



## Community and Charity

At Capita we are committed to supporting better outcomes for our people, the communities we operate in and our environment. We do this by embedding responsible business practices at the heart of everything we do, through the services and products we deliver and through our community and environmental programmes.

We know that being a responsible business cannot be undertaken alone and therefore we work with charity and community organisations to help us extend our reach and achieve our responsible business goals.

### We are committed to

- Tackling our responsible business priorities by partnering with charity and community organisations.
- Aligning our community and charity support where possible to the following focus areas:
  - **Youth skills and jobs:** empowering young people to progress into the world of work.
  - **Digital inclusion:** equipping people with digital skills.
  - **Sustainable innovation:** reducing our contribution to climate change.
  - **Inclusion:** enabling all people in our workplace and our communities to reach their full potential.
- Supporting any person who works for us to engage with community and charitable activity through:
  - Volunteering
  - Matched-funding
  - Payroll giving
  - Fundraising.

### In line with our

- Responsible Business Strategy
- Code of Conduct
- Community and Charity Standard.

### What you should expect from us

- We will support any person who works for us to share their skills in local communities, allowing all colleagues one day a year to volunteer (country-dependent)
- We will match funds of up to 25% with a maximum of £250 if you participate in fundraising event (where budget allows)
- We will give you an opportunity to join our payroll giving scheme
- We will support registered charities only
- We will not support charities that support one specific religious faith, political party or organisation
- We will report our community investment each year in our annual report and accounts.

### What we expect from our employees

- Follow the requirements of our Community and Charity Standard which include:
  - Ensuring the qualifying criteria for which community and charity activities we support are met
  - Agreeing your community and charity activity with your line manager and requesting the volunteering day on Workday

### What we expect from our leaders and managers

- Encourage everyone who works for us to support community and charitable activity in line with our Community and Charity Standard, including:
  - Allowing colleagues one day a year to volunteer (country-dependent)
  - Ensuring all corporate donations are made within our approval requirements and logged accordingly
  - Promoting community and charity activities across Capita

### How we achieve this

- We engage with our stakeholders to inform our responsible business priorities which in turn guides the focus of our community and charitable activities. You can find out more about how our stakeholders shape our responsible business priorities via: [www.capita.com/responsible-business](http://www.capita.com/responsible-business).
- We require all our businesses and functions to align community and charity activity to our responsible business strategy and to ensure it is carried out in accordance with our Community and Charity Standard.
- We take non-compliance with our policies very seriously and report on exceptions through our risk governance channels, which ultimately includes the reporting of significant matters to our PLC Risk Committees and Board.



**Scott Hill**  
Chief People Officer  
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