

CORPORATE SOCIAL RESPONSIBILITY

Capita has included a number of Corporate Social Responsibility (CSR) activities in its SSP Relaunch price. This Appendix describes how Capita will deliver its CSR obligations under the new contract and the commitments it is making in this area.

1. Purpose of the Schedule

- 1.1. This Schedule sets out the corporate social responsibility (CSR) obligations which the Provider will observe and perform without charge to the City Council from 1 December 2013 until the end of the Service Period (unless otherwise stated).

2. Local Business, Employees and Customers

The Provider shall:

- 2.1. Pay the Living Wage to its employees based in Southampton and working on the Southampton contract . This will mean that all of this staff group staff employed in OGS are paid at least the Living Wage which currently stands at £7.65 an hour outside London from November 2013.
- 2.2. Introduce new business to the Regional Business Centre (One Guildhall Square, "OGS"), which will ensure that from and including Contract Year 2015/16 to the end of the Service Period there will be overall no reduction in the number of Full Time Equivalents (FTE) employed by the Provider to work in OGS in comparison with the number so employed before the implementation of savings initiatives within the SSP following the approval of CCN155 (SSP Relaunch: Overriding Commercial Provisions). New roles will be publicised to at risk Provider employees as part of the redeployment process and also to displaced City Council employees.
- 2.3. Undertake a targeted promotion of apprenticeship, summer internship, and work placement opportunities with the Provider within Schools, colleges, universities and organisations supporting adults back into employment, within the administrative district of the City Council and provide a minimum of:-
- (a) 40 apprenticeships; and
 - (b) 100 summer internships or work placements of no less than 4 weeks in duration.
- 2.4. Allow its employees working on the SSP 519 volunteering days per Contract Year to work in the Southampton community via the Provider's employee volunteering programme.
- 2.5. Run two free of charge workshops per Contract Year for local businesses to assist them in developing their businesses.
- 2.6. Run an IT innovation fair for local businesses during Contract Year 7, (planned for 2014) and also Contract Year 9 (in 2016).

- 2.7. Run one event per quarter in support of the STEM (Science, Technology, Engineering and Maths) programme and employability skills initiatives in schools.
- 2.8. Capita has implemented a new policy to support reservists for the armed forces, where any individual undertaking this role would be entitled to ten days paid leave per year for training.
- 2.9. Support the City Council's CSR commitments (including the 'Dragon's Den' initiative in place for local Small Medium Enterprises (SMEs) by providing two days IT Consultancy per Contract Year from the start of Contract Year 2014/15 to the end of the Service Period to support the set-up of up to 15 new SME-scale businesses.