

Capita facts and stats – year end 2010

### **Insurance outsourcing**

We have over 1,000,000 personal lines Insurance policies under management

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

Through National Dental Plan which was acquired in 2010 we design, distribute, arrange underwriting for and administer dental insurance policies to more than 300 clients, representing 120,000 underlying insured members

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 3<sup>rd</sup> largest multidisciplinary consultancy in the UK

We are the 4<sup>th</sup> largest architecture practice 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 a major supplier for London's £14.5bn Crossrail project – designing the Royal Oak, Woolwich and Plumstead Portals, as well as the Tunnelling Academy building.

### **Financial Services**

We administer shareholder communications to nearly 7 million shareholders on behalf of more than 1,500 corporate clients

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

In 2010 we handled in excess of 375 Corporate Actions, including capital raising exercises by some 30 clients accounting for over £5 billion

Capita Registrars issued more than 7.5 million dividend payments with a value of £7 billion in 2010

In 2010 we managed over 50% of UK IPOs and we were appointed to some of the largest London flotations

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 (2009)**

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-bases 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 0.8 million employees nationwide;  
Conduct over 25,000 medicals and health screens;  
Issue over 90,000 medical certificates and reports;  
Deliver over 18,000 online questionnaires;

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 produce approx 10 million payslips per year

We serve 3 million client employees and pensioners

We provide all aspects of end to end HR, pay and pension services to over 1,500 clients across all public and private sectors

We are the largest UK HR Services BPO provider

### **IT services**

We have over 1,400 clients and over 3,367 permanent employees

We manage over 1.5 million service interactions per annum

We support over 3,000 applications

We own and manage Tier 3 and Tier 4 Secure, List X (IL3 – IL6) Data Centres

We provide IT support to over 5,000 schools over 20% of all schools in the UK

### **Life & Pensions**

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

We administer over 23 million life, savings and pensions policies

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

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### **Capita India**

**0.7** million calls and **16.3** million back office transactions undertaken and part of the payroll of **approx 32000** employees processed annually

Leading UK L&P service provider from India

Fund accounting: **230** funds accounted every day and **220** 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 £2.3 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

### **Learning and development**

In 2010 Capita L&D ran over 2,300 of delegate days on open courses and over 3,200 days of in-house training

We worked with over 2,700 clients across the private and public sectors

Transition of all the training requirement for Southampton City Council, Swindon Borough Council and London Borough of Harrow Council to Capita L&D

### **Capita Resourcing & Development (including Capita education Resourcing)**

- Employ in the region of 980 staff
- Placed 62 Chief Execs and MDs in the past 12 months
- Placed over 1000 Interims into senior roles across the public sector
- Supplied 250,000 teaching days
- Conducted over 250 psychological assessments of senior managers operating at Board level & a further 15,000 individuals assessments for entry level through to middle management positions
- Managed the sourcing and engagement of:

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- 3,587 permanent works
- 7,487 contractors
- 14,117 temporary workers
- Trained - 52,000 delegates on Face-to-Face events & 70,000 on e-learning
- Placed 1,285 Social Workers across 98 local authorities
- Run over 500 recruitment Campaigns, processing 90,000 candidates and successfully placing over 10,000 people
- Placed in excess of 1500 professionally qualified engineers
- Placed 800 IT specialists