

# Capita

## Capita / MCA Consulting Excellence Declaration

2025



**Helping clients**  
across the  
public and  
private sector  
run complex  
business  
processes  
**more  
efficiently**



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# 1. Capita – an introduction

“Capita, Consulting & Citizen-centricity”

**Capita is a strategic outsourcer, helping clients across the public and private sector run complex business processes more efficiently.**

**34,000 colleagues across 8 countries improve outcomes of people-based services that are enabled and enhanced by technology for Government, Defence & National Preparedness, Customer Experience & Pension Solutions.**

**Our consultants are key to our strengths.**

- **We are driven by our purpose:** to create better outcomes – for our employees, clients and customers, suppliers and partners, investors, and society.
- **We are committed to being a responsible business** – in how we operate, serve society, respect our people and the environment, and deliver attractive returns to our investors.
- **Every day we help millions of people**, by delivering innovative solutions to transform and simplify the connections between businesses and customers, governments and citizens.
- **We are proud to be MCA members**, aiming to uphold the standards of a contemporary professional community and committed to delivering in line with the 14 Principles of Consulting Excellence.

“At Capita we are delighted to continue promoting the value to clients, colleagues and Capita of the quality hallmark represented by ChMC - the Chartered Management Consultant Award”.

**John Tibble**  
**CMgr ChMC**  
Capita's MCA Council  
Representative

## 2. Ethical Behaviour

“Living our purpose”

“We actively monitor our supply chains against the Walk Free foundation Global Slavery Index (GSI) who provide national prevalence and vulnerability estimates of modern slavery for 160 countries worldwide”.

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**Creating better outcomes** for all key stakeholders is Capita’s purpose and is our licence to operate. It underpins everything we do as a business; and drives the consultants across the Capita community.

**We align ourselves to the five principles of a purpose-driven business within the Blueprint for Better Business.**

These include:

- being honest and fair with clients and suppliers;
- being a good citizen;
- being a responsible and responsive employer;
- being a guardian for future generations; and
- having a purpose which delivers long-term sustainable performance.

Globally, we have introduced purpose-related remuneration metrics and objectives, to embed further our purpose-driven behaviours across the Group; these are set by the ESG Committee of the Board and approved by the Remuneration Committee prior to final Board approval.



### 3. Client Service & Value

“Creating better client outcomes”

“One of the achievements I am most proud of in 2024 is the improvement that we saw in our Customer Net Promoter Score across all areas of the business, with the Group score improving to +28 points, up from +16 points in 2023”.

CEO Adolfo Hernandez, Capita 2024 Annual Report

We deliver innovative solutions – to simplify the connections between businesses and customers, governments and citizens – and **we believe ‘good’ can always be made ‘better’**. In every action we take and decision we make, we challenge ourselves to do more.

But **it is not enough to deliver “solutions”**: our focus is on **creating better outcomes** – for clients, suppliers, customers and communities.

**We work and partner with our clients in several ways** – from the more traditional partnerships to short-term flexible arrangements, joint ventures or shared services. **We also partner with innovative digital companies and forward-thinkers so we’re never limited by, and always developing, our own capabilities and ways of doing things.**



“In Public Service, as part of the division’s contract to deliver Royal Navy training, we partnered with Metaverse VR to deliver eleven new Warship Bridge Simulators across three Royal Navy locations in the UK, more than doubling the Navy’s simulator capacity”

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## 4. Professional Development

“Expanding colleague horizons”

“Our Moving Ahead 2023-24 mentoring programme concluded successfully in July 2024, with 80 participants (40 mentors and 40 mentees) from around the globe.

We received two prestigious Awards including the Most Dynamic Mentoring Organisation of the Year 2023-2024, recognising our DEI efforts”

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**Consulting excellence is based on lifetime learning.**

**Capita Academy is Capita’s performance, learning and development centre.**

We provide everyone at Capita – not just our consultants – with on-demand learning and expertise to help our employees succeed.

Employees can access thousands of digital courses, eBooks, Podcasts and virtual classrooms to support their professional and personal development needs.

**Our induction and mandatory training informs and educates** so that every employee can be effective as soon as they join Capita.

**We also offer professional development and apprenticeships** to grow and nurture emerging and experienced talent across our business. This includes promoting accreditation of consultants to ChMC standard.

**Capita Academy is about strengthening everyone’s performance and potential,** so that our employees can make an impact, help shape our future and expand horizons.



## 5. Diversity & Inclusion

“Valued, respected & included”

### Capita is committed to

- Creating a workforce that reflects the diversity of our communities, understanding that all the differences in peoples’ skills, education, experience, background, education, age, working style, religion or belief, sexual orientation, race, gender and other individual characteristics drive greater effectiveness in decision-making through diversity of thought. It’s also the right thing to do.
- Creating an inclusive and welcoming work environment free of harassment and bullying, where everyone can achieve their potential and all employees feel, and are, valued and respected.
- Acting in accordance with our purpose, values and behaviours and our Code of Conduct, which emphasise the inclusive behaviours expected of all our people and those working on behalf of Capita.
- Working with suppliers who share our commitments to value diversity and promote an inclusive workplace that respects and observes the individual human rights of all employees
- Applying this approach to our client relations and other stakeholder relationships to ensure that no person who we serve or support feels discriminated against.

CE PRINCIPLES 11,12,13

“In 2024, we were delighted to be recognised as a Disability Confident Leader (level 3), two years ahead of target. This Group level accreditation demonstrates our commitment to DEI and ensuring that any colleague with a disability has the opportunity to succeed”.

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“Our global employee network groups, which had nearly 9,000 members at the end of 2024, are very important to us. The networks cover faith, ability, gender, sexual orientation, family and ethnicity

Each group is sponsored by a member of our Executive Team and has the opportunity to influence key organisational policies and practices”.

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## 6. Sustainability

### “Science-based Net Zero ambitions”

#### Fighting climate change

The Science Based Target initiative (SBTi) has verified Capita’s 2035 net zero science-based target as follows:

#### Near-term targets

Capita has committed to reduce absolute Scope 1 and 2 greenhouse gases (GHG) emissions and absolute Scope 3 GHG emissions covering business travel by 46% by 2030 from a 2019 base year. Capita has also committed to 50% of its suppliers by spend – covering purchased goods & services and capital goods – having science-based targets by 2025.

#### Long-term targets

Capita remains committed to reducing absolute Scope 1 and 2 GHG emissions, and absolute Scope 3 GHG emissions (covering purchased goods & services, capital goods, business travel and employee commuting) by 90% by 2035 from a 2019 base year.

In 2021, we set out our ambitious and far-reaching roadmap to take us to Net Zero. We are committed to these challenging targets at every level of our organisation, including in our client delivery, setting decarbonisation as our overarching objective. Our goal is for all residual emissions to be neutralised in line with SBTi criteria to reach net zero emissions.



“We ask our suppliers to share their EcoVadis sustainability assessment scorecards and we are working to continuously increase the volume of suppliers that use the EcoVadis portal.

In 2024, we monitored 359 EcoVadis scorecards. As a result, 43% of our spend was with suppliers that have scorecards in place.”

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