



## Anti-Racism, Discrimination, Harassment & Bullying Policy

Capita create better outcomes by having a zero-tolerance approach to all forms of abuse, racism, discrimination, harassment and bullying and a clear procedure to follow for any reported acts or behaviour that are not in line with Capita's Purpose, Values and Behaviours, Code of Conduct and Manager's Commitments.

### Capita's commitment:

- To create an inclusive and welcoming work environment free of harassment and bullying, where everyone can achieve their potential
- To support anyone that raises an incident
- To investigate thoroughly any reported acts or behaviour promptly
- Ensure appropriate action is taken when a reported act or behaviour is proven

### What employees can expect

- To work in an environment that is free from discrimination, harassment, and bullying
- To feel safe and comfortable at work
- To be taken seriously if a formal or informal complaint of discrimination, bullying or harassment is raised

### What is expected from employees

- To act and behave in line with Capita's Purpose, Values and Behaviours, Code of Conduct and Manager's Commitments
- To respect the dignity of all colleagues and realise the impact their actions and behaviour can have on other people
- To raise any complaints promptly so they can be investigated
- To not stay silent if they witness any unacceptable acts or behaviour
- If you have a concern or believe someone has been unfairly discriminated against, bullied, harassed, or abused, in a way that does not comply with this policy then speak up
- 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 and concerns are proven or not

#### **How is this achieved**

- Providing a clear procedure on what to do if someone is being discriminated, bullied, harassed or is witness to any act or behaviour
- Ensuring Managers understand their responsibilities when a complaint is raised
- Mandatory training is completed on a regular basis



**Scott Hill**

Chief People Officer

November 2022

**DOCUMENT CONTROL PAGE (REMOVE THIS PAGE FROM THE PDF VERSION)**

<b>Document Name</b>	<b>Anti-Racism Discrimination, Harassment and Bullying Policy</b>	
Asset classification	Public – Global Policy	
Function Owner[s]	People – Scott Hill, Chief People Officer	
Policy Owner	Caitlin Kinsella	Group Director of Employee Engagement, Diversity & Inclusion and Responsible Business
Author	Caitlin Kinsella	Group Director of Employee Engagement, Diversity & Inclusion and Responsible Business
Control Page Completed by	Caroline Pearce	Head of HR Policy & Procedures

**Document History**

Version	Effective Date	Brief Description of changes / updates made to ...
1.0	April 21	
2.0	November 22	Review. Updated CPO

**Reviewers** (i.e. those who reviewed the document)

Name	Role	Function	Date
Caroline Pearce	Head of HR Policy	People	Nov 22
Caitlin Kinsella	Group Director of Employee Engagement, Diversity & Inclusion and Responsible Business	People	Nov 22

**Distribution / Communication** (i.e. those who are to receive a copy once published)

Name	Primary audience / role holders
Capita Connections	Policy Zone via Jump
Capita.com	Yes
Capita Colleagues	N/A
Procurement Team / Third Party Suppliers	N/A

**Approval** (i.e. those who have final authority to approve the Policy / Standard / Procedure)

Name	Role	Function	Date of approval
Scott Hill	Chief People Officer	People	