







## Impact Report

CAPTECH CARES | DIVERSITY, INCLUSION, & BELONGING

CapTech.

### **Executive Summary**

Grouped by our Focus Areas, you'll see how we turned 2023 into a year of increased food donations, greater housing security support, broader sustainability initiatives, and deeper employee appreciation.



### What is the impact report?

Each year, we create new objectives to drive continued progress for our combined efforts for CapTech Cares and Diversity, Inclusion, and Belonging (DIB). This includes four CapTech Cares program pillars: Governance, People, Environment, and Communities, which are fulfilled by launching initiatives across our five Program Focus Areas. Our annual Impact Report looks back at the initiatives accomplished during the previous year.



### What you'll see in this report:

You'll see how we turned 2023 into a year of community and employee impact and growth.

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A Letter from Our CEO

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### A Letter from Our CEO

INTRODUCTION

At CapTech, our mission to drive exceptional outcomes through the relentless pursuit of the possible is woven into the fabric of who we are. While we believe that technology can create a better future, our commitment to leveraging our resources and strengths to care for each other, our environment, and our communities is unwavering.

Every day, we strive to live out our Core Values in the work we do and activities we engage in. That, coupled with our Employee Value Proposition, embody our culture and how we show up at our clients and within the community.

Through our CapTech Cares and Diversity, Inclusion, and Belonging (DIB) programs, we are able to highlight a critical component of the company and the opportunities that it affords us — allowing everyone to share their voices, give back to their communities, and be their authentic selves in the workplace.

We know that our CapTech Cares and DIB programs and initiatives, in addition to our responsible business practices, drive true impact and help create a better future for everyone. CapTechers are passionate about their work and the results we achieve.

Therefore, we are excited about what we've accomplished in 2023 and look forward to the difference we will continue to make in 2024.

Thank you, Andy Sofish, CEO





**OUR VISION** 

To improve the world we live and work in through the transformative power of technology.

**OUR MISSION** 

Driving exceptional outcomes by relentlessly pursuing what's possible.

With expertise and a strong passion for what we do, we're focused on defining and delivering what's next for organizations. As a community of driven, collaborative, curious people, we thrive on the lasting partnerships we build through mutual success with our clients.

**DIVERSITY, INCLUSION** 

& BELONGING

# Let's do next together.

CapTech is a technology consulting firm focused on defining and delivering what's next for organizations.





6 Years

**America's Best Management Consulting Firms, Forbes** 



### Offices Nationwide

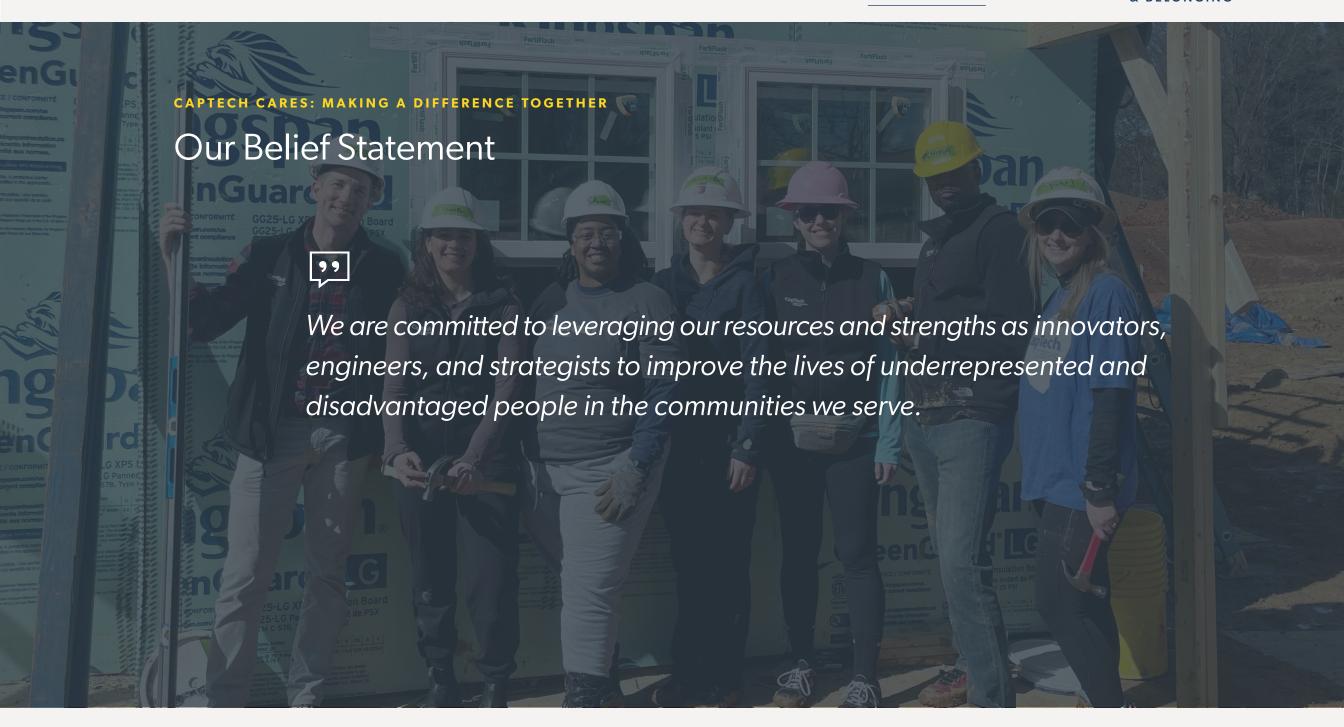
Atlanta / Charlotte / Chicago / Columbus / DC Metro / Denver / Philadelphia / Richmond



### **Core Values**

Belonging / Trusted Advisor / Flexibility / Servant Leadership / Intellectual Curiosity / Enthusiasm











## A Letter from our CapTech Cares Leaders

On behalf of the CapTech Cares program, we are proud to share all that we've accomplished in 2023. Since formalizing our corporate and social responsibility efforts into this program in 2022, we have been galvanizing change agents to be a force for good. This is CapTech's way to give back to the community, support organizations that are making a positive impact, and for our employees to use their skills and expertise to make a difference in the world.

We have designed a program that stays attentive to the governance, people, community, and environment impact goals through specific objectives each year. Those objectives drive our organized company-wide initiatives, which, along with the employee-driven initiatives, are reflected in this report.

We are honored to share these CapTech Cares stories with you.

Tina Rulli and Diana Sandy, CapTech Cares Program Co-Leads

#### OUR PROGRAM STRUCTURE

Guided by the idea that we have an opportunity to make the world a better place, our program is organized into four pillars

#### **Governance (Our Commitment)**

Ensures a well-managed program and alignment of work to overarching goals.

#### People (Our Promise)

Provides a workplace that stays true to our Employee Value Proposition, an opportunity for CapTechers to make a difference during their tenure here, and transparency to our clients and stakeholders of our responsibility commitments.

#### **Environment (Our Contribution)**

Establishes sustainable actions and controls in our business practices.

#### **Communities (Our Impact)**

Activates the work we do in our communities across the nation.



### Our Areas of Impact

From individual CapTechers finding ways to make a difference through volunteering their funds, time, and services, to our company-wide efforts organized under the CapTech Cares program, our philanthropic and responsibility efforts reach every corner of our organization. These efforts focus on the following impact areas:



**Empowering Youth** 

Investing time and resources to create opportunities for youth to learn, grow, and build confidence to become future leaders



Increasing Housing Security

Supporting efforts that provide people with a secure and safe place to live and thrive



Increasing Food Security

Helping combat food insecurity in the communities where we live and work



Making Technology Accessible and Available

Ensuring equal access to technologies, education, and opportunities in technology



Responsible Business Practices

Fostering a diverse, inclusive, and accessible workplace that delivers on sustainability and impact area goals making a difference in our communities







### **Propose** Empowering Youth



We are thrilled to be a partner of this year's PURE Insurance Championship. This presents an incredible opportunity for CapTech to showcase its technology expertise in a way that adds value to the participants and spectators.

—Andy Sofish, CEO

#### First Tee

For over two years, CapTech has partnered with First Tee, a youth development organization that teaches life skills through golf, to expand efforts around technology, mentorship, and inclusion initiatives, and has led workshops for First Tee participants at national events.

### **CapTech Golf Innovation Center at First Tee**

In May of 2023, CapTech launched the CapTech Golf Innovation Center at First Tee Greater Richmond's Belmont Golf Course. which offers science, technology, engineering, and math (STEM) learning in an interactive and engaging environment.

### **PURE Insurance Championship**

In September, CapTech was a proud partner of the PURE Insurance Championship, which paired 80 PGA TOUR Champion professionals with First Tee participants and an amateur team, and was a title sponsor of its Legends & Leaders Pro Am.

### **Autism Society of Central Virginia**

Many CapTechers volunteer their time serving on boards of local nonprofits. The Autism Society of Central Virginia (ASCV) is one of the region's premier sources of education, advocacy, services, and support for individuals with autism, their families and friends. and professionals. Vinnie Schoenfelder, CapTech's Chief Technology Officer, volunteers his time on their board.

#### Child Care Resources Inc.

In early 2023, we began working with Child Care Resources Inc. (CCRI), which serves childcare programs in Mecklenburg County, NC., to provide support and expertise through a tech education program. Partnering with tech nonprofit Apparo, our volunteers increased understanding, expanded insights, and saved time for all participants, enabling the CCRI coaching team to deliver more impactful programming.





Each year CapTech participates in events benefiting the ASCV. In 2023, the ASCV hosted a virtual and in-person 5k run/walk in which CapTechers both participated in the race and volunteered their support.

Our CapTech Cares team won the top **Corporate Fundraiser award with** 

\$1,415 Donated



**Toys for Tots**, whose year-round programs provide hope and emotional support to economically disadvantaged children throughout the year, was selected as one of the 2023 recipients of our end-of-year donations in honor of our clients.





### **1** Increasing Housing Security



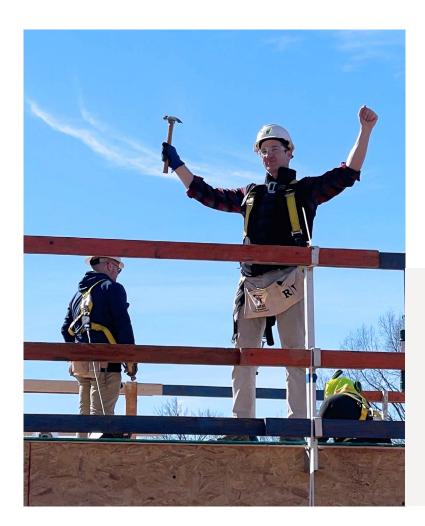
The experience of being homeless is so traumatic, and what it does to your mental and physical health is traumatic.

— Jason Snook, Fellow

### **Virginia Supportive Housing**

Virginia Supportive Housing (VSH) is a nonprofit committed to ending homelessness by providing permanent housing and supportive services for homeless single adults in the state of Virginia. CapTecher Jason Snook, who volunteers his time on their board, and the tireless team of people operating VSH work to bring stability to individuals in the form of supportive services that address conditions that caused or aid in homelessness, such as mental illness and/or substance-related disorders.

In December of 2023, VSH concluded the fifteen-month construction of its latest and most innovative permanent supportive housing community to date — Cool Lane Commons.





Each year, Covenant House, a nonprofit organization fighting against youth homelessness and trafficking, organizes a Sleep Out to raise lifesaving funds that provide safe shelter opportunities for youth. Atlanta-based CapTechers participated in the 2023 overnight event, raising \$1,600 towards Covenant House's \$30k goal.



Habitat for Humanity, who has helped more than 59 million people improve their living conditions since 1976, was selected as one of the 2023 recipients of our end-of-year donations in honor of our clients.





The Covenant House of Georgia's Spring Sleep Out is so much more than just sleeping outside. We are making real connections, hearing real stories, and fostering real change in the lives of young adults here in Atlanta. I, along with other awesome Atlanta CapTechers, have become 'Sleep-Outers' for life!

— Jonelle Levy, Sr. Consultant



### Increasing Food Security



Not only do their teams volunteer at their local food banks, but their generous employees and matching gift program contributed over \$88,000 in 2023 to our national commitment of providing equitable access to nutritious food for all.

— Dalia Ahmed, Feeding America®

### **Week of Caring**

First started in 2020, Week of Caring is a week to focus on CapTecher, community, and environmental care. In 2023, our Week of Caring volunteer event focused on local foodbanks and resulted in the unloading, sorting, and transporting of:

400+ Pounds
Donated Provisions

1,750+ Pounds
Bagged Beans

12,350+ Pounds Food & Essential Goods

### Food Fight at CapTech

Food Fight at CapTech has become an annual tradition, dating back to a friendly competition between two accounts in 2013 to see who could raise the most money for their local food bank. In 2022, we took it national, raising over \$130,000 for Feeding America®.



In 2023, CapTech raised an additional \$77,413 for **Feeding America**® — providing over 2,000,000 meals so far to those facing hunger.





**Donated** 

Feeding America®, a nonprofit working to create a future where no one is hungry, was selected as one of the 2023 recipients of our end-of-year donations in honor of our clients.





### Making Technology Accessible and Available



Working with Apparo has allowed our employees to provide their expertise to give back to the community. It has been motivating and uplifting to know we are a part of transforming nonprofits, allowing them to better serve areas of need in Charlotte.

— Errol Restelli, **President of Accounts** 

#### **Apparo**

Apparo, a nonprofit connecting other nonprofits to technology expertise and resources, has formed an incredible 10+ year relationship with CapTech. Through Apparo's Tech Therapy program, CapTechers volunteer to lead workshops and provide 1:1 coaching to participants. Through Apparo's Community Interest Projects program, CapTechers come together to join volunteer teams assisting nonprofits in need of technology solutions to help them overcome their process and technology challenges.

### CapTech's Accessibility Journey

CapTech's accessibility journey started in 2016 with a commitment to pursuing accessibility expertise in both our client work and within our organization. In 2023, we continued our ability to execute and deliver accessible work consistently to our clients across our design and development teams. Alongside our work for clients, we also continued to build an accessible organization by advocating for accessibility in the Diversity, Inclusion, and Belonging Council, creating the Neurodiversity at CapTech Employee Resource Group, and implementing accessibility standards into all internal communications channels.





Since 2020, it is estimated CapTech has made 1,800 tech donations to **Tech 4 Troops** and others, with 737 laptops total donated specifically to Tech for Troops as of 2023.





### Responsible Business Practices



**Even though Diversity** Richmond was a pro bono client, CapTech made us a top priority. They pushed us to think bigger, bolder and more comprehensively. They showed great patience in explaining anything we didn't understand.

- James Millner, **Diversity Richmond Program Director** 

#### **Pro Bono Work**

Throughout 2023, CapTech worked on an exciting pro bono project for Diversity Richmond, whose mission is to foster a vibrant, inclusive city that is safe and welcoming for LGBTQ+ people. We created a website and brand identity that unifies Diversity Richmond, Diversity Thrift, Virginia Pride, and Iridian Gallery under a single umbrella to strengthen their shared presence and impact.

#### Sustainability

In 2019, our employees inspired CapTech to join the Green Business Bureau (GBB), a trusted authority in green business, to help us understand, prioritize, and implement green initiatives and sustainable business practices in our local offices. Today, those practices are a significant part of our CapTech Cares program, and in 2023, we completed enough initiatives to achieved GBB's top-tier Platinum level certification.

### CapTech's Values

This year, CapTech formally established our Employee Value Proposition (EVP) representing the value CapTech provides to its employees. The EVP includes the importance of our CapTech Cares impact work.

### **Employee Benefits**

In 2023 we introduced the following to our employee benefits:

- Offered domestic partners and their children to become an eligible dependent group on all benefit plans.
- Launched our first LGBTQ+ Benefits Guide, which provides an important avenue to help LGBTQ+ employees and their families access critical information for medically necessary care.
- Increased the lifetime maximum of our fertility and family forming program stipend from \$10,000 to \$25,000 and expanded the program to include resources for menopause, low T support, and in-person doula costs.

### Diversity, Inclusion, & Belonging

CapTech welcomes all people and strives to be a place of acceptance and belonging. We embrace the rich and diverse backgrounds that make each of us unique. We are committed to a culture of belonging, understanding we do our best work when all voices are included. Different thoughts, opinions, and life experiences do not just benefit our teams — they lead to better results for our clients.

### **Employee Values**

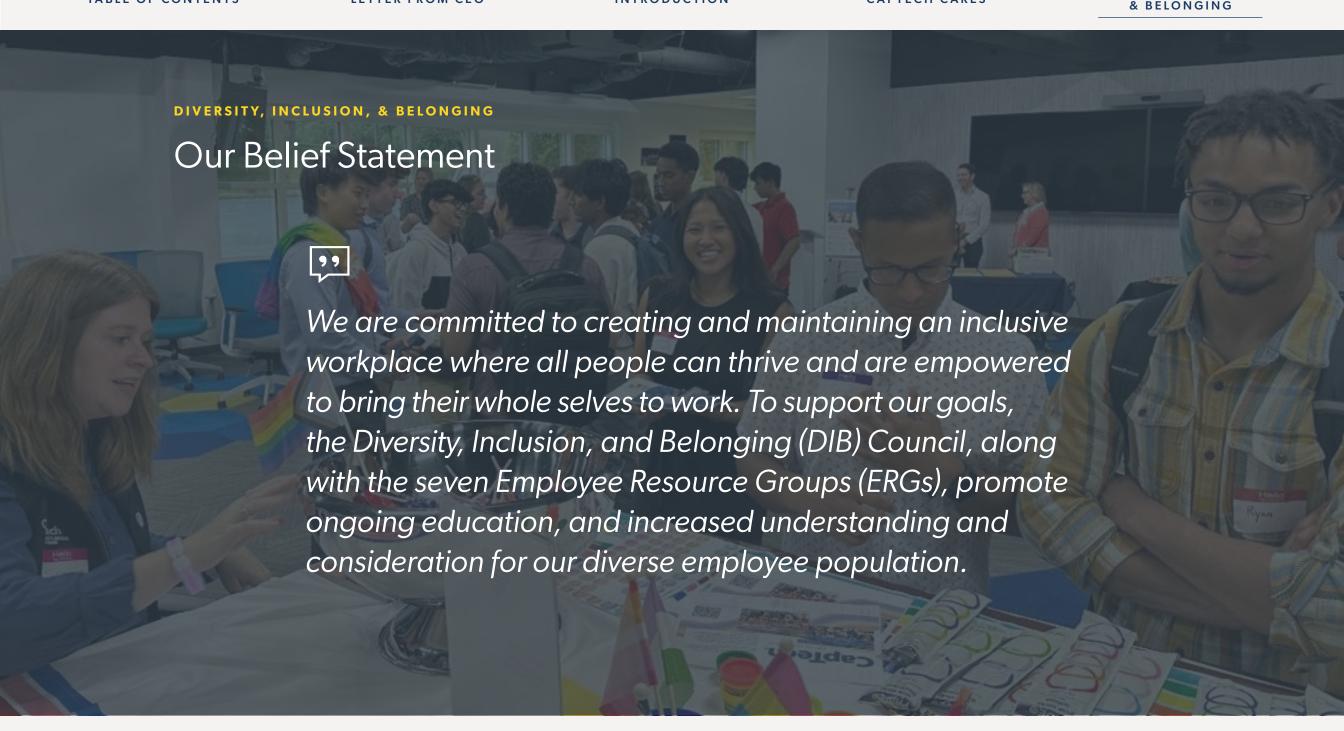
CapTech employees continued to echo the importance of our CapTech Cares work through their Engagement Survey results.

- Consistent 3-out-of-4 rating since the addition of the "CapTech is making a difference in the communities where we live and work" question was first asked in 2021.
- Consistent 3-out-of-4 rating since the addition of "Working for a company that gives back to the community is important to me" question was first asked in 2021.















## A Letter from our DIB Leaders

On behalf of CapTech's Diversity, Inclusion, and Belonging (DIB) Council, we are thrilled to share our progress in 2023. Since the DIB Council's inception in 2018, CapTech has been committed to creating a culture of belonging that fosters a positive and safe space where all employees can bring their full selves to work.

We are proud that CapTech employees have established seven unique Employee Resource Groups (ERGs) that celebrate cultures and communities, providing ample learning opportunities along the way. This year, we added our newest ERG, Juntos at CapTech ERG, and delivered DIB pro-bono efforts, heritage month celebrations, and cross-ERG events to name a few.

We are excited about 2024 and what's to come, and look forward to continuing to expand and highlight DIB as a key aspect of the company.

Matt Beaver and Cristen English, DIB Co-Leads

#### 2023 GOALS & ACCOMPLISHMENTS:

- Established one new ERG and continue to support existing ERGs' growth
- Supported early talent through on-campus events

- Held third Reverse Mentorship Program (RMP) cohort
- Celebrated Affinity Months and Days



#### **DIVERSITY, INCLUSION** & BELONGING

### Employee Resource Groups

ERGs are employee identity or experience-based groups that help employees within an organization build community and share a common cause. At CapTech, we strive to build a culture of belonging through our ERGs by focusing on the following areas:





### **Belonging**

Foster a culture of belonging by connecting with people who share a common identity or background



Foster employee growth by identifying professional development opportunities



#### **Awareness**

Raise awareness on ERG specific initiatives and provide access to leadership and serve as a resource for leadership



### Recruiting

Bolster recruiting by leveraging personal and professional connections to attract qualified diverse candidates





### **Black Excellence at CapTech**

Enhances, influences, and strengthens the relationship of Black employees, their allies, and the wider CapTech community while fostering a culture of inclusion within the workplace.

### **2023 Accomplishments:**

Hosted civil rights pioneer Ambassador Andrew Young at the CapTech Atlanta office in celebration of Dr. Martin Luther Kind Day in January 2023.

Held seven Black Excellence Café's, which focus on uniting both the African American community and its Allies to have engaging discussions about matters that affect the minority community in the workplace.

Launched Think Tank Thursdays hosted by Black Excellence leadership that focus on real world consulting scenarios encountered by professionals within the Black Community. These events allow for experienced hires to share their knowledge and industry experience.

Produced 10 episodes of the Black Excellence podcast featuring individuals across all of CapTech's nationwide offices.







### **Pride at CapTech**

Offers a resource and champion for LGBTQ+ employees and allies so that all CapTechers are comfortable bringing their authentic selves to work.

### 2023 Accomplishments:

Established monthly "Queer Chats" and yearly Pride at CapTech Mentorship program.

Celebrated the Transgender Day of Visibility on March 31st with a lunch and learn with time for interaction, personal stories from fellow CapTech colleagues, and a moderated Q&A session. Hosted three intersectionality events with AAPI, Black Excellence, and Neurodiversity ERGs.

INTRODUCTION

Held Pride Month events: LGBTQ+ Civil Rights with James Millner, Queer Trivia event.

Attended Philadelphia HRC Dinner and Richmond Meet the ERGs.











### **AAPI at CapTech**

Brings together CapTechers who identify as Asian, or allies, sharing similar experiences and equitable goals, with a vision for sharing food as a bridge to their heritage.

### **2023 Accomplishments:**

Engaged in conversation on what "home" means to each of us, shared our experiences of being the "first" in our families, and reflected on the Asian American experience around holiday celebrations.

Released three episodes of a podcast where we have a deep dive conversation with a person in the AAPI at CapTech ERG.

Collaborated with Pride at CapTech ERG to discuss themes between the AAPI community and the LGBTQ+ community, joined an all ERG event that focuses on intersectional allyship in the workplace.







### Women at CapTech

The mission of Women at CapTech is to build a safe and equitable space, nurturing environment, and supportive community to mentor and grow women leaders to be confident in their roles and empowered to drive their careers.

### **2023 Accomplishments:**

Promoted Togetherness with our team programming through the year, including: Women's Empowerment week, Tuesday Topics, Imposter Syndrome Speed-Networking, Team Member Spotlights, and Empower Hour panels.

Hosted events to promote Women's History Month including the "Make Our Own History Panel" and a Women's Reflection Lunch.

Held our 4th and 5th iterations of Womentorship, an internal program with mentor-led meetings to foster relationships, share advice, and build a supportive network of empowered women, including over 100 CapTech women and allies.









### **Families at CapTech**

Provides a forum for seeking and sharing resources related to specific family responsibilities at any stage in career and/or family life, with the goal of enabling CapTechers with tools to be good parents, guardians, and/or caregivers.

### 2023 Accomplishments:

Collaborated with other CapTech ERGs to provide joint events, including Women at CapTech and Neurodiversity at CapTech ERG.

Curated a welcoming and lively Teams channel full of shared tips, recommendations, resources, and stories through weekly questions and topics. Engaged and educated our community on complicated topics, such as cybersecurity for families, estate planning, protecting family members from scams, Alzheimer's awareness, infertility, adoption, and back-to-school readiness.







### **Neurodiversity at CapTech**

Amplifies the voices of those with neurological differences by providing a safe community for them, caregivers, and allies to share their experiences and perspectives while receiving understanding, empathy, and support.

### **2023 Accomplishments:**

Hosted a lunch n learn on Executive Functioning in partnership with Families at CapTech that boasted a large turn-out with active participation in the exercise and sharing of a plethora of resources.

Hosted and facilitated the Intersectional Allyship in the Workplace Panel that involved all seven CapTech ERGs. With attendees from all ERGs present, we began an educational discussion on the importance of allyship and what it looks like to start being an ally at CapTech.

Increased engagement in our teams channels as members seek support from each other and swap life hacks for making personal and professional work easier! We're so thankful for our members!









### Juntos at CapTech\*

Translating to "together" in English, the name was selected as a nod to the Spanish language and the core value of Belonging. Their mission is to enhance and cultivate the relationships of Hispanic employees and their allies at CapTech.

### **2023 Accomplishments:**

Launched a monthly Friday "Charlemos" gatherings — which any CapTecher is welcome to practice their Spanish with our fun group. All proficiency levels are welcome and we converse in both English and Spanish.

**Hosted Juntos Holiday Traditions** Event to celebrate the many and varied traditions across our community; all contributions were welcome from Traditional to Hybrid/Blended Traditions.

INTRODUCTION

#### \*New ERG

"Adding the Juntos Employee Resource Group creates another safe space for our employees to bring their authentic selves while providing a channel to discuss the rich culture and traditions observed by people with Hispanic Heritage. I look forward to working with this team to enhance their voices and share their experiences with all CapTechers."

- Jairo Vazquez, Juntos ERG Executive Sponsor



### Celebrating Affinity Months & Days

CapTech recognizes affinity months, cultural, and wellness events as an important way to celebrate and honor our cultures and communities. CapTech strengthens our core value of belonging by providing a platform and empowering all employees to share these experiences and approach these celebrations with authenticity and sensitivity to go beyond surface-level recognition to discuss issues. Here are some key efforts that we held in 2023:



**DIVERSITY, INCLUSION** 

& BELONGING

January	February	March	April	May	June	July	September	October	November
MLK Day Andrew Young,	Black History Month	<b>Event</b> Women's History	Mental Health Awareness	Event Uncomfortable	Pride Event Quest for	Neurodiversity Event	<b>Event</b> VA PrideFest	Juntos ERG Kick Off	DIB Council recognition
civil rights pioneer and	ERG Event The Green	Month: Let's Make Our	Month	Conversations with AAPI	LGBTQ+ Equality: Past,	Neurodiversity at	attendance		and spotlight on our own
special guest speaker	Book: Guide To Freedom	Own History!		and Pride at CapTech	Present, and Future	CapTech: Neurodiver-		Event Intersectional	CapTech veterans and
	Watch Party & Discussion	_	Asian American & Pacific			gence in the Media		Allyship In the Workplace	their contributions
		Transgender Day of	Islanders Awareness	<b>Neurodiversity Event</b>	Pride Event Rainbow				
		Visibility "Hiding" in	Month	I Want To Do Things: A	Rendezvous (cocktail &			<b>Families ERG Webinar</b>	
		Plain Sight — A Pride at		Discussion on Executive	trivia competition)			How to protect and	
		CapTech ERG Lunch	<b>Event</b> Uncomfortable	Functioning				safeguard our older	
		and Learn	Conversations with AAPI		Event World Infertility			family members from	
			and Pride at CapTech		Awareness and Pride			scams	
					Month webinar with				
			<b>Neurodiversity Event</b>		Carrot Fertility				
			I Want To Do Things: A						
			Discussion on Executive		Juneteenth Black				
			Functioning		Excellence's Kitchen,				
					event with Chef Ervin				
					Mears for a cooking demo				



### Reverse Mentorship Program

LETTER FROM CEO

The Reverse Mentorship (RMP) is a DIB-focused program that pairs junior employees (mentors) with senior leaders (mentees) to give both groups new perspectives on the CapTech experience through shared dialogue and empowering underrepresented groups.

Over six months, Mentors and Mentees met for one-on-one meetings and open-group conversations in a safe space to discuss important DIB topics and individual stories, enhancing diversity awareness and building relationships. Members included Mentors (from Sr. Manager level and below) and Mentees (from Director level and above), as well as RMP Program Facilitators to help guide and manage the initiative. This curriculum included:



### Reframing

Knowledge does not equal understanding

### **Unconscious Incompetence**

Understanding societal implications and the concept of community hurt

### **Conscious Incompetence**

Implicit bias and moving toward personal action

### **Conscious Competence**

Learning focused on code switching, masking and intersectionality

### **Conscious Competence at Work**

Creating a culture of allyship how we take in information, being present, and minding your mannerisms

### Moving from Allyship to Accomplice

Taking allyship further post-program





The Reverse Mentorship Program has been an experience like none-other. I was able to engage with C-level executives in topics that I have been passionate about and see the impact of DIB topics from a corporate lens and have been able to see the impact of reframing our thoughts and interactions to be more empathic in our organization's leaders and future leaders. I can truly see the impact this program has in driving CapTech forward.

— Participant & Program Lead

LETTER FROM CEO

### Supporting Early Talent Through On-Campus Events

CapTech's college recruiting team developed and strengthened relationships with dozens of DIB-related program departments, clubs, and organizations at partner universities across the country. The targeted events they participated in introduced STEM and consulting as a career opportunity for underrepresented groups, while also giving back to the community in support of our CapTech Cares initiatives. Events were hosted at the following universities:

- Florida A&M University
- Georgia Tech
- Johnson C Smith University
- North Carolina A&T State University
- Ohio State University

- Temple University
- University of North Carolina at Chapel Hill
- University of Maryland
- University of Virginia
- Virginia Tech



INTRODUCTION

Focus Areas represented

Empowering Youth
Making Technology Accessible
Responsible Business Practices



Hundreds of college students at events across the country selected one of two non-profit organizations for CapTech to donate to on their behalf. This year's donations supported UNCF and Girls Who Code.





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### **Activities**

Career Fairs | Networking Nights | Sponsorships | Hackathons | Technical Workshops | Professional Development | Information Sessions | Case Study Competitions | Resume Reviews | Mock Interviews







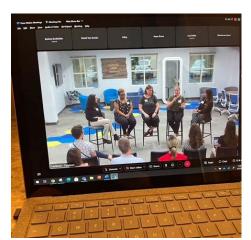








We are honored by our CapTechers' generousity and commitment to our CapTech Cares and DIB programs. We know this report doesn't capture everything, as our Core Values are demonstrated every single day. Together we are making a difference at work, with our clients, and creating a better future in our communities.









## Thank You.



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