

Our guiding principles define our levels of investment and engagement

- Grow Capital One's competitive edge through innovative workplace concepts that enable the growth of our business and our people
- Deliver dynamic solutions that create excitement, meet business needs, and provide relevant data to support future decisions
- Support holistic view of space design and standards that aligns to our culture, values, and brand position
- Combine enterprise scale with regional alignment to pilot localized solutions and synthesize learnings and outcomes in support of broad-scale adoption
- Drive the evolution of infrastructure and security standards to support the backbone technologies required to provide flexible and customizable end user solutions

Operating principles

- Formalize decision making authority and decision points at the LOB and CRE levels
- Set and manage customer expectations and experience by defining innovation space categories as well as key target LoB partners
- Support our non-campus/HQ spaces by offering pilot projects primarily in these locations
- Provided end to end accountability for our customers and vendors, increasing speed to delivery and reducing workplace solutions touchpoints
- Identify target partnership LoBs that will invest and advocate innovation