



Human Rights

At Capita we believe that every individual should have the freedom to lead a dignified life, free from fear or want, and free to express independent beliefs.

Capita is committed to

- Ensuring the principles of human rights set out in the UN Guiding Principles on Business and Human Rights and the International Labour Organisation (ILO) fundamental conventions on labour rights are at the core of all interactions. Our commitment to these principles is outlined in this policy.
- Respecting these principles in all aspects of our operations globally and with our interactions with each other, our clients, our suppliers and customers.

What you should expect from us

Leadership

- Every manager within Capita takes responsibility and is accountable for ensuring our business is conducted in a way that is consistent with this policy. This is underpinned by ten Manager's Commitments.
- Capita consider risks to our people as risks to our business and we will manage these in line with the commitments of this policy and our company risk management approach.
- When you work with Capita, we will make you aware of and provide guidance in relation to the policies, standards and procedures relevant to your role.

Protecting the rights of children

- Capita 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

- Capita 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.
- You can find out more about Capita's commitment to identify and remove any instances of modern slavery in our Modern Slavery Statement available from www.capita.com

Preventing bribery and corruption

- In line with Capita's Anti-Bribery & Corruption policy 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

- Capita promote an environment which champions wellbeing and where no physical,

verbal or mental harm should come to anyone in line with the requirements in our Safety, Health and Environmental policy associated procedures working practices.

Freedom of association and employee representation

- Capita 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 allowed.

Reasonable working hours

- Capita will ensure that working hours are reasonable and comply with the local legislation and industry standards in the jurisdictions we operate.

Equal opportunity and non-discriminatory treatment

- Capita respects all workers right to equal opportunity and non-discriminatory treatment in line with Capita's Anti-Racism, Discrimination, Bullying and Harassment policy, Diversity and Inclusion policy and Code of Conduct which sets out our commitments, expectations, means of raising concerns and potential resolutions.
- Capita will provide written and clear contracts of employment which detail pay and the terms and conditions of employment.

Remuneration

- Our employees' 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.
- Capita are committed to paying a living wage where that has been defined and ensuring equal pay rates for roles regardless of gender, race, or other characteristics. You can find out more our gender and ethnicity pay data in our Gender Pay Gap Report and [Responsible Business Report](#) available on www.capita.com

Working with suppliers

- Capita outline expectations and compliance to the standards we set out for suppliers, working with them 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.

- More information on how Capita works with our supply chain on related matters can be found in our annual Modern Slavery Statement, available on www.capita.com

What Capita expects from you

- 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 human rights are not being respected, you believe someone has been unfairly discriminated against, bullied, harassed or treated unfairly, or does not comply with our policies, charters or Code of Conduct then take action and 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.

To achieve this Capita will:

- Ensure the principles of this policy are reflected in our employment practices and terms and conditions of employment
- Regularly review and update the employment approach and practices to maintain the focus on human rights
- Work with external groups and advisory bodies to keep up to date with market practice and how issues are dealt with.



Katja Hall
Chief Corporate Affairs Officer
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