

GCC HEADCOUNT PLAN 2026

		2025						2026 INCREMENTAL PLAN									2026 QUARTERLY PLAN			
FUNCTION	CAPABILITIES	UKI	ANZ	Asia	Chubb HQ	API HQ	2025 A	UKI	ANZ	Asia	Ben	Chubb HQ	API HQ	NA Safety	NA Spec	2026 P	Q1'26	Q2'26	Q3'26	Q4'26
HR	People Services																			
	Payroll																			
	Tech / L&D / C&B	5	6	5	5		21		4	1						5	23	26	26	26
FINANCE	O2C																			
	P2P																			
	FP&A	13			3	5	21	16	69	20			4	32		141	41	72	146	162
	R2R																			
OPERATIONS / ADMIN	Business Ops																			
	Design and Engineering	43		2	6		51	15	20	1	TBD			TBD	TBD	36	53	65	72	87
	Procurement																			
COMMERCIAL	Estimation				8		8			2	TBD			5		7	8	8	15	15
	Marcom																			
IT	App Support																			
	Data & Software				6		6					15	32		1	48	10	22	44	54
	Cyber EXCAL																			
OTHER	GCC support				4	3	7					4	3			7	7	11	14	14
	MK Denial																			
TOTAL		61	6	7	32	8	114	31	93	24		19	39	37	1	244	141	204	317	358

CURRENT CAPABILITIES TODAY – GCC BANGALORE

	Commercial Ops	Business Ops	Finance	HR	IT	CI
Capabilities	- Marketing-Digital - Estimation - BIM/CAD - Design support	- Order Processing - Recommendations & Remedials Quotes - Customer Portal Admin - General admin - Compliance - MK Denial	OTC: - Billing & Invoicing - AR Admin - Account Mgmt. - Disputes RTR FP&A P2P	- Payroll Admin - People services - HRIS(workday) - HR Data - L&D Admin - TA support - Marcom	- Data Management - Application Support - IAM -SAIL Point - Software Engineering	- Business Analysts (Six Sigma / Green & Black Belts) - RPA
Key Metrics	- TAT to quote: < 48 hrs - Accuracy: 95%+	- TAT for all outbound recommendations < 3 days - Accuracy: 95%+ for all orders	- TAT: 90% - Accuracy: 90%	Payroll Accuracy : 99%	- App support ticket resolution based on severity (~24 – 48 hrs) - Application Development: Quality of code	
Customers						Live Q4 2026

ECC LEADERSHIP & FACILITY



Andrei Andries - Site Lead - ECC
Started 2 June

- 14 years at Genpact in Romania starting in Finance operations and most recently responsible for driving AI & Agentic transformation, as the Global Transformation Lead for the Technology Vertical
- Married with one young son. Interests include cheering for FCSB (formerly known as Steaua Bucharest), planning his next trip, or enjoying quality time with family and friends



Cristina Girdea - HR Lead - ECC
Started 20 May

- 15 years' expertise in Talent Acquisition, Employer Branding, Talent Development, HR Business Partner, People Services and Employee Relations
- Most recently Global Head of TA at UI Path – 5 years
- Previously 9 years at Genpact in Romania in various HR roles



- Lease signed – 150 seat capacity
- Fit out in progress – completion mid-end July
- Accenture transition for France in progress for 2026 ~65 roles across PTP, R2R, O2C