ethnicity Pay Gap Report available on our [website](#).

Working with suppliers

- We expect and work with our suppliers to ensure they operate in accordance with this policy upholding the principles of human rights in their operations and supply chains.
- Our standard supplier terms and conditions, Procurement Policy and Supplier Charter set out these requirements.

What we expect from our colleagues

- To treat everyone you deal with fairly, respecting their right to work in an environment free from fear or want, and where there is freedom to express their independent beliefs.
- To speak up, if you face a situation, or circumstances where you are uncertain or not sure what to do with by letting your manager know in the first instance.
- If you have a concern that human rights are not being respected, for example, you believe

- someone has been unfairly discriminated against, bullied, harassed or treated unfairly, or that something is illegal or unethical or does not comply with our Code of Conduct then speak up.
- Our [Speak Up Policy](#) and Grievance Procedures set out the channels available to you to do so and no action will be taken against you if you report a genuine concern. Whether any concerns are proven or not.
- We take non-compliance very seriously and if found then the necessary steps are taken to ensure that it is addressed. This includes additional training and disciplinary measures if the behaviours and actions are deemed to be serious or wilful.

What we expect from our leaders and managers

- To take responsibility for ensuring our business is conducted in a way that is consistent with human rights, labour and workplace rights as set out in this policy.
- To consider risks to our people as risks to our business and manage these in line with the commitments of this policy and our company risk management approach.
- To make colleagues aware of and provide guidance in relation to the policies, standards and procedures relevant to their role.

How we achieve this

- Our employment approach, people policies and practices maintain our focus on human rights and set out our commitment to treating our colleagues fairly. This ensures we:
 - recruit and select colleagues in a fair, lawful and professional manner, both for internal and external candidates.
 - treat all colleagues fairly throughout their employment.
 - provide procedures to raise grievances and speak up if there is an occasion when a colleague does not feel that they have been treated fairly.
 - manage the exit of a colleague from the business in a fair and consistent manner.
- We ensure the principles of this policy are reflected in our employment practices and standard terms and conditions of employment and that these are reviewed and updated regularly.



Scott Hill
Chief People Officer
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