

# CAPCO EMPLOYEE CHARTER

**CAPCO**  
THE FUTURE. NOW.

Capco is committed to driving business growth by harnessing the talents of our people, enabling them to be themselves at work and fostering an inclusive culture of shared values – respect, integrity, excellence, commitment and knowledge. Capco is committed to promoting these values in the way we work with clients and each other, so that everyone at Capco can achieve their potential and contribute to a successful business.

## CAPCO WILL

1. Appoint leaders who are role models for our values and culture in their behaviour and actions
2. Foster an inclusive culture, based on fairness, respect and meritocracy so each of us can embrace Capco's 'Be Yourself At Work' philosophy
3. Support career-long development (technical and leadership capabilities) and provide opportunities for accelerated career progression for our strongest performers
4. Provide feedback and coaching so each of us can achieve our full potential at work, and achieve high standards of performance
5. Create an environment free from artificial or unfair barriers to progression, unfair discrimination, anti-social behaviour, bullying or harassment
6. Offer market-competitive reward and recognition for achievement of individual, team and business goals
7. Empower people so they are responsible for decisions that positively influence our business, enable the achievement of our goals and enhance our culture and values
8. Provide channels for developmental feedback and for people to raise concerns or issues at work, anonymously where necessary
9. Uphold the ILO convention and labour standards and comply with applicable legislation and regulations in all our locations
10. Maintain a safe, secure and comfortable work environment and support people's health and wellbeing at work
11. Promote Corporate Responsibility by making a positive and lasting contribution to the communities in which we work
12. Ensure we operate in a way that makes a positive sustainable contribution to the environment, climate and finite natural resources at our disposal

## OUR PEOPLE WILL

1. Contribute actively to growing our business, enhancing our culture and demonstrating our values at work so each of us can be proud of our contribution to Capco
2. Understand, uphold and act in accordance with Capco policies, processes and standards
3. Complete any mandatory training required by the business or regulator in a timely and responsible fashion
4. Identify and manage risk and protect the interests of the business, our people and clients
5. Take responsibility for personal and team performance, the quality of work, personal and career development
6. Raise any concerns or issues at work openly, anonymously if necessary, and report any breaches of Capco policy or standards by others, in good faith
7. Act professionally with all stakeholders, including clients, colleagues, regulators, industry bodies and government
8. Maintain confidentiality of client, Capco and personal data in line with relevant Capco policies, standards and regulation
9. Demonstrate collegiate behaviour and share knowledge, ideas and information appropriately
10. Treat other people fairly and with respect at all times
11. Be honest, open and display high levels of integrity in all circumstances
12. Participate fully in the experience of working with Capco and have fun



**Richard Gartside**, Chief Risk Officer (CRO)