



## Health, Safety and Environmental Policy

Capita is committed to creating a safe and environmentally sustainable workplace for all our stakeholders at all our global locations. Our priority is the health and safety of our employees, and we ensure this by actively adopting the right Health, Safety and Environmental (HSE) practices, by complying with relevant legislation, preventing pollution, and by reducing HSE risks in all areas of our business. Our focus on HSE enables us to operate according to our purpose to create better outcomes for all our stakeholders.

### We are committed to

- Keeping our employees safe by eliminating hazards and reducing Occupational Health & Safety risks.
- Providing the necessary training and equipment to enable our employees to do their jobs safely and to ensure protection of the environment.
- Providing working conditions which are safe and healthy, physically and physiologically, and conducting our business activities in a manner that seeks to prevent injury and the ill health of our people from the specific nature of our HSE risks and opportunities.
- Maintaining our environmental management system to ensure we protect nature, reduce greenhouse gas emissions, and minimize our environmental impacts.
- Fulfilling health, safety and environmental legal, moral, and other obligations which apply to us wherever we operate, periodically auditing activities to ensure compliance.
- Regularly consulting and collaborating on HSE matters, with colleagues, stakeholders and where they exist, workers' representatives.
- Look out for your colleagues and always report HSE incidents, near misses, hazards or any HSE concerns to your local HSE representative without worry of reprisal.
- Adopt environmentally friendly working practices, reducing business travel and energy use where possible, reducing, reusing, and recycling and considering the environment and carbon reduction when purchasing goods and services.
- Use the HSE Escalation Process or if necessary, the Capita Speak Up Policy to raise any health, safety, or environmental concerns.

### How we will achieve this

- We will implement, regularly review, and continuously improve our Global HSE Framework to ensure an effective approach to HSE across all Capita locations globally.
- We will communicate to stakeholders any lessons learned to enable continuous improvement of HSE performance.
- We will work with stakeholders, including our supply chain and business partners to promote continuous improvement of HSE practices in the workplace.
- We will monitor, review, and report our health, safety, and environmental performance, to the relevant internal and external stakeholders, measured against set targets.
- Leaders and managers in Capita are responsible for HSE in their respective teams, creating a workplace that is safe, and supports the health and the safety of our employees.
- To ensure that Capita's Global HSE policies are maintained the following have been appointed to support Adolfo Hernandez in ensuring his responsibilities for HSE in UK and Overseas are implemented.
  - UK - Richard Holroyd
  - Europe and Rest of World - Corrine Ripoché
  - HSE Systems - Manpreet Singh

### What you should expect from us

- Every leader and manager is responsible for the safety of their teams, and for communicating and promoting HSE awareness and responsibilities to their teams. Our HSE Standards and Procedures will describe clear instructions and specific responsibilities and will equip our employees with the tools and knowledge to keep them safe and meet their health, safety, and environmental duties.

### What we expect from you

- To follow our HSE procedures and guidance that apply to your role, seeking advice from managers where needed.
- Promptly complete all health, safety and environment training which applies to you.



**Adolfo Hernandez**  
Chief Executive Officer  
April 2024

