

Capco Employee Charter

Capco is a global management and technology consultancy dedicated to the financial services and energy industries. Our professionals combine innovative thinking, with unrivalled industry and capability expertise to offer clients consulting expertise, complex technology and package integration, transformation delivery and managed services to move their organisations forward. Through our collaborative and efficient approach, we help our clients successfully innovate, increase revenues, manage risk and regulatory change, reduce costs and enhance controls. We serve our clients from offices in leading financial centres across the Americas, Europe, and Asia Pacific

Capco is committed to driving business growth by harnessing the talents of all our people, enabling everyone of them to 'be yourself' at work and 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 work with clients and each other, so that everyone at Capco can achieve their full potential at work contribute to 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 behaviour and actions with others
2. Foster an inclusive culture, rooted in openness, fair treatment and respect so each of us can 'Be Yourself at Work'. Set challenging diversity targets and report regularly so we can monitor progress.
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
4. Provide ongoing feedback and coaching so each of us can fulfil our full potential at work, and 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 shar in the success of our business
7. Empower people so they are responsible for decisions that positively 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, and 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 applicable legislation and regulations in all our 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, climate and 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 and proud of Capco and contribution 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 and our clients.
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.
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. Treat other people fairly and with respect at all times, 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 and have fun