

2017 Corporate Social Responsibility Highlights





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We believe in being

part of it:

By behaving responsibly and doing the right thing we are playing our part in making a difference in the areas that are critical to the resiliency of our business, people and communities. And in recognizing that each one of us is catalyst for change, we can use our skills, voice and relationships to work with others and influence activities that make a difference, create change and have a lasting impact on the world around us.



Nowhere is our purpose – to build trust in society and solve important problems – more significant than in our corporate social responsibility strategy. And central to our business objectives is to apply our leadership to inspire, support and add value to our colleagues, clients and significantly the wider community in Bermuda and around the world.

We have embraced the network corporate responsibility strategy and are focusing on:

- Embracing and valuing all our differences;
- Striving to be environmentally responsible and to grow environmental intelligence more broadly;
- Seeking to positively impact society through ethical conduct, the creation of shared value and having a public voice; and
- Realizing the potential of our people to strengthen the community.

We continually assess our progress as we enhance the transparency and reporting of our corporate responsibility strategy.

We look forward to achieving our goals as a firm.

Arthur Wightman,
PwC Bermuda leader

A handwritten signature in black ink, appearing to read "A. Wightman".

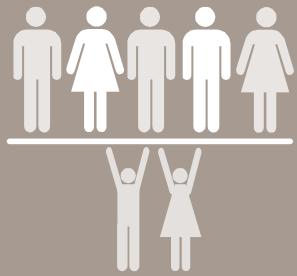
Scott Watson-Brown,
PwC Bermuda corporate responsibility partner

A handwritten signature in black ink, appearing to read "S. Watson-Brown".

2017: PwC in a snapshot



More than \$1 million
donated to our communities
in Bermuda by way of
financial support, volunteer
time, and providing our
expertise and services



1,000
volunteer hours
by our people



\$150,000 awarded to
Bermudian students



We reduced our
carbon footprint
by over 45%



210 employees,
61% women



Over 25
nationalities
at PwC Bermuda

About this report

An organisation's ability to thrive in today's marketplace has as much to do with navigating complex issues as it does with constructing and delivering solutions to society's greatest challenges. At PwC, corporate social responsibility (CSR) is a key part of our overall strategy and is core to who we are as an organisation. Whether through our employee lifecycle, collaboration opportunities, or thought leadership, ***our emphasis is on connecting our people to work that substantively helps to solve important problems and build trust in society.***



Our focus

Our focus centres on our themes of youth education and sports, inclusion, and the environment. Our goal is to deliver positive social impact, with measurable and long-lasting results.

We are proud of what we accomplished this year, while recognising there is more to do to create long-term and positive impacts for our communities and for broader society.

Community engagement

Our community investment activity is guided by our aim to create positive change in youth education and sports, and in building the capacity of not-for-profits.

Environmental stewardship

We're building awareness of our environmental footprint and taking measurable steps to reduce it through our daily practices. Our efforts are focused on reducing energy usage from our office and supporting organisations focused on the environment and sustainability.

Diversity and inclusion

At PwC, we respect and value differences. We know that when people from different backgrounds and with different points of view work together, we create the most value – for our clients, our people and society.

Responsible business

Our focus on responsible business is about realising opportunities for positive impact through our value chain – including our work with clients and suppliers. We recognise that the most significant societal contribution we make is through the work we do every day.

Our values



Act with integrity



Make a difference



Reimagine the possible



Work together



Care

Our five core values form the bedrock for our PwC culture. Integrity, caring, teamwork, reimagining the possibilities and making a difference impact the choices we make across our business, including in our corporate social responsibility efforts.

By volunteering our time and leveraging our people's skills and experience, we make a positive impact in our community.

Community engagement



Caring and giving back is an essential part of who we are and what we do. Sharing our time, knowledge and resources allows our people to give back and engage in activities where they live and work.



Each employee is given at least **35 hours** a year to volunteer their time

Family Centre

Through our partnership with Family Centre, we offer support in a number of ways, including an annual financial contribution, the volunteer time of our more than 200 people and our continuing support of their fundraising initiatives: **Beach Bash, Cup Match Tag Day, Lip Sync Contest, Cycle for Change**



“Your team has been extremely flexible and creative in the way in which they interact with each student. They are able to adjust and change expectations based on the need of the young people they are working with... This has been a blessing for the Family Centre Staff.” - Family Centre

Family Centre's critical mission is supporting children suffering from problems such as abuse, neglect, and other emotional challenges. They offer counselling and support services to at-risk children and their families to help them change their lives and create a positive future.



Supporting Family Centre's Homework & Study Academy

Each school year, up to 15 PwC Bermuda associates and managers volunteer more than 100 hours in support of Family Centre's Homework & Study Academy. Family Centre partners with Dellwood Middle School to provide students with a best-practice, community-supported programme which has been specifically designed to provide each child with the level and style of support they need to achieve their homework goals.

Our volunteers spend two afternoons a week of their time with the students at the Homework & Study Academy. Led in 2017/18 by senior associate Chelsea Terceira, they not only help the students with their homework, but also mentor and support them by engaging with them in a positive way and encouraging their efforts, creativity and academic potential. The PwC volunteers' dedication and commitment to

the programme has earned the praise of the school and the students.

Thank you to this year's volunteers:
William Newton, Georgia Harris, Cara Johnston, Carl Cao, Jen Redburn, Christina Dodwell, Sara Hladun, Jennifer Trian, Emma Jin, Sarah Spaulding, Kyle Harvey, Eileen Mullowney, Jarryd Ray, Taylor Schneider.



“The PwC team have been on time every session. Transitions can be a challenge for most of the young people, having your coworkers there and ready for us has been extremely helpful in getting the children settled more quickly.” - Family Centre

Endeavour Program

Supporting STEAM education through youth sailing in Bermuda

We've been proud to financially support and contribute volunteer time to the AC Endeavour youth sailing program, a legacy of the 35th America's Cup in Bermuda. AC Endeavour enables over 1,000 middle school students a year from diverse socioeconomic backgrounds across Bermuda to learn about sailing through a cross-curricular STEAM (Science, Technology, Engineering, Arts and Math) Education Program. Students participate in the five-day program featuring experiential learning and increase their understanding of water safety and sailing knowledge. They also have the opportunity to learn how to sail with four types of boats: Hobie Wave, RS Feva, O'Pen Bic and Optimists, and develop their skills with certified sailing instructors.

2017 Highlights:

- **Jade Smith & Joanna Santiago** competed in the O'Pen Bic North Americans in Sarasota, Florida placing 44th and 51st of 85; Joanna was also top female under 13
- **Ahzai Smith and Christopher Raymond** both topped their respective fleets at the O'Pen Bic National Championships in New Zealand
- Americas Cup Endeavour Hobie Wave Intl. Regatta: **Katie Stevenson & Taylor White** were top Bermudian boat finishing 9th overall in 12 boat fleet, with a best finish of 4th
- **Aiden Lopes** finished 3rd of 32 at the Americas Cup Endeavour Junior Regatta on the Great Sound; **Sebastian Kempe** finished 9th, second highest local finisher



Taking our students out of the classroom and onto the water



#PwCproud

Dozens of PwC volunteers have provided support to ensure Endeavour's success, and were instrumental in working extremely hard over a series of community volunteer days to transform two rundown buildings into state of the art educational centres for the program. We return regularly to help maintain the facilities.



Relay for Life Supporting Bermuda Cancer and Health Centre

As many as 100 PwC volunteers come out to support this annual Bermuda Cancer and Health Centre event to raise awareness and funds to support cancer prevention and detection and to improve access to treatment with the local establishment of radiation therapy.

PwC is the event's luminaria sales & display host and sponsor. Our team of volunteers led by coordinator, Sheena



Young, assisted over a 24 hour period in luminaria bag sales from our tent, helping people decorate the paper bags and then placing hundreds of tea-light luminaries around the track for a solemn ceremony at the National Sports Centre in honour of loved ones lost to cancer. We also take part in the 'round the clock' relay/walk around the track. Our sponsorship and support helped Relay for Life raise \$573,000 in funds this year.



PwC employee led initiatives

Throughout the year our colleagues generously volunteer their time and funds to support many different local charities.

Over the holiday season our people donated gifts for all ages to the Toy for Tots campaign. **The Toys for Tots campaign** provides thousands of new toys for children who otherwise might not receive gifts from Santa. A group of PwC volunteers, led by Sheena Young, coordinated the campaign and collection of the gifts.

The PwC Staff Donation Committee helped support the **Bermuda Legion** drive to hand out hampers to the island's war heroes. Employees donated \$2,000 towards the cost of the hampers and a team of volunteers personally delivered them to veterans and widows.

The staff led **Make Hunger History campaign** in September saw us fill up several barrels with non-perishable food to support the Eliza DoLittle Society in Bermuda to feed working families who cannot make ends meet, as well as the homeless.



PwC donates 120 computer monitors

PwC donated 120 monitors to the Department of Education to help Government improve Bermudian student's access to the latest technology. Technology in education is fundamental, not least because it is future oriented, it makes learning interesting, it supports collaboration and it serves to develop a wide variety of skills. We share the Government's vision that Bermuda can diversify its economy through technology but in order to do so Bermudians need to be put in a position to take fulfilling and rewarding roles in this growing industry.

“Government stands on the principle that Bermuda works best when we work together, and this is a fine example of how businesses and corporate partners can support our students by sharing resources to assist with their education.”

- Diallo Rabain, the Minister of Education and Workforce Development

Pro bono services

PwC has a long history of delivering professional services to not-for-profit organisations and charities. Pro bono work enables our people to use their skills to assist and engage with community organisations in need. Delivering our expertise to community organisations is one of the most satisfying and rewarding things we can do.

Duke of Edinburgh Award

Bermuda Hospitals Charitable Trust

Friends of Hospice

Packwood Home

The Lady Cubitt Compassionate Association

Bermuda End-to-End

Bermuda Diabetes Association

P.A.L.S

Bermuda Community Foundation

Knowledge Quest

Project 100

The Bermuda Debate Society



Youth sports

UT7 Series & Tournament

Supporting youth through education and sports programmes is a key part of our corporate responsibility strategy and this sponsorship is especially meaningful to us as it serves as a memorial to our former PwC colleague Uthmani Talbot.

Organised by football coach Andrew Bascome and Uthmani's brother, Khomeini Talbot, its aim is to help fulfil Uthmani's vision of improving the level of football in Bermuda.



There is a critical need to provide the most important age groups; players aged 15 up to 25, the ability to continue to develop and play in a structured manner outside of the regular football season.

Kappa Classic

We are pleased to connect our brand with the largest youth sporting event in Bermuda. Thanks to the vision of the organisers, the **Bermuda Alumni Chapter of Kappa Alpha Psi Fraternity**, their partnerships with businesses, and a team of dedicated volunteers, the Kappa Classic football tournament now takes place over three days and is competed for by over 1,000 boys and girls between the ages of 7 and 14.

The Kappa Classic is held annually at the end of the local football season in March/April at the National Sports Center.



We're engaging our people through our Green Team, which is focused on taking responsibility for driving our overall environmental stewardship agenda.

Environmental stewardship

The team is tasked with putting in place behavioural change programmes that extend outside our working environment as well as within.



We are also managing our environmental impact by understanding and mitigating our greatest impacts such as carbon measurement and reporting.

We're creating a sustainable office environment by improving our procurement practices, enhancing our use of consumables and delivering targeted improvements towards a better working environment for our people.



Creating a sustainable workplace

In November 2017, we moved to the fourth floor of **Washington House, Church Street**. We wanted to create the best environment for our people to thrive, while applying sustainable design principles.



The following green design principles were incorporated:

- The office is equipped with energy saver light bulbs and is designed to allow for more natural light
- Central bins for trash, batteries, newspapers, and recyclable items - no more bins under desks to minimise waste and plastic bag use
- Desks equipped with energy efficient monitors, wireless mouse and keyboard
- Cafe & kitchen equipped with reusable cups, dishes and cutlery, and energy efficient appliances
- Filtered water available throughout the office, discouraging single use plastic water bottles.
- All new employees are provided with a reusable tote bags and water bottles
- Printer cartridges sent back to suppliers to be recycled
- Bicycle racks to encourage eco-friendly commuting



We cut our energy usage by 45%!



Number of printers reduced by 73% from 40 to 11

Paper & ink consumption reduced through awareness campaign



Green Team initiatives include:



Seasonal fresh local vegetable baskets delivered to staff at our office weekly



Earth Day celebration, which included competitions on reducing our carbon footprint. Examples include: limiting use of air conditioning, taking alternative transportation to work instead of a car or motor bike and using reusable lunch containers/cutlery



Support of green non-profits. Our staff volunteered and took part in events organised by Plastic Tides and Green Rock



Bermuda Railway Trail clean-up in partnership with the Parks Department



We are a founding sponsor of Ocean Tech, whose goal is to operate unique marine research missions that provide scientific data to help develop global areas of marine protection. The mission will bring together the world's top marine scientists with the world's most advanced underwater vehicle – REMUS.

Diversity and inclusion is a PwC priority because we need the best available talent to create value for our clients, people and communities.

Diversity & inclusion



Leveraging the power of our differences

We hire and nurture professionals with a variety of approaches to problem-solving, who are willing to challenge the status quo, who think differently from one another, and who come from many different backgrounds and cultures. To solve important problems we need to be inclusive of our diverse talent and use the power of our differences to achieve our goals.

Our people are our firm's greatest strength

We're a team that takes pride in who we are together as well as who we are as individuals. We have fun together, celebrate our success together and give back to our community together.

Advancing Bermudians

PwC's people and diversity initiatives are an integral component of our strategy to enable all our professionals to achieve high performance and career success. They also align with PwC's purpose: **to build trust in society and solve important problems**

With over 200 people in Bermuda, we're committed to investing in our people and the next generation of business leaders. Our talent strategy seeks to advance Bermudians in our industry.

We also actively seek to encourage Bermudians who have developed global acumen and skills by forging careers abroad to return to Bermuda to support our local and global clients. In 2017, we welcomed three Bermudians back to the island to fill leadership roles.



Encouraging global & regional mobility

As the world becomes more global, PwC believes it is important to bring fresh and innovative ideas to the table and for our people to have the cultural dexterity and diverse point of view to understand the challenges our clients are facing.

Mobility is one of the key development tools at PwC. Many of our people have taken on long-term international assignments lasting two to three years, or short term opportunities that can last from one to six months.

- *Global mobility: 6 Bermudian employees on international assignments in US and UK*
- *Regional mobility: 3 employees, including two Bermudians on short-term regional mobility assignments in Barbados and Cayman Islands.*

HeadStart programme

Our HeadStart programme provides meaningful career opportunities for talented and ambitious Bermudians. We know the quality of our service to clients is dependent upon the quality of our people. That's why we established HeadStart to reflect our commitment to supporting students as they progress in their career and realise their potential. Since its inception in 2008, the HeadStart programme has hired over 80 full-time Bermudians. Over the years, this programme has helped to produce the next generation of leaders, through our co-op, internship, scholarship and associate programmes. We have been proud of the progression paths our students have taken internally and also have been impressed with their advancement overseas, most recently having had six Bermudians promoted within the global network. The leadership are fully invested in this programme, providing on average \$65,000 each year for scholarship funding and providing 100% of the costs associated with sitting CPA exams. The HeadStart programme continues to develop our future leaders as partners, directors and senior managers, both in Bermuda and in the PwC network.



Scholarships

Up to \$65,000 in scholarships is awarded annually to young Bermudians through HeadStart and our partnership with Association of Bermuda International Companies (ABIC).

Our renewable **Peter Mitchell Scholarship** provides Bermudian students currently enrolled in an undergraduate or graduate programme with \$20,000 a year in financial assistance. The award provides valuable work experience as well as ongoing career coaching and support.

The annual ABIC - **PwC Award for Bermudians studying accounting** is valued at \$15,000 per annum for two years for an undergraduate, or a \$20,000 one-year award for a graduate. Additionally, the ABIC - PwC Award for Bermuda College study is worth \$5,000 for one year for a Bermudian undertaking the Associate's Business Administration programme with intention to complete BA in accounting and obtaining Canadian or US CPA designation. Awards are granted based on financial need, academic merit and field of study.



Our 2017 Peter Mitchell and ABIC Scholarship winners: Isaiah Richardson, Brianna Samuels, Human Capital partner and HeadStart leader David Gibbons, Caitlyn Lawrence and Linda Amaral



HeForShe

PwC plays a leading role in supporting the HeForShe movement which was launched in January 2015 and dozens of our people in Bermuda have joined PwC colleagues around the world in formally making the HeForShe pledge.

HeForShe is a United Nations campaign for gender equality that engages men and boys to become agents of change. Gender equality is not only a women's issue, it is a human rights issue that affects all of us – women and girls, men and boys. Equality increases the world's efficiency, innovation, and quality of life for each and every one of us.

For PwC, this movement is about making real change by helping men and women work better together. At the heart of the matter is the idea that everyone's success is connected.

Through our partnership with this United Nations initiative, we are harnessing the power of our global network and joining forces with business leaders, government and academic institutions to accelerate momentum towards equality in the workplace.

Learn more: <https://heforshe.pwc.com/news>

Understanding bias

Experts tell us that our unconscious mind makes a majority of our decisions. It creates blind spots — unconscious biases that can narrow your vision and potentially influence your behaviours. Our people are required to take Blind Spot training so that these blind spots are identified and we are aware of our bias.

Dining for Diversity

Once a quarter our people bring in and showcase their favourite dishes and drinks from their countries. It is a way for our people to connect and learn about the different cultures we have in our office.

International Women's Day

On March 8, 2017 we partnered with the Women's Legal Network to host a thought provoking panel discussion entitled, 'The Diversity Journey: Taking Action, Creating Impact, Achieving Results'.



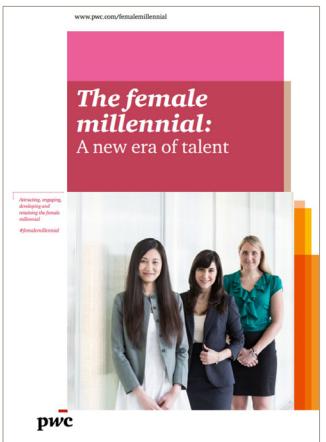
Women in sports

During the 35th America's Cup we were proud to host *Racing Forward: Taking Action, Creating Opportunities, Celebrating Success*. The panel discussion, streamed live around the world on Facebook, focused on the women working in important behind-the-scenes roles in the 35th America's Cup. Moderated by Nic Douglass, world champion sailor and commentator known as the Sailor Girl, the panellists, including top international sailors Abby Ehler and Libby Greenhalgh, shared their experiences in taking part in sailing's biggest races. They also discussed the current state of diversity in sailing and their vision for the future.

Thought leadership

We promote our global thought leadership focusing on female talent. Some of our publications include:

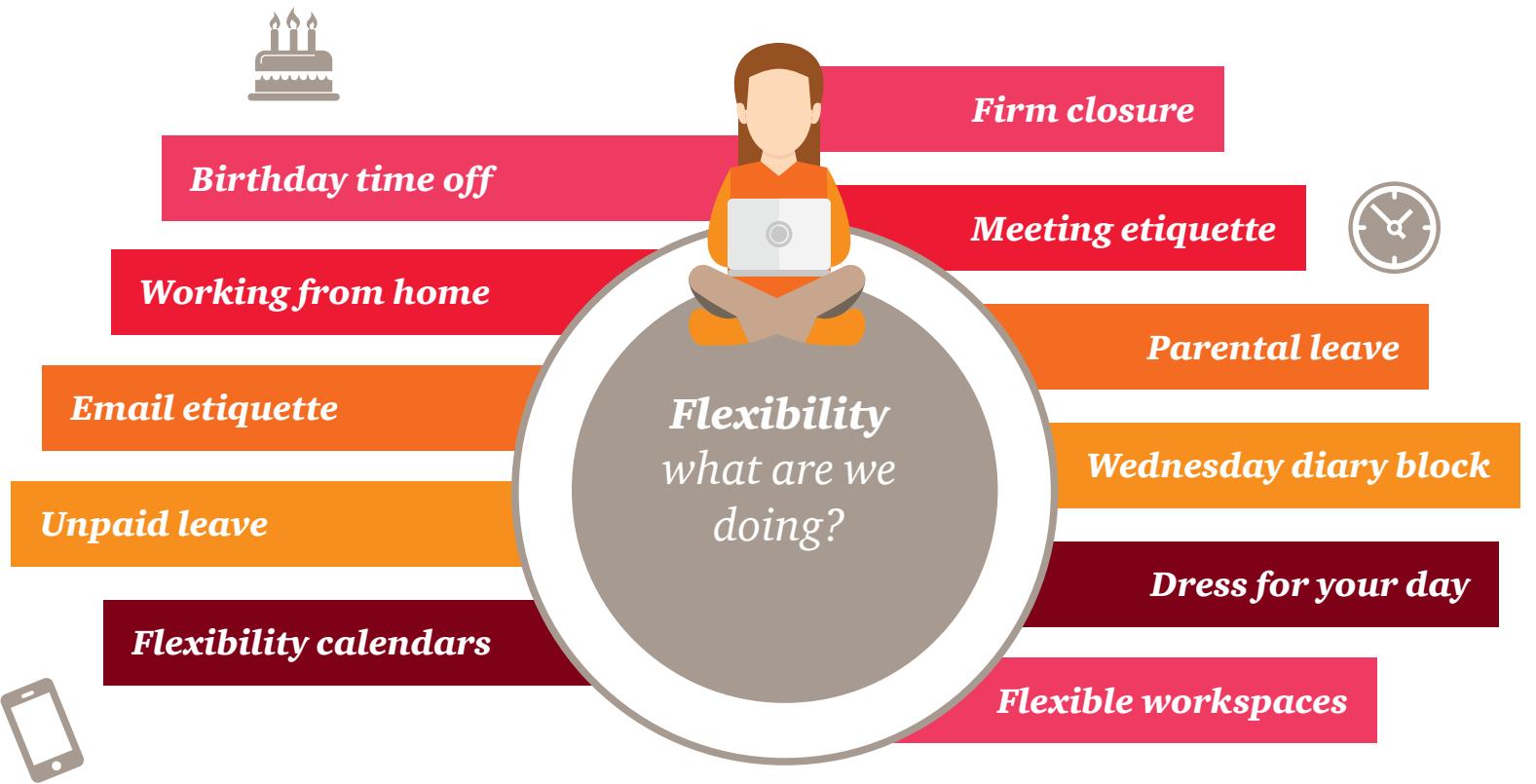
- Winning the Fight for Female Talent
- The Female Millennial – A New Era of Talent
- Modern Mobility
- The PwC Diversity Journey



Fostering flexibility and wellness

Our philosophy is that **people work best and remain engaged and loyal to the firm, when work enables and empowers them to be who they are**. Flexibility is intended to balance the needs of the exceptional client service we provide with the benefits it can give to our employees and partners. Having a flexible firm is essential to help us deliver high quality service, grow our business, and create a rewarding work experience for our people. We recognize that flexibility is defined differently by each of us depending on our career and personal goals, and we all need to take accountability and be proactive to ensure that we meet our individual needs and the needs of our team members. We provide the flexibility to our staff to allow them to grow in their own way and build a career path that reflects the way we want to live.

We recognise that you are able to perform at your best, when you are **healthy and well — in both mind and body**. At PwC, we aim to support our people to be the best they can, giving them tools to promote, maintain and enhance their well being so they can work successfully, efficiently and creatively.



Birthday time off – Take your birthday off!

Working from home – We encourage working from home at least one day per month where practical

Email etiquette – Internal emails not sent outside 8am to 6:30pm unless critical

Unpaid leave – In addition to vacation

Flexibility calendars – Team calendars used to highlight key personal priorities outside of work

Firm closure – The firm closes between Christmas and New Year's holiday!

Meeting etiquette – Standard 30 minute meetings incorporated with agenda and desired outcome

Parental leave – Gender neutral parental leave is 2-3 months if you are primary care giver and 1-4 weeks if you are the secondary care giver.

Wednesday diary block – Block your calendar (internal meetings) from 10am - 4pm on Wednesdays to focus on personal workload

Dress for your day – Firm allows for more casual dress depending on your day

Flexible workspaces – Flexibility is not just about managing time outside the office, but also time in the office. We offer all our people options for how and where they'd like to work within the office including sit-stand work stations, multi-use collaboration areas, interactive cafes and privacy booths.

#Bewellworkwell

Looking after our people's wellbeing is important to us because we know that when our teams live well, they work well. We cover the cost of entry fees for our people to participate in many community events and offer corporate rates for local health clubs. Our **health and wellness team** encourages wellbeing in the office and helps promote involvement of our people in the following:

- Bermuda Triple Challenge
- XL Catlin End-to-End walk
- Beat the Couch (Team PwC won the Corporate Cup in 2017)
- Butterfield and Vallis 5k
- Bacardi 8k
- Sponsorship of corporate sports teams (Volleyball, Tennis, Squash)

We also support our people in their many athletic endeavours. Highlights of some of our elite athletes include: In 2017 *Gayle Lindsay won the Front Street Mile, Butterfield 5k, Stanley Burgess 5k and the Eye Institute Classic. Eileen Mullowney is the champion of the Round the Sound 10k swim 2017. Kristen Palmer competed in an Iron Man and other triathlons and races over the year. Marathon runners Colm Homan and Mairi Redmond both had milestone achievements in 2017.*



Being a responsible business starts with managing our business with ethics and integrity – being guided by our purpose and values.

Responsible business



Our responsibilities and *opportunity to influence for positive change* extend into our value chain, through the services we provide and the suppliers we choose.

We're focused on:

Issues of ethics, integrity, transparency & building trust

The PwC culture thrives in being supported by a framework of internal and external expectations and requirements. These help guide our behaviours and build trust in how we do business with each other, in our communities, and in how we use information.

- Living our Purpose and values, our Code of Conduct can be found here www.pwc.com/gx/en/about/ethics-business-conduct/code-of-conduct.html
- Ethics hotlines
- eLearn and classroom training sessions

Developing our approach to responsible procurement & supporting Bermuda businesses

- We used Bermudian contractors and businesses in the design and construction of our new workspace
- We follow the PwC network's approach to responsible procurement

Contributing to disaster recovery and relief efforts

- Hurricane relief: \$9,500 raised in Bermuda to support disaster relief efforts after the devastation of hurricanes Irma and Maria; Our partners across the Caribbean contributed an additional \$50,000 to relief efforts.
- Collection bins placed in office for new and gently used clothing, toys and books donated by our staff and delivered monthly to local charities.
- Firm support for relief efforts in Haiti following Hurricane Matthew including donations of clothing and \$1,729 cash from an office fundraiser.

Sustainability services – We lead the conversation on tackling important problems impacting businesses, governments and communities

- For many of our clients, the most challenging aspect of the sustainable development agenda is incorporating sustainability into their strategic plans in a way that focuses on creating more value in addition to managing risks.
- We help private, public & social sector organizations look at the bigger picture, by striking a balance between staying competitive, driving innovation, enhancing engagement and preserving our environment.

Building corporate responsibility into relevant services & measuring and reporting on key performance indicators

- Corporate social responsibility metrics embedded in annual people surveys and performance measures



 As part of our Charitable Matching Policy, the firm matches the first BD\$300 per PwC person each fiscal year donated to a locally registered charity.

Act as catalyst for dialogue and thought leadership

We were engaged by the America's Cup Bermuda Limited to assess the economic, environmental and social impact of Bermuda hosting the 35th America's Cup in May and June, 2017.

Highlights of the report included:

- Total impact on GDP of **\$336.4 million**
- Cost of hosting the event by Government of Bermuda was **\$64.1 million** compared to an original estimated cost of \$77.0 million
- **452 million** viewers across the world
- **85% of the sustainability objectives** were met



Our people & network - credentials and accolades

- Bermuda:Re+ILS - Bermuda's Leaders 2017 list (Arthur Wightman, Territory leader)
- Captive Review Power 50 (David Gibbons, partner, ranked #20)
- Captive Review Ones to Watch in 2018 (Katie Kelly, director)
- BermudaRe+ILS's Rising Stars of 2017 (Tanesha Robinson, manager, Christopher Mills, senior manager)
- Bermudian Magazine Rising Star 2017 Awards (Chelsea Terceira, senior associate)
- Her Majesty the Queen's annual New Year's Honours List, (Arthur Wightman, Territory leader; Queen's Certificate and Badge of Honour)

Marketplace recognition

Globally, according to Brand Finance Global 500 **PwC is one of top 50 brands** and one of the **world's ten most powerful brands**. This positions PwC as the leading professional services network in the top 500.



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PwC refers to the Bermuda member firm, and may sometimes refer to the PwC network. Each member firm is a separate legal entity. Please see www.pwc.com/structure for further details.