



Human Rights

At Capita we respect 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

- Running 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.
- Embedding our commitment to human rights into our core policies and ways of working, including:
 - 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
 - Anti-Bribery & Corruption Policy
 - Health, Safety and Environmental Policy

What you should expect from us

Leadership

- Every manager within Capita takes responsibility for ensuring our business is conducted in a way that is consistent with this policy.
- We 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 us, we make you aware of and provide guidance in relation to the policies, standards and procedures relevant to your role.

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.
- You can find out more about our commitment to stamp out modern slavery in our Modern Slavery Statement available from www.capita.com.

Preventing bribery and corruption

- In line with our 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

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

Reasonable working hours

- We 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

- We respect all workers right to equal opportunity and non-discriminatory treatment in line with our Diversity and Inclusion Policy, Anti-Racism, Discrimination, Bullying and Harassment Policy and Code of Conduct, which set out our expectations.
- We will provide written and clear contracts of employment which detail pay and the terms and conditions of employment.

Remuneration

- We will remunerate our workers with wages and benefits that meet the jurisdictional standards that apply.
- 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 from www.capita.com.

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 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 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 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 any concerns are proven or not.

How we will achieve this

- We regularly review and update our employment approach, policies and practices to maintain our focus on human rights.
- We ensure the principles of this policy are reflected in our employment practices and standard terms and conditions of employment.

- We work with external groups and advisory bodies to keep up to date with human rights standards, market practice and how issues are dealt with.



Scott Hill
Chief People Officer
March 2023

