

CAPITA SYMONDS

Sustainable and Responsible Business Policy

Capita Symonds is committed to promoting and delivering a Sustainable and Responsible Business. It is what we are passionate about, and is integral to our professional activities and the management of our organisation.

We will adopt business strategies and activities that meet our and our clients' and stakeholders' needs today, while protecting, sustaining and enhancing the human and natural resources that will be needed in the future.

Our aims are to:

- Create a positive environmental, social and economic impact of all our activities and those of our clients and partners;
- Promote our sustainable and responsible practice, management and development within the company;
- Integrate our sustainable and responsible business practices into every day processes.

Our strategy for ensuring a sustainable and responsible business has four dimensions:

People - creating a supportive, rewarding and inspiring environment for employees. We will do this through:

- Promoting staff training and development in both technical and leadership disciplines;
- Rewarding success for people, projects and performance;
- Embedding our equality and diversity principles in our staff recruitment and retention plans;
- Listening to our staff and acting on their feedback.

Marketplace - delivering operational excellence and added value for all clients and developing mutually beneficial relationships with suppliers, through:

- Ensuring we are always delivering best value for our clients;
- Driving continuous improvement in our work with clients;
- Seeking client feedback on our performance;
- Delivering integrated, holistic and innovative approaches to the implementation of sustainability, in line with our clients' expectations;
- Ensuring we procure goods and services from companies which meet our environmental, sustainable and ethical standards [in accordance with Capita Group's Responsible Procurement policy].

Environmental - reducing the negative environmental impact of our operations through:

- Ensuring our own business practices are environmentally sustainable, by using resources efficiently to minimise waste, water and energy usage, and introducing green transport plans;
- Encouraging staff to develop initiatives that go beyond the minimum requirements of our environmental management system;
- Positively influencing the environmental sustainability of projects on which we are engaged;
- Working with our clients and partners to promote innovation, exchange knowledge, ideas and experience to promote environmental sustainability;
- Promote sustainability awareness, best practice and leadership to all our people across our business;

Wider community - making a positive impact on communities in which we work whilst positively influencing our people, clients and partners through:

- Supporting our people to engage with local communities;
- Developing local partnerships to deliver community and business benefits;
- Adding value to the projects we work on by wider community/stakeholder engagement;
- Continue supporting fund raising for corporate and local charities.

Our policy is supported by a detailed implementation strategy and key indicators, and will be subject to regular review by the Capita Symonds Board. Our progress in each of these areas will be measured and benchmarked against previous years and external indices where appropriate, and we will present our outcomes and achievements in an annual Sustainable and Responsible Business Report.

Signed:



Jonathan Goring
Managing Director
Capita Symonds Limited
Date: December 2008

Signed:



Andrew Murray
Director of Health and Safety
Capita Symonds Limited
Date: December 2008