

Statement of Business Principles

Capita is committed to operating in an efficient, responsible and profitable way in all our business undertakings across all our chosen markets. Our businesses consistently seek a high standard of performance and aim to maintain a long-term position in their respective competitive markets. Capita has worked hard to build up a sustainable business to benefit our employees, shareholders, customers, suppliers and the wider communities we work within. We are constantly seeking new ways to grow our business and our markets in a responsible way to benefit all our stakeholders. Our commitment to improving the quality of services provided to our customers in the public and private sectors means we are always at the forefront of our markets in terms of service quality and innovation.

Shared business values

Capita insists on integrity and honesty in all its dealings with employees, shareholders, customers and suppliers, requiring all our employees to:

- show mutual respect for those we work with, valuing their skills, experience and the contributions they make
- act with integrity and be honest in all our dealings with people by being open minded and ready to listen
- take ownership for and be accountable for our actions
- act in a professional manner, taking account of relevant factors as we make decisions and act in the best interests of the business.

Responsibility to stakeholders

Operating a profitable business is paramount to achieving sustainability. However, increasing profits at any cost is neither sustainable nor acceptable. Capita is therefore committed to being responsible in the way we generate profits. This will ensure the stability and confidence which continuous business growth and success engenders for customers, investors, employees, suppliers and the wider community.

Shareholders

- ensure openness and transparency in all communications with shareholders
- generate a reasonable return to shareholders while protecting their investment.

Employees

- create employment and development opportunities for our employees and providing

confidence for new employees who transfer to us through public and private sector contracts

- manageable, affordable and robust investment programmes in infrastructure and people, providing a supportive, safe and conducive environment in which to work.

Customers

- develop and maintain long-term relationships with customers by offering high quality services and value for money
- treat customers fairly through adherence to all applicable laws, regulations and policies, and ensure a high standard of behaviour.

Suppliers

- develop mutually beneficial relationships with contractors, suppliers and partners who share our business principles
- achieve value for money in all our expenditure – eliminating waste and duplication – to ensure effectiveness and efficiency.

Community

- contribute and participate in the local communities where we operate – this supports and aids customer relations, business development and local recruitment and retention of employees
- recognise and respect our responsibilities to the environment linked to economic reality – optimising travelling; rationalising energy use; recycling commodities and optimising the use of disposal supplies – balancing environmental and commercial interests.

The Capita Group Plc
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