



Corporate Responsibility and Sustainability UK Progress

Update 2023/24

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About this report

Unless stated otherwise, the data and information in this report covers the corporate responsibility and sustainability activities of Capgemini UK during the calendar year 2023.

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Our approach to responsible business

Our approach to responsible business

As a responsible business, we are driven to build sustainable and inclusive futures for our people, planet, and society.

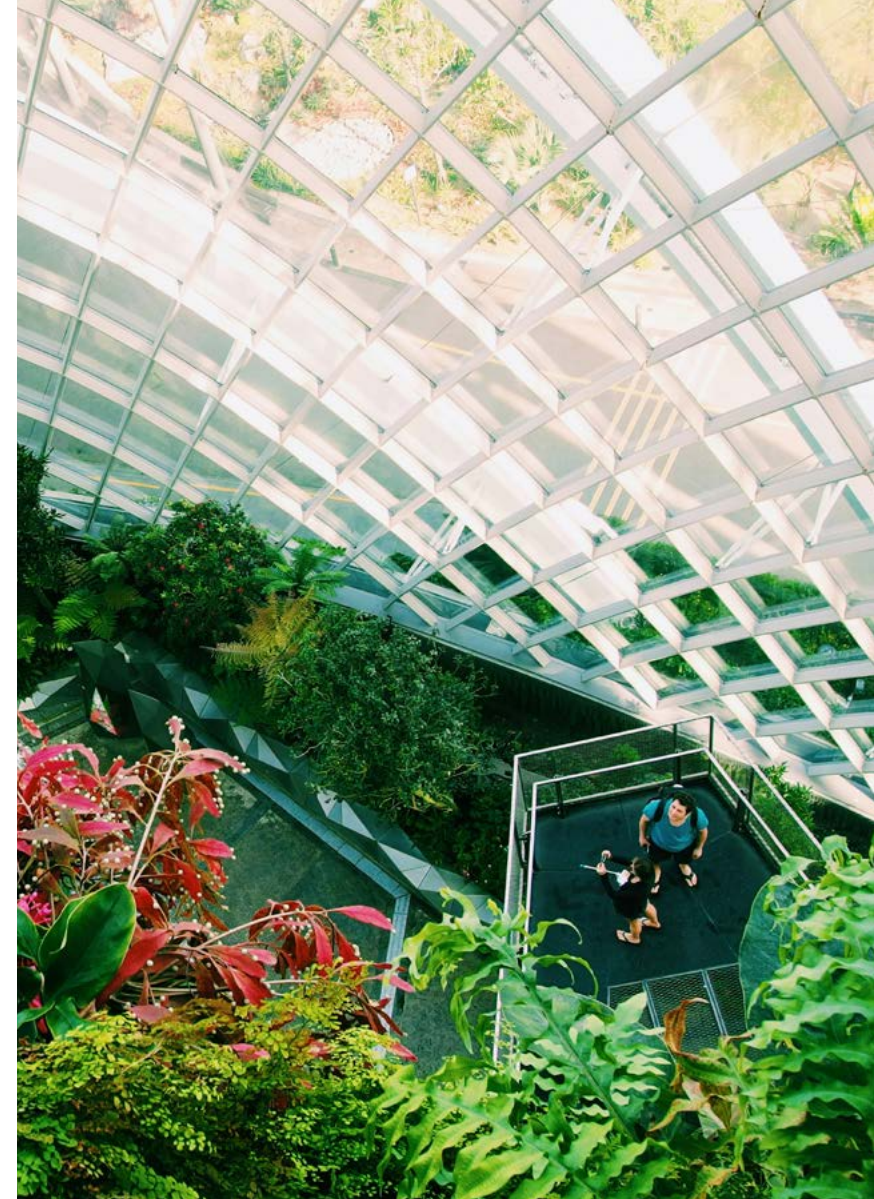
At Capgemini UK, we believe that technology combined with human capability can help address the biggest challenges facing society today. Throughout this report, we detail our work in 2023 as we strive to build an inclusive culture, support the next generation of digital innovators, and play our part in tackling the climate and biodiversity crises.

Our Responsibility and Sustainability Strategy guides how we shape positive futures across three areas: **environmental sustainability, digital inclusion, and diversity and inclusion (D&I)**. These are the areas where we can have the greatest positive impact and create social and business value.

The delivery of our strategy is underpinned by fostering responsible behaviours in our daily business practices, including the way we work with our clients, partners, and communities.

Our behaviours are supported by policies in environment, human rights, and supplier conduct (see Annex).

This report provides an overview of our strategy and progress at Capgemini UK during 2023.



Our responsibility and sustainability strategy

We are working to build an inclusive and sustainable future for all:

Environmental sustainability

Drive a net zero sustainable transformation across our operations, our cultures, and our solutions to help our clients and society meet their environmental goals.

Digital inclusion

Use the skills and passions of our people to bridge the digital divide for a future where technology is an opportunity for everyone.

Diversity and inclusion

Create a vibrant and inclusive culture where people representing society in all its diversity are empowered to build meaningful careers.

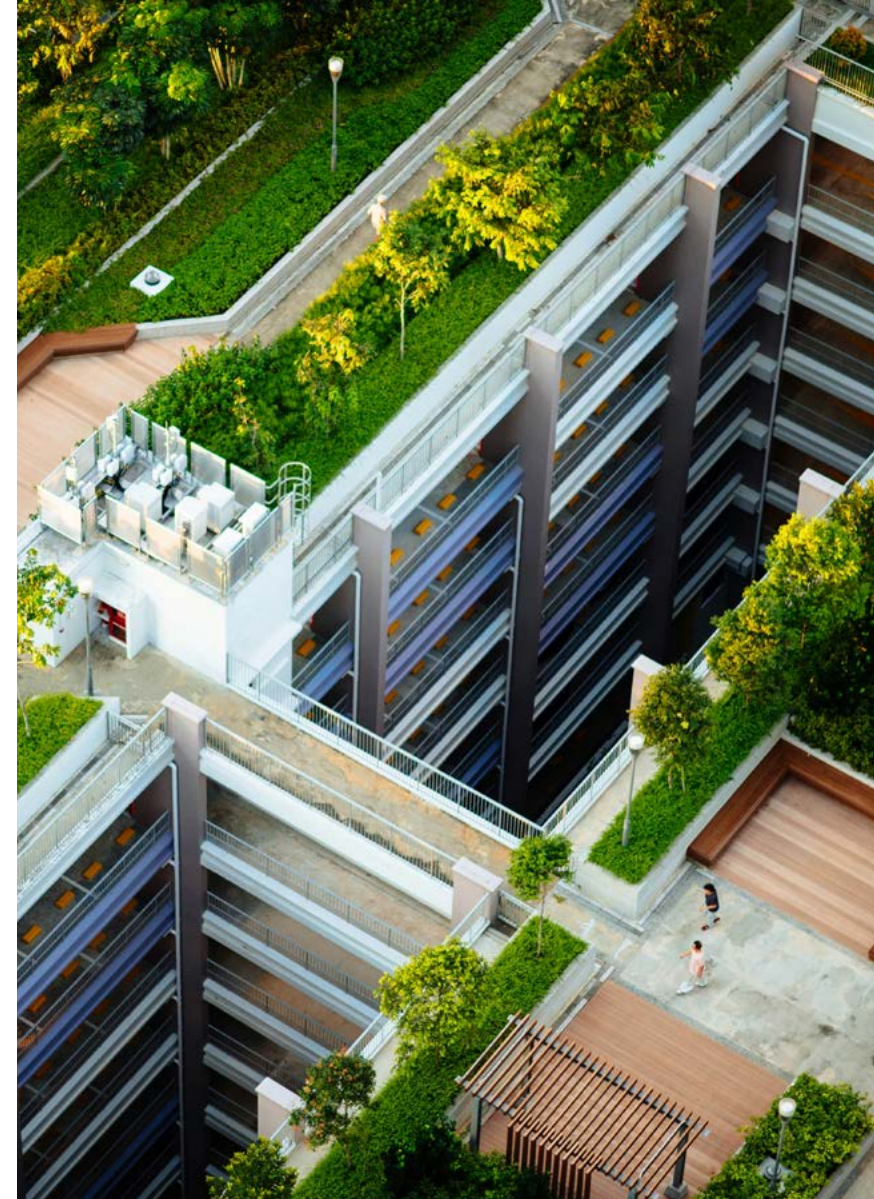


Dr. James Robey
Global Head of Environmental Sustainability and UK Responsible Business Lead, Capgemini

“The urgent call for action resonates immensely, not only among business leaders within Capgemini but with our clients and wider stakeholders. All of us are impacted by the need to address climate change and biodiversity loss, and boost diversity and inclusion, while contributing to society. It accelerates our thinking within Capgemini and, more crucially, our actions. This report reflects our commitment to sustainability across the areas that matter most to our business and stakeholders.

Throughout 2023, we have made progress in each area of our responsibility and sustainability strategy. We’re driving a culture change in the business to reduce our climate-related emissions and are on target to reach our carbon reduction goals. Contributing to social value is a high priority for us and we continue to support access to education and employment and play our part to boost digital inclusion in UK communities.

There’s also real commitment and momentum to increase diversity across all levels of our UK business and I’m proud of the progress we’re making in this area. Our business will continue to transform as we work to become net zero and build a sustainable and inclusive business for all.”



Highlights in 2023

50%

reduction in absolute emissions (from a 2019 baseline)

1,000

young people supported with skills sharing sessions with The Prince's Trust

Top 50

Glassdoor Best Places to Work 2024

6,000

members in our D&I networks with more than 50 events run during 2023

477

colleagues across the UK completed Inspire training for digital inclusion

370

school students aged between 14 and 18 joined us for work experience placements

82

people took part in the 2023 Diversity on Boards programme

External recognition in 2023

In 2023, we were recognised by third-parties for our responsibility and sustainability initiatives. Some of the awards are listed here. For further detail of other Capgemini awards, recognition and benchmarks, including our ESG ratings, visit our [ESG awards](#) page.

- **Social Mobility award**
- **CDP A list**
- **Ecovadis Platinum Rating**
- **Bloomberg Gender-Equality Index**
- **Social Sustainability, Diversity & Inclusion Award from Edie for our work with CodeYourFuture to offer socially excluded individuals access to tech careers**
- **Second place in the Inclusive Top 50 UK Employers List 2022/23** (for best practice on D&I)
- **#16 Best Workplaces for Women™ 2023** (Super Large Organisations)
- **#19 Best Workplaces for Wellbeing™ 2023** (Super Large Organisations)
- **#36 Best Workplaces™ 2023** (Super Large Organisations)
- **UK Best Workplaces in Tech™ 2023** (Super Large Organisations)
- **7th in the Inclusive Top 50 UK Employers 2023/24**
- **Armed Forces Covenant Gold Award**
- **Gold Global Employer Status from Stonewall UK**
- **Silver Award, Recruitment Programme of the Year, UK Social Mobility Awards**
- **Disability Confident Employer**
- **In the top 100 GREAT British Employers of Veterans**



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Environmental sustainability

Our environmental sustainability programme

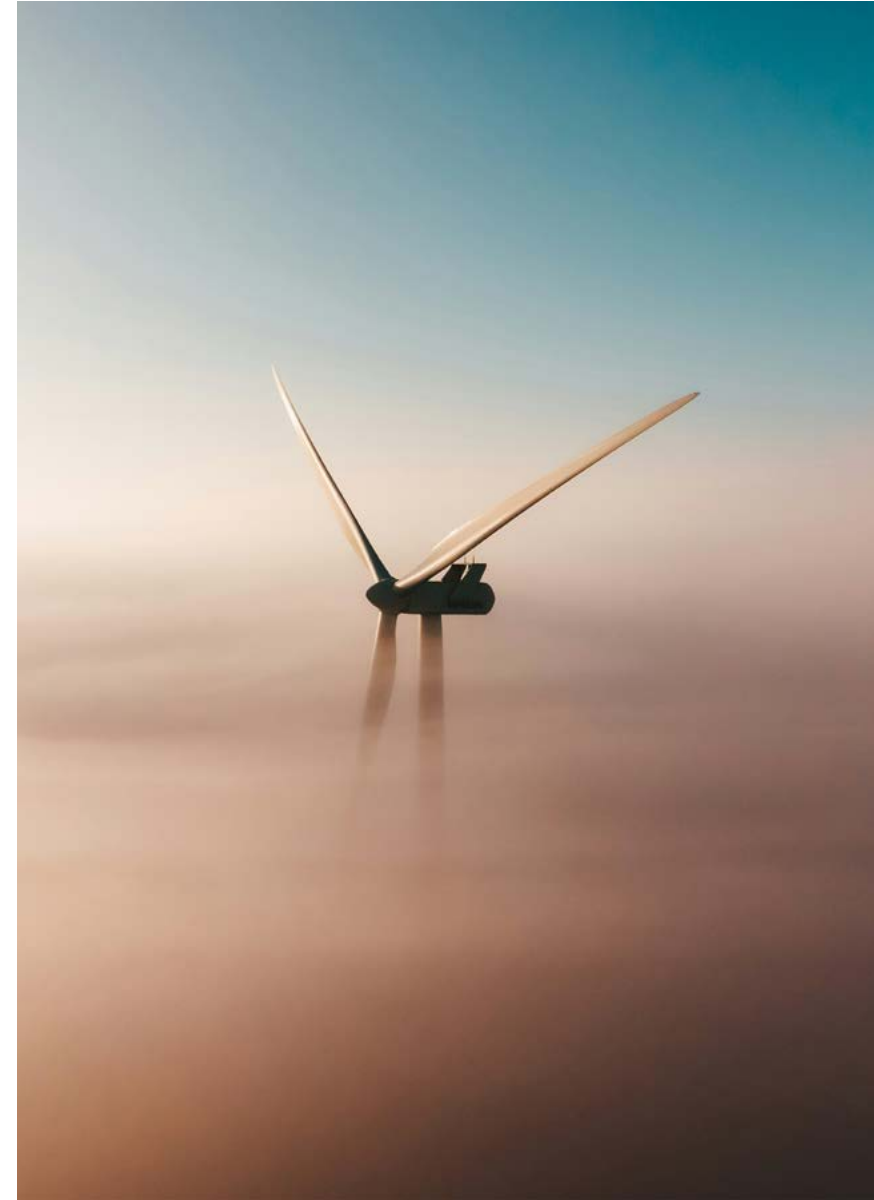
We are committed to being a net zero business by 2040, with verified Science Based Targets (SBTs) at Capgemini Group level. By 2040, we will achieve a 90% carbon reduction across our Group-wide value chain.

Our environmental sustainability programme in the UK focuses on four key areas:

- **Empower our people:** Embed sustainability principles into our business culture and governance processes and make carbon a business performance metric.
- **Transform our mobility:** Minimise emissions from business travel and commuting through sustainable hybrid delivery and make low-carbon options available when travel is necessary.
- **Invest in sustainable operations:** Transition our sites to renewable energy contracts, optimise our IT infrastructure, and continue to minimise waste and improve efficient resource use¹ at our offices, data centres and when working from home.

- **Provide solutions:** Offer services that enable clients to address their sustainability challenges.

This is governed by Capgemini's **10-point sustainability transformation roadmap** to enable us to achieve our ambitions. (Read more on our policies and data in the **Annex**.)



¹ By resources, we refer to our procurement, use and – where relevant – disposal of materials and inputs our teams require to do their jobs, from technology equipment and office supplies to electricity and water.

Progressing toward net zero

Highlights in 2023

- Set an absolute emissions reduction target to deliver a 50% reduction in emissions by 2025 in the UK. To date, we have already achieved a 50% reduction.
- 126 home energy assessments carried out for employees under our new finance scheme, the Home Energy Support Package.
- Focused on those in the company who travelled most, to drive sustainable behaviour change.

Working toward net zero for Capgemini UK

The introduction of our new absolute emissions target aligns to our net zero by 2040 goal. Capgemini UK has established a Decarbonisation Board, made up of senior leaders across the business, to achieve our objective.

To help us meet these ambitious targets, we focus on six key areas: upskilling our people and establishing a vision for a net zero business; embedding carbon as a key performance indicator in business reviews; sustainable business travel; low carbon commuting; support for sustainable home-working; and decarbonising our estate.

Our target to be Net Zero by 2040 will mean that our business operations will provide services to our clients with only 10% of the carbon budget we had in 2019. This involves forming new partnerships with our clients, people, and stakeholders to drive the operational change needed. To support action now, we have our three-year decarbonisation plan which will deliver client services with 50% fewer operational emissions by 2025².

Progress on reducing our own emissions

We're proud of the progress we've made to reduce emissions within our own business operation. Our carbon reduction roadmap tackles energy use at our facilities, business-related travel, emissions from employees who both work from home and commute to our offices, plus our emissions from purchased goods and services. We also monitor the emissions of our buildings.

In 2023, we achieved the following:

- 100% renewable energy with a 25% increase in energy efficiency in our offices.
- A company car fleet that is 94% full electric vehicle (EV) or hybrid. We also increased electric vehicle (EV) charging points³ across the company.
- Increased energy efficiency across our offices by 9% by continuing to invest at our sites, such as installing LED and sensor-controlled lighting, replacing less efficient hand dryers and improving heating, ventilation and air⁴.
- Designed a sustainable estate standard for new offices to ensure they are future fit for our net zero goals.
- To date, 1.3 million trees planted in the Capgemini forest.

² Our goals within the three-year plan are to achieve absolute reductions of 40% by the end of 2023, 45% by the end of 2024 and 50% by the end of 2025. <https://www.capgemini.com/gb-en/insights/expert-perspectives/advancing-our-own-sustainable-transformation/>

³ We relocated EV chargers from Aston to Inverness and installed 10 new podpoint chargers at Woking.

⁴ We installed insulation installed at Inverness, while gas boiler replacement projects were completed at Nairn and Abingdon.

Progressing toward net zero

Another area where we can make a difference to our emissions is to integrate sustainability criteria during the build, refurbishment, and use phases of our buildings. For example, we are currently refurbishing a new UK office in London and are taking steps to meet this strict criteria.

Working to reduce emissions in our supply chain

Our Scope 3 emissions' reductions focus on the emissions within our value chain, including supplier emissions. We are fully aware of the challenges ahead to meet these emissions reductions, and our supplier policy includes sustainability requirements.

Case Study

Changing our approach to travel

In 2023, we introduced a new Group Travel Policy (GTP) to reduce our own emissions. The new policy provides clear guidelines to ensure sustainable choices are prioritised. It adds requirements that employees take the train instead of travelling by plane for all journeys that can be reached by rail in less than three hours. The policy also encourages rail travel for journeys of four hours or less.

We instigated peer-led carbon coaching conversations for our top 50 travellers to explore sustainable behaviour changes and the reduction of carbon intensive travel. This means that changes have been driven by culture, rather than by enforcing a policy, and are underpinned by data to demonstrate impact.

Case Study

Supporting employees to save energy at home

We support hybrid working among our employees and we also recognise the sustainability impacts of home working. Working from home is now a significant contributor to our overall emissions.

To enable employees to manage and reduce those impacts – and encourage behaviour change at home – we teamed up with energy experts Big Clean Switch to deliver a series of webinars focused on reducing home energy consumption for both homeowners and renters. More than 2,000 employees participated.

Our employee benefits package encourages people to cut their carbon footprint and save on energy bills. Employees can choose to have Big Clean Switch organise a home energy assessor to identify measures that will improve home energy performance. This is supported by Capgemini offering an interest-free home improvement loan to finance sustainable improvements such as insulation, solar panels, or a heat pump.

Environment and our people

Sustainability training for our employees

There are many ways that our people can accelerate their knowledge and develop skills on sustainability. Our award-winning Sustainability Campus was launched in 2022, with a foundational training programme. The programme has been completed by 70% of our group.

During 2023, the Sustainability Campus expanded to include sustainability training for specific roles, as well as modules on key topics and industries. We also have environmental champions across the business whose role includes increasing awareness of the Sustainability Campus and the adoption of new sustainability practices.

Adapting business practices to a net zero future

We are moving towards new ways of working so that we become a net zero business. Throughout 2023, we initiated work with our leadership teams to set carbon reduction as a KPI within the business. This supports the scale of transformation required for 2040.

Reducing our carbon footprint is everyone's responsibility and managing carbon emissions is a KPI throughout the business, recognised by senior leaders. Our goal is to enable teams to manage carbon emissions, and report and monitor, in the same way that they manage finances.

Our tree planting initiatives

In addition to our decarbonisation actions, we're investing back into nature through several tree planting initiatives. We have a global commitment to the WEF 1tr campaign to conserve, restore, and grow 1 trillion trees by 2030. Capgemini has committed to planting 20 million trees and by the end of 2023 we had planted 14 million trees around the world.

Our partnership with Ecologi, a social enterprise that works with businesses to inspire climate action, was established to enable Capgemini employees to plant trees individually or as part of a team. This offers a tangible way to highlight the importance of nature among our teams and partners. For example, we plant trees to recognise outstanding employee work or in place of branded goods at partner events. To date, 1.3 million trees have been planted globally with Ecologi in the [Capgemini forest](#).

Our partnership with IEMA

Capgemini is working closely with [IEMA](#), an association driving sustainable environmental management. This partnership helps us develop sustainability-related skills and training, and aims to support individuals to evolve their careers with sustainability in mind.

With its network, IEMA increases opportunities for us to work collaboratively on sustainability as a progressive force for good.



Environment and our clients

We have a target to save our clients 10 million CO₂e by 2030 through our client work. This involves supporting our clients on the sustainability-related issues that are impacting their business.

During 2023, we worked with a number of clients on topics from circularity to sustainable supply chains. We published thought leadership throughout the year that supported our clients in their sustainability transition.

For example, in December 2023, the Capgemini Research Institute published its Sustainable Business Trends Report called [A World in Balance](#). The report focused on many areas of sustainability, based on a survey of more than 2,000 executives across 718 organisations in 13 countries. Insights included the sustainability business case coming into focus alongside improved perspectives of sustainability and social sustainability moving up the corporate agenda.

The report also included recommendations for businesses, such as ensuring sustainability is a boardroom priority and embedding social sustainability into the business strategy, and exploring the potential of technology to achieve climate goals.

Case Study

Creating a framework for sustainable client delivery with Defra

We have been working with the UK Government Department responsible for improving and protecting the environment (Defra). Defra is a long-standing client for Capgemini, with both organisations sharing a commitment to sustainability.

In 2022, we started working on a collaborative project to co-create a groundbreaking framework for sustainable delivery of services at Defra. The project's goal is to achieve a 50% emissions reduction against a 2022 baseline within just three years, by rethinking how we work and implementing new practices. Our ambition is to replicate the framework across our largest accounts; to encourage clients to use it in their wider supplier ecosystems and establish a roadmap for our industry.

In building this framework for Defra, we have established a replicable process for providing clarity on emission sources and a baseline for other client accounts. We can identify the reduction required to meet the target, which emission sources to focus on, and the actions required to achieve it. With increased visibility for the client on the three scopes of GHG emissions, we can hold ourselves accountable and support our clients on their journeys.

Once the pilot with Defra for a Sustainable Delivery Framework is proven, we look to scale across other client accounts across 2024.



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Digital inclusion

Our Digital inclusion programmes

Across Capgemini globally, our aspiration is to support five million people through our digital inclusion programmes by 2030.

In the UK, it is estimated that 11 million adults lack the digital skills needed for everyday life, such as accessing the internet, and many working-age adults lack the digital skills needed to complete digital tasks in today's workplace⁵. At Capgemini UK, we are taking action in the following three areas:

- **Equip all with digital skills:** Reduce the digital divide by supporting those who are currently digitally excluded.
- **Open doors to technology careers:** Offer training at our digital academies for people who are disconnected from the job market.
- **Leverage technology to solve societal challenges:** Create innovative, future-focused solutions that benefit our charity partners and the communities where we live and work.

Our work in digital inclusion offers a chance to use our skills and expertise to help create opportunities for all. At the same time, our employees can volunteer to bring digital skills to the community (and are allocated two volunteer days each year on which to do so). This is highly beneficial to our teams as volunteering broadens perspectives and builds new skills among our people that, in turn, serve our clients.

⁵ Source; [Lloyds Bank Consumer Digital Index 2023](#). Lloyds Banking Group.



Expanding digital skills across the UK

Digital skills are fundamental to workplaces today. Yet too many people across UK communities are still excluded from many services which require a certain level of digital access and skill. Capgemini helps people in communities who may lack the skills they need to become digitally confident, often opening doors to job opportunities. In 2023, over 1,000 employees volunteered to help increase digital literacy and provide basic skills, supporting people to access digital services, complete tasks online and explore skills for employability.

Digital Unite

Digital Unite is a social enterprise that specialises in promoting and developing digital inclusion programmes through a digital champion approach. We have partnered together since 2020.

We worked with Digital Unite to create the Inspire awareness pathway at Capgemini. This is an internal programme that helps our people better understand digital inclusion and feel confident to offer support in their own communities as digital champions.

The embedding of digital champions within communities helps those locally to easily access regular support and

develop a personal connection with the person who teaches them digital skills. It often starts with supporting friends and family. Throughout the year, just under 500 colleagues across the UK completed Inspire with 68% pledging to help others. After completing the Inspire training, 81% of colleagues said they had increased their knowledge of digital inclusion and 96% felt more likely to go on and help others.

During 2023, we launched a new programme with Digital Unite to address the lack of technology skills that are a barrier in daily life for many. Together, we facilitated interactive workshops and online learning modules to support people who had little or no digital skills.



“I think the raising of awareness about digital inclusion really hits home that this is not something happening elsewhere; it really affects a lot of people around us.”

Capgemini employee who completed the Inspire programme in November 2023

Expanding digital skills across the UK

CodeYourFuture

Our award-winning partnership with non-profit CodeYourFuture saw us assist 282 individuals with free training to become software developers in 2023. This training supports individuals from disadvantaged backgrounds, who would otherwise struggle to afford tuition, to apply for roles in the technology sector.

In 2023, we expanded the partnership to offer the basic digital skills required for daily life. This complements the existing programmes that focus on vocational skills such as basic coding and full stack web development and cloud engineering. At each stage, there's opportunities to achieve certifications at different levels. Our goal is to have a wider positive impact.

All the classes are freely available to those of any age, who live below the poverty line or are marginalised within society. The partnership funds expenses such as travel or childcare to ensure no one is excluded by their circumstances. The training opens doors to employment in the technology sector, and is an important part of our mission to increase diversity across the sector. Since the start of our partnership with CodeYourFuture in 2019, Capgemini has hired over 80 people into 11 different areas of our business.

Our work in schools: Offering an employer perspective to students

Our schools programme offers work experience placements to young people each year. In 2023, 370 school students aged between 14 and 18 joined us for a mix of virtual and in-person work experience placements. Across Capgemini, 19 different business areas hosted placements, allowing for insight into different technology and business career paths and resulting in a range of portfolios of work, ready to use in university or future job interviews. Following their work experience, 90% of participants reported feeling more employable and better equipped for their professional future.

“I really enjoyed being able to collaborate with others. I also liked that the programme incorporated both theoretical and interactive components.”

School student

Case Study

Reaching young people in primary schools to promote STEM

For many years, Capgemini has worked with FIRST Lego League and the Institute of Engineering and Technology (IET) to inspire students across primary and secondary to experiment and grow their skills with hands-on learning of STEM subjects. We often involve our clients in the project.

Since 2019, we have focused on supporting primary schools in Telford to bring problem-solving to life in a fun creative way. In 2023, our employees were mentors for 10 primary schools using this successful model. They helped small teams of students imagine new alternative energy sources and then build prototypes using LEGO. Capgemini supported Telford & Wrekin Council to deliver a 10-week programme, involving more than 100 children.

FIRST Lego League inspires young people in the world of technology and engineering. Their focus on soft skills complements our desire to support employability and digital skills inclusion.

Expanding digital skills across the UK

Case Study

Becoming a volunteer job coach in the community with BITC

We run a number of mentoring programmes as part of our commitment to developing skills within communities across the UK. Paul Harrison, a Capgemini UK employee, took part in Business in the Community's Job Coaching programme, which provides tailored, one-to-one support for jobseekers to improve their chances of securing fair and sustainable employment.

Paul's experience reflects the mutual benefits of volunteer-led job coaching and training:

"I've listened to many personal stories and challenges ranging from neurodivergent people to refugees. It has helped me understand the world through their eyes and enabled me to really explore issues that are preventing people from getting into work. Each individual is unique and requires support in different areas. Being out of work impacts people's sense of identity and financial wellbeing. We work together to get to the heart of the type of job the individual would like and where they would excel; to prepare and practice for interviews and share experiences.

It has been hugely gratifying to be able to share my experience and insights and play a small part in helping people back into work."



Solving societal challenges with technology

Strengthening innovation in the not-for-profit sector

We believe the digital transformation should benefit everyone. At Capgemini, we are using our skills to boost the capacity of partners, including charities, on the ground. This helps to drive efficiencies and real impact among local communities, while building capacity within the charity. We support our partnership with The Prince's Trust by sharing technical expertise to deliver its mission in several ways.

With The Prince's Trust, we introduced 'no code' automation – developing software without any programming needed. It digitises routine administration by using a tool that helps people work more effectively. For example, we ran a session with Youth Development Leaders from The Prince's Trust to help them optimise their own work and create efficiencies, such as when organising administration for the young people they serve.

Capgemini volunteers also ran sessions for young people, via The Prince's Trust, to teach essential digital skills, including the use of LinkedIn. These sessions help young people enhance their online presence and employability by creating and making the most of their LinkedIn profiles.

In 2023, we supported more than 1,000 young people with skills sharing sessions, working with The Prince's Trust. These sessions offered unemployed and underemployed young people a taste of the digital and tech sector to consider jobs.

We're continuing to work on The Prince's Trust's 'Explore' programme, to help young people who are a little further from getting a job to develop digital and life skills. This ranges from considering online behaviours, to understanding algorithms, and researching online job opportunities and applications.



Solving society challenges with technology

AbilityNet collaboration to reach into communities

We collaborate with AbilityNet, a charity that aims to make the digital world accessible to all. This enables volunteers from Capgemini to join AbilityNet's national network of volunteers to assist with digital support requests from disabled people and older people in their local communities.

In 2023, we had 30 volunteers across the UK who worked locally to reach disabled and older people to use technology at home. We are also engaged in digital skills coaching – either in person or virtually – covering a range of topics, including staying safe online.

Our work supports AbilityNet's project with Ofcom, the UK communications regulator, and BT Group, and is carried out with local authorities. As the UK switches from analogue to digital, during 2023 we took part in roadshows around the country to give people the confidence to switch.



Case Study

Boosting urban rewilding in partnership with Pollenize

The decline of pollinators is a global issue that is having far-reaching consequences – one out of every three mouthfuls of the food we consume is made possible by the work of pollinators, like bees.

Our UK team working with Pollenize, a UK-based social enterprise dedicated to citizen science and conservation, were winners in our global Tech4Positive Futures challenge – our ongoing endeavour to demonstrate how technology and business can drive positive change. With funding from Capgemini, the team developed the concept to build a tool that uses data from both bees and people, to improve biodiversity in urban areas.

By tracking data from individuals and pollinators, users can find recommendations for the best type of seeds to plant in specific locations, according to biodiversity needs, ultimately supporting bees and other pollinators to flourish.

The team has also developed their idea to monitor and decode the 'bee waggle dance' enabling them to track data from the hives, to give insights about bee behaviour that enables mapping of how bees use and navigate local areas. The goal is to help people rewild urban areas with an understanding of where to rewild and what to plant.

We will continue to build on our partnership with Pollenize and other partners.

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Diversity and Inclusion

Our Diversity and Inclusion programme

Our vision is to be recognised as a truly inclusive organisation. This means inclusion for all – across different gender identities, sex, race and ethnicity, nationality, sexual orientation, age, experience and social background, ability or neurodivergence status, religion, and cultural identity.

We want to build a future where all talent can thrive. This is driven by our new Group [diversity and inclusion policy](#), offering a shared and consistent approach, globally, offering a shared and consistent approach, globally.

In the UK we are putting these principles into practical action with our Active Inclusion programme. This involves:

- **Fostering diverse teams:** Attracting, developing, and retaining the best talent.
- **Ensuring fair and equitable participation:** Offering a workplace where everyone feels they can contribute and develop in their careers.
- **Strengthening our inclusive culture:** Providing a safe and open workplace where everyone who works for, or with, Capgemini feels welcome and respected.

We continue to adopt key benchmarks to guide our business, such as the Stonewall Global Workplace Equality Index for LGBTQ+ inclusion and the Bloomberg Gender-Equality Index and regularly measure our progress on inclusion through Pulse and Great Place to Work surveys.

For information on our performance, see our [Diversity and Inclusion data](#) (page 36).



Promoting an inclusive culture

D&I is embedded into daily life at Capgemini, from the onboarding process to the boardroom. The UK-wide approach is driven by a D&I steering committee, with representatives from across the business areas.

Within Capgemini, we work to engage and inspire our people to continue to build and encourage an inclusive culture. Today, our people, clients, and society are expecting more, seeking tailored interventions that positively increase inclusion and belonging at work.

During 2023, we focused on increasing diversity at the senior levels of our business, prioritised personal and emotional wellbeing, and took specific action to embrace neurodiversity.

Unlocking conversations on inclusion

To help create an open and collaborative work environment, we launched Inclusion Circles – a framework that enables our leaders to set up open conversations encouraging our people to share their insights, perceptions, and experience.

Around the world, over 16,000 colleagues have participated in over 1,200 circles. In the UK, more than 80 senior leaders registered as hosts of circles in 2023. These energising discussions have focused on topics like unconscious bias in the workplace, the value of D&I in business, and breaking biases in technology and artificial intelligence (AI).

Providing space for wellbeing

We stand for a safe workplace and respectful relationships with the people we work alongside. We've introduced our new Health and Wellbeing Hub – a one-stop shop of resources and advice on navigating challenging situations.

The Hub provides financial, physical, and emotional wellbeing support for everyone at Capgemini, whether colleagues need it in their role as people managers, employees or as parents and carers. Our launch included interactive sessions on how to navigate the Hub and engage with others within it.

External commitments

We continued to meet our external commitments throughout 2023. This included our work as signatories to the Women in Defence Charter (signed in 2022), the Race at Work Charter (signed in 2019), the Menopause Workplace Pledge (2022), and our decade-long commitment as a Disability Confident Employer.

“Last year, we updated our Health and Wellbeing Hub to act as a single source of help, support and to assist employees prioritise their wellbeing. We host menopause cafes, taking groups of women through kickstart programmes, building resilience, relationships, understanding and embracing change, managing mental health through menopause, motherhood and bereavement. While the focus on wellbeing is for all, we know that our female employees appreciate the dedicated support created for them.”

Rachel Barber
Employee Wellbeing Lead, Capgemini

Promoting an inclusive culture

Highlights in 2023

- Capgemini UK and Capgemini Invent UK in the Top 50 Glassdoor Best Places to Work 2024.
- 82 people took part in the 2023 Diversity on Boards programme – open to anyone from an underrepresented background.
- 31% growth in our employee network members, with more than 6,000 members and more than 50 events run during 2023.

Increasing female representation

Year-on-year, we have been increasing female representation across Capgemini UK. We welcomed 755 additional women in 2023, making up 39.6% of our total new hires and increasing female representation by 1.6 percentage points to 31.8%. We also promoted 445 women in 2023.

We're now in our fourth year of partnership with **WBDirectors** (previously Women on Boards) – working to increase diversity in external non-executive roles, such as school governors, charity trustees – and support our people to gain transferable leadership skills. In 2023, 82 Capgemini colleagues participated in our Diversity on Boards programme, aimed at anyone from an underrepresented background.

CodeFirstGirls

Code First Girls (CFG) aims to eliminate the technology diversity gap by providing free education and economic opportunities to women and non-binary people. It is one of the world's largest providers of free coding courses for women. We have partnered with Code First Girls since 2021, funding CFG courses in Software, Full Stack, Data, DevOps, and Mobile.

Since we started our partnership, more than 50 graduates of Code First Girls have joined us as permanent employees. We've also supported 386 students to participate in Coding Kickstarter courses, focused on the fundamental skills of front-end web development – increasing their employability.

Women for the Future awards

The Women for the Future awards are a global initiative led by Women@Capgemini to recognise and celebrate the exceptional female talent in our business. In the UK in 2023, we received more than 80 nominations and 1,000 votes for 10 UK-based winners.

A global ceremony took place on International Women's Day in which women received recognition, individual time with senior leaders, and development opportunities, such as a conference or workshop of their choice.

Partnering to embed an inclusive culture

Capgemini continues to collaborate with **myGwork**, a community of LGBTQ+- friendly employers offering people a safe space to connect. Our collaboration helps the LGBTQ+ community find inclusive employment and mentors, supported by e-learning, news, and events.

For example, in 2023, our colleagues published a myGwork article for LGBT+ History Month, spoke as panellists on myGwork's Work Pride webinars, and attended the Attitude Awards 2023.

Promoting an inclusive culture

Neurodiversity inclusion

We've introduced new policies and a network to embrace neurodiversity within Capgemini. Neurodiversity diagnosis and support is now included in the UK employee medical plan. Across our UK offices, we offer training run by our partner, Differing Minds. This helps managers and colleagues adopt a neuro-affirmative attitude, continue learning, and use clear practical tools and strategies to create an inclusive workspace for neurodivergent individuals.

In 2023, we took part in Neurodiversity Celebration Week. Throughout the week, we offered sessions and workshops ranging from understanding neurodiversity and the science behind it to reframing neurodiversity for better mental health and supporting parents and carers.

Our work is supported by [factsheets](#), available across Capgemini globally, that help educate our workforce on neurodiversity Inclusion. In early 2024, we launched a NeuroAbility UK network, with more than 400 members participating.

EZRA coaching

Capgemini UK has partnered with [EZRA coaching](#) to offer coaching for people at mid-senior levels. Together, we have created and launched four specific coaching programmes (each lasting six months) covering the following:

- **Leading with impact**
- **Developing diverse talent**
- **Growing your career with Capgemini**
- **Step up for success**

In 2023, 144 colleagues took part in EZRA coaching – 44% of total participants were women. EZRA's own measures demonstrated an increase in capability across all those who have taken part. Participants found the programme impactful, both professionally and personally.



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Beyond our three pillars

Collaborating to create social value

Highlights in 2023

- Supported 970 young people from lower socio-economic backgrounds to access education and employment through the Salford Foundation in Manchester.
- 370 school students aged between 14 and 18 joined us for a mix of virtual and in-person work experience placements.
- 718 hours of community-based volunteering, to date, to help local community members learn digital and employability skills in Telford.
- 477 colleagues across the UK completed Inspire to boost digital skills in their community.

The delivery of our strategy is underpinned by collaboration with our clients, partners, and communities. We are leaders in driving positive social change, leaving a lasting impact across the UK through collaboration and innovation. Our global mission is to unleash human energy through technology for an inclusive and sustainable future.

Our work to create a positive impact ranges from supporting local communities to safeguarding the environment. We create widespread impact in the following ways:

- **Nationally:** we collaborate with organisations across the UK to offer a range of adaptable digital skills programmes. This supports individuals of all ages who face challenges – such as refugees, veterans, and young people. Our goal is to help overcome challenges that inhibit people's potential, while bridging the digital divide.
- **Locally:** we work directly with local organisations and residents to understand their needs in those communities with greater challenges. We collaboratively develop and implement sustainable, long-term programmes aimed at addressing local social mobility challenges. This includes equipping individuals with the skills, access, and confidence they need to thrive in an increasingly digital world.

Beyond our local and national programmes, we address social issues and achieve impact at scale. Our work aims to empower individuals with digital skills and confidence to gain meaningful employment, and to create lasting social value in targeted communities. This ranges from offering digital skills and jobs training; collaborating with our supply chain to create opportunities; developing diverse and inclusive workplaces, and promoting environmental awareness.

Together, we can build a brighter future for individuals and communities across the UK.

Collaborating to create social value

Delivering meaningful social value

During 2023, we worked with our clients to deliver social value in the following ways:

- Expanded a project in West Cumbria with social enterprise Digital Unite, to provide local digital skills learning assistance. We built capacity in 12 local charities to offer digital skills learning assistance, through a network of digital champions.
- Contributed more than 700 hours of community-based volunteering to help local community members across Telford learn digital and employability skills.
- Worked with the Salford Foundation in Manchester to assist young people from lower socio-economic backgrounds to access education and employment opportunities. By the end of the year, we had supported 970 young people.

We also supported clients to drive our mutual social value priorities, such as:

- **Building an inclusive, diverse technology sector workforce.** For example, we developed a podcast, *Beyond the Surface*, to shine a spotlight on the workplace impacts of hidden differences such as epilepsy. This initiative challenges assumptions, promotes inclusivity, and creates a dialogue for underrepresented groups in technology.
- **Progressing environmental sustainability efforts:** Our work includes defining initiatives to reduce greenhouse gas (GHG) emissions when delivering contracts. We implemented a sustainable programme management to measure the carbon footprint of delivery teams. This included upskilling colleagues and suppliers with environmental sustainability knowledge share sessions and sustainability qualifications.

“The network is brilliant. When you work in technology, it’s easy to assume that digital skills are common knowledge. The network taught me how to put people at ease and to inspire confidence.”

Capgemini employee and volunteer for Digital Unite.



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UN Sustainable Development Goals (SDG) index





Capgemini's global approach to responsible business is also guided by the United Nations Sustainable Development Goals (SDGs). We detail how Capgemini in the UK contributes to the SDGs through our corporate sustainability and responsibility strategy.

For further detail of our Group contribution, see our latest Universal Registration Document.

Our commitment to the UN Sustainable Development Goals (SDG) index

Goal	Influence through our strategy	Examples of action
 4 – Quality Education	Digital Inclusion	Our apprenticeship programme, digital academies, our partnership, CodeYourFuture, and other education outreach initiatives, help provide access to affordable, quality technical and vocational education (4.3) and help increase the number of youth and adults who have relevant technical and vocational skills for employment (4.4).
 5 – Gender Equality	Diversity and Inclusion	We are committed to opening STEM careers to more women. Our Diversity and Inclusion programme supports the creation of equal opportunities for women within our own organisation, our sector, and wider society, helping to ensure women's full and effective participation in economic life (5.5).
 7 – Affordable and Clean Energy	Environmental Sustainability	We are committed to transitioning our own energy supply to 100% renewable electricity by 2025. We are a member of the RE100 and are a vocal supporter of the acceleration of renewable electricity markets and support our clients in their renewable energy transitions. We support increasing the share of renewable energy in the global mix (7.2).
 8 – Decent Work and Economic Growth	Digital Inclusion, Diversity and Inclusion	Through our Diversity and Inclusion programme, we work to ensure the active involvement of persons with disabilities in our workforce and wider society, contributing to full and productive employment and decent work for all women and men, including for young people and persons with disabilities (8.5). Our work with partners such as The Prince's Trust contributes to reducing youth unemployment (8.6), by assisting young people to gain the skills needed for work. Capgemini UK is a Disability Confident certified (level 2) employer.

Our commitment to the UN Sustainable Development Goals (SDG) index

Goal	Influence through our strategy	Examples of action
 9 – Industry, Innovation and Infrastructure	Environmental Sustainability	We are committed to working with clients in the public and private sectors to increase their sustainability and resource efficiency, with a target to help our clients save 10 million tons of CO ₂ e. We help them redesign their industrial and supply chain footprint processes, implement best-in-class planning methods to limit material waste, water and energy consumption, and CO ₂ emissions in networks. We also promote circular business models through reversible supply chain and manufacturing operating models. In doing so we help upgrade infrastructure and retrofit industries to make them sustainable (9.4).
 10 – Reduced Inequalities	Digital Inclusion, Diversity and Inclusion	We promote the inclusion of all kinds of talents irrespective of age, gender, sexual orientation, social background, ethnic origin, disability status, religion, or political beliefs (10.2). Our Employee Networks provide the opportunity for our team of around 13,000 colleagues to get involved in our Diversity and Inclusion programme, while our partnerships with CodeYourFuture, The Prince's Trust, and others contribute to promoting the economic inclusion of all, by supporting those who are far from the job market to gain the skills and knowledge needed for employment. We have introduced a new programme on neurodiversity.
 12 – Responsible Consumption and Production	Environmental Sustainability	We have an impact on advancing resource efficiency and supporting the circular economy, primarily through the decisions on what we buy, how we use, re-use, and dispose of resources. We are committed to reduce total waste per employee by 80% by 2030 (baseline year 2019) and to reduce to zero the amount of waste that goes to landfill. At the same time, we support clients in building circularity and sustainable resource management into their business models. Through these actions, we support the sustainable management and efficient use of natural resources (12.2).
 13 – Climate Action	Environmental Sustainability	We contribute to improving education, awareness-raising and institutional capacity on climate change mitigation, adaptation, impact reduction, and early warning (13.3) by offering services that help clients reduce their carbon emissions and raising awareness throughout our workforce. For example, in 2022, Capgemini Group ran a 'Skill Up for a Sustainable Future' campaign to coincide with Earth Day and launched our Virtual Sustainability Campus.

Environmental data: targets and policies

Environmental sustainability data⁶

Carbon emissions by scope

We've set absolute carbon reduction targets for our UK business of -40% by 2023, -45% by 2024 and -50% by 2025. This supports our ambition to deliver services to our clients with 50% fewer operational emissions by 2025.

Metric	Data Source	Unit	2019	2021	2022	2023	Change Vs 2019	Comment
Scope 1 Emissions	Diesel	tCO ₂ e	8	6	7	3	-60%	Diesel is used for backup generators and typically tracked as part of a routine maintenance schedule. As such, the emissions vary year-to-year depending on the level of maintenance within that year.
	Natural Gas	tCO ₂ e	882	748	748	749	-15%	Emissions from natural gas have reduced since 2019 due to the shift to hybrid working and installation of more efficient boilers.
	F-gas	tCO ₂ e	118	37	109	172	46%	F-gas emissions are typically tracked as part of a routine maintenance schedule and vary year-to-year. We have implemented a site-wide review and condition report to proactively take action to prevent leaks.
	Liquefied Petroleum Gas (LPG)	tCO ₂ e	15	9	8	2	-84%	LPG consumption is not consistent year-on-year and reported only when purchased.
	TOTAL scope 1	tCO₂e	1,022	800	872	927	-9%	
Scope 2 Emissions (Market Based)	Data centre electricity	tCO ₂ e	889	294	0	0	-100%	In May 2021, our Rotherham data centre was closed as we moved to an asset-light strategy.
	Office electricity	tCO ₂ e	1,520	457	237	0	-100%	The emissions decrease stems from reduced occupancy of offices during the Covid-19 pandemic, moving more of our sites to renewable electricity contracts, consolidating our estate, as well as increased efficiencies gained through LED lighting upgrades and improvements to boilers, chillers, and heating, ventilation, and air conditioning systems. In 2023 we are reporting 0 emissions using the market-based approach due to the renewable electricity contracts at our sites and purchase of Renewable Energy Guarantees of Origin (REGOs).
	TOTAL scope 2 (market based)	tCO₂e	2,409	751	237	0	-100%	
	Total scope 2 (location based)	tCO₂e	3,887	2,458	2,142	1,862	-52%	

Environmental data: targets and policies

Metric	Data Source	Unit	2019	2021	2022	2023	Change Vs 2019	Comment
Scope 3 Emissions	Business travel	tCO ₂ e	22,631	2,273	7,819	11,949	-47%	We have introduced initiatives to reduce business travel emissions, including moving to a flexible, hybrid working model, providing tools for virtual collaboration, monitoring emissions from business travel and providing infrastructure for electric vehicles. We have carefully managed the increase in emissions in 2022-23 which resulted from the lifting of restrictions from the pandemic and the drive to reconnect in-person.
	Commuting & working from home	tCO ₂ e	11,238	5,269	5,984	5,789	-48%	As working from home is not without emissions, we have developed a methodology to assess these emissions and can now include them in our commuting emissions. We will periodically survey our employees to calculate working from home emissions and monitor the trend in conjunction with emissions from employee commuting.
	Transmission & distribution (T&D) losses	tCO ₂ e	330	218	196	159	-52%	Decreased emissions from T&D losses occurred as a result of decreased Scope 2 electricity consumption overall. Explanations provided above.
	Water	tCO ₂ e	56	10	11	10	-82%	Emissions associated with the consumption and treatment of water have decreased as a result of decreased office occupancy during the Covid-19 pandemic and our move to a hybrid working model.
	Waste	tCO ₂ e	12	7	7	4	-64%	Emissions associated with the consumption and treatment of waste have decreased as a result of decreased office occupancy during the Covid-19 pandemic and our move to a hybrid working model.
	Third party data centres	tCO ₂ e	478	413	324	283	-41%	Over the course of 2022-23, Capgemini's UK remaining data centres became outsourced to be colocation data centres under third-party management. As they are effectively no longer under our operational control, we have moved the emissions data from Scope 1 and 2 into a Scope 3 category for third-party managed data centres. See footnote on page 34.
	TOTAL scope 3	tCO₂e	34,745	8,189	14,341	18,195	-48%	These significant reductions have been driven by the various factors explained above relating to our shift to hybrid flexible working, projects to improve the efficiency of our estate, and reduced travel emissions, as well as the impacts of the Covid-19 pandemic.
	TOTAL emissions	tCO₂e	38,176	9,741	15,450	19,121	-50%	
Emissions per employee	tCO₂e	3.68	0.87	1.18	1.34	-64%		
Offices	Total office energy consumption	MWh	17,586	14,838	15,293	13,116	-25%	The decrease in energy consumption stems from reduced occupancy of offices during the Covid-19 pandemic and hybrid working model, consolidating our estate, and increased efficiencies gained through LED lighting upgrades and improvements to boilers, chillers, and heating, ventilation, and air conditioning systems.
	Energy consumption intensity	kWh/m ²	292.37	264.09	241.61	217.72	-26%	Explanation as above.
	% of office electricity from renewable sources	%	66%	86%	94%	100%	–	In 2023 we are able to report 100% renewable electricity due to the renewable electricity contracts at our sites and purchase of REGOs.

Environmental data: targets and policies

Metric	Data Source	Unit	2019	2021	2022	2023	Change Vs 2019	Comment	
Data Centres	Leased data centres	Total data centre energy consumption	MWh	2,565	934	0	0	-100%	In May 2021, our Rotherham data centre was closed as part of moving to an asset-light strategy. Our remaining data centres are now reported as third-party managed data centres.
		% of data centre electricity from renewable sources	%	0%	0%	0%	0%	–	
	Third party managed data	Power usage effectiveness (PUE)	%	1.71	1.76	1.64	1.78	4%	The reduction is due to decreased server usage and the removal of some IT equipment in these data centres.
		Total data centre energy consumption	MWh	18,933	16,782	15,672	15,021	-21%	
		% of data centre electricity from renewable sources	%	100%	100%	100%	100%	–	
		TOTAL % of renewable electricity	%	57%	91%	97%	100%		
Waste and Water	Waste recycled	tonnes	195	81	108	123	-37%	Decrease driven by reduced office occupancy due to the Covid-19 pandemic and our move to a hybrid work model.	
	Waste to energy	tonnes	139	44	56	60	-57%		
	Waste to landfill	tonnes	46	10	7	1	-99%		
	Waste others	tonnes	0	0	0	34	100%	Increase as one of our sites has introduced anaerobic organic waste collection.	
	TOTAL waste generated	tonnes	380	135	171	217	-43%	Decrease driven by reduced office occupancy due to the Covid-19 pandemic and our move to a hybrid work model.	
	TOTAL water use	m³	53,071	23,664	25,951	27,004	-49%		

⁶ The data reported above has changed compared to previous reports for the following key reasons:

- At the start of 2023, Capgemini UK's remaining data centre was outsourced to become a colocation data centre under third-party management. As this data centre is effectively no longer under our operational control, we have moved the emissions data from Scope 1 and 2 into a Scope 3 category for third-party managed data centres. In line with the guidance from the GHG Protocol and the UK Environmental Reporting Guidelines this is considered a structural change and has been made to data for all years to ensure year on year comparability and maintain a constant perimeter. Third-party managed data centre waste and water usage for all years has been removed from the waste and water table as well.
- F-gas data for the 2019 baseline year has increased compared to previous reports due to the inclusion of additional types of F-gas not previously reported at one of our subsidiary's sites.

Digital inclusion data

Programme Inputs	Metric	Unit	2020	2021	2022	2023	Comment
Employee Volunteering and Fundraising	% of workforce engaged	%	7.3	7.3	9.9	11.9	Based on the average headcount throughout the year. Data includes employee volunteering as well as fundraising in support of our key charity partners.
	Total volunteering engagements	No. of engagements	1,490	1,296	1,618	1,454	Volunteering engagements, excluding pro bono.
	Total volunteering hours	Hours	5,263	2,546	2,952	3,151	Volunteering hours excluding pro bono. 2020 saw a peak in support of Covid-19 recovery.
	Total employee fundraising	£	24,718	25,242	62,224	64,224	Total funds raised by Capgemini employees for The Prince's Trust.
Employee Giving	Payroll giving	£	116,865	119,321	151,916	191,738	Payroll giving is a voluntary donation some of our employees elect to make directly from their monthly salary to a charity of their choice.
Corporate Donations	Pro Bono Days	Days	236	1,438	1,174	566	The extended project with The Prince's Trust completed in 2023. We anticipate an increase in pro bono days into 2024 as we continue to increase the impact we can have through the sharing of our digital skills.
	Corporate Donations	£	174,303	323,606	405,607	644,150	Improved data capture in 2023 across monetary and pro bono donations (excludes sponsorships and memberships with Voluntary, Community and Social Enterprises)
Digital Academies	Digital Academy trainees	No. of trainees	67	128	228	170	Trainees on our digital academy courses with our partner CodeYourFuture are counted in the year where the majority of their course took place. A slowing market for hiring has influenced the number of new courses starting in 2023. In 2024 we anticipate adapting the model in response to the market.
	Digital academy graduates	No. of graduates	28	74	76	112	Graduates from our digital academy courses with CodeYourFuture are counted in the year they graduate.
	Digital academy graduates hired by Capgemini	No. hires	3	42	27	7	After graduating, CodeYourFuture trainees have the opportunity to join Capgemini UK as full time employees. In 2023, the lower figure reflects a challenging market which reduced junior talent intakes across multiple sources.
Digital Literacy	Digital literacy beneficiaries	No. of beneficiaries	438	3,490	3,715	3,181	To increase the accuracy of our course completion data, we conducted a review of our data capture processes for one of our CodeYourFuture courses in 2023.
	Employees completing digital literacy training	No. of employees	107	256	295	472	In 2023 we reimaged our digital champion awareness training with partner Digital Unite, with increased focus on engagement.
	Wider education outreach	No. of beneficiaries	37,394	23,900	28,000	17,431	We continue to support educational support and outreach with online sessions for larger groups alongside smaller in-person sessions to offer a more personal learning experience.

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Diversity & Inclusion data

	Metric	Unit	2021	2022	2023
Gender Balance of all Employees	Headcount by gender	% Female	29.5%	31.0%	32.6%
		% Male	70.5%	69.0%	67.4%
Gender by Grade	Executives	% Female	19.5%	21.7%	25.9%
		% Male	80.5%	78.3%	74.1%
	Experienced professionals	% Female	28.2%	28.8v	30.2%
		% Male	71.8%	71.2%	69.8%
	Entry level	% Female	42.1%	43.3%	46.9%
		% Male	57.9%	56.7%	53.1%
Recruiting	All recruitment by gender	% Female	31.6%	35.5%	39.9%
		% Male	68.4%	64.5%	60.1%
Promoting	Promotion rate by gender	% Female	16.3%	18.8%	10.0%
		% Male	12.0%	13.0%	7.8%
Gender Pay Gap	Median pay gap	% Female	17.9%	17.3%	18.2%
	Mean pay gap	% Male	18.4%	18.3%	19.0%



Diversity & Inclusion data

	Metric	Unit	2021	2022	2023
Uptake of Parental Leave	% retention following long term parental leave	% Female	98.0%	98.9%	99.1%
Ethnicity by Grade	Ethnic minority total headcount	% Male	28.3%	27.8%	28.5%
	Ethnic minority executives	% Female	12.7%	14.6%	15.2%
	Ethnic minority experienced professionals	% Male	27.7%	27.4%	26.8%
	Ethnic minority entry level	% Female	35.6%	36.2%	40.0%
Ethnic Heritage	Asian	% Male			19.8%
	Black	% Female			5.2%
	Mixed Origin	% Male			1.8%
	Other Ethnic	% Female			1.7%
	White	% Male			53.1%
	Undisclosed	% Female			24.0%
Flexible Working	Employee view of “My work schedule is flexible enough to balance my family and personal life”	Score Out of 10	8.0	8.5	8.5



Learn more

Find out more about corporate responsibility and sustainability at Capgemini UK.

Our Responsibility and Sustainability Strategy is underpinned by the following policies and standards:

- [ESG Policy](#)
- [Group Environmental Policy](#)
- [Human Rights Policy](#)
- [Supplier Standards of Conduct](#)
- [Responsible Business approach](#)
- [Global D&I Policy](#)



About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2023 global revenues of €22.5 billion.

www.capgemini.com

For more information

If you have feedback or questions on our approach to responsible business, please contact:

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