

# CAPCO

## CAPCO 2023 SUSTAINABILITY REPORT

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APRIL 2022 - MARCH 2023

# WHO WE ARE

## GLOBAL EXPERTS UNLOCKING THE POWER OF DIGITAL TRANSFORMATION



Capco, a Wipro company, is a global technology and management consultancy specializing in driving digital transformation in the financial services industry and energy sector.

Capco combines innovative thinking with unrivaled industry knowledge to deliver end-to-end data-driven solutions and fast-track digital initiatives.

We specialize in providing practical solutions to individual clients' challenges and opportunities in the banking and payments, capital markets, wealth and asset management, insurance, and energy sectors across the Americas, Europe and Asia Pacific.

Capco has over 7,000 employees based across 37 offices globally.

Capco's cutting-edge ingenuity is brought to life through our vision, culture and diverse talent. Capco has a long-standing commitment to conducting business in a socially responsible, ethical and sustainable manner, to empowering our people and clients, and to creating a positive impact on the wider community and environment in which we operate.

### Innovators

We are innovators who combine a disruptive approach with unrivalled, first-hand industry knowledge and technology acumen.

### Facilitators

We facilitate the handshake between the business and technology organizations to deliver end-to-end consulting services and solutions.

### Change Ambassadors

We embrace new ways of working, and have a passion to work with our clients to pivot their capabilities and culture.

### Transformation Specialists

We help our clients transform and advance their businesses, capitalize on digital opportunities, increase revenue, manage risk and regulatory change.

**1998**  
FOUNDED

**37** WORLDWIDE OFFICES  
ACROSS 4 CONTINENTS

**100<sup>+</sup>** GLOBAL  
CLIENTS

**20<sup>+</sup>** YEARS  
INDUSTRY  
EXPERIENCE

**~7000**  
EMPLOYEES



Digital  
Transformation



Innovation  
and Thought  
Leadership



Execution  
Excellence



Unique  
Culture



Industry  
Experience

## CEO STATEMENT

# CAPCO'S CONTINUED SUPPORT FOR THE UN GLOBAL COMPACT

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**I am delighted to once again reaffirm Capco's support for the Ten Principles of the United Nations Global Compact, specifically in the areas of human rights, labor, the environment, and anti-corruption.**

Our latest Sustainability Report outlines our initiatives and progress against these principles, as well as our support for public accountability and transparency in line with the UN Global Compact COP provisions.

**Lance Levy**

Chief Executive Officer, Capco

In this report, we describe the actions taken to embody the UN Global Compact and its Principles in all aspects of Capco's business strategy, culture, and daily operations.

**I am pleased to highlight the following achievements:**

- We remain committed to having a diverse and inclusive culture in which all our people can 'Be Yourself at Work.' Our efforts are led by our Diversity, Equity and Inclusion (DEI) Centre of Excellence team, in partnership with employee-sponsored Affinity Groups. We are also on target to meet, and exceed, our diversity hiring and career progression targets.
- We aim to ensure that our people manage their physical and mental health and overall wellbeing, and we have employee engagement initiatives in place to support them. Our wellbeing initiatives focus on three wellbeing pillars: Mental Health, Physical Health & Nutrition, and Financial Wellbeing.
- Our charitable and volunteer initiatives enable us to give back to the communities in which we do business, and these programs include our corporate volunteering, donations and fundraising initiatives, as well as our unique 'impact consulting' program.
- We have reduced our carbon emissions across our business and achieved CarbonNeutral® certification for business travel and offsetting homeworker emissions.
- We continually review and enhance our corporate governance, business ethics, and regulatory compliance programs, and set high standards for in all our business efforts.

Capco has made a clear statement of our support to UN Global Compact and its Principles to our people, our clients, and the communities we serve. We pledge to report on our progress regularly to key stakeholders and the broader financial services sector.

# UN GLOBAL COMPACT

## A CAPCO LEADERSHIP COMMITMENT

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### Capco's Commitment to Sustainability

Capco's commitment to sustainability starts at the very top of our firm. Our CEO and Global Leadership Team (GLT) play a lead role in defining and supporting the firm in all aspects of its sustainability agenda.

### Corporate Governance

The GLT assumes primary responsibility for the firm's long-term strategy and targets, and for growing our profile on environmental, social and governance both internally and in the market.

The GLT review and agree our plan and goals on an annual basis, set relevant targets and timelines, and allocate resources and staff. Progress against these targets is addressed in monthly Business Reviews with senior leaders across the firm.

A senior GLT member is allocated responsibility for Corporate Sustainability. Currently, this is the Chief Operating Officer who sponsors a firm-wide Sustainability Steering Committee to monitor and drive high performance across our sustainability goals.

### Operating Model

The Sustainability and CSR Steering Committees, made up of senior leaders, are responsible for our annual CSR and Sustainability Scorecards that define the priorities key to meeting our environmental and social objectives and goals. These priorities become individual performance goals for Committee members.

The Committee reports regularly to both its Sponsor and the leadership team on performance against these priorities throughout the year.

A firm-wide network of ambassadors are empowered to support and drive our sustainability and CSR agendas and a wide range of local activities. These individuals are assessed and rewarded for their performance on sustainability in the annual review cycle.

The Committee take the lead on compiling the firm's annual ESG Report, which is circulated to all staff and clients, and posted on our external website. It also submits our annual progress report to the UN Global Compact

# DELIVERY AGAINST THE 10 PRINCIPLES OF THE UN GLOBAL COMPACT

Contents		
QUICK LINKS	10 PRINCIPLES OF THE UN GLOBAL COMPACT	SUSTAINABLE DEVELOPMENT GOALS
<p><a href="#"><u>Respect, Protect &amp; Extend Human and Labor Rights</u></a></p> <p><a href="#"><u>Safeguard Our People's Health and Wellbeing</u></a></p> <p><a href="#"><u>'#Be Yourself At Work' – Diversity, Equity &amp; Inclusion</u></a></p> <p><a href="#"><u>Corporate Social Responsibility: Creating Value For The Communities In Which We Operate</u></a></p>	<p><b>Human Rights</b></p> <ol style="list-style-type: none"> <li>1. Businesses should support and respect the protection of internationally proclaimed human rights,</li> <li>2. Make sure that they are not complicit in human rights abuses.</li> </ol> <p><b>Labor Rights</b></p> <ol style="list-style-type: none"> <li>3. Businesses should uphold the freedom of association and effective recognition of the right to collective bargaining,</li> <li>4. Businesses should uphold the elimination of all forms of forced and compulsory labor,</li> <li>5. Businesses should uphold the abolition of child labor,</li> <li>6. The elimination of discrimination in respect of employment and occupation.</li> </ol>	
<p><a href="#"><u>Join Hands for a Sustainable Business</u></a></p>	<p><b>Environment</b></p> <ol style="list-style-type: none"> <li>7. Businesses should support a precautionary approach to environmental challenges,</li> <li>8. Businesses should undertake initiatives to promote greater environmental responsibility,</li> <li>9. Businesses should encourage the development and diffusion of environmentally friendly technologies.</li> </ol>	
<p><a href="#"><u>High Standards of Governance &amp; Business Ethics</u></a></p>	<p><b>Anti-Corruption</b></p> <ol style="list-style-type: none"> <li>10. Businesses should work against corruption in all its forms, including extortion and bribery.</li> </ol>	



**RESPECT, PROTECT & EXTEND  
HUMAN AND LABOR RIGHTS**

# HUMAN AND LABOR RIGHTS

## AN OVERVIEW

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### Capco's Commitment

As a leading management and technology consultancy firm, we compete on the ability of our people to create value and devise solutions for the business problems faced by our clients. This means that the quality, retention, and progression of talent is integral to our business success and sustainability.

Capco is committed to being an employer of choice and creating an environment and culture in which staff can be highly committed and engaged so they maximize their contribution to the firm, our clients, each other, and the communities we serve.

To deliver on our commitment to our people and fair employment, Capco has a range of firm-wide policies that ensure and promote consistent standards of workers' rights, open communication, empowerment, a commitment to diversity and inclusion, and fair employment and performance management.

Capco undertakes a variety of measures to implement fair and consistent labor rights and standards, reduce risks, and respond to violations. We regularly benchmark our policies, pay, and benefits to ensure that they remain fair and market competitive. We have clear channels for staff to raise any issues or concerns related to their labor rights (or those of colleagues) so these can be properly investigated and reported monthly to senior leaders and Wipro.

### Management Responsibilities and Performance Goals

Responsibility for upholding Human Rights in the firm is allocated to all our Partners and to our HR leaders in all our locations. Each is expected to act as a role model to our staff and demonstrate our commitment to Human Rights in the way they work and engage with others.

# HUMAN AND LABOR RIGHTS

## OUR POLICIES

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**The Capco Employee Charter** details the mutual obligations of the firm and our people for upholding and extending Human Rights and Labor Rights at work. The Charter makes specific reference to the ILO Principles and the Right of Association, including the elimination of forced labor, child labor and employment-related discrimination.

Capco is committed to ensuring our global operations are compliant with all applicable labor laws and regulations. We communicate our expectations and requirements on fair recruitment and employment, and protection of the rights and welfare of employees, clients, suppliers and those in the broader community through a range of firm-wide policies and charters, as set out in the adjacent column.

- The Capco Employee Charter
- Capco Code of Conduct
- Capco Diversity, Equity & Inclusion Policy
- Capco Statement on Modern Slavery
- Capco Health & Safety Policy
- Capco Flexible Working Policy
- Capco Maternity and Parental Leave Policies
- Capco Employee Handbooks
- Capco Ethics Hotline Policy
- Capco Respect at Work / Anti-Harassment & Bullying Policy
- Capco Leave Policy
- Capco Mobility Policy (for international assignments)
- Capco Performance Management Policy
- Capco Grievance Policies
- Capco Workplace Adjustments Policy
- Capco Disciplinary Standard
- Capco Background Check Policy
- Capco Solution Partner Policy (on joint ventures)
- Global Procurement Policy

# HUMAN AND LABOR RIGHTS

## 2022 ACHIEVEMENTS

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We have **extended our commitment to the ILO Standards and the Right of Association** with a formal statement in support of the Universal Declaration of Human Rights in the Capco Employee Charter that is distributed to all staff on joining the firm and annually thereafter. This complements the references already in place in our **Capco Employee Charter** and our **Statement on Modern Slavery** that are available to all staff.

In 2022, we continued to advance our commitment to Human Rights and Labor Rights across the firm through a wide range of activities, including:

- **Staff engagement:** Every region has developed an action scorecard with key focus areas to drive engagement amongst our people and to build retention. We have seen some great outcome for both global and regional interventions which are having positive impact on overall employee engagement.
- **Evolving a hybrid future:** Together, we have proven that we can achieve our business goals with a variety of flexible working arrangements and practices. We have successfully navigated the challenges associated with the global COVID-19 pandemic with support for our employees and leaders at all levels. We are continuing to provide training for our leaders to enhance their skills and adopt the mindset and behaviours required to effectively work and lead in a hybrid environment whilst being mindful of everyone's wellbeing and mental health.
- **Internal communication & employee engagement:** Aligned with our evolving hybrid future, the methods, channels, and means for connecting and engaging – formally and informally – with our people are being re-evaluated and reframed. Our dedicated CEO Connect channel connects employees with the latest news and updates directly from our CEO, including the ability to submit any questions or comments anonymously via Your Questions Answered.
- **Workplace Adjustment Policy** was introduced to better support accessibility at Capco. We have put in place a new global process and platform for supporting requests for workplace adjustments, which are changes to the work environment that remove or reduce barriers to enable employees to perform their job without restrictions.

### Supplier Engagement

- We continued to enforce the **Supplier Code of Conduct** with regular reviews of key suppliers). We require our suppliers to adopt progressive policies on Human Rights, Labor Rights, Diversity and Inclusion, and Sustainability.

See the Health and Wellbeing, DEI and CSR sections for further commitments and achievements that also relate to Human and Labor Rights.

# CAPCO LEARNING AND DEVELOPMENT FY 23 (APRIL 2022 – MARCH 2023)

Capco is committed to being an employer of choice. Our aim is to create an environment and culture in which staff are encouraged to be highly committed and engaged. We strive to empower employees to maximize their personal and professional contribution to the firm, our clients, each other, and the communities we serve.

Induction training is delivered to all new hires as part of our robust onboarding process. Consisting of global and local content, it is reviewed and updated regularly, in line with our global roadmap of all new joiner's onboarding journeys. A

broad range of opportunities are available to our employees, throughout their tenure, to support their career development. Ranging from core and specialist training to coaching, tailored development plans, and Milestone schools.

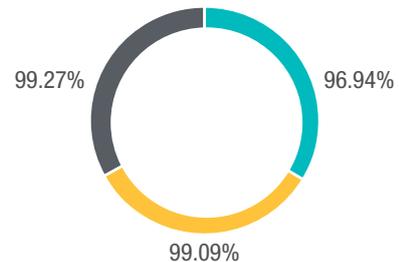
Compliance training is a mandatory element of induction training for all hires, and is repeated annually for all employees and contractors. The curriculum consists of Code of Conduct, Information Security and Data Protection. Respect at Work and Diversity, Equity and Inclusion training is also required training for all employees and contractors.

## Learning and Development Training 257,716 Hours



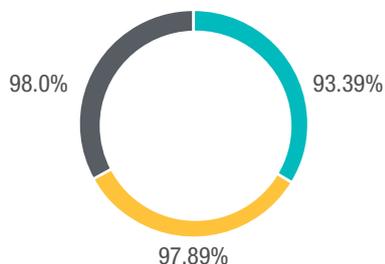
- Careers and Skills
- DEI
- Compliance Training

## Career and Skills Training



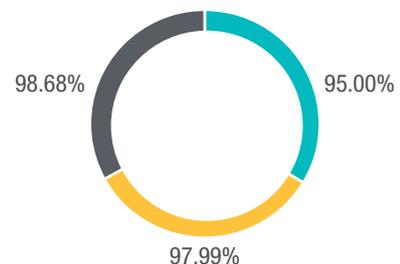
- Senior Management
- Middle Management
- Non-Management

## DEI Training



- Senior Management
- Middle Management
- Non-Management

## Compliance Training



- Senior Management
- Middle Management
- Non-Management

# HUMAN AND LABOR RIGHTS

## 2023 GOALS

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- We will continue to seek employee feedback and take actions to ensure robust employee engagement. We will deploy regional and bespoke surveys, looking at specific areas of interest such as Employee Value Proposition.
  - We will provide best-in-class onboarding to welcome new employees and make them feel integrated.
  - We will diversify and promote career pathways to enable employees to develop and thrive.
  - We will continue to coach employees to empower them to contribute effectively to their team and in the wider business.
- We will continue to provide wellbeing and mental health resources for all employees.
  - For Workplace Adjustments, we are working to take a local approach to training sessions to ensure all individuals with managerial and coaching responsibilities are equipped and confident in supporting the workplace adjustments process.





**SAFEGUARD OUR PEOPLE'S  
HEALTH AND WELLBEING**

# HEALTH AND WELLBEING

## EMPLOYEE HEALTH SUPPORT

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The health and wellbeing of our Capco family is my absolute priority. While of course we are all focusing on staying physically healthy and safe, we must also recognize that this means taking care of our mental health. On my part, I will ensure that our senior leaders are keeping our people's wellbeing at the forefront of their minds, and that we continue to build out and promote our mental health support globally to maintain a healthy, balanced, and motivated community.

Lance Levy, **Capco CEO**

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**At Capco, we are committed to providing services to support the mental health and wellbeing of our people.**

We understand the daily pressures of meeting client demands in the financial services industry and have made a commitment to provide proactive mental health support to our workforce.

This commitment starts at the top of the firm, with the active sponsorship from our Global Leadership Team. Our Human Resources leaders are responsible for the creation and

fostering of an employee-led Wellbeing@Capco working group to deliver this commitment in practice.

This year, we further extended the scope of our Wellbeing offering to include financial health, on top of physical and mental health support to make it more comprehensive, as we understand how individual's finances can affect our daily lives - from sleep to personal relationships and mental health.

# HEALTH AND WELLBEING

## 2022 HIGHLIGHTS AND SUSTAINABLE DEVELOPMENT GOALS MAPPING

At Capco, we believe that mental health should be regarded in the same way as physical health. This means paying as much attention to staying mentally fit as we do to looking after our physical wellbeing. Capco is committed to supporting employee mental health and wellbeing and offering a range of personalized tools and services to help promote positive mental wellbeing on an ongoing basis.

This year, we have extended our Global Mental Health Awareness campaign, supported by a series of global Mental Health events across the month of October.

Sustainable Development Goals				Capco Response
				<b>Global Initiatives</b>
				<ul style="list-style-type: none"> <li>Launched New Global Wellbeing Calendar</li> <li>Launched a new Capco Hub dedicated to Mental Health and Wellbeing providing employees with useful resources, mental wellbeing guides/recommended podcast and webinars/where to get support and get involved section</li> <li>Global panel events on overcoming the stigma of mental health in the workplace</li> <li>Series of webinars held by a leading psychologist raised awareness and provided practical guidance on different mental health &amp; wellbeing topics. Introduction of new vendors offering webinars on nutrition, journaling, and brain health</li> <li>World Mental Health day shared stories from Capco colleagues sharing their own experiences with mental health</li> <li>Social media campaign for October #MentalHealthMonday</li> <li>Marking World Menopause Day in October with a webinar on Mental Health &amp; Menopause</li> </ul>
				<b>Regional Initiatives</b>
				<ul style="list-style-type: none"> <li>Additional mental health first aiders in Austria, Germany and Slovakia ("AGS")</li> <li>Tailored training for managers in UK, US and AGS on supporting the mental health &amp; wellbeing of team members and themselves</li> <li>Healthy 3-day eating campaign in AGS</li> <li>US Women@Capco Mindfulness Event</li> <li>US Nutritionist session on impact of food on Mental Health</li> <li>US Ability@Capco Mental Health Panel Event</li> <li>Mental Health Guide on every Monday</li> <li>Capco won the Joyful@Healthy Workplace Outstanding Award 2022 from the Hong Kong Occupational Safety &amp; Health Council, the Labour Department and the Department of Health.</li> <li>APAC established Book and Film Club</li> <li>APAC hosted sharing sessions on Sports &amp; Wellbeing and organised taster sessions on Martial Arts and Zumba</li> <li>APAC established the Hiking Club to organize and promote hiking</li> <li>Malaysia and Singapore organized healthy snack delivery to promote healthy eating</li> <li>Malaysia organized wellbeing trip and cooking class</li> <li>Hong Kong organized Floral Mindfulness Workshop and workplace massage</li> <li>Thailand organized Bowling event</li> <li>Singapore organized Movember Bootcamp</li> </ul>

# HEALTH AND WELLBEING 2022 ACHIEVEMENTS

In 2022, Capco delivered the following improvements in employee health and wellbeing:

- We have launch a global affinity group Wellbeing@Capco for better interactions and communications on wellbeing topics and events.
- We also launched the Capco Hub for mental health and wellbeing, promoting useful resources – mental health guides/recommended podcasts and webinars/get support page/Employee Mental Health and wellbeing stories/and ways to Get Involved
- We created an annual calendar of Wellbeing@Capco to capture all events and initiatives across all regions and globally, promoting upcoming events
- We developed a pilot hybrid working model to help us focus on work-life balance in response to the Employee Engagement survey results.
- We started to embed good wellbeing practices into the day-to-day project experience and upskilling of managers on handling their teams' wellbeing.
- We diversified the external vendor offerings and worked with new vendors to ensure diverse perspectives on various health and wellbeing topics, such as Brain Health, Nutrition, Journaling, Menopause, Men's Health- as well as continuing mental health & wellbeing series by leading psychologist
- We established financial wellbeing as the third dimension of wellbeing (alongside mental and physical).
- We supported a number of employee led initiatives - Sports Cap, hiking clubs, cycle to work, strava challenges, meditation and mindfulness, yoga within each region.
- We launched a global digital cookbook recently, a collection of health-conscious recipes contributed by Capco employees from around the world



## HEALTH AND WELLBEING

# 2023 GOALS

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In 2023, Capco will deliver the following improvements in employee health and wellbeing to sustain the initiatives delivered in 2022:

- Deliver training seminars aimed at educating our people on the importance of mental health and to reduce the associated stigma.
  - To continue to increase awareness of mental health, one month-long focus campaigns.
  - An annual calendar of Wellbeing@Capco events or initiatives to promote upcoming wellbeing events.
  - The embedding of good wellbeing practices into the day-to-day project experience, upskilling of managers on handling their teams' wellbeing.
- The launch of Wellbeing Podcasts and Wellbeing Schools to support our employees with tools on how to manage their wellbeing.
  - Wellbeing open days to showcase wellbeing practices
  - The diversification of external vendors providing specific support to the health & wellbeing initiatives to ensure diverse perspectives on various health and wellbeing topics.
  - Embedding financial wellbeing as the third dimension of wellbeing (alongside mental and physical).



**'#BE YOURSELF AT WORK'  
DIVERSITY, EQUITY AND INCLUSION**

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# DIVERSITY, EQUITY AND INCLUSION AN OVERVIEW

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## Capco's Commitment

- Capco believes that all of our staff have the right to be themselves at work and that Diversity, Equity, and Inclusion (DEI) is critical to our business success. We see DEI and Respect at Work as crucial components of a culture that attracts, engages, and retains the best people in the market and fosters a culture of innovation and excellence. A commitment to DEI is equally important to building deep and sustainable relations with our clients, reflecting their own commitment to diversity in the composition of our teams and deploying the broadest range of capabilities to address their challenges and create value.
- Capco is committed to promoting DEI among all our staff, applicants, clients, and suppliers, and to creating a working environment and culture in which all decisions are based on fairness and merit so everyone in the firm can 'Be Themselves At Work' and maximize their contribution to Capco, free from discrimination and/or harassment.
- Capco operates on the five values of Respect, Integrity, Excellence, Commitment, and Knowledge, which define how we work with our colleagues, clients, and suppliers, and are a key part of our ongoing success.

## Management Responsibilities

- Capco has a global **Diversity, Equity, and Inclusion (DEI) Leader**, who has established a **dedicated DEI Centre of Excellence (COE)** which plays an important role in extending best practice and effective guidance and leadership to manage and support our diversity, equity, and inclusion efforts.
- The **Diversity & Inclusion Steering Committee (DISC) made up of senior leaders oversees** delivering a step-change in our global DEI agenda. Capco has agreed and published, internally and externally, formal diversity targets for our workforce composition and senior leadership.
- Our global DEI COE Leader is charged with leading, embedding, and expanding the firm's commitment to DEI. Our regional leaders are accountable for their performance against our diversity targets.

# DIVERSITY, EQUITY AND INCLUSION

## ZERO-TOLERANCE FOR DISCRIMINATION AND HARASSMENT

### Our Commitment to a Diverse, Inclusive and Respectful Environment

“ We all play a critical part in promoting a **diverse, inclusive and respectful working environment**. It is everyone's duty to tackle discrimination at all levels together, and to oppose and report any inappropriate behaviors that we may witness. ”

Capco is committed to zero-tolerance in relation to any form of discrimination, unfair behavior or harassment.

There is no place for discrimination, harassment or microaggressions of any kind at Capco. We will not discriminate or treat anyone less favorably because of their gender or gender identity, race, color, nationality, ethnicity, religion, age, ancestry, immigration status or citizenship, sexual orientation, mental or physical disability or any perceived disability, pregnancy, childbirth, or related medical conditions, military or veteran status, genetic information or any other characteristic protected under national, federal,

state or local law. Discriminatory behaviors can take many forms; none are acceptable at Capco.

We do not permit harassment based on conduct or personal traits that may be considered inappropriate simply because they do not conform to another's ideas of how an individual or group should behave or look.

Similarly, we do not condone microaggressions: the everyday, subtle, intentional (and sometimes unintentional) interactions or behaviors that communicates some bias towards others, often in relation to their background.

### Tackling Discrimination Together – Calling Out Discrimination

“ We recognize the benefits that diversity and inclusion offer us, and we celebrate our **progressively diverse workforce and inclusive culture**. ”

We must not be silent when confronted with unfairness or injustice; we are responsible for each other and have a duty to speak out when actions or behavior by others do not feel right. We must act ethically, whether as a subject or a witness. It is our personal responsibility to report incidents immediately to a senior team member or an HR contact person so that appropriate remedial action can be taken to address the issue. Staying silent and condoning actions or behaviors by inaction is simply not good enough.

Capco strives to investigate all incidents of discriminatory action or behavior in a timely, confidential, and thorough manner.

We commit to upholding the degree highest of integrity in protecting our people to ensure the appropriate actions are taken to remedy any injustice and prevent future recurrence of transgressions.

Capco 'Speak-Up' is an independent reporting helpline available to all our employees at any hour of the day or night to ensure your voice is heard (confidentially if necessary). Information about how to access 'the Speak-Up' helpline is available to our employees on our intranet.

#### Capco's Anti-discrimination Statement

# DIVERSITY, EQUITY AND INCLUSION

## OUR VISION

- **Continue to embed diversity, equity, and inclusion into Capco culture** by driving strategy-aligned DEI engagement, advocacy, and education programs.
- **Foster a strong culture of inclusion** where all employees feel welcomed, valued, respected, and that they can #BeYourselfAtWork.
- **Improve access to opportunities** for underrepresented talent at the firm.
- **Serve as a thought leadership partner to clients and our industry** in solving DEI challenges and positioning the Capco DEI team as a value-add Center of Excellence, supporting both the internal Capco community and external stakeholder groups.



# DIVERSITY, EQUITY AND INCLUSION

## AN ACTIONABLE STRATEGY FOCUSED ON TALENT, CULTURE, INDUSTRY & COMMUNITY

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### Accelerate Belonging, Inclusion and Respect

- Develop strategy to embed inclusive behaviors in all employee programs and learning touchpoints.
- Better understand the experiences of diverse groups through listening and survey data.
- Increase employees' DEI comfort, confidence and competence through learning opportunities (understanding bias, LGBTQ+ workplace inclusion, etc.).

### Build a More Diverse Team

- Expand recruitment outreach through partnerships with diverse talent organizations and partners.
- Host external talent attraction events to position firm as employer of choice for diverse talent.
- Enhance Inclusive Interviewer training.

### Increase Opportunity for Diverse Talent

- Mitigate any bias in employee life cycle: performance, promotion and development.
- Identify and nurture diverse talent within our existing employee population.
- Ensure mentoring relationships, intentional sponsorship and development opportunities are in place for diverse talent.

### Lead by Example

- Develop supplier diversity program to strengthen relationships and increase spend with diverse-owned businesses.
- Advance equity through public charters, policy positions and charitable giving.
- Partner with organizations that support DEI within financial services sector.

# DIVERSITY, EQUITY AND INCLUSION

## AFFINITY GROUPS & EMPLOYEE COMMUNITIES

Capco has five Global Affinity Groups across the organization. Our Affinity Groups are employee-led, firm-supported teams focused on encouraging employee engagement, and promoting awareness and inclusion around gender, race, ethnicity, race, disability, neurodiversity, or other shared identities. The Groups create an environment for people to connect, engage, educate, inspire, and and promoting awareness and belonging around gender, race and ethnicity, disability, LGBTQ+ inclusion and other shared identities.

### Gender Equality

Women@Capco supports the professional advancement of women within the organization and across financial services by providing opportunities to grow their networks, learn from each other, and give back to the community.

### Ethnic & Cultural Diversity

Racially & Ethnically Diverse@Capco supports programs to attract, retain and develop employees from underrepresented racial and ethnic backgrounds, and encourages colleagues to learn about various cultures, identities, insights, and differences. The network focuses on education, awareness, recruitment, community outreach, and employee retention.

### LGBTQI+ Inclusion

Pride@Capco supports the LGBTQI+ community and allies. The network hosts a variety of events and initiatives throughout the year to celebrate and amplify the voices and achievements of Capco's LGBTQI+ community, allies, and partners.

### Disability & Neurodiversity

Ability@Capco provides support, guidance, and assistance to people living with disabilities and neurodivergent individuals, as well as learning opportunities for all colleagues on building inclusive practices. The network focuses on initiatives that acknowledge and respect the differences that exist within our workforce, and to bridge these differences.

### Parents & Carers

The Parents&Carers@Capco network aims to raise awareness and educate colleagues about challenges that parents and carers face, provide a platform to support each other and share insights and help those transitioning back to the workplace.



# DIVERSITY, EQUITY AND INCLUSION

## 2022 KEY ACHIEVEMENTS

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### Gender Equality

- Established new and strengthened existing relationships with external partner organizations to support our talent acquisition efforts and talent development programs.
- Welcomed cohorts in the US and UK of returners through our Return to Work Program that seeks to recruit talent who have taken extended career breaks and offers a route back to work.
- Hosted over 20 events to celebrate International Women's Day across 14 countries, including panel events and keynote speakers, and launched a video campaign in support of gender equality in the workplace.

### Racial & Ethnic Diversity

- Expanded the affinity group's global presence, including in the UK, US and Canada to educate on racial, ethnic and cultural diversity in the workplace and in our communities.
- Onboarded new relationships with external partner organizations to increase our reach to diverse talent and improve brand awareness in the market.
- Launched a pilot leadership development program for Asian, Black and Hispanic employees.
- Welcomed a cohort of interns through the 10,000 Black Interns program in the UK
- Hosted over 25 events globally to broaden racial, ethnic, and cultural awareness within the firm, including Asian American and Pacific Islander Heritage, Black History Month, Diwali, Holi, Ramadan and more.

### LGBTQI+ Inclusion

- Welcomed a new global partnership with Out & Equal to support our talent attraction and development efforts.

- Conducted workshops on LGBTQI+ Allyship and Debiasing our Systems and Processes.
- Hosted a series of Pride events in partnership with Wipro.
- Launched a video campaign to raise awareness about the use of pronouns, the impact of making assumptions, and a call to action on our email signatures and social media.

### Disability & Neurodiversity

- Strengthened relationships with external partner organizations to improve disability inclusion and accessibility in the firm.
- Participated in #PurpleLightUp and hosted global events to recognize International Day of Persons with Disabilities.
- Hosted several global events to raise awareness of neurodiversity at work and managing teams with different learning styles.
- Developed a Global Workplace Adjustments Policy and Process that guides and supports colleagues on requesting and making adjustments to their work environment.
- Created Inclusive Communication guides and other toolkits that support disability inclusion.

### Parents & Carers

- Launched a global network for Parents and Carers in response to annual employee engagement survey feedback.
- Hosted two global launch events to raise awareness of the challenges that working caregivers face and drive network engagement.

# DIVERSITY, EQUITY AND INCLUSION

## RECOGNITION AND AFFILIATIONS

**Capco has been the recipient of numerous Diversity, Equity and Inclusion awards in 2022, including:**

- British Bank Award 2022 : Consultancy of the Year
- Top 100 Best Companies for Women in India 2022
- Great Place to Work, Germany 2022
- Great Place to Work, Brazil 2022
- Great Place to Work, Best Workplace for Today's Youth, Canada
- HR Asia Award: Best Companies to Work for, Asia 2022

**Capco supports a range of global and local charters, organizations and industry events committed to advancing diversity, equity and inclusion, including:**

- 10,000 Black Interns
- AfroTech
- BDA (British Association of Dyslexia)
- Black Professionals Scotland
- Black Young Professionals Network (BYP)
- Business Disability Forum
- Charta der Vielfalt
- Council of Urban Professionals
- Disability:In
- HelloHive

- Hive Diversity
- Luminary
- MyGwork
- Out and Equal
- Out for Undergrad
- Purple Space
- Scope
- SEO London
- SheCanCode
- Streetwise
- The Armed Forces Covenant
- The Prince's Reasonable Business Network – Race@Work Charter
- The Valuable 500
- Thurgood Marshall College Fund
- United Negro College Fund
- UN Global Compact
- Women in Banking & Finance
- Women in Data
- Women in Finance Charter
- Women in Tech
- Women's Bond Club



# DIVERSITY, EQUITY AND INCLUSION INITIATIVES, HIGHLIGHTS AND SUSTAINABLE DEVELOPMENT GOALS MAPPING

We recognize the important role we play in driving a more equitable future for all. We believe that having and sharing diverse perspectives is the glue that binds us together, and we are committed to creating a workplace where all employees can thrive. The below list of initiatives represents a sample of our efforts to advance diversity, equity and inclusion within our firm, our industry and our communities.

Sustainable Development Goals					Capco Response
4 QUALITY EDUCATION	5 GENDER EQUALITY	8 DECENT WORK AND ECONOMIC GROWTH	10 REDUCED INEQUALITIES	17 PARTNERSHIPS FOR THE GOALS	Global Initiatives
	•	•	•		Established network of Inclusion Champions across internal support functions e.g., Learning & Development, Human Resources and Recruitment
		•	•		Created affinity group toolkit to equip affinity groups for success
	•	•	•		International Women's Day (IWD) series of global and regional events aligned to #BreakTheBias theme, including Amplification Campaign
•	•	•	•		Created toolkits on key diversity and inclusion topics such as Allyship, Privilege, Bias, Barriers, and Language
		•	•		Created tutorials and guides for Accessible Technology
	•	•	•		Delivered Inclusive Recruitment Training
		•	•		Embedded inclusive leadership principles into firmwide leadership development program curriculum.
	•	•	•		Launched 5th Global Affinity Group for Parents and Carers
•		•	•	•	One World, One Pride Event for Pride Month
		•	•	•	LGBTQ+ Allyship Training
		•	•	•	Audited processes for Learning & Development, Human Resources and Recruitment to identify and mitigate bias
	•	•	•		Introduced Respect at Work Policy and Mandatory Training
	•	•	•		Developed New intranet sites for DEI, Affinity Groups and Employee Communities
		•	•	•	Created Global Workplace Adjustments Policy and Process
	•	•	•		Expanded Return-to-Work program across broader geographic footprint
	•	•	•		Hosted Internal leadership summit for Affinity Group and Employee Community leaders and sponsors
	•	•	•		Celebrated International Day of Persons with Disabilities with two global events
•		•	•		Women in Technology - Two Day Event
4 QUALITY EDUCATION	5 GENDER EQUALITY	8 DECENT WORK AND ECONOMIC GROWTH	10 REDUCED INEQUALITIES	17 PARTNERSHIPS FOR THE GOALS	Regional Initiatives
		•	•		Established mentoring scheme and organized two-day conference, partnering with BYP Network (UK)
	•	•	•		Welcomed cohorts of Return-to-Work participants (US, UK)
		•	•	•	Awarded British Dyslexia Association Certificate (UK)
		•	•		Participated in conferences and hosted networking events to attract underrepresented talent (US, UK, Austria, Germany and Slovakia)
		•	•		Hosted summer interns through 10,000 Black Interns for 10-week program (UK)
•	•	•	•		Onboarded new partnerships that support diverse talent (US, UK)
•	•	•	•		Conducted listening forums focused on gender diversity and other DEI topics to collect feedback on lived experiences (UK, Switzerland)
		•	•		Delivered workshops on disability inclusion (US, UK)
	•	•	•		Recognized and shortlisted for external awards on DEI programs and efforts (UK)
	•	•	•		Held information sessions on DEI COE, Affinity Groups and Employee Communities (US, UK, Canada)
	•	•	•	•	Enrolled cohort of high-performing employees in external leadership development program for racially and ethnically diverse talent
		•	•		Organized events in honor of holidays and other learning opportunities to drive employee engagement and strengthen culture of inclusion (APAC)

# DIVERSITY, EQUITY AND INCLUSION

## 2023 GOALS

### Capco's 'Be Yourself At Work' (#BYAW) culture

encourages self-expression, creativity, and authenticity, and has long been a differentiator. The firm will continue to focus on these priority areas to further improve DEI in 2023:

- Refine our DEI education program, with a focus on supporting people leaders.
- Integrate leadership accountability for DEI outcomes through action plans and monitoring.

- Host a robust mix of impactful virtual and in-person events to foster connection and learning, aligned with our return-to-office strategy.
- Enhance and expand Inclusive Interviewer training.
- Partner with organizations that support DEI within the financial services sector.

### Progressing Towards 2025 Targets

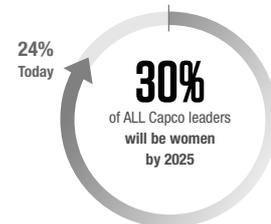
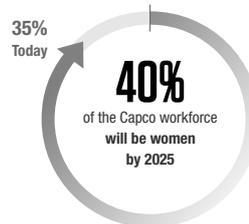
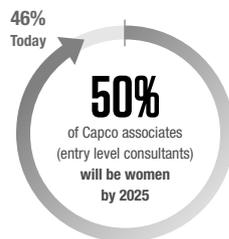
We set ambitious goals to increase the representation of women, Black, and racially and ethnically diverse employees by 2025. To date, we are on track to achieve those goals.

Through FY23, women represented 46% of our associate (entry-level) class, 35% of our overall workforce, and 24% of

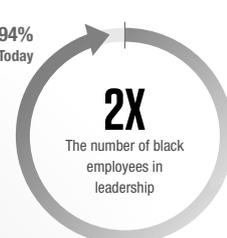
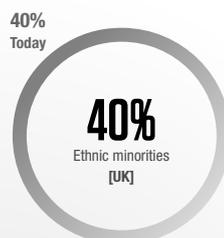
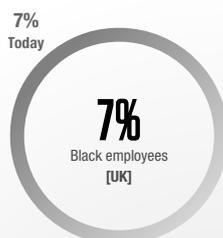
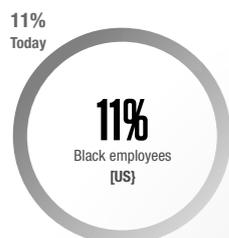
senior leadership. We have already achieved or exceeded our targets for race and ethnicity representation in the US and

UK. Black employees represent 7% of the UK workforce and 11% of the US workforce, and we have achieved 94% of our goal to double the number of Black leaders across the firm. Racially and ethnically diverse employees comprise 40% of our UK workforce.

### PROGRESSING WELL TOWARDS 2025 TARGETS



### GENDER



### RACE & ETHNICITY



**CORPORATE SOCIAL RESPONSIBILITY:  
CREATING VALUE FOR THE COMMUNITIES  
IN WHICH WE OPERATE**

# CORPORATE SOCIAL RESPONSIBILITY

## OUR APPROACH

We recognize that we have an obligation to grow our business in a way that is sensitive to our values and the interests of our clients, our people, the markets we serve, and the broader communities in which we operate. By giving free access to our people and expertise and by fostering collaboration between public, private, and non-profit sectors, we can make a lasting contribution to society.



### Our CSR approach incorporates:

- Business mentoring and support through our **Impact Consulting Group** where **Capco has strong, long-lasting partnerships with charities** both regionally and globally (e.g., Bankers without Borders and Room to Read).
- **Regional CSR groups** with their own governance and frameworks to support CSR efforts and **their own NGO partners**.
- **Charity fundraising efforts** led by our people in regional CSR programs around the world and supported by Capco through a **global matching program**.
- CSR gives a **holistic assessment** of how partner NGOs align to **UN SDGs**.

# CORPORATE SOCIAL RESPONSIBILITY

## IMPACT CONSULTING AND OUR KEY PARTNERSHIPS

Impact Consulting – also known as pro-bono consulting or skills-based volunteering – enables our people to **add direct value to non-profit organizations** and the vital work they do.

Impact Consulting engagements focus on areas of work where we can leverage our core expertise while also giving our people exposure to how businesses outside of traditional financial services operate.

Capco has a long-standing commitment to supporting its employees and communities around the world. Capco's Impact Consulting teams have been delivering pro-bono projects for many years, with a particular focus on **education, mental health, social inclusion, and poverty alleviation.**

By **combining innovation and technology solutions with deep consulting expertise**, Impact Consulting teams help non-profit organizations solve complex business challenges and achieve their desired outcomes in IT, marketing, finance, and other business operations.



Capco continues to sustain long-standing, strategic partnerships on volunteer consulting engagements that make a difference in the lives of disadvantaged students, such as **Bankers without Borders** and **Room to Read**. Additional partners are added each year.

### Other Partnerships



**>10**

**Skills/ Expertise provided in Impact Consulting Projects**

- Project management
- Process re-engineering & automation
- Business & growth strategy
- Organizational design
- Data analytics
- Reporting & dashboards
- Financial analysis
- Target operating model
- HR
- Marketing
- Staff training
- Vendor selection

# CORPORATE SOCIAL RESPONSIBILITY

## IMPACT CONSULTING ACHIEVEMENTS IN 2022

**AFFORDABLE & CLEAN ENERGY** **QUALITY EDUCATION**  
INDUSTRY, INNOVATION AND INFRASTRUCTURE  
**REDUCED INEQUALITY AND HUNGER** **ZERO HUNGER**  
PARTNERSHIP TO ACHIEVE THE GOALS  
**NO POVERTY** **GOOD HEALTH AND WELL-BEING**



### 6 PROJECTS COMPLETED

- UK: 2
- EMEA: 1
- APAC/TH: 1
- US: 1
- BRAZIL: 1

### 16 PROJECTS IN PROGRESS

- UK: 8
- SWITZERLAND: 2
- BRAZIL: 1
- US: 1
- EMEA/INDIA: 1
- APAC: 1
- SOUTH AFRICA: 1
- CANADA: 1

### 4 PROJECTS PLANING

- UK: 1
- CANADA: 1
- APAC/MY: 1
- US: 1

Capco's Impact Consulting Initiative gives development sector organizations access to our people and expertise on a pro-bono basis, and fosters collaboration and partnership between public, private and non-profit sectors.

By identifying and recruiting Capco employees from across the globe, Impact Consulting helps organizations overcome challenges and achieve desired outcomes in IT, marketing, legal, finance and other business operations.

The Impact Consulting Group empowers our employees to carry out Capco's core beliefs and values by giving back to their local communities. It enables our people to add direct value to non-profit organizations and gives them exposure to how businesses outside traditional financial services operate. For those organizations we serve, they gain access to valuable insights, guidance and advisory services that enable them to drive even greater impact.

## 3000+

HOURS ANNUALLY

Capco employees dedicate approximately **3,000 hours** to impact consulting efforts **annually**.

## 23

NGOS IMPACTED ANNUALLY

In 2022, Capco worked with **23 non-profits** from **12 countries**.

## 10

REGIONAL OFFICES

Capco employees from over **10 regional offices** volunteer their time on impact consulting projects. Since 2015, Capco delivered over **50 pro bono** impact consulting projects for non-profit organizations.

# CORPORATE SOCIAL RESPONSIBILITY

## IMPACT CONSULTING ACHIEVEMENTS IN 2022

Impact Consulting partners with non-profit organizations and provides pro-bono, skill-based assistance. Below is a brief summary of our impact and collaboration within the Impact Consulting educate on racial and cultural diversity in both the workplace and in our community.

### Bankers Without Borders

Over the past six years, Bankers without Borders and Capco have jointly worked on 37 projects, with over 13,500 hours volunteered across the globe.

BANKERS WITHOUT BORDERS		
Year	Hours Spent	Number of Projects
2015	445 HOURS	1 PROJECT
2016	1,335 HOURS	2 PROJECTS
2017	1,695 HOURS	5 PROJECTS
2018	3,319 HOURS	10 PROJECTS
2019	956 HOURS	4 PROJECTS
2020	2,633 HOURS	7 PROJECTS
2021	3,000 HOURS	8 PROJECTS

- Partnership with 1001 Organic:** In May 2022, Capco partnered with 1001 Organic, a social spice enterprise, on a pro bono initiative that was facilitated by Capco's Impact Consulting Group (ICG) and Bankers without Borders (BwB). As a growing start-up company based in East Africa, 1001 Organic faces an increasing complexity of internal processes which consumes its capacity and affects its growth rate.

To enhance the overall customer experience, boost efficiency, avoid the loss of sales leads, eliminate human errors and have a better overview of product flow, Capco supported 1001 organic to –

- Develop Process Flows for 1001 organic's operational processes, including ordering, invoice generation, export form production and inventory management, to understand the challenges and identify potential improvement
- Identify open source and easy to use technology that could be used with 1001 Organic current technology stack
- Develop a VBA and MS Access tool, which is able to:
  - centralize all orders and customer data
  - tracking past orders and inventory
  - generate invoices, export form, packaging list and customer form
  - provide month-end insight on inventory dashboard
- Train the 1001 Organic team and stress-test the new tool

Our ICG team worked as a team to brainstorm with 1001 Organic to better understand the challenges and propose best approach. We maintained open communication with 1001 Organic by having bi-weekly meetings with them to present deliverables, receive feedbacks and re-align on objectives and timelines. There were regular demo sessions with 1001 Organic to show progress, identify bugs and opportunities for improvement.

### Our Capco team's work was well received as noted by 1001 Organic's CEO Raphael Flury:



It was a true pleasure to work with such an experienced, professional, and passionate team. The project was well managed, all consultants immediately identified with our corporation and challenges, went the extra mile and were proactively and successfully working on solutions. This was without a doubt a best-in-class consultancy beyond boundaries.



# CORPORATE SOCIAL RESPONSIBILITY

## IMPACT CONSULTING ACHIEVEMENTS IN 2022



### Room to Read (RtR)

Capco has partnered with Room to Read on a variety of initiatives with a shared goal of improving literacy, gender equality and access to education. This year, in addition to the consulting and professional services support below, a total of \$30,000 USD from Capco will go towards the literacy program in Vietnam, based on advice from RtR.

Three consulting projects are currently being supported by global Capco teams:

- **EU/UK Market Analysis:** Examining the landscape of charitable foundations and corporations with a strong CSR focus across UK and continental Europe.
- **Global Social Media Strategy and EU Market PR:** Guidance on Global Social Media strategy to improve outreach and visibility as well share best practices to build engagement.

- **Identification of Crypto Opportunities:** Assist RtR in its goal of finding cryptocurrency and blockchain companies interested in supporting the organization's cause as they work towards reaching 30 million children by 2025 and beyond. As an outcome, RtR is looking to narrow down to 25 crypto companies which have a philanthropic arm aligning with the values of RtR. Further due diligence around company background, CSR values & goals, marketing, leadership etc. will be performed on the top 10 companies shortlisted.

In addition, Capco continues to provide Design & Marketing services in support of everything from branding and advertising, campaign collateral (STEP UP for Gender Equality, Rebel Girls - Change-Makers) and RtR's first gala event since the pandemic (Education Equals).

### Catalystsx

In March 2022, Capco partnered with Catalystsx, a non-profit that connects social entrepreneurs with people and resources they need to thrive, by delivering a 'Digital Storytelling and Networking LinkedIn 101' workshop. The workshop included best practices to LinkedIn as well as a break-out session to discuss how to best tell a story digitally.

### Alumni Ambassador Hub Project

Capco partnered with Year-Up on a four-month North American pro-bono project. Year Up is a national non-profit in the US which trains and develops young adults for their first opportunities into entry-level corporate roles with business or software capabilities.

# CORPORATE SOCIAL RESPONSIBILITY

## OTHER HIGHLIGHTS



Partnership is core to Capco's CSR initiatives. By mobilizing our corporate assets via employee volunteering, corporate donations, and fundraising, Capco supports environmental, social, and industry organizations that contribute to different SDGs globally to improve people's access to resources and community resilience. Here is a snapshot of our key collaborations in 2022.

### Americas

Capco partnered with **Best Buddies**, which dedicated to establishing a global volunteer movement and creating leadership, employment, and friendship opportunities for people with intellectual and developmental disabilities, to facilitate a **'Wellness Movement Event'**.



Our Asian@Capco affinity group partnered with **Send Chinatown Love** to raise awareness and charitable funds as part of the Asian American Pacific Islanders (AAPI) awareness month in May.

Capco volunteered at the **Houston Food Bank** which serves 18 counties in southeast Texas and provides access to nutritious food to those in need. Our Capco team sorted out canned food, condiments, dry groceries, and snacks for the organization. The food products were all packed and labeled in respective boxes for distribution in the warehouse.

Capco raised funds and awareness for the **Memorial Sloan Kettering Cancer Center** to advance their fight against cancer by participating in a virtual Cycle for Survival event.

Capco colleagues volunteered at the **Meatloaf Kitchen at the University Community Social Services** for meal preparation and service to those in need.



Capco volunteers participated in home-building activities held by **Habitat for Humanity**, an NGO that has striven to build and improve homes for low-income families by assisting with financial and home maintenance training, building homes alongside volunteers and potential homeowners, and finally purchasing these homes with an affordable mortgage to help build homes where everyone has a decent place to live, regardless of their background.



## CORPORATE SOCIAL RESPONSIBILITY

# OTHER HIGHLIGHTS (CONTINUED)

Capco participated in 'Build a Bike' event held by **CYCLE Houston** which encourages children to be active by giving them a chance to earn bicycles for achieving their set academic goals. Our colleagues help build bikes for students who were successful in achieving their goals.



Capco volunteers assisted in providing goods, food items and produce to those in need for Second Harvest which strives through education, advocacy, and partnerships to eliminate hunger through the distribution of food which is donated, purchased, or provided under government subsidies.

**CarePartners** is a nationally recognized nonprofit organization providing high-quality care for older adults and people with dementia, as well as their caregivers. For one of the projects hosted by the organization, 14 Capco professionals volunteered by visiting the site, assessing need for activities supplies, organizing and stockpiling shelves, and disposing off any waste. The activities director appreciated and lauded the team for all efforts to make it an impactful experience for all participants.

**Star of Hope** is a Christian-centered organization missioned with assisting underprivileged and unhoused individuals and families in Houston. For one of the initiatives run by the community, 9 colleagues decided to volunteer by assisting with food preparation and serving hot meals for dinner at the Women and Family center.

To support **Bowery Mission**, 10 Capco volunteers organized a month-long clothing drive in July 2022, at the NYC office, to help collect clothing and food donations, fundamental commodities to support basic human flourishing. In a separate initiative, 25 volunteers also helped with preparation of hygiene kits.

Capco volunteers supported **Charlotte Family Housing (CFH)** by hosting a cookie decorating and pizza party for the families living in the CFH shelter.

Safe Horizon is the leading victim services non-profit that serves 250,000 children, adults, and families impacted by violence per year in New York City. 42 Capco volunteers supported Safe Horizon's goals during their 'Domestic Violence Awareness Month'. The team was able to successfully raise \$8,500 USD to help **Safe Horizon** get one step closer to accomplishing its mission.

**GlobalGiving** is a not-for-profit organization that supports other non-profits by connecting them to donors and companies. The CSR team organized a fundraiser in collaboration with Latinx@Capco to support GlobalGiving's Hurricane Fiona and Hurricane Ian Relief Funds. Initially the funds were used to meet the immediate needs of impacted communities by providing life-saving support such as food, emergency medical supplies, shelter, hygiene products and clean water. In addition, GlobalGiving is committed to supporting longer-term recovery efforts, led by vetted and trustworthy local organizations. The team was able to raise \$770 USD for this noteworthy cause

25 Capco volunteers worked with **City Harvest** to host a grand fundraiser at the office's holiday party in NYC. The fundraising efforts continued online all the way till the end of January 2023, to maximize support for the organization. A total of \$5,600 was raised through the generous support of donors.

**Women's World Banking** has a 40-year track record of championing inclusive finance for low-income women worldwide. They drive impact through a combination of cutting-edge research; policy and advocacy engagement; scalable, market-driven digital financial solutions; gender lens private equity fund; and leadership and diversity programs.

**Kiva** is an international non-profit with a mission to expand financial access to help underserved communities thrive. More than 1.7 billion people around the world are unbanked and can't access the financial services they need. Kiva focuses on crowdfunding loans and unlocking capital for the underserved, improving the quality and cost of financial services, and addressing the barriers to financial access around the world.

## CORPORATE SOCIAL RESPONSIBILITY

# OTHER HIGHLIGHTS (CONTINUED)

Capco donated \$10,000 to support **Women's World Banking** and **Kiva**. Women's World Banking champions inclusive finance for low-income women worldwide. **Kiva** is an international non-profit with a mission to expand financial access to help underserved communities thrive.

**DePelchin Children's Center** is a not-for-profit provider of children's mental health, prevention and early intervention, and child welfare services. To support this instrumental cause, 43 Capco volunteers volunteered to participate in an initiative where each person was assigned a child and requested to shop for an item from that child's wish list.

**Leukemia & Lymphoma Society** is a charitable organization that plays an instrumental role in fighting blood cancer globally. By partnering with this organization, 20 Capco colleagues took the initiative of climbing 60 flights of stairs at the Bank of America tower in downtown Dallas to raise awareness and funds in order to progress developments in blood cancer research. Team successfully raised \$355 USD for this vital healthcare cause.

**Love of the lake** is a non-profit organization dedicated to preserve and enhance White Rock Lake Park. To support this environmental cause, a whopping number of 30 Capco volunteers, including friends and family, participated in a 'Shoreline Spruce Up' event, aimed at ensuring a litter-free and clean environment near the shoreline.

The CSR team partnered with **Classroom Central** to build Kits for a Cause to set up local students for success. Classroom Central is a non-profit that equips students in need to effectively learn by collecting and distributing free school supplies to their teachers. Capco's team of 20 volunteers assembled 250+ kits pertaining to homework, wellness, art, etc., which enables children to have the basic tools they need to be successful in school.

Capco volunteers took part in the **Big Brothers Big Sisters (BBBS) x Over the Edge** initiatives to raise a whopping \$7,273 by rappelling down a 17-story building in Charlotte, supporting pairing adults with children living in vulnerable settings to provide mentorship and education and build meaningful relationships.

Capco volunteers participated in **24 Hours of Booty**, which is a cycling event that takes place over the course of 24 hours



on the "Booty Loop" in the beautiful Myers Park neighborhood. Multiple teams and organizations come together to raise awareness and funds for the **Levine Children's Hospital**, and organizations committed to providing supportive oncology resources to our local cancer community.



Capco colleagues contributed to the **Queen City Juneteenth Parade** by assisting with parade route, vendor set-up, facility and parking lot assistance to celebrate the deep roots of black people as being overcomers and influencers throughout the world.

Capco volunteers assisted the **Greater Chicago Food Depository** by packaging food which would later be distributed to the under-served community within the Greater Chicago region.



Capco volunteers collaborated with the **Friends of the Chicago River** to pick up trash and weeds near rivers in the Greater Chicago region to improve the health of the Chicago River system for the benefit of people, plants and animals.

## CORPORATE SOCIAL RESPONSIBILITY

# OTHER HIGHLIGHTS (CONTINUED)

Capco volunteers pledged to climb stadium stairs at the historic soldier field in Chicago in exchange for donations raised for the **American Lung Association** which works to save lives by improving lung health and preventing lung disease, through research, education, and advocacy.

**OutRight International** is an LGBTQ human rights non-governmental organization that addresses human rights violations and abuses against lesbian, gay, bisexual, transgender and intersex people. A happy hour at Punch Bowl Social in Chicago was hosted with the goal of running a fundraiser event to support LGBTQ+ people in Ukraine during war, through OutRight International. 12 Capco colleagues were able to contribute towards this cause, by raising a sum of \$480 USD.

**Open books** is an organization that promotes reading to children in their local area. A group of 8 Capco colleagues volunteered by packing backpacks to hand out to children, handing out free books to the community, and setting up tables and other arrangements for one of the organization's signature events, Open Books Lit Fest.



**Lucky Dog Animal Rescue** is a volunteer-powered nonprofit dedicated to rescuing homeless, neglected, and abandoned animals from certain euthanasia and finding them loving homes. 5 Capco volunteers aided this cause by assisting the organization at an adoption event aimed at finding homes for sheltered animals.

**Special Olympics** provides year-round sports training and competition in a variety of Olympic style sports for people with intellectual disabilities to promote and encourage physical

fitness. A group of 10 Capco colleagues volunteered their time to support the 2022 Area 6 tennis competition hosted by the organization.



The mission of **Save the Sound** is to protect and improve the land, air, and water of Connecticut and Long Island Sound. As part of this initiative, 20 Capco volunteers participated in a clean-up program to remove litter and overgrown bushes, trim trees and plantations, and re-align paving stones at Pope Park.

5 Capco volunteers participated and donated food items via an Amazon Gift Registry and delivered the collected items to **12 Little Free Pantries** in Hartford, CT.

Capco colleagues helped revive the rooftop garden of **Bread for the City** efforts to restore the garden would enable the organization to grow fresh local produce which could then be distributed to those in need.



## CORPORATE SOCIAL RESPONSIBILITY

# OTHER HIGHLIGHTS (CONTINUED)

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Capco volunteers participated as advisors in **Junior Achievement's Company Program** which involved mentoring a group of 20 Grade 9-12 students on entrepreneurship over a six-month period. This year, the students created a company that sold branded tote bags to support women empowerment and advocacy for women's employment. The volunteers also ran a virtual conference that invited women in financial services and technology industries to talk about their experiences.

Capco bicycle riders participated in **'The Ride to Conquer Cancer'** event which consisted of a 220km+ cycle ride from downtown Toronto to Niagara Falls over the course of two days in support of raising awareness for cancer and the bikers raised fund to be donated to the **Princess Margaret Cancer Foundation** for research and treatment.

Our Toronto office encouraged all employees to wear a red shirt and post pictures of themselves in Red Shirt on social media on June 1 2022 to show our support for Red Shirt Day with **Easter Seals Ontario**, which committed to helping children and youth with physical disabilities carve their own path in life with confidence and independence.

**Period Purse** is a non-profit organization based in Toronto which strives to achieve menstrual equity by providing people who menstruate with access to free menstrual products. The organization works proactively to erase stigma surrounding periods and shed light on unique challenges faced by people who live in underprivileged communities through public education and advocacy. By running a campaign which ran from September to November 2022, 8 Capco volunteers were able to raise a total of \$732 USD and 1,272 sanitary products to strengthen the organization's commitment towards this instrumental cause.

**Movember** foundation is a global organization which strives to raise awareness, support, and funds for men's physical and mental well-being, particularly removing any stigmas associated with mental health and providing guidance and support for those who've gone through prostate and/or testicular cancer. For November 2022, 8 Capco volunteers came together as a team to create value for this excellent cause by hosting game nights, selling Capco/Movember merchandise and raising funds through a silent auction. Through these month-long activities, the team not only raised awareness for men's health within the community but also collected a whopping \$8,800 USD in donations.

The Hospital for Sick Children (**SickKids**), affiliated with the University of Toronto, is Canada's most research-intensive hospital and the largest center dedicated to improving children's health in the country. The Sports@Capco, Life@Capco, and Capco Cares communities at the Toronto office collaborated to compete in the SickKids Volleyball competition, with a goal of raising awareness and funds for the impactful work done by the organization. Capco team performed quite well by placing third in the tournament. Overall, the event was a huge success as the team managed to raise \$1,700 in funds while engaging in some friendly competition.

As a national non-profit organization, the Canadian Children's Art Foundation presents educational programs and competitions to empower every child's blossoming talent. A team of 5 colleagues organized a silent and a virtual live auction, designed to raise money for the organization. Through regular and consistent communication to encourage employee participation by either auctioning off items or experiences, the team was able to fundraise a significant amount of \$14,500 USD.

Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world. The 8th annual CATO Toy Drive, organized collectively by a group of 5 Capco volunteers, in support of Salvation Army's Toy Mountain was a big success. From December 1 - 16, our generous donors raised \$330 USD and donated 50 unwrapped toys, helping bring joy and happiness to families across Greater Toronto Area (GTA) during the holiday season.

In addition, to support the Adopted Family campaign, 8 volunteers hosted a Children Holiday Party and crafted holiday cards to give to social workers and adopted families who received donation support.

Capco colleagues utilized our strengths and skills to support the Good Shepherd website, which aims to serve the homeless and most neglected members of the Toronto community by offering a broad range of compassionate programs and services e.g. hot meals and clean clothes as well as counseling and rehabilitation services to all those in need to enhance the quality of their lives and promote human dignity.

## CORPORATE SOCIAL RESPONSIBILITY

### OTHER HIGHLIGHTS (CONTINUED)

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Our Brazil office held a **week-long CSR initiative** to encourage some friendly competition among employees which involved a points system where volunteers could collect points through funds donation, blood donation and actively engaging in sustainable activities around recycling and garbage disposal. For blood donation, the local office set up an on-site location and alternatively provided transportation services to donation centers to make it convenient for volunteers. Capco additionally partnered with two organizations, **Solidarity Family** and **Pit's Ales**. Solidarity Family is a group that prepares lunchboxes and basic hygiene kits for people living in vulnerable situations. To support this initiative, employees generously donated food and supplies. **Pit's Ales** is an organization that specializes in rescuing and recovering pit bulls as well as other cats and dogs. To extend assistance, volunteers donated pet food, medicine and other supplies that could enable the initiative to run smoothly. A charity box was also set up in the office throughout the week to collect any voluntary donations from employees.

For another initiative based out of the Brazil office, Capco colleagues volunteered for a long-term elderly institution, **Casa Ondina Lobo** by organizing several initiatives during Christmas time which included 1) running a donation campaign for the organization to support its operational activities, 2) assembling and delivering Christmas kits and packages to the organization's residents, and 3) facilitating an in-person volunteering event. As part of fundraising efforts, Capco volunteers raised \$15,000 USD to promote and support health and well-being for the elderly population with limited resources.

## CORPORATE SOCIAL RESPONSIBILITY

# OTHER HIGHLIGHTS (CONTINUED)

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### Europe

#### UK

**Tata Consultancy Services – London Marathon:** Capco participated in the London Marathon in October 2022 for MacMillan Cancer Support to give back to the amazing individuals who help support others through extremely tough times. The event required three to four months of training and fundraising efforts.

**Hackney Food Bank - Capco Christmas Raffle:** A Christmas raffle which ran from the 1st-16th December. Prizes were donated by Partners and companies we reached out to. The money already raised has gone to Hackney Food Bank.

Capco London organized a group of runners to raise funds for **LimeLight Sports - Hackney Food Bank Half Marathon.**

Capco UK held **three weeks of face-to-face work experience** with different schools, demonstrating Capco's capabilities and giving the students a taste to life as a consultant via a real life case study. The feedback we had was outstanding with many stating "this was a once in a lifetime experience" and "opened up doors to opportunities I didn't know existed". We hope to see some of the students back applying for our Apprenticeship program in 2023.

Capco UK attended one of our partnership schools – **Knollmead**, where we provided various training sessions for their students aligning them to the curriculum where necessary. Marketing Campaigns, Data Analytics and general interview and CV skills to better aid the students in whatever path their future careers take them. We have since been requested to come back to this school and others to perform similar training.

Capco UK organized cohorts of **Apprentices** joining to undertake their professional training alongside gaining work experience.

Capco Scotland partnered with **Children 1st - Dragons Glen** to develop a business idea and establish a start-up company with the goal of raising funds for the charity to help vulnerable children throughout Scotland.

**SAMH and Scottish Mountain Rescue - Ben Nevis Hike:** Our team set out to climb Ben Nevis, raising funds for SAMH and Scottish Mountain Rescue. A series of training hikes were organised across Scotland to give potential "summiteers" the opportunity to test their skills and fitness prior to the main event. Organisational calls were held to help people organise kit, transport and accommodation near Ben Nevis. Summit day saw eleven Capco employees reach the peak of Ben Nevis, with over £1,300 GBP raised for Charity.

**Children 1st - Capco Journey to Lapland:** A joint event with the Health and Wellbeing Group, which saw both London and Edinburgh offices attempt to cycle the distance from the UK to Lapland. Stationary gym bikes were donated by local F45 gyms to allow the event to take place in the Rose St. Office. The event was a huge success, and whilst we narrowly missed out on reaching Lapland, the Scotland office raised over £1,000 GBP for Children 1st, Scotland's National Children's charity

**Children 1st - Dragons Glen 2022/23:** We were given an entrepreneurial challenge to turn £500 into £5000 by March 17th, all in aid of Children 1st, Scotland's national children's charity. Through sales of our signature product, 'The Hottie', we are over half-way to our target of £5000. The Hottie is an extra-long hot water bottle, the perfect way to stay warm this winter and keep those energy bills down. Orders will continue until the middle of March.

# CORPORATE SOCIAL RESPONSIBILITY

## OTHER HIGHLIGHTS (CONTINUED)

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### Bratislava

**Vagus and Centrum pre rodinu Trenčín** - Giving Tuesday: Capco Slovakia collected materials for two nonprofit organizations. We were collecting used clothes (winter clothes/socks/jackets/sweaters), blankets, shoes, sleeping bags, etc. for

- Vagus, an organization that support homeless people and for
- Centrum pre rodinu Trenčín, an organization that works with families in need/socially weaker families.

For the 4th time already, Capco Bratislava participated in **Pontis Foundation - Naše Mesto** to help with various activities in kindergarten, i.e. stretching the goal net, sweeping, pulling weeds, stretching opaque net over the fence, etc. Activities were aimed at improving the outside area of the kindergarten in Bratislava.



### Zurich

Capco Switzerland provided **Impaakt** a **pro bono consulting** to advise on its product-market fit, competition analysis, and go-to-market strategy in Switzerland which provides an open, collaborative platform to document, assess and rate the environmental and social impacts of listed companies based on the SDG framework.

**Pink Ribbon Charity – Pink Ribbon Run:** To raise awareness for Breast Cancer the Capco Switzerland Volunteers ran together in September and December 2022 around 10km together through Zurich oldtown, followed by an entertaining social event including refreshments and music.

## CORPORATE SOCIAL RESPONSIBILITY

# OTHER HIGHLIGHTS (CONTINUED)

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### APAC

#### Thailand

Capco Thailand supported the Bangkok Charity Orchestra – Peace and Harmony Charity Concern and also executed a plan to raise fund improve the lives of children at a local Kindergarten outside of Bangkok. The orchestra was conducted by Chulayuth Lochotinan, Partner and Head of Capco Thailand.

Capco Thailand was also the main sponsor for the Bangkok Charity Orchestra (BCO) concert on 25 June to raise funds for the Wattonson School in Petchburi (province in Thailand) that is 100 years old. Our CSR team selected the project and supported in the organization of the concert.

#### Malaysia

Toy Libraries Malaysia - Toys for Joy: An initiative to provide preloved toys, children books and clothes to the underprivileged kids whilst promoting sustainability through donating preloved toys that are mainly plastic and not recyclable. The Capco Malaysia team donated 50 boxes of items and over 100 toy gift packs were packed. The gift packs were delivered to aborigine communities in remote villages.

### India

#### Bangalore

**Sustainable Environment and Ecological Development Society (SEEDS)- Assam flood relief:** Capco India donated INR 100,000 to SEED NGO for the procurement & distribution kits including sanitary pads, bath soap, washing powder, toothbrush and paste. SEEDS disaster response initiative aims to meet the immediate needs of disaster-affected people in the areas of Food, & Hygiene (WASH), with a greater focus on marginalized sections of society, women, and girls, as they are the most vulnerable sections of society.

#### **The BANYAN- Community Mental Health Program:**

The Banyan has strengthened partnerships across India to extend comprehensive services to people, enduring poverty and homelessness with a special focus on developing building structures. The role of ancillary service providers such as civil society organization in augmenting the quality of services provided within a human rights framework has been instrumental in lowering the incidences of untreated care, helping develop holistic mental health services by providing medication, organizing workshops, Distribute Disability Allowance, Organize Stakeholder Mobilization/Sensitization for the workshops and support group meetings and Social entitlement and social support facilitation.

#### **Karunya Trust - Leaving No One Behind:**

Capco India donated INR 204,460 to help the education of 300 underprivileged children, reducing the drop-out rate of students further and enabling them to develop their skills in a supportive environment. This project encourages and equips students to pursue their higher education and participate in sports and extracurricular activities.

**Seva Sahyog – Urjita Kishori Vikas:** Capco India helped to address the challenges faced by adolescent girls from urban slums, tribal areas and villages, Capco donated \$5,630 USD to conduct a total of 40 sessions on topics including Diet, Health, Sex Education, Personality Development and Career prospects.

**Kat-Katha - HeARTshala:** Kat-Katha works towards transforming the lives of women and children forced into the sex trade, through compassion, education. HeARTshala is an alternative livelihood and skill-building project. The project currently has seven women enrolled as trainees who are learning stitching skills, literacy skills and are working on their holistic development. Capco India donated a total of \$5,523 USD. The women already engaged with us are becoming co-creators of the program to envision a better future for their fellow sisters in brothels.

## CORPORATE SOCIAL RESPONSIBILITY

# OTHER HIGHLIGHTS (CONTINUED)

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### Pune

**Greensoles - Upcycling discarded shoes:** Capco India funded the Greensole initiative for upcycling discarded shoes to slippers and for bags distribution. Greensole distributed these refurbished slippers and bags to zila parishad school students in Pune in a donation drive organized by them.

**Friendicoes - Society for the Eradication of Cruelty to Animals (SECA):** Capco India joined hands with Friendicoes for controlling the population outburst of stray dogs through humane way of sterilization and reduction in animal involvement in road accidents. With the help of donation of \$7,800 USD, Friendicoes aims to sterilize (spay & neutering) of 500 stray dogs in low-income localities of Delhi, with post operative care and Anti- Rabies shot and have 1,000 stray dogs wear reflective glow in the dark collars to avoid injury or death from road accidents.

**Sikshana Foundation – Love for Learning:** Capco India and donated \$3,430 USD to Sikshana Foundation, which aims to improve the existing digital library infrastructure through digital device inclusion and provide digital experience for the students and rural youth thus enabling them to acquire essential digital skills and reduce the digital divide among youth.

**Ashadeep India – Udayan:** Udayan is Ashadeep's Rehabilitation Homes for Homeless Men with Mental Illness where along with provision for admission, care, food, medicines and treatment, reintegration of these men, livelihood generation activities are also a part of this intervention. To support this initiative, Capco India funded the food and medical expenses for 35 inmates for a period of six months.

**One Child One Light (OCOL):** OCOL is a trust with a unique initiative that aims at providing school children with an affordable Study Light that's clean, bright, eco-friendly, safe, efficient and gives them an opportunity to transform their lives for a brighter and better future. For this initiative, Capco India funded the cost of 750 solar powered study lamps for the underprivileged children in rural/tribal schools in parts of Telangana.

### GEO Goshala CLUB – Vikas Samiti Jodphur, Rajasthan

**Education, Empowerment and Environment:** With donation of \$3,350 USD from Capco India, GEO Goshala Club Vikas Samiti, aims to make two goshalas sufficient with benefitting over 800+ cows and bulls (handis) by supporting medical aid to these inhabitants of goshalas. They will utilize the funds to provide vaccination support and non-milk producing animals (retired cows and bulls).

**Life Line Service Society:** Since 2012 Life Line Service Society is working to empower people with disabilities and rehome homeless people found in very harsh and painful condition on roadsides, railway stations, bus stands, religious and other public places. Capco India supported with nutrition (three meals a day), vocational training for skills development and Wheelchair and Tricycle for regular use/mobility of handicapped people. The wellbeing of 120+ intended number of people will be benefited by this project over a period of three months.

**Be and Make – SOPAN and MARYADA:** Capco India supported two initiatives by the Be and Make organization\_

- "SOPAN", where the FLN skills will enable children to learn more meaningful in higher classes and acquire 21st century skills like problem solving and critical thinking.
- "MARYADA", where through Hygiene Educator, final selection of the schools and getting permission letters will be taken care off while also providing continuous technical support on Hygiene Education to girls in TEN Government Girls schools with a strong focus on Menstruation Hygiene Management and Maryada Menstrual Hygiene Kit distribution. With our help six bridge schools were supported, sanitary pads were distributed to girl students of ten schools and education on menstrual hygiene was provided.

## CORPORATE SOCIAL RESPONSIBILITY

# OTHER HIGHLIGHTS (CONTINUED)

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**Donate an Hour (DOAR):** Capco India supported to empower underprivileged people of the society by setting up a science lap to donate an hour's initiative through which they aimed at imparting high-quality science and technology learning to a total of 110 underprivileged students from two schools in Dheengaher area in the Tauru town, Nuh district.

### **Auxilium Rainbow Orphanage - Breakfast Serving:**

Capco India organized and hosted a Breakfast serving at the Auxilium Rainbow Orphanage, Bangalore on Children's Day. More than 20 volunteers from our team served breakfast to the children and surprised them with some colorful Capco bags and goodies. The day ended with all the volunteers getting involved in some fun and games.

**Aashayein Foundation - Breakfast Serving:** Capco India partnered with Aashayein Foundation to host a breakfast for 50 residents of Ashraya Seva Trust in Bangalore, supporting senior citizens. The entire experience of breakfast serving at the old age home was both rewarding and comforting. About 20 volunteers participated in this event.

## West Bengal

**The We Foundation - Education, Health & Nutrition:** The Capco India team provided sponsorship for 12 Covid affected single orphan children in the Darjeeling district to meet medical, nutritional, educational and other needs with the aim to improve their quality of life. The We Foundation helps single orphan/orphan children living with extended families and in need of care and protection. They provide protection, safety, and wellbeing to develop according to their due rights of Survival, Protection, Development, and Participation.

Capco India team supported the **CareMore Foundation Give Back-Pack initiative** and donated used laptop bags to the less-privileged students in rural Karnataka, who could re-use the refurbished bags for schooling.

Capco India team raised fund to support the **Connecting NGO - Suicide Prevention and Awareness** campaign which increased outreach to suicide survivors, created awareness in peer groups and built capacity in terms of trainers and volunteers.

Capco India team donated to **Sankalp India Foundation - Stem Cell** Donation to save lives by supporting underprivileged individuals with the expenses which are beyond their reach, for Thalassemia Cure & Management.

Capco India supported the **Conerstone De-addiction Centre - Juvenile De-addiction Programme** which provided inpatient treatment to overcome the evils of addiction/substance abuse.

Capco India supported the **Hand In Hand India – Sanitation** project to improve Sanitation Facility at Early and Intervention Center & Non-Residential School Readiness Special Training Center, Muthiyalpettai, Walajabad block, Kanchipuram district.

Capco India supported the **Ashraya Foundation - Empower DNT communities** through holistic measures & create a sustainable future: The organization helps students to understand their interests and strengths through ongoing support, mentorship, social & emotional support and through nurturing leadership potential.

Capco India supported **Mobile Creches for Working Mothers Child - Holistic development of children of construction workers** with nutrition (three meals a day), health, education and general care of children (age group six months to twelve years) at a creche being set up on tripartite model between the builder/developer. Capco India funds the wellbeing of 30 children for a period of one year at a creche established at the construction site in Gurugram, Haryana, India.

# CORPORATE SOCIAL RESPONSIBILITY

## OTHER HIGHLIGHTS (CONTINUED)



Capco India donated to the non-profit organization **Manuvikasa** who are working towards the development of water bodies to maximize the storage of surface water and increase the income of farmers and the farming community in ground water exploited areas.



Capco India sponsored Covid-affected children under the **The We Foundation - Education, Health & Nutrition** programme to meet medical, nutritional, educational and other needs with a view to improving their quality of life. This initiative is supposed to prevent children at risk from being removed from school and sent for work, and ensure that they are not trafficked, and continue their education and not get married before the age of 18.



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With the help of Capco India and our donation, **Bengal Kop School of Football Excellence** aims to build an improved training infrastructure by bringing in needed analytical and nutritional support. This will help develop the sports in the



rural areas of Eastern India while providing alternate means of livelihood to the poorer communities in the region.

Capco India funded the cost of **DATRI Blood Stem Cell Donors Registry**, where HLA typing data will be stored in the registry and may be called upon to donate stem cells if required anytime in the future.



# CORPORATE SOCIAL RESPONSIBILITY 2022 ACHIEVEMENTS

**\$ 306,000+**  
Donated

**1650+**  
Employees Participated

**10,000+**  
Hours Volunteered

**130**  
NGOs Impacted

Capco's CSR program has grown over the years and we are immensely proud of what we have achieved and the difference we continue to make. This is largely thanks to the drive and enthusiasm of our employees who give time and effort to help those in need and support charitable causes.

- Our Global CSR efforts have covered **over half** of the UN SDGs.
- Our North America CSR team partnered with Diversity, Equity, and Inclusion and various Affinity Groups by organizing events to promote awareness, advocacy, and alliance.
- We have formed national strategic partnerships with various global and regional partners.

**\$ 176,000**  
**Project Hope**

Ukraine Refugees Donations from employees, fund matched by Wipro, provided critically needed medical supplies, mental health support, and medical care for refugees in Ukraine and neighbouring countries.

**\$ 10,000**  
**Kiva**

focuses on crowdfunding loans and unlocking capital for the underserved, improving the quality and cost of financial services, and addressing the barriers to financial access around the world

**\$ 10,000**  
**Water For People**

Helping millions of people across nine countries get access to clean water and sanitation in a sustainable way

**\$ 10,000**

**Women's World Banking**

championing inclusive finance for low-income women worldwide. They drive impact through a combination of our cutting-edge research; policy and advocacy engagement; scalable, market-driven digital financial solutions; gender lens private equity fund; and leadership and diversity programs.



# CORPORATE SOCIAL RESPONSIBILITY

## 2023 CSR AND IMPACT CONSULTING GOALS

Capco's CSR and Impact Consulting Group has been going from strength to strength – and we are not stopping here. Capco continually looks to make a meaningful impact in communities by providing support to global and local charities. By exploring new spaces, Capco is looking for more opportunities to branch out and utilize a diverse set of skilled individuals to create sustainable development.



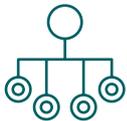
### Strengthen Brand Recognition

A thriving Impact Consulting practice sets Capco apart from other organizations that do not offer skilled volunteering opportunities. In 2023, we will continue to focus on strengthening awareness of Capco's Impact Consulting capabilities among Capco colleagues and the external marketplace to strengthen overall membership.



### Continue Growing New Global and Regional Partnerships

In 2023, we will further empower all regions to grow their CSR and impact consulting presence by engaging with grassroots and local non-profits in their regions



### Stronger Strategic Alignment

In 2023, we will define a clearer articulation of Capco's CSR and Impact Consulting strategy, and its alignment with the wider global Capco strategy, as manifested in the non-profits we engage with and projects we take on.



### Targeting the UN SDGs

In 2023, we will commit to a clearer focus on projects and initiatives that directly work towards the 17 UN SDGs.

2023  
Target

**\$ 200,000+**

**donated through employee-led fundraisers**

(employee donations + Capco donations)



**JOIN HANDS FOR A  
SUSTAINABLE BUSINESS**

# ENVIRONMENTAL SUSTAINABILITY

## AN OVERVIEW

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### Capco's Commitment

Capco is committed to incorporating environmental practices into our business strategy, services, and operations and to fostering environmental awareness and responsibility among our leaders, employees, clients, suppliers, and other interested parties within the context of our business and services.

Capco has incorporated energy efficiency measures into the firm's facilities, promotes efficient energy use in all our areas of business activity, and complies with all relevant legislation and regulations in the variety of locations in which we operate and deliver services.

As a member of the UN Global Compact, Capco has committed to adopting and reporting annually on the implementation of the Compact's sustainable and socially responsible policies.

### Management Responsibilities

With Sustainability Teams present in 17 countries, Capco works at both a global and local level to reduce the firm's environmental impact and support an ever-changing series of sustainable initiatives.

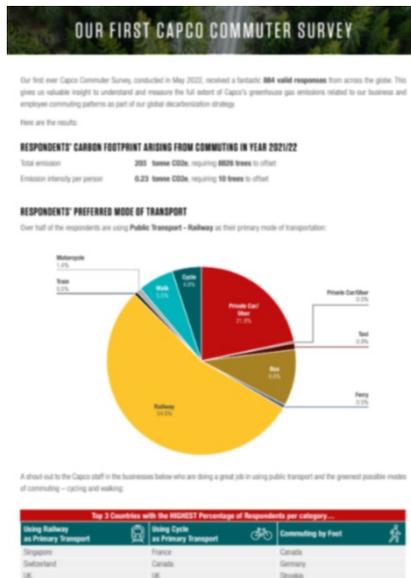
Responsibilities for environmental protection sit with our professional facilities management team who are supported in promoting employee engagement and good practice in this area through the Capco Sustainability Network. Senior management review the firm's environmental performance against our goals annually as part of the preparation of Capco's Sustainability Annual Report.

Wipro undertake an annual audit of Capco's environmental performance, which comprises a written submission and follow-up interviews.

Capco has strong relations with local environmental standards officers. We are committed to investigating and responding to any legal cases, rulings, fines, and other events should these arise. We did not have any environmental-related breaches or legal cases in 2022.

# ENVIRONMENTAL SUSTAINABILITY 2022 ACHIEVEMENTS

- Capco Staff Commuting Audit:** We collected data on the carbon footprint from staff travel via our first survey on staff commuting. This gives us valuable insight to understand and measure the full extent of Capco's greenhouse gas emissions related to our business and employee commuting patterns as part of our global decarbonization strategy. In 2022, over half of our employees are using Public transport (Railway) as their primary mode of transportation.



- Carbon Strategy:** We set a formal, firm-wide carbon target and developed a Carbon-Free strategy in support.
- Firm Sustainability Partnership:** We developed a strong partnership with Climate Impact Partners, a leader in carbon market solutions, on our carbon offsetting investment, and other activities and campaigns.



Visit us: [Sustainability@Capco](mailto:Sustainability@Capco)

- Carbon Off-Setting:** Capco has CarbonNeutral® certified business travel and is offsetting homeworker emissions.
- 'One Firm' Events:** We launched a calendar of cross-firm Sustainability Events (i.e., Earth Day, Sustainability Week, etc.).
- Car Policy Review:** We lead a review of our car policy to drive Sustainability-related improvements such as replacing diesel vehicles with electric cars.
- Relaunch Sustainability Days:** We promoted an annual eight-hour allowance for individuals to dedicate time to participate in approved Green projects.
- 'Plant a Tree':** We are proud to support EARTHDAY.ORG and The Canopy Project by making a \$10,000 donation that will fund the planting a tree for every one of Capco's current 7000 employees globally, as well as for future new employees.



## ENVIRONMENTAL SUSTAINABILITY

# 3 -YEAR SUSTAINABILITY PLAN COMPLETED (2019-2022)



### Annual 30% reduction in landfill waste

- 51% Reduction in waste 2019-2022



### 100% Compliance with Energy-efficient appliances

- Most offices use energy efficient appliance or are looking to upgrade



### 100% compliance water-saving devices

- All offices have water saving devices installed
- Zurich and Bangalore have added sensor-based devices



### Annual 30% reduction in IT/Printing

- All offices printers are on low-energy setting, automatic B/W & double-sided printing.
- Email signature blocks contain "Think Before You Print" messaging.
- General reduction of printing and paper, mostly due to COVID-19, and slow return to office.
- 51% reduction in all waste 2019-2022



### 30% of vendors have a formal long-term Sustainability Plan with measurable goals

- All vendors have been assessed in relation to Sustainability policy and practices
- All vendors comply with Capco's global vendor standards and Supplier Code of Conduct



### Annual 30% reduction in single use plastics

- All offices removed all single-use plastic and replaced with and increased the usage of reusable or biodegradable cutlery, glasses, cups, and plates.
- Single-use bottles removed in UK, Bratislava, Germany, Canada, and US



### LED motion sensors in all Capco offices

- All offices, except one, are equipped with either LED or Motion Sensors



### 5% annual energy saving

- Electricity usage decreased by an estimated 22% and gas usage by 7%
- Toronto, Bangalore, and Bratislava are working with using or approaching renewable energy
- 100% renewable energy used in the UK and German offices.



### 100% of event venues and on prem events use sustainable resourcing and waste management

- All offices adopt a Sustainability perspective when planning events, exemplified by practices that include but are not limited to: recycling signage, local suppliers, leftover food donation, reusable wares, and sustainable vendors.
- Germany and Zurich offices use only local suppliers, that can deliver event catering and supplies without even use of a car.

# ENVIRONMENTAL SUSTAINABILITY

## INFORMATION TECHNOLOGY

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### **Wireless (Juniper Mist)**

Juniper Mist is the new wireless solution for Capco globally. It works by having PoE (power over ethernet) wireless access points connected to cloud based infrastructure. This solution removes the requirement to have on site wireless controllers in Capco offices which reduces electricity usage and reduces heat in the server rooms, which in turn requires less power from the air conditioning units to maintain room temperature.

### **VMWare server decommission**

We are in the process of decommissioning the Capco VMWare servers. VMWare servers are made up of physical servers connected to MSA\SAN units which are large banks of hard drives for storage. VMWare server solutions generally take up large amounts of rack space and power and require significant amounts of cooling. We are moving as many servers on VMWare to the Cloud (AWS) as possible and where we are unable too for functionality reasons we are replacing VMWare with Hyper-V which is a more compact solution and requires less space, power and cooling.

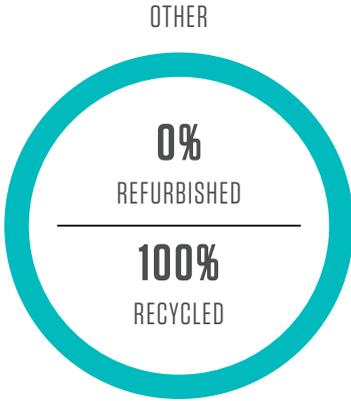
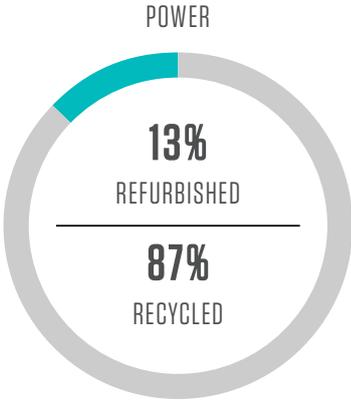
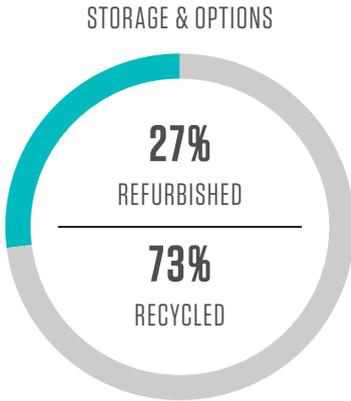
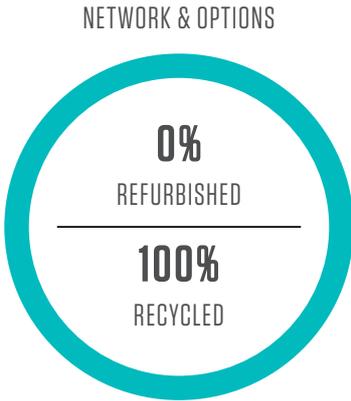
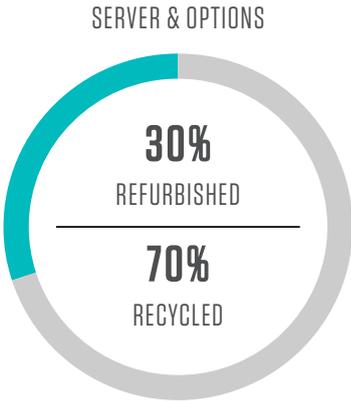
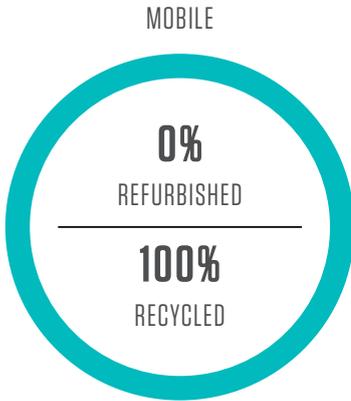
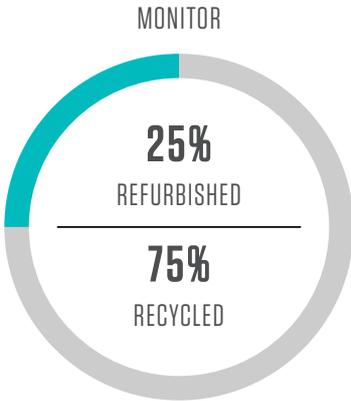
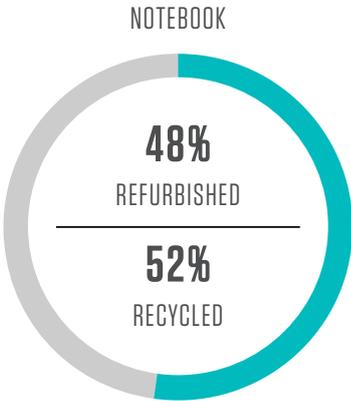
### **Printing**

Default settings for printing globally are mono to save on waste with colour printing. We have recently reduced the number of printers in the London office and downgraded the size of printer in the Edinburgh office and are looking at offices where this can be done in other regions. Where possible we have enabled locked printing on the Capco printers, this works by holding print jobs on the printer and forcing the user to unlock the printer to release only the print jobs that are required rather than having print jobs released immediately when sent to print.

### **Circular Economy**

Capco utilizes HPE Asset Lifecycle solutions (HPE Financial Services Asset Upcycling Services, Certified Pre-Owned equipment, and financial investment solutions) that focus uniquely on the circular economy by refurbishing and recycling IT products with HPE Financial Services, we enhance productivity, capture new value from retired assets, and additionally, reduce environmental impact.

ENVIRONMENTAL SUSTAINABILITY  
**INFORMATION TECHNOLOGY | ASSET LIFECYCLE METRICS**



# ENVIRONMENTAL SUSTAINABILITY

## CARBON EMISSIONS

Capco selected Climate Impact Partners to help us achieve carbon neutral certification through a robust carbon offsetting program to support our carbon reduction strategies with 2019 as our base year. In addition to taking action to reduce our emissions, we are also compensating for elements of our current carbon footprint related to business travel and staff homeworking. We will offset the residual emissions for these activities through high-quality, verified carbon credits. We are working with Climate Impact Partners to ensure our offsetting program is of the highest standard and delivers real impact. We choose to work with Climate Impact Partners because of its reputation as an expert provider of carbon market solutions which help private- and public-sector organizations address their climate impacts. Its core mission is to deliver 1 billion tonnes of emission reductions by 2030. We are delighted to be partnering with them to make our contribution to this goal and deliver a carbon offsetting program that supports the transformation to a low-carbon global economy.

We have chosen to offset our residual emissions through independently measured and verified projects that not only cut carbon emissions, but also support local communities and both restore and conserve biodiversity. These projects are required to demonstrate that they are not viable without the income from the sale of carbon credits. We have offset

emissions associated with staff homeworking and business travel in FY2021. Capco has achieved CarbonNeutral® certified business travel and is offsetting homeworker emissions

- This involves following a five-step process to define, measure emissions sources, set targets, reduce, and compensate for unavoided emissions by purchasing carbon credits.
- Capco's carbon neutrality claim is externally verified by the CarbonNeutral Protocol which is the leading global framework for carbon neutrality.

Micro renewables projects improve electricity access in the developing world, displacing the need for costly and polluting fossil fuels or unreliable local energy grids. These types of projects most commonly support the following Sustainable Development Goals (SDGs) based on a sample of our projects. Renewables Energy Projects Renewable energy projects provide affordable and clean energy, build more sustainable infrastructure, and displace fossil fuels as a source of power generation. These types of projects most commonly support the following Sustainable Development Goals (SDGs) based on a sample of our projects.

**1 YEAR | 3 PROJECTS**  
**2641 TONNES OFFSET**



### Micro Renewables Projects

Micro renewables projects improve electricity access in the developing world, displacing the need for costly and polluting fossil fuels or unreliable local energy grids.

These types of projects most commonly support the following Sustainable Development Goals (SDGs) based on a sample of our projects.



### Renewables Energy Projects

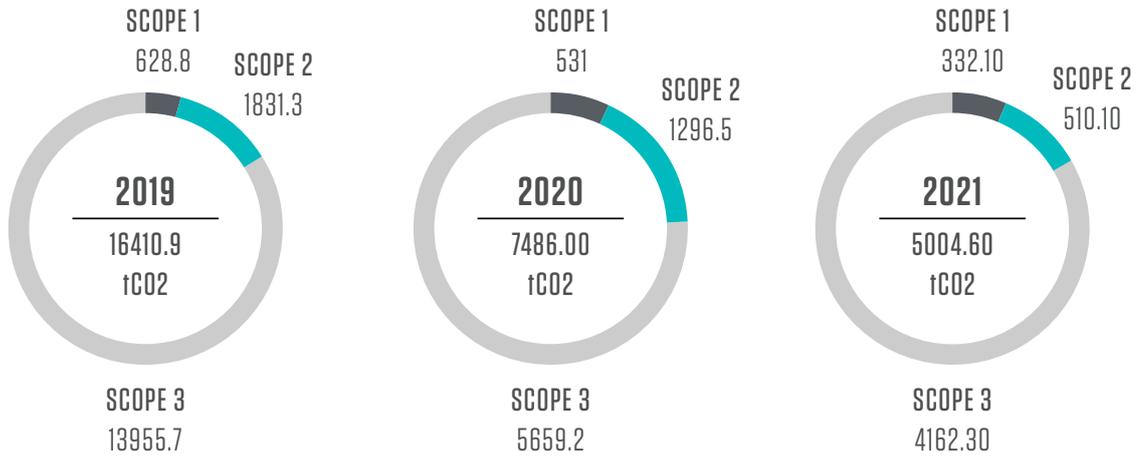
Renewable energy projects provide affordable and clean energy, built more sustainable infrastructure and displace fossil fuels as a source of power generation.

These types of projects most commonly support the following Sustainable Development Goals (SDGs) based on a sample of our projects.



# ENVIRONMENTAL SUSTAINABILITY

## CARBON EMISSIONS (CONTINUED)



GHG By Scope	Description	2019 tCO2	2020 tCO2	2021 tCO2	Reduction from 2019 Base Year
Scope 1	Direct emissions from owned, leased or directly controlled stationary sources that use fossil fuels or emit fugitive gases, owned, leased or directly controlled mobile sources	628.8	531	332.10	-53%
Scope 2	Emissions from the generation of purchased electricity, heat, steam, or cooling	1831.3	1296.5	510.10	-72%
Scope 3	Business Travel, Employee commuting, Employee homeworking, purchased goods and services, water, wastewater, other waste, Emissions from company owned/eased vehicles, upstream emissions from purchased fuels, electricity, capital goods.	13955.7	5659.2	4162.30	-70%
<b>TOTAL</b>		<b>16410.9</b>	<b>7486.00</b>	<b>5004.60</b>	<b>-70%</b>

**Targets:** 55% reduction in our tCO2e by 2030 from 2019 base, net-zero GHG emissions by 2040

# ENVIRONMENTAL SUSTAINABILITY

## CARBON EMISSIONS (CONTINUED)

### 2023-24 Goals

EDUCATE	ENGAGE	EMPOWER
<p>To ensure that all Capco staff undertake Sustainability training in FY24 that educates individuals on the scale and impact of the climate emergency and Sustainability initiatives undertaken by Capco in the firm and our clients</p> <ul style="list-style-type: none"> <li>• Roll out Induction Training to everyone at Capco and new hires by Q2-FY24</li> <li>• Global Induction Training – 95% of staff have completed for FY24</li> <li>• Track ESG training curriculum hours completed for client facing staff</li> <li>• Deliver quarterly educational newsletters to all staff</li> </ul>	<p>Drive higher levels of engagement from our local offices through leadership and staff in achieving leading standards for:</p> <ul style="list-style-type: none"> <li>• Environment (local sustainability teams, ESG Services)</li> <li>• Labour &amp; Human Rights (H&amp;S, Career training, DEI, CSR)</li> <li>• Ethics (Code, DEI, Harassment, training)</li> <li>• Sustainable Procurement (Supplier environmental and social practices)</li> </ul>	<p>To deliver a sustained annual increase in the number of engagement campaigns and events and in those participating in and supporting these events including the take-up of volunteer days.</p> <ul style="list-style-type: none"> <li>• 25% Annual increase in the number of global and local events sponsored by the Sustainability network</li> <li>• 25% Annual increase in the number of staff involved in these events</li> <li>• 25% Annual increase in the take up of volunteer days in all locations.</li> </ul>

# ENVIRONMENTAL SUSTAINABILITY

## 2022 GLOBAL SUSTAINABILITY NETWORK HIGHLIGHTS

Capco's Global Sustainability Network is made up of teams in 17 countries, working at both a local and global level to reduce the firm's environmental impact and support an evolving series of sustainable initiatives. Internally, we have been focusing on raising awareness among our employees and advocating for better Sustainability practices.



- **Ecovadis**, the world's largest provider of business sustainability ratings, has awarded medals to three Capco locations, with more being added in the next year.
- **Capco France** has been awarded a **Gold rating by EcoVadis**, the world's largest provider of business sustainability ratings.



- **Capco UK and Belgium** have been awarded **Silver rating by Ecovadis**



- **Capco France** sponsored UnToitPourLesAbeilles to support **bee preservation**



- **Capco US** hosted **4 weeks of sustainability challenges and educational events** in July, including Zero Waste Photo Challenge, Volunteer Day at an Urban Farm in NYC, Guest Speaker & Fundraiser with **Climate Resolve**, UN Global Compact Lunch & Learn. We also worked with Climate Resolve to promote sustainable ways to shop during the Sustainability Month of July. The team shared Capco Whitepapers around ESG in Finance and

hosted guest speakers from Climate Resolve to talk about Transportation and Urban Cooling.

- **Capco US** hosted **park clean-up events in US** and Hartford in September for World Clean-up Day
- **Capco US** hosted a **Photo challenge on World Water Day** for members participation, and provided an infographic outlining sustainable water usage practices
- **Capco US** volunteers spearheaded a three-week fundraising campaign to assist in financing a water project in Africa which would provide clean water to the communities in need.
- **Capco Canada** celebrated Earth Day in April and organised **Earth Day Community Clean Up** to



acknowledge and preserve the bounties of nature.

- **Capco Canada** introduced a **Reusable Water Bottle Initiative** under a partnership with 'Fill it Forward' a charity focused on diverting from single-use items, allowing people to track their water consumption. Our collective efforts managed to divert 926 single-use water bottles from landfills, with 410lbs of emissions saved and 30 lbs. of waste diverted from landfills. We were also able to help fund an impactful reforestation initiative in Peru simply by refilling our bottles.

# ENVIRONMENTAL SUSTAINABILITY

## 2022 GLOBAL SUSTAINABILITY NETWORK HIGHLIGHTS (CONTINUED)

- **Capco UK** continued to provide **educational sustainability factsheets** for global staff surround carbon & energy saving.
- **Capco Switzerland** provided Impaakt a pro bono **consulting** to advise on its product-market fit, competition analysis, and go-to-market strategy in Switzerland, which provides an open, collaborative platform to document, **assess and rate the environmental and social impacts of listed companies based on the SDG framework**
- **Capco Germany** had a **bike leasing program** in



place to engage people to come to work by bike. We provided an allowance on private use of business train card. We also had a **sustainable e-mobility concept for company cars** (1/3 are already hybrid/pure electric car). We sourced local sustainable vendors for office utilities e.g. using water energy to power office, water and catering sourcing from local sustainable vendors.

- Our **APAC Office** sourced compliment for a gender equality TED Talk Night from Suri Lifestyle, a Malaysian social enterprise, strives to empowering underprivileged mothers by providing financial opportunity and living skill of sewing and **supported discarded fabric upcycling**
- **Capco Malaysia** has volunteered for Play Unlimited - Toys for Joy to **give unused toys a fresh start** while also helping the environment by donating them as gifts for underprivileged children.



# ENVIRONMENTAL SUSTAINABILITY

## ESG: DEFINING THE FUTURE OF SUSTAINABLE FINANCE

### Financial Institutions at the Center of Green Transformation

Financial institutions (FIs) such as banks, asset managers, and insurance companies are facing mounting pressure from regulators, customers, and industry peers to integrate ESG considerations and climate change in their corporate strategy.

In the short-run, FIs need to address immediate challenges to ensure operational compliance, as new regulations, such as the EU Taxonomy Regulation and SFDR, come into force. Moving forward, alignment with emerging ESG standards will be a critical differentiator for long-term business success. As demand for sustainable financing soars across manufacturing and service sectors, in turn financial services will act as a key change and facilitator agent to the future of sustainable economics.

### Thought Leaders

Capco is at the forefront of FI ESG thinking with thought-provoking white papers, seminars, and events.

The **56<sup>th</sup> edition of the Journal of Financial Transformation** produced in partnership with King's Business School, is dedicated to the theme of ESG – environmental, social and governance. The edition draws upon the knowledge and experience of world-class experts from both industry and academia, covering a host of ESG topics and innovations including the value of tracking Return on Sustainability Investment (ROSI) and the importance of moving away from purely external risks to addressing issues that can have positive commercial and societal impacts.



### Our ESG Consulting Capabilities and Insights

We have been building our ESG capacity and delivering ESG consulting services to our clients in 16 locations across Europe, APAC, and the Americas, revolving around four key areas:

- Strategy and Governance**  
 Develop governance structures and roadmaps for implementation of sustainability / Net Zero goals and targets.
- ESG Data**  
 Development of an overarching ESG data strategy incl. data governance, data model, architecture and sourcing strategy, e.g. to address the increasing risk management needs and reporting requirements.
- Risk Management**  
 Integrate ESG in risk management frameworks at enterprise level and in different business areas, such as corporate lending and asset management.
- Reporting and Disclosure**  
 Develop internal and external reporting strategies, integrated reporting frameworks and digital tools to track and communicate ESG targets and metrics, including financed emissions.

### Global ESG Leadership, Teams and Practices

		
Austria, Germany, Slovakia (AGS)	APAC	
		
Belgium, France, Switzerland	Brazil, Canada	
		
Poland	United Kingdom	USA

# ENVIRONMENTAL SUSTAINABILITY

## A BROAD RANGE OF ESG ACTIVITIES

Capco supports and drives contemporary ESG change across the full financial services value chain, across all functions and domains. In the last five years, Capco has delivered ESG and wider sustainability initiatives in mega-cap universal banks down to niche fund managers and everything in between. Within this wide mandate, we focus on the on the areas below.

### ESG and Sustainable Finance Integration

Review existing portfolio, product and risk management strategies and define ESG goals, materiality, success factors, and internal systems.

#### Risk Management



ESG/ climate risk integration in Enterprise Risk Management (ERM) system



Credit/ investment policy & procedure review and implementation



Decarbonization pathway, climate stress testing and target-setting

### Digital Transformation

Develop Target Operating Model (TOM) to make ESG data more timely, consistent, and all-in-one place to enhance analytics and the client.

#### ESG Data



ESG data sourcing, mapping and architecture



Solution identification, design, development and implementation



Process optimization and automation

### Integrated Reporting

Harmonizing the standards, indicators, and processes to articulate ESG risks, opportunities, and impacts and regulatory and client reporting.

#### Disclosure



CSRD / TCFD / taxonomy alignment review



Corporate-level regulatory reporting framework and tools



Portfolio/ Product-level ESG performance and impact reporting tools



**HIGH STANDARDS OF GOVERNANCE  
& BUSINESS ETHICS**

# GOVERNANCE & BUSINESS ETHICS

## AN OVERVIEW

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### Capco's Commitment

- The way we interact with our clients and each other is founded on our core values of Respect, Integrity, Commitment, Excellence, and Knowledge.
- Our values are the essence of who we are, and they define how we work and how we conduct ourselves at work.
- Capco is committed to conducting business ethically and in full compliance with all applicable laws and our Code of Conduct.
- The Capco Information Management Policy Framework serves as a solid foundation the effective management and security of information in all its forms. Protecting and defending critical information and information systems is a critical aspect of business operations and Capco aims to protect internal and customer data, as a company, per each individual employee and with partners.

### Management Responsibilities

- Responsibility for implementing our policies and procedures on Anti-Bribery and Corruption and enforcing compliance sit with the Enterprise Risk Team. They act as a second line of defense to our staff, contractors, and clients, and deliver oversight of the firm's anti-bribery and corruption controls in different business areas and cycles.
- Our Chief Risk Officer is responsible for providing leadership and management oversight of Capco's compliance with our anti-bribery and corruption controls. Our other C-suite leaders are asked to review regularly our anti-corruption key risk indicators and metrics.
- First line of defense responsibility is allocated to everyone in our business. Our people are charged with ensuring the proper guidelines and controls are always followed and reported in all business transactions.

## GOVERNANCE & BUSINESS ETHICS

# FIRM-WIDE ANTI-CORRUPTION POLICY

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All our anti-corruption related policies and standards apply to Capco's employees, contractors, subcontractors, officers, directors, joint ventures, and any other agents that interact with third parties on behalf of Capco.

- Capco has a formal, firm-wide policy on anti-corruption. This is also formally referenced in the firm's **Code of Conduct** on which all staff undertake mandatory training upon joining the firm and annually thereafter. The Code of Conduct and firm-wide Policy make specific reference to compliance with all relevant laws, including anti-corruption laws and other relevant international and regional legal obligations, such as the UN Convention against Corruption. Our Policy states clearly that the firm adopts a policy of **zero-tolerance** in relation to any corruption.
- The **ABC Policy** is intended to set out for our people the standards of behaviors required to comply with relevant Anti-Corruption Laws and align with our company values. This includes our standards of Engagement of Third-Party Agents and our standards for Giving and Receiving Gifts.
- Our **Conflict of Interest Policy** requires all staff to declare any potential or actual conflict of interest, either in work or outside employment.
- Our **Background Check Policy** defines the mandatory background check requirements for all new hires and contract workers. We formally assess bribery risk before we engage any new customers, vendors, and recruitment agencies.
- In terms of **Vendor Due Diligence**, we perform a Dun & Bradstreet credit report check and conduct a media search on business partners to ensure they meet Capco's governance and ethics requirements and standards. We require vendors to complete and pass standards of compliance in a vendor questionnaire as part of their supplier management review.
- We outline clear due diligence responsibilities regarding new clients in our key revenue cycle under the **Billing and Collection Policy** and we include sanction and bribery controls and have a **Fraud Policy** in place to protect our businesses and clients from fraudulent acts.

## GOVERNANCE & BUSINESS ETHICS

# 2022 ACHIEVEMENTS

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- We strengthened our policies surrounding gift giving, charitable donations and government touch points to minimize bribery risk.
  - Additional checks were added to the Monthly reviews of gift and charitable donations, along with implementing regular stress testing to validate control procedures.
  - Awareness training was improved surrounding anti-bribery and corruption by adding different scenarios and examples to educate staff.
- Global Phishing campaign was conducted with results providing targeted training opportunities for staff.
  - In 2022-23 Capco expanded its ISO27001 certification to all offices globally demonstrating to our stakeholders and customers that we are committed and able to manage information securely and safely, .

### **Our Support to clients**

- Our banking clients require strict compliance with applicable laws and regulations.
  - Compliance failure carries severe legal, financial, and reputational consequences. We help clients develop robust compliance management frameworks, including risk assessments, policies and procedures, staff education, monitoring, remediation of violations / compliance weaknesses, and report generation.
  - Our Finance, Risk and Compliance strategies, operational experience, and RegTech expertise help our clients manage complexity and deliver in line with the expectations of their stakeholders.
- Capco has built a strong capability across all aspects of our operating model: program management, delivery, implementation, and remediation. Our expertise covers relevant anti-corruption topics, including Codes of Ethics, Anti-bribery, Anti-boycott, Political Contributions, and most notably, Financial Crime Prevention. Our Financial Crime Prevention programs address anti-money laundering (AML), sanctions, fraud prevention, know your client (KYC), customer due diligence (CDD), enhanced due diligence (EDD), and suspicious activity reports (SAR).
  - We have proven experience in delivering global and domestic programs and supporting our clients in meeting regulatory requirements and combatting corruption.

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## ABOUT CAPCO

Capco, a Wipro company, is a global technology and management consultancy focused in the financial services industry. Capco operates at the intersection of business and technology by combining innovative thinking with unrivalled industry knowledge to 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 through its award-winning Be Yourself At Work culture and diverse talent.

To learn more, visit [www.capco.com](http://www.capco.com) or follow us on Facebook, YouTube, LinkedIn and Instagram.

## WORLDWIDE OFFICES

### APAC

Bangalore – Electronic City  
Bangalore – Sarjapur Road  
Bangkok  
Chennai  
Dubai  
Gurgaon  
Hong Kong  
Hyderabad  
Kuala Lumpur  
Mumbai  
Pune  
Singapore

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Bratislava  
Brussels  
Dusseldorf  
Edinburgh  
Frankfurt  
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Milan  
Munich  
Paris  
Vienna  
Warsaw  
Zurich

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Orlando  
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