

## Capco Employee Charter

Capco, a Wipro Company, is a global technology and management consultancy specializing in driving digital transformation in the financial services industry. With a growing client portfolio comprising of over 100 global organizations, Capco operates at the intersection of business and technology by combining innovative thinking with unrivalled industry knowledge to deliver end to end data driven solutions and fast-track digital initiatives for banking and payments, capital markets, wealth and asset management, insurance and the energy sector. Capco's cutting edge ingenuity is brought to life in its innovation labs and award-winning Be Yourself At Work culture and diverse talent.

Our approach is tailor made to fit with each client's problem with an emphasis on building long-term strategic partnerships that foster collaboration and trust. We have the people, the vision, and the passion.

Capco is committed to providing clients with practical solutions. We offer a globally integrated service with offices in leading financial centers across the Americas, Europe, and Asia Pacific.

Capco is committed to driving business growth by harnessing the talents of all our people, enabling everyone to 'be yourself' at work by fostering an inclusive and empowering culture based on our shared values – respect, integrity, excellence, commitment, and knowledge. Capco is committed to promoting these values in the way we collaborate with clients, the communities in which we operate and each other, so that everyone at Capco can achieve their full potential at work, actively contribute to growth in a market-leading business and share in our success.

### Capco will

1. Appoint and grow leaders who are role model for our values and culture in their behaviours and actions with others
2. Foster an inclusive culture, rooted in openness, fair treatment and respect at work so each of us can 'Be Yourself at Work.' Set challenging formal diversity targets and report regularly and publicly so we can monitor progress. Promote a culture founded on respect for others at work, adopt a zero-tolerance standard in relation to any form of bullying or harassment at work and encourage staff to report to leadership any instances staff witness or experience
3. Support career-long development (in technical and leadership capabilities) and provide opportunities for accelerated career progression for our strongest performers, particularly those from under-represented groups in our leadership.
4. Provide ongoing feedback and coaching so each of us can fulfil our full potential at work, achieve and sustain high standards of performance and make a valuable contribution to the business
5. Create an environment free from artificial or unfair barriers to progression, discrimination (including unconscious bias and micro-aggression), anti-social behaviour, bullying or harassment of any kind
6. Offer market competitive reward and recognition for achievement of individual, team and business goals and enable all staff to share in the success of our business
7. Empower people so they participate actively in the decisions that influence and shape our business and the way we work, enable the achievement of our goals, and enhance and embed our culture and values
8. Provide channels for staff suggestions, comments, feedback (including the We are Listening mailbox and the Speak-Up helpline and website) and encourage people to raise proposals, concerns, or issues at work, anonymously where necessary

9. Uphold the UN Declaration of Human Rights and ILO Labour Standards (including the right of association) and the UN Global Compact 10 Principles and comply with the letter and spirit of applicable legislation and regulations in all our businesses and locations
10. Maintain a safe, secure, and comfortable work environment in all offices, protect the rights and freedoms associated with the processing of all personal data on our platforms and systems and support the health and wellbeing of each of us at work
11. Promote Corporate Social Responsibility at Capco by enabling all of us to make a positive and lasting contribution to the communities we serve and in which we work
12. Ensure we operate in a way that makes a positive contribution to the environment and sustainability, climate and the finite natural resources at our disposal and follow sustainable business practices across the firm

## **Our people will:**

1. Contribute actively to growing our business, enhancing our culture, and demonstrating our values every day at work so each of us can be fully engaged at work, take pride in Capco, and contribute positively to the firm
2. Understand, uphold, and act in accordance with all Capco policies, processes, and standards
3. Complete all the mandatory training required by the business in a timely and responsible fashion
4. Work with the firm to identify, report and manage risk as appropriate (using the relevant platforms, including Logigate) and protect the interests of the business, our people, our clients, suppliers, and the communities in which we operate.
5. Take personal responsibility for your performance and the performance of your teams, the quality of your work, your development and career progression
6. Raise any concerns or issues at work openly, anonymously if necessary (using the We Are Listening mailbox or the Speak Up helpline or website and report any breaches of Capco policy or standards by others, in good faith. Adopt a zero-tolerance standard in relation to any form of bullying or harassment and report to leadership any instances we witness or experience
7. Act professionally with all stakeholders, including clients, colleagues, regulators, industry bodies and government
8. Maintain confidentiality of client, Capco and personal data in line with relevant Capco policies, standards and regulation. Protect and secure confidential client and personal data and do not circulate this data outside Capco networks. Do not compromise our IT security standards or protection
9. Demonstrate collegiate behaviour, collaborate openly and share knowledge, ideas, and information appropriately
10. Always treat other people fairly and with respect, report any unacceptable behaviour you witness or experience to your manager, A Partner, your HR contact or on one of the channels available (such as the We Are Listening mailbox or the Speak Up helpline or website)
11. Be honest and open with others and display high levels of integrity in all circumstances
12. Join in. Participate fully in the experience of working with Capco, contribute positively to the Capco community and have fun