



Anti-Racism, Discrimination, Harassment & Bullying Policy

Capita create better outcomes by having a zero-tolerance approach to all forms of abuse, racism, discrimination, harassment and bullying and a clear procedure to follow for any reported acts or behaviour that are not in line with Capita's Purpose, Values and Behaviours, Code of Conduct and Manager's Commitments.

Capita's commitment:

- To create an inclusive and welcoming work environment free of harassment and bullying, where everyone can achieve their potential
- To support anyone that raises an incident
- To investigate thoroughly any reported acts or behaviour promptly
- Ensure appropriate action is taken when a reported act or behaviour is proven

What employees can expect

- To work in an environment that is free from discrimination, harassment, and bullying
- To feel safe and comfortable at work
- To be taken seriously if a formal or informal complaint of discrimination, bullying or harassment is raised

What is expected from employees

- To act and behave in line with Capita's Purpose, Values and Behaviours, Code of Conduct and Manager's Commitments
- To respect the dignity of all colleagues and realise the impact their actions and behaviour can have on other people
- To raise any complaints promptly so they can be investigated
- To not stay silent if they witness any unacceptable acts or behaviour
- If you have a concern or believe someone has been unfairly discriminated against, bullied, harassed, or abused, in a way that does not comply with this policy then speak up
- Our Speak Up Policy sets out the channels available to you to do so and no action will be taken against you if you

report a genuine concern – whether and concerns are proven or not

How is this achieved

- Providing a clear procedure on what to do if someone is being discriminated, bullied, harassed or is witness to any act or behaviour
- Ensuring Managers understand their responsibilities when a complaint is raised
- Mandatory training is completed on a regular basis



Scott Hill

Chief People Officer

March 2023