

Capita facts and stats – year end 2009

### **Insurance outsourcing**

35 million images now electronically stored using our document management solution for the DECC Miner's Liability claims contract

Over 709,000 claims settled by September 2008, involving payments totalling over £3.8 billion for the DECC Miner's Liability claims contract

Annually we support the processing of over £10bn of multi currency premium transactions

We provide insurance solutions to some of the UK's leading corporate care groups in the not for profit sector.

### **Local government software**

Our council tax software is used by 4,500 local authority employees every day

Our council tax software issues over twelve million bills and collects over £6.5bn in council tax each year

Over £1.4 billion is raised annually in rent charges on our housing management software each year

Over 200 local authorities now use our payment management solutions and our hosted payment applications process over £60 million of payments each month

We were the first in the local government marketplace to gain the security standard PCI DSS (Payment Card Industry Data Security Standard) and continue to be a market leader in this field

Capita's software administers Council Tax for 19,459,282 individuals, 34% of the UK population.

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### **Property and infrastructure consultancy**

We are the 4<sup>th</sup> largest multidisciplinary consultancy in the UK

We are involved in major projects across Europe, Asia, Africa, the Middle East and the Caribbean

We are a market leader in strategic partnerships with UK local authorities – currently providing a range of property and infrastructure joint ventures across England and Wales

We are providing a variety of services on 12 Building Schools for the Future (BSF) schemes across the UK and have worked, or are working on, 14 Academies

We are a major supplier for London's £15.9bn Crossrail project – designing the Royal Oak, Woolwich and Plumstead Portals, as well as the Tunnelling Academy building.

### **Financial Services**

We administer shareholder communications to over 7 million shareholders on behalf of more than 1,600 corporate clients

We managed more IPOs in the last five years than any other registrar

We have more than twice as many AIM clients as our nearest rival

Capita Registrars is the only provider that is part of a FTSE 100 company

In 2009 we handled in excess of 425 Corporate Actions, including capital raising exercises by four major clients raising £1.7 billion

Capita Registrars issued more than £5 million dividend payments in 2009

In 2009 we were appointed by the largest IPO in London, Gartmore Group Limited  
Our employee share plans business remains a market leader with over one third of all UK share incentive plans administered by Capita.

### **Absence management**

More schools and Local Authorities use us to protect their sickness and absence budgets than any other commercial provider.

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### **Business Travel & conferences**

CBT has re-engineered every aspect of our service via brand new offices, market leading online tools, skilled sales and account management teams and a highly efficient operational structure taking us from a highly regarded independent mid range Travel Management Company to a real, viable alternative to the global players in our industry for UK-based travel procurement

In 2009 we completed over 420,000 transactions with our continued commitment to exceptional customer service standards for the 200+ companies who work with us

Capita Conferences is the UK's leading public sector conference provider, delivering over 250 events per year.

In 2009, over 12,000 delegates attended our Conferences from Local Authorities, Government Departments and Agencies, Police Forces, Primary Care Trusts, Schools, RSLs, and Charities.

### **Education software and support**

Capita is the UK's leading supplier of Management Information Systems to the Education and Children's Services Sector.

146 LAs (68%) utilise **One**, our integrated information and case management system helping local authorities to integrate and share Children's Services data.

21, 000+ schools use SIMS software and services, to help raise pupil achievement, tackle truancy and behaviour issues, and enable better decision-making, allowing those who work with children to spend less time on administration.

We provide management information software into 184 further, higher and work based learning education establishments in the UK

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### **Health Solutions**

Capita Health Solutions is the UK's leading occupational health provider

Each year we:

- Support over 1.5 million employees nationwide;
- Conduct over 25,000 medicals and health screens;
- Issue over 90,000 medical certificates and reports;
- Deliver 18,000 online questionnaires;
- Manage over 2,500 offshore topside and diving calls.

We are the largest private trainer of OH Physicians and also the largest trainer of Offshore Medics. We were the original, and are now the premier, medical supplier to the North Sea Oil & Gas industry.

### **HR Solutions**

We have 11 HR Service Centres managing 26 million enquiries per year

We serve 3 million client employees and pensioners

We provide all aspects of end to end HR, pay and pension services across to over 650 clients across all public and private sectors

We are the largest UK HR Services BPO provider

### **IT services (2008/2009)**

We currently manage over 19,000 server environments

We support over 90 different applications

We manage over 300,000 service calls per annum and over 28,000 desktops for our clients

We provide IT support to over 2,400 schools in the UK

We manage Tier 3, PCI Data Security Compliant Data Centres

### **Learning and development**

In 2009 Capita L&D ran over 3,000 of delegate days on open courses and over 4,500 days of in-house training

We worked with over 3,000 clients across the private and public sectors

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### **Life & Pensions**

We are the market leader in life and pensions administration in the UK

We administer over 25 million life, savings and pensions policies

We administer over 550 occupational pension schemes with over 3.4m members in the UK and Ireland

We administer pensions payments on behalf of 3.5 million people and paid pensions worth a combined total of £10 billion to over 1.3 million pensioners

### **Capita India**

1.5 million calls and 17.1 million back office transactions undertaken and part of the payroll of 30,000 employees processed annually

Leading UK L&P service provider from India

Fund accounting: 240 funds accounted every day and 300 funds reconciled every month

### **Local Government Services**

Through our shared services centres, we have more than 2,000 dedicated staff providing Revenues, Benefits, Financial Services, IT, Customer Services, Administrative Services, Electoral Services and Procurement.

We work with local authorities in the provision of the above services and associated training and consultancy offerings. We work with a variety of partners, from small, short term contracts to the complete management of large scale long term partnerships.

### **Revenues and Benefits**

We collect in excess of £2.2 billion of business rates on behalf of 18 local authorities

We administer council tax on behalf of 17 local authorities worth in excess of £1.2 billion

We pay out in excess of £1 billion in housing and council tax benefits on behalf of 15 local authorities

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### **Resourcing & Development**

We have in the region of 750 staff

We have placed 26 Chief Execs & MDs in the past 12 months

We have placed over 1000 Interims into senior roles across the public sector

We have conducted over 250 psychological assessments of senior managers operating at Board level

Trained - 48,000 delegates on Face-to-Face events & iro 75,000 on e-learning

We have placed 540 Social Workers across 93 local authorities

We have run 276 recruitment Campaigns, processing 71,000 candidates placing over 5,000 people

We have placed in excess of 1200 professionally qualified engineers