



CAPCO 2024 SUSTAINABILITY REPORT

APRIL 2023 - MARCH 2024

a wipro company

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WHO WE ARE

GLOBAL EXPERTS UNLOCKING THE POWER OF DIGITAL TRANSFORMATION

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

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 approximately 7,000 employees based across 35 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.

Trusted Advisors

Our collaborative and entrepreneurial approach position us as trusted long-term partners to our clients.

Deep Expertise

Clients look to us for clear guidance, proven expertise, and the support they need to set their companies up for success.

Disruptive Solutions

We do not provide off-the-shelf answers to clients' challenges. Instead, we work in close collaboration to understand the issues, and craft disruptive, bespoke solutions.

Accountability and Ownership

We recognize every client has distinct needs and expectations, and we take ownership and accountability for the solutions we design, build, and deliver.

1998
FOUNDED

35 WORLDWIDE OFFICES
ACROSS 4 CONTINENTS

25⁺ YEARS
INDUSTRY
EXPERIENCE

~7000
EMPLOYEES



Business Transformation



Innovation and Thought Leadership



Execution Excellence



Unique Culture



Deep Industry Experience

CEO STATEMENT

CAPCO'S CONTINUED SUPPORT FOR THE UN GLOBAL COMPACT



As Capco's CEO, I am pleased to reaffirm, to our people, our clients, and the communities we serve, Capco's ongoing support for the Ten Principles of the United Nations Global Compact.

Our **2024 Sustainability Report** describes the actions taken to continue to embody the UN Global Compact and its Principles in all aspects of Capco's business strategy, culture, and daily operations, as well as our support for public accountability and transparency, in line with the UN Global Compact COP provisions.

Anne-Marie Rowland
Chief Executive Officer, Capco

I am pleased to highlight the following achievements:

- **Diversity, Equity & Inclusion:** We remain committed to 'inspiring inclusion', and maintaining a culture where all our people can #BeYourselfAtWork. Our efforts are led by our Diversity, Equity and Inclusion (DEI) Centre of Excellence, in partnership with employee-sponsored Affinity Groups.
- **Health and Wellbeing:** In addition to our day to day employee assistance support and counselling services we give employees access to, we are committed to the mental and physical wellbeing of our people. We run employee engagement initiatives throughout the year focused on three pillars: Mental Health, Physical Health & Nutrition, and Financial Wellbeing.
- **Corporate Social Responsibility (CSR):** We are committed to giving back to the communities in which we do business and our core values, #MakeADifference and #ActWithIntegrity, empower our people to accelerate this important objective. Be it through corporate volunteering, donations and fundraising programs, or our unique 'Impact Consulting' program, whereby Capco subject matter experts provide pro-bono consulting support to charitable organizations from around the world, Capco's CSR focus is deeply values led.
- **Environmental Sustainability:** We have set a Net Zero by 2030 target and have reduced our carbon emissions across our business against our 2019 baseline. For the second year, we have certified CarbonNeutral® business travel and have also offset homeworker emissions through certified carbon credits.
- **Corporate Governance:** We continually review and enhance our corporate governance, business ethics, and regulatory compliance programs, and set high standards in all our business efforts. We provide ongoing, mandatory annual training to all our staff on good corporate governance, ensuring that our employees embody our 'Act with Integrity' corporate value every day.

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 continue to progress on these initiatives and report regularly on our progress to key stakeholders and the broader financial services sector.

UN GLOBAL COMPACT

A CAPCO LEADERSHIP COMMITMENT

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 Risk 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 submission to the UN Global Compact.

Be Yourself at Work

At Capco, we value the difference you make, and the differences that make you. Our #BeYourselfAtWork culture champions diversity, equity and inclusivity, and we bring a collaborative mindset to our partnerships with clients and colleagues. #BeYourselfAtWork is the cornerstone of our success and a value that our employees live and breathe every day.

Make a Difference

At Capco, we are dedicated to making a difference – for our clients and their customers, our industry, and our communities. We challenge the status quo and embrace new perspectives through our can-do attitude and determination to think beyond boundaries. We look to reimagine what's possible as we build a lasting legacy for our clients.

Act with Integrity

At Capco, we hold ourselves to the highest standards of ethical behaviour. We speak up with passion to champion what is right for our clients, people, and the communities in which we serve. Acting with integrity is the foundation of our success as trusted advisors to our clients around the world.

DELIVERY AGAINST THE 10 PRINCIPLES OF THE UN GLOBAL COMPACT

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



HUMAN RIGHTS AND LABOR



HUMAN RIGHTS AND LABOR AN OVERVIEW

Capco's Commitment

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

Capco is committed to being an employer of choice and creating an environment and culture where our people feel support, can fulfil their potential, and maximize their contribution to the firm, our clients, each other, and the communities we serve. To deliver on our commitment to our people, Capco has a range of firm-wide policies that ensure and promote consistent standards of workers' rights, fair employment, open communication, empowerment, a commitment to diversity, equity and inclusion, and performance enablement. 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. Our annual UK Gender and Ethnicity Pay Gap report is available on our website, and our Brazil Salary Transparency Report. We have clear channels to allow our people 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.



HUMAN RIGHTS AND LABOR OUR POLICIES

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 below.

- 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

HUMAN RIGHTS AND LABOR MANAGEMENT RESPONSIBILITIES

Responsibility for upholding Human Rights in the firm is assigned to all our Partners and HR leaders in all our locations. This group is expected to act as role models to our people and demonstrate our commitment to Human Rights in the way they work and engage with others.

Social Dialogue

At Capco, we recognize that our differences are our strength. As a company, we believe that diverse perspectives are the catalyst for creativity and unity, and to that end we encourage and celebrate individual viewpoints and contributions. We actively encourage our people to bring new ideas, share their feedback, and challenge the status quo. We have a range of communication channels which allow colleagues to give their input and put their questions to our leaders, including:

- Regular Pulse surveys in all locations where colleagues can share their feedback and suggestions relating to different aspects of the firm such as communication, culture, and leadership.
- Regular Town Halls hosted by our leaders to share the latest updates from across the business. These sessions allow colleagues to connect virtually or in-person and always include a live Q&A session with our leaders.
- In a number of our locations, we have People Forums where representatives from different levels meet with senior leaders to share their ideas and feedback from their peers. Our People Forum members then work with our leaders to take action on any resulting initiatives.
- Outside of our formal Town Halls, we have a variety of forums for colleagues to connect with leadership and their peers. These include 'Lunch with Leadership' and 'Ask Me Anything' sessions, as well as events by domain, capability, or grade.

Employee Feedback

- We ran a global employee engagement survey in FY22, and the results gave us meaningful data which drove several successful local, regional and global initiatives.
- In 2023 we moved towards 'smaller pulse surveys', which gave regions the opportunity to gather employee feedback on questions that are of most relevance to their geo to understand sentiment and gauge progress on key initiatives.
- With strong response rates and engagement scores, our area of Employee Engagement strengths were Culture of Inclusion, Authenticity and Fair Treatment. The results powerfully speak to our great place to work culture.
- We have monthly engagement forums open to all colleagues and attended by regional Engagement Champions. The forum offers an opportunity for learning and sharing best practices on all things Employee Engagement.

Freedom of Association

- We respect the right of employees to freely associate without fear of reprisal, discrimination, intimidation, or harassment. Our employees are represented by formal employee representative groups in certain geographies including Continental Europe and Latin America, with a small percentage under collective bargaining agreements. Our HR representatives ensure legislative awareness and compliance and meet with these groups regularly to inform and consult on any changes that might impact their terms and conditions of employment and/or their work environment.

HUMAN RIGHTS AND LABOR

TRAINING AND CAREER MANAGEMENT

We have a transparent Recruitment & Selection Process, underpinned by a clear assessment criteria, multiple interview stages with a diverse mix of interviewers, and a commitment to support with any reasonable adjustments required during the process.

Training:

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.

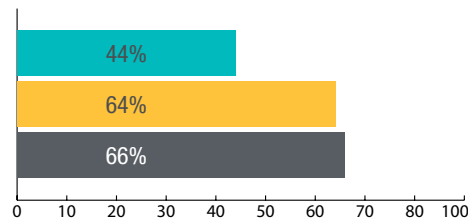
Our learning platform "CAPsule" contain e-learning courses, videos, and curated links. Our extensive range of learning includes soft skills, domain, technology and management skills. CAPsule is integrated with external learning partner platform Udemy, which provides access to more than 9,500 online learning assets from global experts.

Overall Training:
119,681 Hours; 4,524 courses



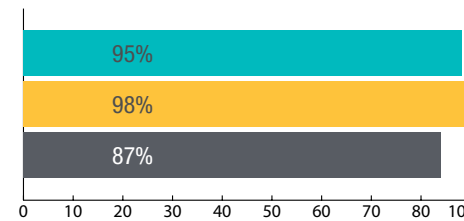
- Career and Skills Training: 81,670 hours
- DEI Training: 11,307 hours
- Mandatory Training: 26,704 hours

Career and Skills Training



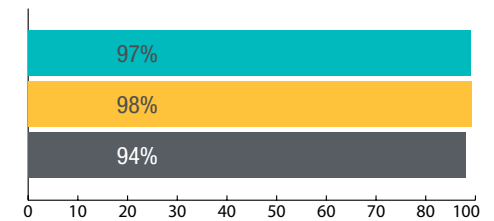
- Senior Management
- Middle Management
- Non-Management

DEI Training Completion by Level



- Senior Management
- Middle Management
- Non-Management

Mandatory Training Completion by Level



- Senior Management
- Middle Management
- Non-Management



HUMAN RIGHTS AND LABOR MILESTONE SCHOOLS

The Milestone Schools at Capco are the fundamental channels by which all consultants are trained and developed to effectively work and deliver strategic business and client goals. They underpin the behaviors we want our people to demonstrate in order to deliver outstanding client service, build a sustainable business and make the biggest possible impact through the work we do.

Their objectives are:

- To enable participants to understand the expectations of Capco's consulting excellence practices as required at each career stage.
- To raise participants' awareness of Capco's business strategy, clients and commercial imperatives.
- To enable consultants at all levels to be skilled in delivering transformative work with Capco's clients.
- To motivate consultants to be fully connected with their work and generate a sense of belonging.
- To offer a diverse learning curriculum and a blended learning approach to suit different learner needs and preferences.

HUMAN AND LABOR PERFORMANCE ENABLEMENT AND TALENT MANAGEMENT

Capco talent management processes are aligned with our strategic priorities in driving high performance across the organization. We have a bi-annual appraisal process and encourage informal feedback throughout the year to make job growth and learning an ongoing process. Rewards are closely linked to performance outcomes, while career growth is linked to sustained high performance. 100% of our eligible global employees received performance reviews for FY24.

A woman with dark hair tied back is sitting on a blue mat on the floor. She is wearing a white tank top, a grey vest, and black leggings. She has white headphones around her neck and is holding a clear plastic cup filled with green juice. She is looking out a window with white vertical blinds. The lighting is soft and natural, coming from the window. The overall mood is calm and healthy.

HEALTH, SAFETY AND WELLBEING



HEALTH, SAFETY AND WELLBEING CAPCO COMMITMENT

At Capco, we are committed to supporting the 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 resources, support, and initiatives to promote positive mental health and wellbeing.

This commitment starts at the top of the firm, with active sponsorship from our Senior Leadership Team. Our Chief Human Resources Officer is responsible for the sponsoring of an employee-led Wellbeing@Capco working group to deliver this commitment in practice.

We provide support across three wellbeing pillars:



Mental Health

- Create positive discussions around mental health and remove any stigma
- Provide resources for employees to better understand mental health and its impact in a work and personal setting
- Provide access to practical guidance and help, both to promote positive mental wellbeing and to provide support in times of need



Physical Health & Nutrition

- Encourage colleagues to be active and share the benefits of focusing on physical health including improved quality of sleep and increased energy levels
- Provide resources to employees to support their nutritional health and knowledge
- Promote nutritional wellbeing to highlight the importance of a well-balanced nutritional lifestyle and its associated benefits



Financial Wellbeing

- Promote the employee benefits available to support financial wellbeing
- Providing cost saving access to advice across a broad range of areas
- Provide opportunities to increase financial literacy



HEALTH, SAFETY AND WELLBEING

FAMILY FRIENDLY PROGRAMS:

Below are examples of some of the key initiatives and programs we offer across Capco globally:

- We have a global Parents & Carers Affinity Group which is sponsored by senior leadership. The group hosts events, shares resources, and offers a forum for parents and carers to connect and share experiences.
- In Brazil, new parents are offered a meal voucher of R\$300,00 and in the US and Canada, new parents receive a gift.
- In Germany, US, and UK, Capco offers a 'family care' service offering emergency childcare, elder care and pet care services, and our Employee Assistance Programs offer support relating to family topics.
- In our Frankfurt office, parents can bring their children to work if needed and there is a dedicated room set up with toys.
- Most offices offer wellness rooms, that can be used for breastfeeding women for pumping breastmilk with a private fridge for milk storage.
- In Canada, new parents are also given a 'Capco Canada Parental Guide' which summarizes all the policies and benefits available pre and post parental leave.
- In India, employees can apply for an education allowance to help fund their child's education.
- In many regions Capco offers enhanced maternity, paternity, and adoption leave as well as different forms of personal, parental, and compassionate leave. In the US, Canada, and India, Capco has an adoption assistance program to support employees with associated expenses and in India, Capco also offers surrogacy leave. In the UK, Capco offers leaves of absence for fertility treatment and menopause.



HEALTH, SAFETY AND WELLBEING FY24 ACHIEVEMENTS

In addition to our day to day employee assistance support and counselling services we give employees access to, we are committed to the mental and physical wellbeing of our people. In FY24, we also organised and delivered a number of campaigns and initiatives to support this, including:

- **Global Running Day** – in June, our regional Capco running clubs took the lead in organizing local runs to encourage colleagues to join in and get active whether they were new to running or an experienced runner for Global Running Day. Colleagues also shared their running tips and personal experiences of running, including the physical and mental health benefits.
- **Wellbeing@Capco Podcasts** – we introduced podcasts as another way for colleagues to access health and wellbeing information. The podcasts have covered a range of topics including stress management, preventing burnout and building resilience, and fertility. These are Capco-hosted podcasts and guests have included Capco colleagues as well as external partners.
- **Capco Cookbook** - to promote our nutrition pillar and celebrate the diversity of Capco, we invited colleagues to contribute their favorite recipe which was included in our Capco cookbook for colleagues to enjoy.
- **Capco Global Challenge** – the Challenge is an annual event and a collaboration between Wellbeing@Capco and Capco CSR. Once again in 2023, colleagues came together to (virtually) complete the distance (50,000km) between our Capco offices from Sao Paolo to Hong Kong! As usual there was a fun and competitive spirit as colleagues walked, ran,

or cycled to secure a place on our leaderboards. In 2023, the Challenge helped us to raise important funds for *Medicins sans Frontières*.

- **World Photography Day** – in August, we celebrated World Photography Day, recognizing the mental, social, and physical wellbeing benefits. Colleagues were invited to submit photos to ‘tell us where they live, without telling us where they live’ and we published an array of diverse images. In addition, colleagues shared their experiences of going from amateur to established photographers, along with photography tips, and an invitation to sign up to Capco’s photography club.
- **World Mental Health Day** – every year in October, Capco runs a month-long campaign to mark World Mental Health Day. In 2023, we held a webinar with our external partner, Dr Alex Cutting on ‘Supporting Others’. We also held a very successful panel event with senior leaders talking about their own experiences around mental health. In addition, colleagues were invited to share their own stories which were published internally alongside our mental wellbeing guides and training.
- **November** – for the first time in 2023, Capco ran a global Movember initiative, bringing together groups from across our different regions. This was a collaboration between Wellbeing@Capco and Capco CSR and colleagues were encouraged to donate to raise funds for this important cause. Colleagues were also invited to share their own experiences around men’s health and Movember and a number of stories were published internally.



HEALTH, SAFETY AND WELLBEING FY25 GOALS

- To ensure all Capco locations are represented and have the opportunity to contribute to, and participate in, our Wellbeing@Capco activities. So far, we have undertaken an audit of Wellbeing champions across the regions and throughout FY25, these champions will be invited to monthly calls as part of our global Wellbeing@Capco where we will continue to share updates, ideas, and learnings. This will also help us to align across regions and share best practices to achieve maximum impact.
- To maintain an annual calendar of events and initiatives, ensuring coverage across our three wellbeing pillars (mental health, physical health & nutrition, financial wellbeing).
- Look for opportunities to share the experiences of our leaders to promote an open dialogue around wellbeing, particularly mental health. We will also continue to invite colleagues to share their own experiences and skills through colleague stories and the delivery of wellbeing workshops.
- Identify ways to address employee feedback relating to wellbeing through our wellbeing plan and in partnership with other teams e.g. L&D as applicable.
- To diversify our external vendor pool to ensure diverse perspectives and topics are covered.
- To further embed our financial wellbeing pillar, including partnering with local HR teams to promote employee benefits which support financial wellbeing.



HEALTH, SAFETY AND WELLBEING

HEALTH AND SAFETY

Capco is committed to achieving high standards of health and safety throughout its business. The firm recognizes that some of the activities we undertake, or which are undertaken on our behalf, could potentially pose risks to the health and safety of our people. Capco is committed to taking all reasonable, practicable steps to prevent, control and guard against such risks and their possible effect and impact in providing a safe work environment for our people.

Our Global Health and Safety policy outlines the roles and responsibilities of all those involved in the effective management of health and safety across the business.

- All Capco offices undergo an annual risk assessment
- Provide online and in-person health and safety training for all employees, including access security measures and building emergency procedures.

- Office guidelines are communicated to new employees and are available on the company intranet.
- Each location follows local laws and regulations and is confirmed through use of a compliance tool by the local office or facility manager
- Our Workplace Adjustment policy outlines how to address requests for adjustments and our facility teams utilize accessibility checklists in evaluating office space.
- Regular safety briefings are held with those responsible for health and safety in the office.
- Facility teams investigate and keep accurate records of any accidents, incidents or near misses in the office. For FY24 there were no reported accidents or incidents.



DIVERSITY, EQUITY AND INCLUSION (DEI)



DIVERSITY, EQUITY AND INCLUSION (DEI)

Capco 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.
- Our core values—Be Yourself at Work, Act with Integrity, and Make a Difference—define how we partner with our colleagues, clients, and suppliers. We support and encourage an inclusive culture, entrepreneurial mindset, and collaborative ways of working as the foundation for our ongoing success.

A Culture of Inclusion

Capco's 'Be Yourself At Work' (#BYAW) culture encourages self-expression, creativity, and authenticity, and has long been a differentiator. Our diversity, equity and inclusion strategy centers employee experience, and aims to foster a strong sense of inclusion and belonging across the employee lifecycle, as well as positioning Capco as an employer of choice for talent from a range of backgrounds and experiences.

Management Responsibilities

Capco has a global head of Diversity, Equity, and Inclusion (DEI) Leader, who leads 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), comprised of senior leaders from across the business, oversees execution of our global DEI strategy. Capco has agreed and published, internally and externally, a commitment to fostering a diverse, inclusive workplace, including setting targets for 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 region's performance against our goals.



DIVERSITY, EQUITY AND INCLUSION

ZERO-TOLERANCE FOR DISCRIMINATION AND HARASSMENT

Our Commitment to a Diverse, Inclusive and Respectful Environment

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 communicate some bias towards others, often in relation to their background.

Tackling Discrimination Together – Calling Out Discrimination

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 highest degree 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 and website 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 and website is available to our employees on our intranet.



DIVERSITY, EQUITY AND INCLUSION AN ACTIONABLE STRATEGY FOCUSED ON TALENT, CULTURE, INDUSTRY & COMMUNITY

Accelerate Belonging, Inclusion, and Respect

- Embed a focus on 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, leveraging generational diversity, LGBTQ+ workplace inclusion, etc.)

Increase Opportunity for Diverse Talent

- Mitigate 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

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
- Upskill hiring managers and interview teams on ways to ensure an inclusive candidate experience

Lead by Example

- Strengthen efforts to increase spend with diverse-owned businesses across supplier categories
- Advance equity through public charters, policy positions and charitable giving
- Partner with organizations that support DEI across the consulting and financial services industries

DIVERSITY, EQUITY AND INCLUSION

AFFINITY GROUPS & EMPLOYEE COMMUNITIES

Capco has five Global Affinity Groups across the organization and 10 regional. Our Affinity Groups are employee-led, firm-supported teams focused on encouraging employee engagement, and promoting awareness and inclusion around gender, race, ethnicity, disability, neurodiversity, or other shared identities. The Groups create an environment for people to connect, engage, educate, inspire, and promote education, awareness, belonging and development.

GENDER EQUALITY

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.

Racial & Ethnic 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+: PRIDE@CAPCO

ETHNIC & CULTURAL DIVERSITY

LGBTQ+ 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.

DISABILITY & NEURODIVERSITY

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

PARENTS & CARERS@CAPCO

DIVERSITY, EQUITY AND INCLUSION BE YOURSELF AT WORK



125+ GLOBAL EVENTS

Led by our network of affinity groups and employee communities, Capco colleagues have access to a wide range of networking and learning experiences that offer opportunities for connection and collaboration. From global campaigns in honor of International Women's Day, Pride Month, Diwali, International Day of Persons with Disabilities and International Day of Families to regional celebrations for Black History Month, Asian American and Pacific Islander Heritage Month, Hispanic Heritage Month and other cultural holidays, these events represent our #BeYourselfAtWork value in action. We are committed to both creating an inclusive workplace where employees have a strong sense of belonging and celebrating the diverse range of backgrounds and lived experiences across our firm.

DIVERSITY, EQUITY AND INCLUSION

RECOGNITION AND AFFILIATIONS

Partnerships



Awards



Women in Tech Employer Awards 2023 Winners

Best Recruitment Marketing Campaign

The judges thought that this was an outstanding entry with brilliant supporting documents. The campaign clearly showcased Capco's gender diversity initiatives and their culture of recognition - the judges weren't surprised that their female tech hiring has improved so much as a result.

Best Returnship Programme

The judges agreed that Capco's return to work programme was impressive and although in its infancy had promising results. They especially liked that they had an external specialised return-to-work coach to provide advice, as well as a curated learning curriculum to upskill and retrain employees.

We have built a wide range of partnerships to strengthen our ability to connect with diverse talent, to attract applicants from under-represented groups and to promote the adoption of DEI best practices. Many of these partnerships are aligned to specific affinity groups and have helped us further embed our inclusive culture at Capco.



CORPORATE SOCIAL RESPONSIBILITY



CORPORATE SOCIAL RESPONSIBILITY CAPCO COMMITMENT

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 MANAGEMENT RESPONSIBILITIES

With CSR teams present across all Capco regions, Capco works at both a global and local level to make a positive impact in the communities in which we operate driven through external partnerships and employee initiatives.

Capco's global CSR network is led by two Capco Partners, supported by a dedicated global team. Senior management review the firm's CSR activities and achievements annually as part of the preparation of Capco's Sustainability Annual Report.

CORPORATE SOCIAL RESPONSIBILITY

IMPACT CONSULTING AND KEY PARTNERSHIPS

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.

Our Partnerships

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.

Room to Read

Capco is passionate about educational and financial inclusion for all, particularly those in disadvantaged or vulnerable communities. Our dedication to equal opportunity drives us to partner with Room to Read to promote literacy across the globe.



Bankers without Borders

Capco has a long-standing commitment to supporting its employees and communities around the world. Since 2015, Capco has partnered with Bankers without Borders in over 40 impact consulting projects, and dedicated over 10,000 employee hours providing skills-based assistance to non-profit organizations.



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

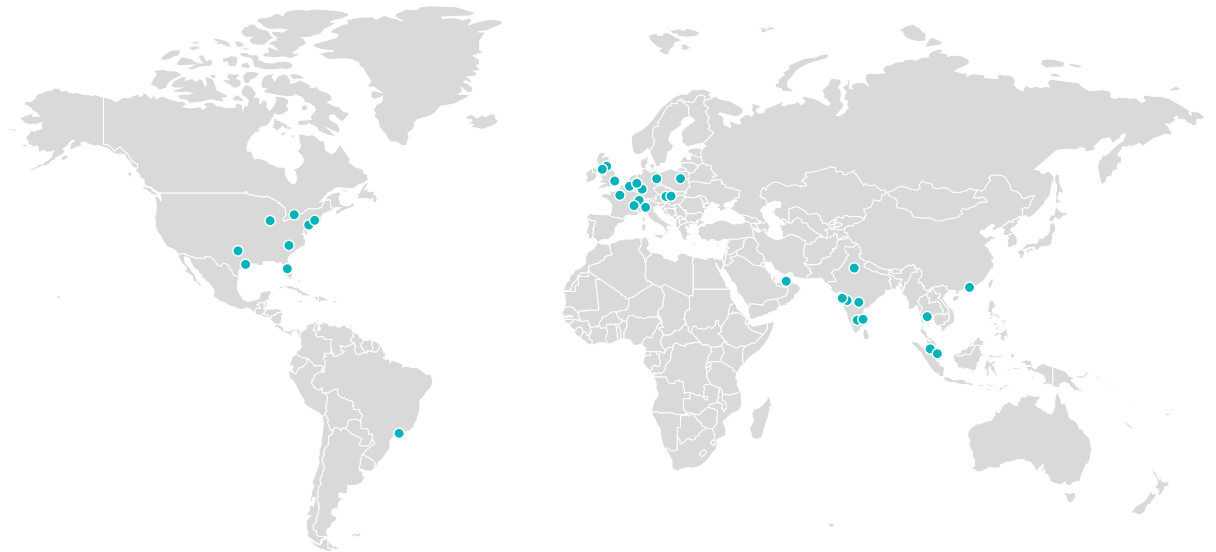
IMPACT CONSULTING ACHIEVEMENTS IN FY24

12 PROJECTS
COMPLETED

23 PROJECTS
IN PROGRESS

3 PROJECTS
PLANNED FOR FY25

Over 80 employees engaged from 11 countries in APAC (Singapore, Hong Kong, Malaysia, Thailand), India, North America (Brazil, Canada, USA), the UK and Europe (Scotland, Switzerland, UK).



CORPORATE SOCIAL RESPONSIBILITY

OTHER CSR HIGHLIGHTS 1/4

AMERICAS

NEW YORK

Cycle for Survival: Metro CSR participated in Cycle for Survival for our 4th consecutive year. Cycle for Survival is a high-energy, high-intensity, and high-impact event dedicated towards raising funds to beat rare cancers. The event consisted of various teams continuously cycling for 4 hours. Every dollar raised supporting transformative clinical trials and research initiatives at the Memorial Sloan Kettering Cancer Center.

Capco Charity Talent Show: Music@Capco, Metro CSR and Pride@Capco all collaborated to host a talent show at the NY Capco office in order to raise money for Save the Music. There was singing, musical instruments, food and funds raised for the charity.

Best Buddies Workshops: Capco volunteers teamed up with Best Buddies job participants to practice interviewing skills and communication methods, create SMART goals, and help our Best Buddies Job Partners learn Financial Literacy and Goal Setting.

Making Strides for Breast Cancer Walk in association with the American Cancer Society (ACS): The Making Strides walk was hosted in conjunction with CSR@Capco and Life@Capco. The walk is held at Central Park, New York and entails a 4-mile route organized by ACS. It aims at raising awareness of breast cancer and fundraising for cancer research.

NORTHEAST

VT Flood Relief: This event was a fundraiser to support the rebuilding of the Montpelier, VT community after flooding.

Virtual Food Drive: The USIP community collected food through an Amazon Registry and the local Hartford team delivered the food to 3 Free Little Pantries in Hartford, CT

CHARLOTTE

Girls on the Run Breathe & Believe 5k: Capco supported the Girls on the Run 5k by hosting a fundraiser and participating in a cheer team to encourage 5k runners during the event.

American Lung Association Fight for Air Stair Climb Event:

Volunteers met at Truist Field to run the stadium stairs in support of the American Lung Association. Capco is an official sponsor of the event. The association's mission is to defeat lung cancer, create a tobacco-free future, and champion clean air for all.

CHICAGO

CSR Summer Backpack Drive: Colleagues came together to assemble 48 backpacks which were donated to the Humanitarian Service Project. This incredible organization has a Children's Program focused on children ages 3-12 who live in poverty and reside in DuPage and Kane Counties in IL.

TORONTO

The Ride To Conquer Cancer 2023: The Ride to Conquer Cancer event consisted of a 220km+ cycle ride from downtown Toronto to Niagara Falls over the course of two days (June 10-11th).

Adopt-A-Family: Capco fundraised for the Children's Aid Foundation through our annual Holiday Party and Silent/Live auctions, for electronics, Henna designs, dinners, boat tours, ski days, style coaching, CN Tower trips, a Spanish villa stay and more.

CN Tower Climb for WWF Canada: Capco employees from Toronto's office climbed the stairs inside the CN Tower from the bottom to the observation deck (+1,770 steps)!

SAO PAULO

Campanha de Natal em apoio à Casa Arte Vida: Capco volunteered and fundraised for Christmas baskets to be donated to 70 families in situations of social vulnerability that are served by Casa Arte e Vida. The team volunteered on the day of the Institution's Christmas party, collaborating with the organization of the event, serving snacks to children and distributing baskets.



CORPORATE SOCIAL RESPONSIBILITY

OTHER CSR HIGHLIGHTS 2/4

APAC

INDIA

Arun Rainbow Homes: The Capco India team served lunch to more than 60 orphan girls at Arun Rainbow Homes.

Environment Association of Bangalore (EAB): The Capco India team sponsored air filters to help improve the air quality in highly polluted signals.

DEAF ENABLED FOUNDATION (DEF): Capco India supported the upgrade of Ahmedabad center to facilitate training and coaching for 100 deaf unemployed people between the age of 18 and 35 years.

SAVALI: Capco India supported children and adults with cerebral palsy with residential, office and educational facilities.

Snehalaya: Capco India donated ophthalmic instruments to support HIV patients.

OSAAT: Capco India provided interactive learning tablets to children in rural locations to support integrated digital learning and advanced teaching methods.

Victory Sports Foundation: Capco India funded sports equipment for 325 Children to support the opportunity to make a significant impact on world sports and to ensure organized sport is no longer a luxury.

Sahodari Foundation: Capco India supported underprivileged transgender people in the field of catering and clothing business.

BELGAUM DIOCESAN SOCIAL SERVICE SOCIETY (BDSSS): Capco India worked on a project to empower farmers in rural and urban areas by generating awareness around sustainable agriculture and increasing the opportunities for income generation.

MALAYSIA

Beach Clean-Up: Capco Malaysia proudly organized its inaugural Beach Clean-Up 2.0 at Pantai Remis, Jeram, Kuala Selangor. The team united to clean Pantai Remis Beach, leaving a positive environmental impact. Using a mobile app, each team tracked the refuse they collected which also helped to raise awareness around our environmental footprint.

BCU: Capco Malaysia teamed up with BCU for a Beach Clean-up CSR event at Tanjung Harapan Beach in Port Klang, Malaysia. Together, the team made a positive impact on our environment and created a cleaner, greener world. They tackled the challenge of cleaning up Tanjung Harapan

Beach. They collected a significant amount of refuse, but only 1.5% was recyclable. It highlighted the need to sort out our waste properly and ensure those recyclable materials didn't go to waste!

Toy Libraries Malaysia: The team came together to collect, clean, sort, and organize donated toys, children's books, and clothes from Capco employees. All the donated items have been handed over to Toys Library Malaysia. The hope is that these contributions bring joy and love to underprivileged children, giving them the chance to enjoy these treasures. It's not just about donations, it's about giving these toys a second chance to bring smiles and happiness!



CORPORATE SOCIAL RESPONSIBILITY

OTHER CSR HIGHLIGHTS 3/4

UK/EUROPE

EDINBURGH

Scottish Association for Mental Health (SAMH): The Edinburgh Marathon Festival includes running events from a 5km run to a full 26-mile marathon. Capco colleagues from the Edinburgh office participated in different runs to raise money for SAMH.

Scottish Association for Mental Health (SAMH): In the Kiltwalk, a team of eight Capco colleagues from the Edinburgh office walked in three events (21 miles, 15 miles and 5 miles) to raise funds.

Poppyscotland: Vets@capco Edinburgh team completed a 24 hour continuous row, split between the five members to raise funds.

LONDON

KidsOut and Hackney Foodbank - London Givemas 2023: The Advent Calendar Raffle raised money for Hackney Foodbank, a charity who face increased pressure in the festive season. Thanks to our contributions, KidsOut were able to provide 65,000 children living in a staffed refuge in the UK with a Christmas Toy Box. This year, the Capco team also partnered with Hyde Charitable Trust to host a festive and thrilling event for residents at the Scott Close Later Living scheme in Norbury.

British Deaf Association: Tour de Capco was an all-day cycling event in GES to cycle the distance between the Capco UK offices on stationary bikes and raise money for British Deaf Association.

BRATISLAVA

Nadacia Pontis: Nase Mesto Bratislava provides a framework for corporations to support NGOs and other community services-oriented organizations. Capco Slovakia supports this activity every year. In 2023 they helped a kindergarten, painted pavements, and assembled furniture for kids.

Cyklokoalicia: In Slovakia, companies are allowed to donate two percent of their corporate tax to NGOs and non-profit organizations under specific conditions. Capco Slovakia donated to the non-profit organization, Cyklokoalicia, which focuses on the development of cycle paths across the city.

Earth Day: An initiative inspired by #EarthDay was promoted at Capco Slovakia to inspire people to live responsibly and sustainably and to reduce their carbon footprint. The initiative had three parts: the collection and correct liquidation of e-waste, the promotion of small everyday changes which can lead to a more sustainable lifestyle, and supporting insects by providing plants with blooming flowers to employees for their balconies/gardens.

FRANKFURT

Freundeskreis ARCHE Frankfurt am Main e.V.: The team took part in a summer event series with different events, including an afterwork picnic and BBQ, a baking workshop, a cooking evening, wine tasting and sports activities, self-organized by several colleagues from the Frankfurt office. Additionally, all participants were asked for a voluntary donation to the Freundeskreis ARCHE Frankfurt am Main e.V. to support their important work in fighting child poverty and social disadvantage.

Die Arche Kinderstiftung - Arche Wunschzettel Aktion: For the 11th year in a row, Capco Germany supported the "Arche Wunschzettel Aktion". The kids and teens prepare a wish list which includes individual wishes as well as wishes for different Arche locations in Frankfurt – all in the same price range so everybody is treated equally. Every Capco employee can buy as many wishes from the list as he/she likes. The kids and teens received the presents during a special Christmas party organized by "Die Arche".

Steffi-Jones-Schule, Frankfurt - Workshop with Primary School Class: We welcomed a 4th grade school class in our beautiful Frankfurt office and conducted a workshop developing solutions for challenges the children are facing in their daily school lives. The idea behind this concept was to use our core competencies and consulting skills in order to help children who live in a disadvantaged Frankfurt district. The workshop was a great experience for the children and for our consultants as well.





CORPORATE SOCIAL RESPONSIBILITY OTHER CSR HIGHLIGHTS 4/4

PARIS

Un toit pour les abeilles (a Roof for Bees): Since September 2022 Capco has participated in the preservation of bees. This is done through a Roof for Bees by supporting an organic beekeeper – and resulted in 200 jars of honey from the sponsored hives.

ZURICH

The Human Safety Net - Generali Geneva Marathon: We're proud that Capco's Geneva office took part in the Geneva Marathon in May 2023, contributing to Generali's charity

foundation 'The Human Safety Net' and the movement towards positive change. Capco participants gave their all to the run, supported by their cheering colleagues.

Caritas Clothes Donation: In March 2023, Capco Switzerland organized a donation drive in collaboration with Caritas, contributing clothes and shoes to those in need.

Petite Suisse Kinderhilfe: In December 2023, Capco Switzerland actively participated in this festive initiative with Petite Suisse Kinderhilfe, preparing gifts to spread joy and bring smiles to children.



85

Events completed, including fundraisers, donations & volunteering



72

NGOs impacted



1,115

Volunteers



7,500+

Hours volunteered



US\$233K raised

by Capco and its employees for NGOs



17/17

UN SDGs covered by these events



SUSTAINABLE BUSINESS

2024 SUSTAINABILITY REPORT

SUSTAINABLE BUSINESS 1/3

Capco Commitment

Capco is committed to incorporating environmental and sustainable practices into our business strategy, services, and operations and to fostering environmental awareness and responsibility among our leaders, employees, clients, suppliers, and other stakeholders.

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 across all 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




Senior management review and determine the firm's environmental performance against our sustainable business and environmental goals annually as part of the preparation of Capco's Sustainability Annual Report.




Responsibilities for environmental and sustainability 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 affinity groups located in local offices.

Sustainability in Operations

Capco operates 35 leased offices globally. New offices are assessed against a series of ESG related requirements prior to being selected, including proximity to public transportation, renewable energy, and if the building has any green certifications.

	Utilize LED lighting and motion sensors
	Reduce waste to landfill by utilizing recycling and composting programs; utilize eco-friendly office & cleaning supplies
	Vendors comply with supplier Code of Conduct Sustainability terms

	Think before printing. Printers use low energy setting, B&W double sided printing
	No plastics. Use of water stations and reusable cutlery, glasses and plates
	Water saving and sensor based devices used

	Renewable energy sources for electricity; program heat/ac to run efficiently
	Car programs include electric and hybrid
	Adopt a sustainability perspective when planning events



2024 SUSTAINABILITY REPORT

SUSTAINABLE BUSINESS 2/3

IT Circular Economy

Capco adopts sustainable business practices into its IT infrastructure management and practices including utilizing 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. This enhances productivity, captures new value from retired assets, and additionally, removes or reduces any environmental impact from our infrastructure or assets.

Sustainable Procurement

Capco is committed to working in partnership with sustainable, inclusive suppliers and promoting sustainability good practice across our supply chain. Our Supplier Diversity Program provides a proactive platform from which we can encourage and support more diverse businesses to compete on a level footing for contracts and subcontracts at Capco. Certificated diverse suppliers can register their details at <https://www.capco.com/About-Us/Diversity-Equity-And-Inclusion/Supplier-Diversity>.

Registering with Capco's Supplier Diversity program allows access to information about the supplier organisation for consideration but is not a guarantee of future business.

For supplier engagements on Capco standard terms, our expectations on related ESG practices and commitment are clearly articulated in the terms, along with our provisions for ongoing monitoring of performance and progress.

Targets

Capco has committed to meeting its Net Zero by 2030 target. To achieve this we are deploying a broad range of energy efficient strategies combined with targeted purchasing of certified carbon credits to offset our carbon footprint in areas of the business.

Since 2020 we have undertaken an annual carbon assessment to measure and monitor our carbon emissions. We work closely with industry leaders RSK and 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 their reputation as an expert provider of carbon market solutions which help private- and public-sector organizations address their climate impacts. They have over 25 years experience running some of the most innovative and largest voluntary carbon offsetting programs in the world. We are delighted to be partnering with them to deliver a carbon offsetting program that supports the transformation to a low-carbon global economy.

In 2024 we will be completing a science-aligned target setting that involves calculations of an emissions reduction target aligned to the Science Based Target Initiative definition, but not formal SBTi submittance. Formal SBTi submittance is completed at the parent level with Wipro.

Powered by



2024 SUSTAINABILITY REPORT

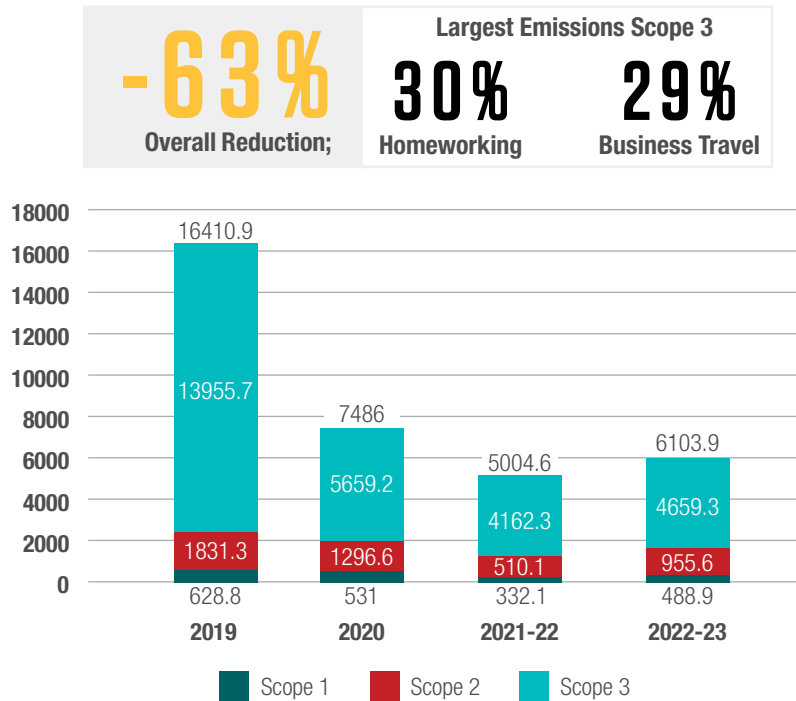
SUSTAINABLE BUSINESS 3/3

Carbon Emissions

We have significantly reduced our carbon emissions since 2019 across Scope 1, 2 and 3, and we remain committed to continue reducing to meet our 2030 target.

To achieve our **Net Zero by 2030 target**, we will need to:

- Responsibly manage our offices through right sizing, utilizing renewable energy and other efficiency strategies
- Responsibly manage our business travel, choosing lower carbon travel such as rail over airplane
- Implement specific reduction measures after SBTi target setting



Increase in total emissions from FY22 to FY23 due to essential Business Travel resuming

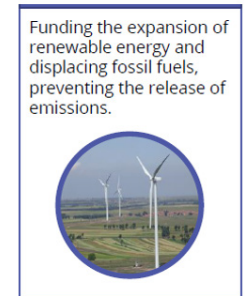
Capco has purchased certified carbon credits to offset our Homeworking and Business Travel

Energy Transition Portfolio

The emission reductions achieved by this portfolio are tackling the largest problem directly **replacing fossil fuels**.

The energy sector is the largest source of emissions, at nearly 75% of global annual emissions.

This portfolio of projects tackles this by improving renewable energy infrastructure globally, supporting the energy transition from fossil fuels to renewables, as well as energy resource efficiency.



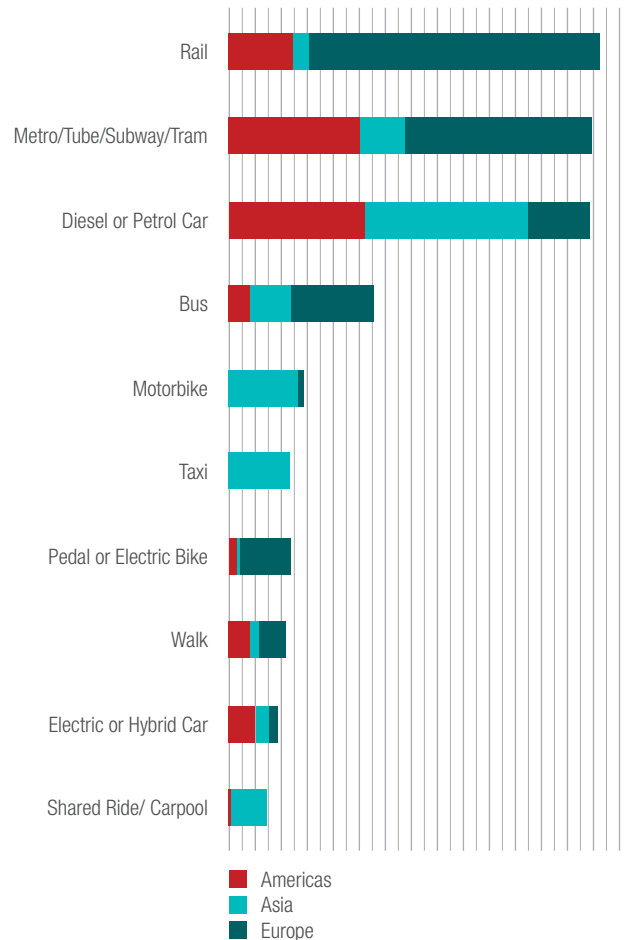
CarbonNeutral® business travel certification has been made in alignment with the [CarbonNeutral Protocol](#) which is the leading global framework for carbon neutrality.

2024 SUSTAINABILITY REPORT

FY24 ACHIEVEMENTS

Commuter Survey

Capco conducted a commuter survey of its employees across the globe in the fall of 2023 to capture data surrounding mode of transportation and distance traveled for calculating our carbon emissions in our annual carbon audit.



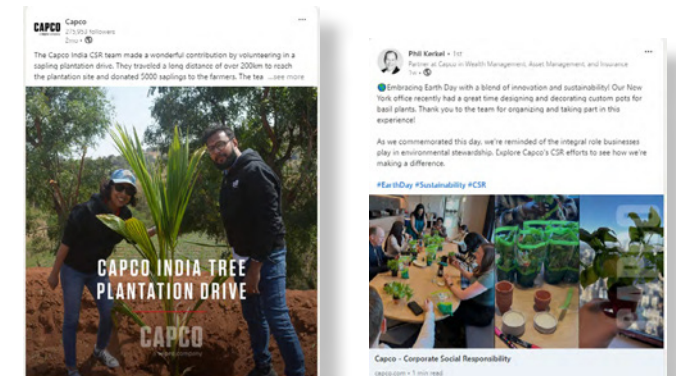
EcoVadis

EcoVadis is the world's largest and most trusted provider of business sustainability ratings. Capco completed four Ecovadis assessments in 2023 for our operations in UK, Belgium, France and Switzerland, resulting in silver badges for all locations. The EcoVadis sustainability assessment is an evaluation of how well a company has integrated the principles of Sustainability/CSR into their business and management system. The assessment covers four main themes of environment, social, human rights, ethics and responsible purchasing. In 2024 we will be further extending our assessments by completing additional assessments for the US and Italy businesses.



Events

Our passionate firm-wide, employee-led Capco Sustainability network, based in offices across the globe drive local events and education surrounding internationally celebrated Earth Day, World Environment Day, World Food Day, and other UN International Days. Teams have worked with their local communities on planting trees, park and beach clean ups, cycling and e-waste collection activities. Month long green challenges include sustainability themed activities organized around photography contests, hiking, composting and water conservation.



Education /Training

Our local sustainability network contribute to sustainability awareness and good practices in the business through offering educational lunch and learn events and newsletters throughout the year that are communicated through our internal communications and company intranet. In 2024 we are rolling out global training to all employees through our learning management system that educate our personnel on steps Capco takes to run sustainable operations as well as how our employees can incorporate sustainability measures at work and home to reduce their carbon footprint.

2024 SUSTAINABILITY REPORT

ESG CONSULTING CAPABILITIES AND INSIGHTS

Awards

Capco has been named Best ESG Data and Technology Consultancy in the A-Team Group's ESG Insight Awards for a second consecutive year. These prestigious awards recognize both established solution vendors and innovative newcomers providing leading ESG solutions, services and consultancy to capital markets participants.

Capco's global Data team enables financial institutions to become data-driven by helping transform their understanding, management, storage, and use of data to derive value for themselves and their customers. Drawing on Capco's deep domain and business expertise, the Data team architect and engineer modern data platforms and curated data products, with a focus on automation and data management by design.

Chris Probert, Partner and Global Data Lead, said: "I am delighted that the work of our Data practice has once again been recognized by the Insight Awards. At Capco, we have always prioritized actionable and effective data strategies, and that focus has only become more valued by our clients in cutting through the complexities associated with implementing ESG initiatives within tangible data solutions.

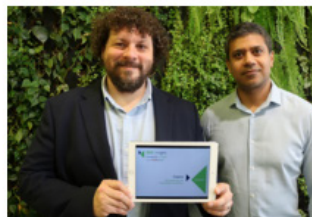
"ESG continues to be a priority at both the board and business line level, and we committed to delivering ESG data solutions that are both creative and serve to realize value when it comes to meeting specific business requirements. We ensure ESG data can be used efficiently for a wide variety of needs, including regulatory reporting and supporting their customers transition towards more sustainable products and adherence to net zero targets."

Winner: Best ESG Data and Technology Consultancy



Capco, a Wipro company, is a global technology and management consultancy specializing in driving digital transformation in the financial services industry. With a growing client portfolio comprising of over 100 global organizations, Capco operates at the intersection of business and technology by combining innovative thinking with unrivalled industry knowledge to 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 our website or follow us on Facebook, YouTube, LinkedIn and Instagram.

www.capco.com



Chris Probert, Partner, Data & Rehaan Anjum, Partner, Data

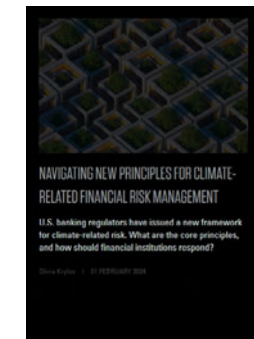
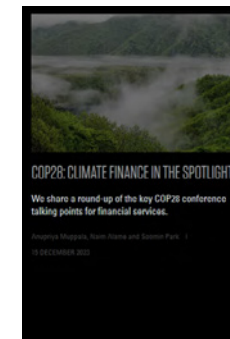
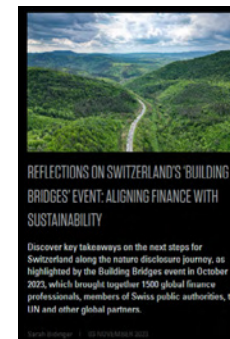
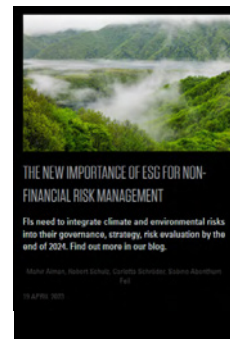


ESG Intelligence

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

Capco Journal ESG highlights

The Capco Institute delivers thinking to advance the field of applied finance. It includes the publication of the multi-award-winning Journal of Financial Transformation and events that bring together leading thinkers from both academia and the industry. The Institute is an independent entity, with no pre-existing policy, commercial agenda or constraints.





GOVERNANCE AND BUSINESS ETHICS



GOVERNANCE & BUSINESS ETHICS

CAPCO'S COMMITMENT 1/4

Capco's Commitment

Capco's Code of Conduct (Code) applies to every employee and contractor working with our company. Our Code of Conduct is based on our core values and is designed to equip each employee with the skills and knowledge needed to make the right decisions when working with our clients, suppliers and colleagues in full compliance of all applicable laws and regulations.

Our Code covers various topics, including Anti-bribery, Conflict of Interest, Insider Trading, Political Contributions and Responsibility for Fair Business. Capco promotes a Speak Up culture where employees are encouraged to bring concerns to the attention management, HR representative, Chief Risk Officer or through our Ethics Hotline or Website. Employees reporting violations have the option of remaining anonymous. Capco has a strict No-Retaliation policy. Our Ethics Hotline Policy includes procedures for receiving and investigating complaints.

We support and encourage an inclusive culture, entrepreneurial outlook and independent thinking. Be Yourself At Work (#BYAW) is an integral and underlying part of our culture at Capco. It is about removing barriers and encouraging authenticity and creativity in the workplace. We believe diversity powers innovation.



Management Responsibilities

Responsibility for implementing our policies, procedures and enforcing compliance sit with Capco leadership, Policy owners and the Enterprise Risk Team.

Our risk management framework has a formal governance structure and processes to identify, assess, monitor and manage risk across the firm. Our Global Chief Risk Officer (CRO) has primary responsibility for overseeing the development and implementation of the framework, while senior members of the Enterprise Risk team own the implementation of it's supporting policies and procedures.

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. The Enterprise Risk team act as a second line of defense to our staff, contractors, and clients. The Internal Audit team act as the third line of defense, with a schedule of regular audits and controls testing

Policies

- Code of Conduct
- Anti-bribery and Corruption
- Fraud Policy
- Enterprise Risk Management Framework
- Data Protection
- Information Security
- Procurement Policy
- Background Check Policy
- Supplier Code of Conduct
- Ethics Hotline Policy
- Solution Partner Policy

GOVERNANCE & BUSINESS ETHICS

CAPCO'S COMMITMENT 2/4

Anti-bribery and Corruption

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. 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 ABAC 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.

Conflict of Interest all staff during onboarding and again annually are asked to declare any potential or actual conflict of interest, either in work or outside employment.

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.

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, including sanction review. We require Tier 1 and 2 vendors to complete and pass data, security and compliance questionnaires as part of their supplier management process.

Onboarding of New Clients 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.

Data Security and Privacy

Capco's Chief Information Security Officer (CISO) oversees our cybersecurity programs and has overall responsibility for the design, development and implementation of all necessary protocols related to cybersecurity. The CISO provides updates to Capco senior leadership and Wipro about cybersecurity trends, Capco's security posture, incidents and new initiatives.

Capco ensures that all local regulations are followed and that procedures are in place to contact authorities in the event of a security incident. We strive to maintain the availability, confidentiality and integrity of the firm's information assets. We invest in and utilize intelligence solutions and state-of-the-art technology to defend against internal and external cyber threats.

The information security staff receives extensive incident handling training in addition to reviewing the policies and procedures. All staff within the security have defined roles and responsibilities that ensure the success of the security program within Capco. Capco ensure that contact with special interest groups is made to enhance Capco's understanding of the information security and cyber security threat climate.

Capco is committed to protecting the personal data of our employees, customers and other third parties engaging with the firm. We are accountable for complying with data privacy laws and principles, which includes minimizing the amount of personal data processed and prevent this personal data from being improperly disclosed (either by accident or intentionally). Our Data Privacy notice is publicly available on our website and includes details as to how we handle and process personal data. Our Data Protection Officer (DPO) governs our data privacy framework that includes, governance mechanisms, corporate policies, training and awareness programs, data protection impact assessments, vendor due diligence, and incident management.



GOVERNANCE & BUSINESS ETHICS

CAPCO'S COMMITMENT 3/4

Certifications and Audits

Capco has third-party SOC2 Type II certifications for our London, Bangalore, Warsaw, Toronto, New York and Orlando locations. In addition

Capco has expanded the ISO27001 certification program to all offices as of 2023.

Key Efforts:

- **An annual review** of cybersecurity-related policies, standards, and procedures
- **Centralized administration** of user-access permissions
- **A Cyber Incident Response Program**
- **Annual penetration testing** and **regular vulnerability scans**
- Endpoint security, such as **anti-virus using industry-leading solutions**
- **Firewall traffic monitoring** and access activity
- **Data Loss Prevention** solutions with strict data classification to detect and respond to potential data losses

Information Security and Data Protection Awareness Training

All new joiners are required to take information security and data protection awareness training upon joining, and we also provide continuous training annually to all of our employees and contractors.

We conduct regular phishing tests on employees, which includes required remedial training when needed.

GOVERNANCE & BUSINESS ETHICS

CAPCO'S COMMITMENT 4/4

Business Continuity

The objective of Capco's Business Continuity Program is to allow for the continual management of business operations under adverse conditions, by utilizing appropriate resilience strategies, recovery objectives, business continuity, disaster recovery, operational risk management and crisis management plans.

Capco has designed a program to allow the continuation of key business operations during most types of disruptions and disasters. Our BCP and disaster recovery plans are tested and reviewed annually, with personnel who play a key role in the recovery process are trained on the disaster recovery plan and activation process(es).

Strategies are based on the results of the Site Plan Business Impact Analysis and Risk Threat Matrix to provide the framework for business continuity and Disaster Recover Plan (DRP) development and validation. Enterprise Risk work with the Business and Information Technology to establish strategies that support the business and contractual requirements.

Supplier Risk Governance

The responsibility of managing Capco's procurement-related activities rests with the Global Procurement team. The goal of the Procurement team is to provide high-quality products and services on a timely basis, consistent with organizational objectives and policies and at the same time by adhering to the highest ethical standards. The Procurement team works with Enterprise Risk Management and Legal teams to ensure compliance and to proactively address supply chain risks.

Our **Supplier Code of Conduct** covers key risks in the supply chain:

- **Ethics**
- **People and Human Rights**
- **Diversity & Inclusion**
- **Physical, Cyber and Information Security**
- **Operational Resilience**
- **Environmental Sustainability**

The Supplier Code is communicated to all suppliers, and it is mandatory for suppliers to accept and sign it.

Capco procurement policy acts as an internal decision-making guide related to procurement. This policy details the procurement principles that the Global Procurement team and buyers at Capco are expected to adhere to including due diligence activities, contract requirements, self-buy processes, ESG activities, and ongoing supplier management.

Tier 1 and 2 vendors go through a risk assessment during due diligence and periodically throughout the supplier lifecycle to assess financial health, ethics, information security, business continuity, data privacy and ESG related risks.

ABOUT CAPCO

Capco, a Wipro company, is a global management and technology consultancy specializing in driving transformation in the energy and financial services industries. 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 or follow us on LinkedIn, Instagram, Facebook, and YouTube.

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