

CR Key Performance Indicators

	KPI/Priority	Aim	2007	2006
Clients	Building scale and capacity	Continue to grow our infrastructure of business centres to meet the needs of our business	55 business centres	52 business centres
	Managing resources well	Maintain high retention rates for senior managers (earning over £90k p.a.)	89%	91%
Maintain overall employee retention at or above industry average (81.9% ¹)		82%	82%	
Our people	Diversity of people	To reflect the communities in which we work		
		→ Male/female split	51% male/49% female	51% male/ 49% female
		→ Male/female split for management (earning over £50k p.a.)	62% male/38% female	65% male/35% female
	→ Ethnic diversity (employees from ethnic minority groups)	8% (based on 50% response rate)	15% (based on 48% response rate)	
	Part-time working	To provide flexible working hours while ensuring maximum flexibility in Group resources	17%²	24%
	Health & Safety	Ensure we provide a safe and productive working environment for all our employees	58 reportable accidents (RIDDOR)	58 reportable accidents (RIDDOR)
Our suppliers	Create successful supplier relationships	Audit all existing tier one suppliers against Capita's standards of business – 50% of suppliers to be audited by end of 2007	41% suppliers audited	Supplier audit commenced
Our communities	Communities	We aim to make a positive contribution to our local communities		
		→ Job creation to date	4,700	4,000
		→ Annual corporate charitable donations	£0.5m	0.5m
		→ Meet our target of raising £1.5m for our corporate charities NSPCC and The Prince's Trust by end 2007	Raised £1.55m	Raised £1.2m
Environment	Socially responsible business practice	Continue to measure our carbon footprint ³	58,523 tonnes	Not available
		Reduce our overall impact on the environment – achieve 12% reduction in energy used at our 18 largest sites by 2008	8%	Target set
		Achieve further ISO 14001 accreditations at our higher impact sites	37	34
		Further promote Digital Pipeline initiative where used IT equipment is donated to developing countries	8,000 pieces of IT equipment donated	5,000 pieces of IT equipment donated

¹ CIPD 2007

² Impacted by end of Office Services contract and subsequent transfer out of the Group

³ New benchmark established, to be measured annually