



Be the Solution

It's time.

Our Environmental, Social and
Governance (ESG) highlights 2020

pwc.com/bermuda





2020 Key highlights

\$1.2m
total donated to non-profits

\$100,000
donated to COVID-19 emergency response

\$75,000
in annual funding for scholarships and education

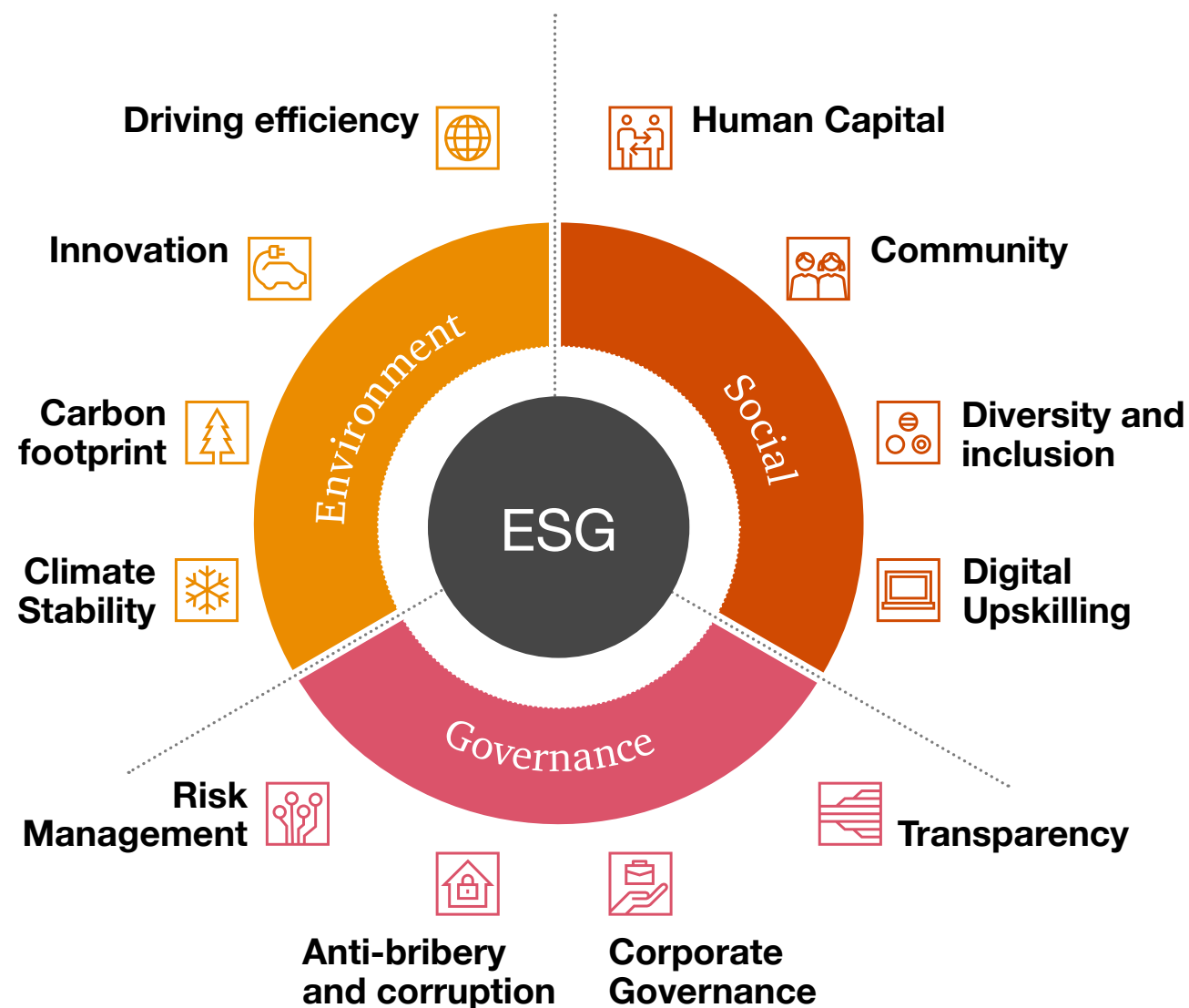
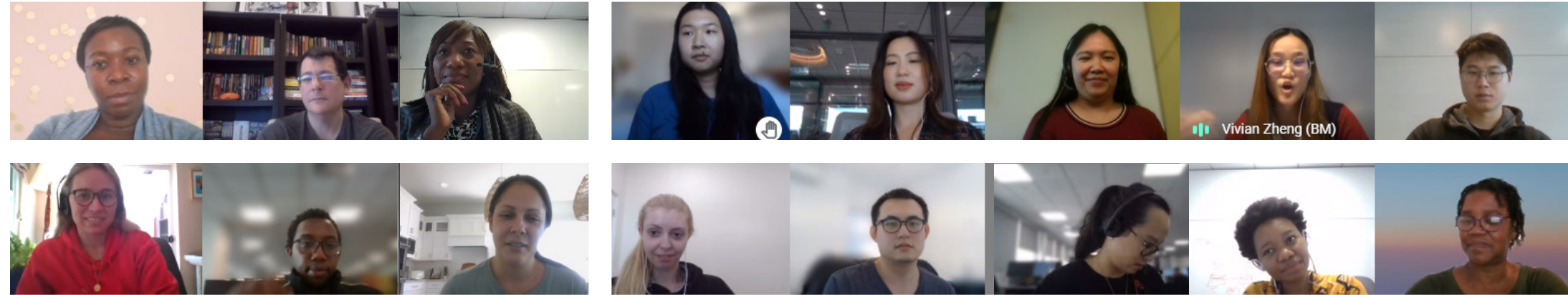
100%
of our air travel and energy emissions offset since FY19

PwC commitment to
Net Zero
by 2030

1,020
hours volunteered in the community by our people

1,818
hours of pro bono support

A sustainable way forward



It goes without saying that 2020 was a year of tremendous challenge. The world has changed more profoundly than we could have imagined.

How we live our purpose, to build trust in society and solve important problems, is more important than ever. We believe that businesses have a critical role to play in addressing some of the biggest issues facing our society. Our communities continue to face a growing

gap between those who have access to opportunity, and those who do not. This is a clear indication that we should do more, inside and outside of our firm. We approach this challenge the same way we do our client work - by identifying the root issue and executing solutions for sustainable impact.

We care equally about the work we do with our clients and investing in our employees, supporting our communities, protecting the environment and dealing fairly and ethically with suppliers.

Arthur Wightman
PwC Bermuda leader

Scott Watson-Brown
PwC Bermuda Community
ambition leader

Keir Savage
PwC Bermuda Environment
ambition leader

Our COVID-19 Impact Report

After the onset of COVID-19, we focused quickly on supporting the Bermuda Emergency Fund for COVID-19, and helping the Government's Coordinated Crisis Response Effort (CCRE) executive team. These actions were aimed at helping nonprofits and the public sector serve the immediate needs of our most vulnerable people, including food, housing and other essential needs. We also launched societal impact initiatives aimed at helping to bridge the digital divide as part of our **New world. New skills.** programme.

“The toll from the COVID-19 pandemic on people and communities is unprecedented. Compassion from business leaders combined with a long-term perspective can make all the difference in how we manage and move forward from this global crisis.”

Arthur Wightman, PwC Bermuda leader

\$100,000

donation to Bermuda Emergency Fund & Bermuda Community Fund

90

laptops donated to public schools

500

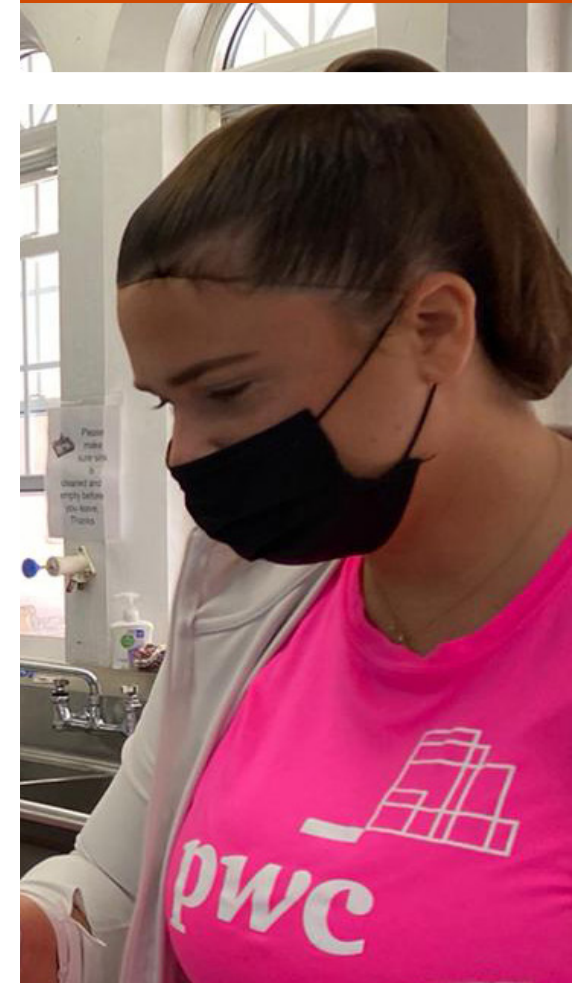
masks donated to frontline workers

Resources and skills

to support Coordinated Crisis Response Effort (CCRE) and help government coordinate efforts to aid homeless.

Three free digital tools

- COVID-19 Navigator for businesses and not-for-profits to help with operations and crisis management
- Digital Fitness App
- Code.org online tech skills curriculum



PwC in the Caribbean #togetherwesolve

Our already strong
digital culture
helped us navigate
the new world of
virtual working



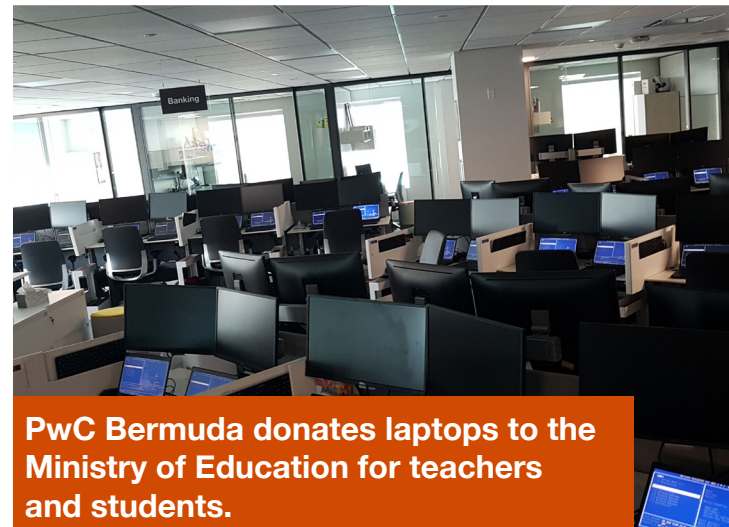
PwC Jamaica donates 45 tablets to Holy Family Infant and Primary school students.



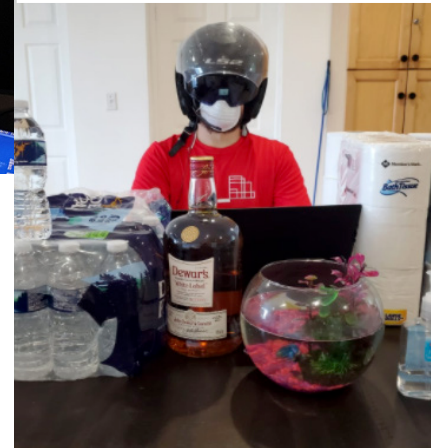
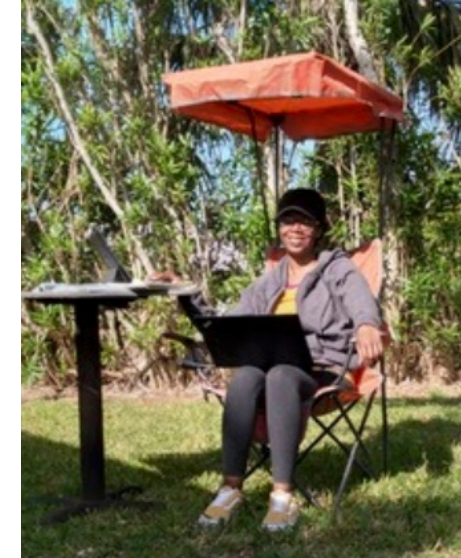
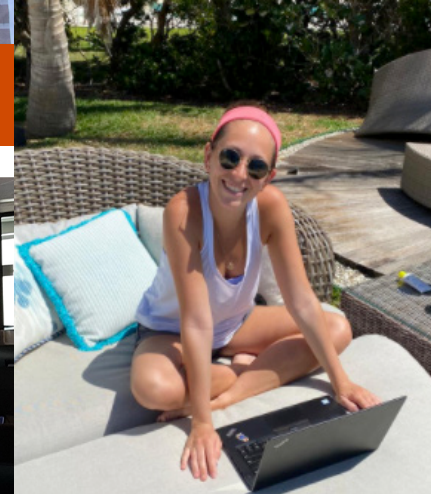
PwC Jamaica donates laptops to Kingston College students.



PwC East Caribbean donates tablets to assist class three and four students at St. Paul's Primary School.



PwC Bermuda donates laptops to the Ministry of Education for teachers and students.



Working with our small colleagues

#workfromhome

Our People

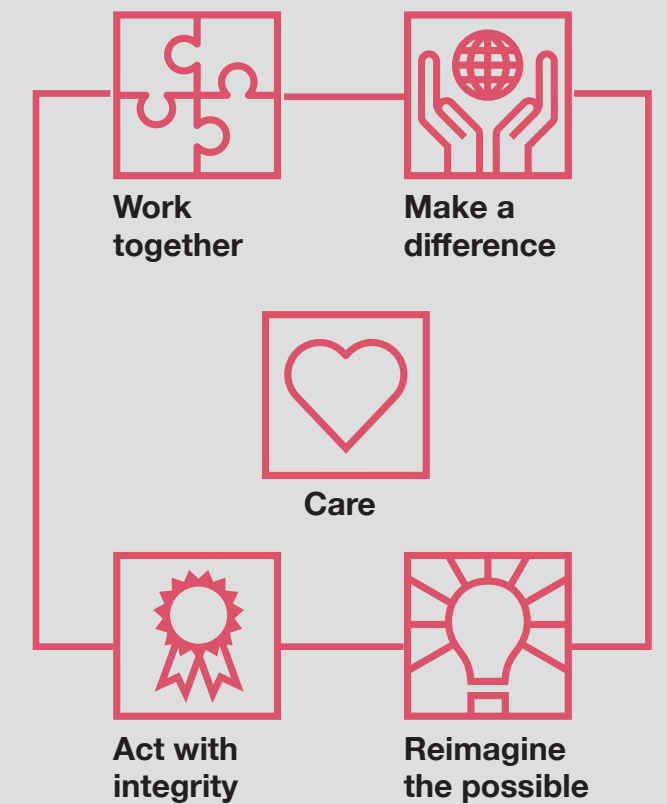


206
employees

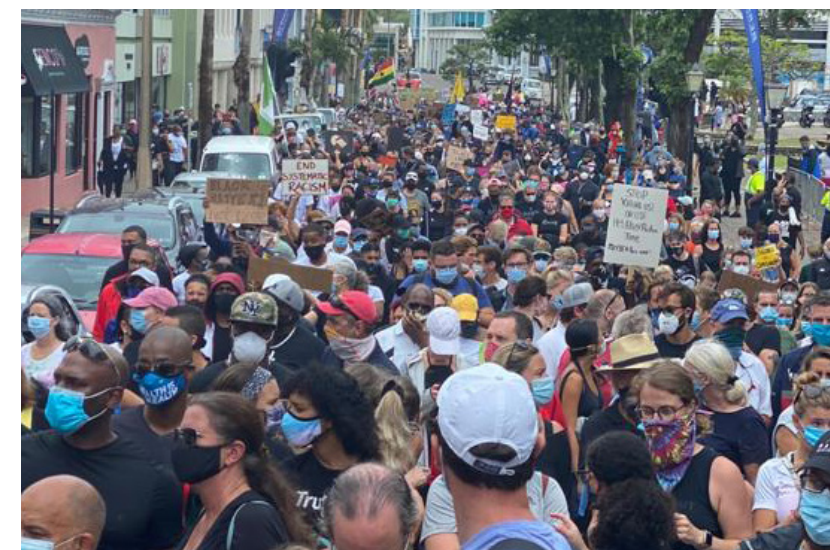
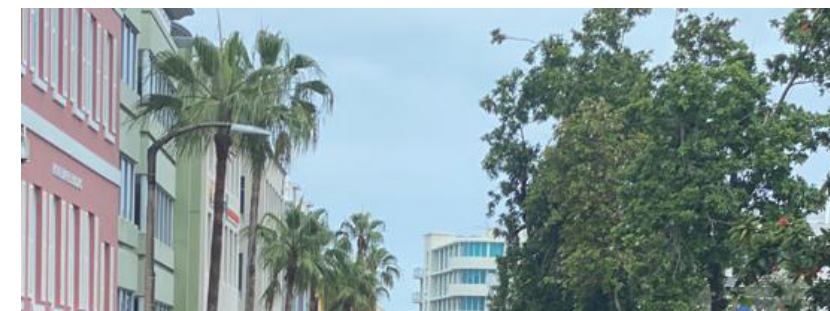
From **22**
different
countries



**Our values
define who we
are, what we
stand for, and
how we behave.**



Our future is not sustainable
if racial justice and equality
are not a reality for all.



Thousands came out to support Bermuda's Black Lives March on Sunday 7, June 2020 and stand up against racism.

“

More white people must commit to liberation for all black people. More businesses must commit to real action on diversity and inclusion.”

Arthur Wightman, PwC Bermuda leader June 16, 2020

Valuing differences: Diversity and Inclusion at PwC



Our initiatives

Diversity and Inclusion team

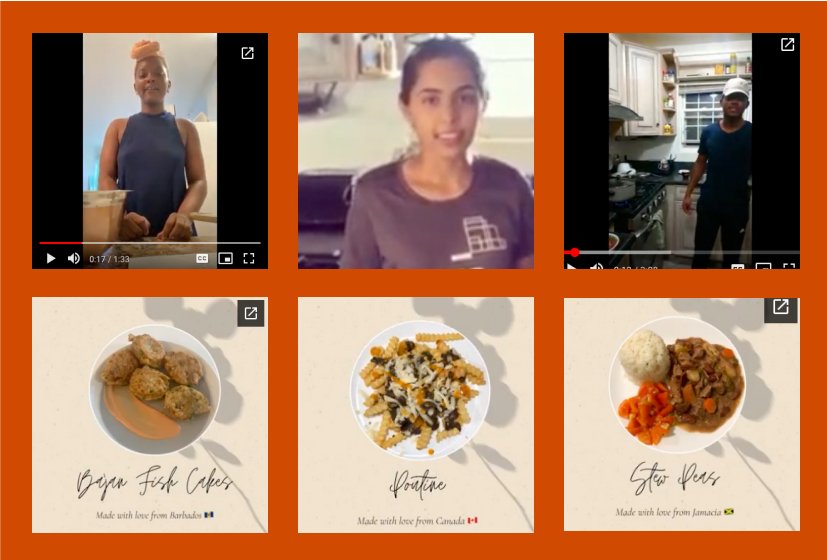
Let's talk about it!
A quarterly discussion series where we talk about matters related to diversity.



Celebrating Chinese New Year



What's cooking: Recipes from around the world from our people





PwC
Bermuda
Marathon

Our initiatives

Health and wellness team

Gratitude
Challenge

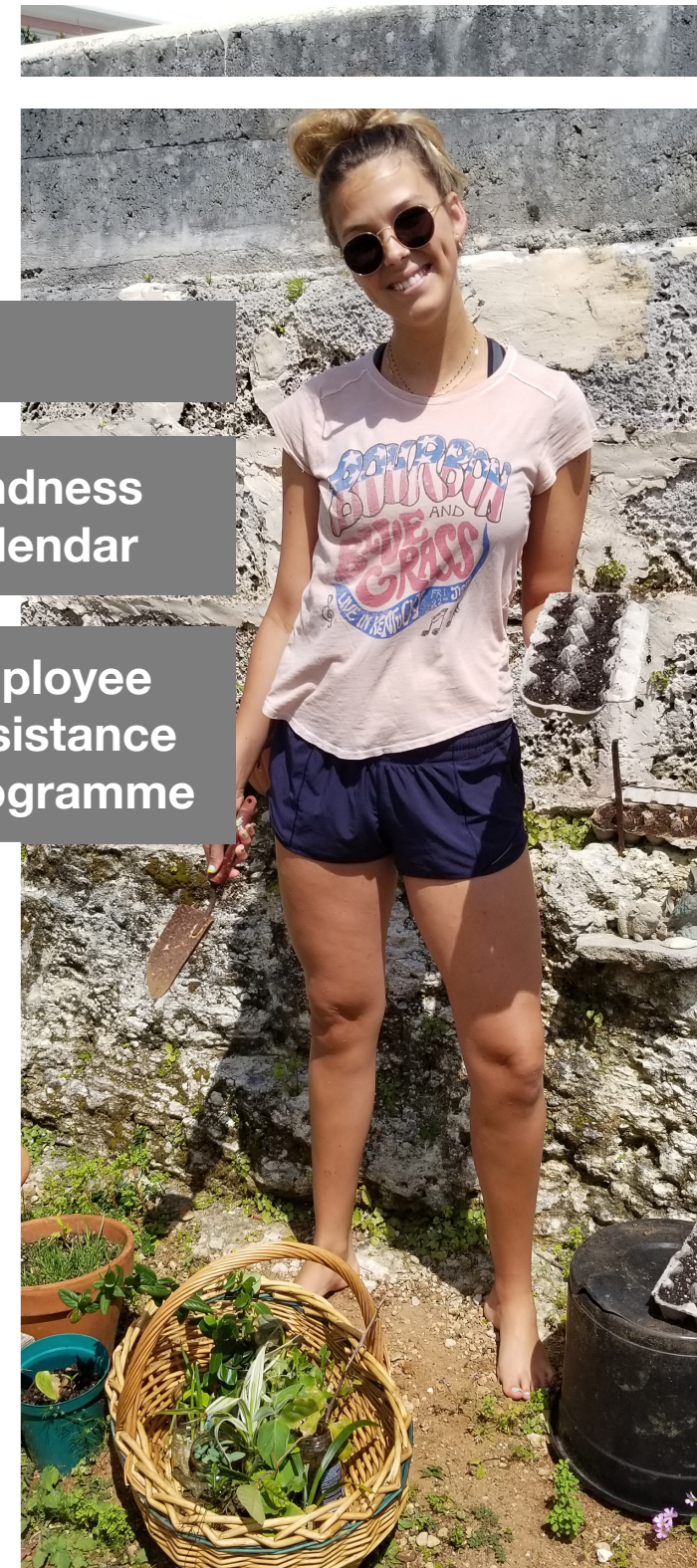
PwC Habit
Bank

Kindness
Calendar

Quarantine
Video
Challenge

Regional
Mindfulness
Toolkit

Employee
Assistance
Programme



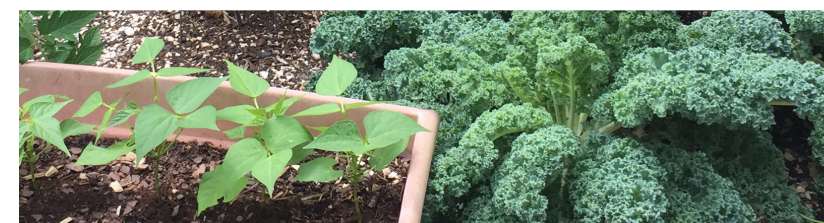
Our “Sustainable
living at home”
initiative



Be well, work well!

PwC’s investment in our mental, spiritual, physical, and emotional wellbeing is driven by a simple, unifying goal: helping us perform at our best, at work, at home and everything in between - all the more vital as we cope with the impact of COVID-19.

Be Well, Work Well is about putting the power of PwC’s resources behind our people and helping support their journey to great wellbeing with science-backed concepts, practices and tools.



#pwcproud



We are proud of our IT team for making the 2020 Bermuda:Re+ILS Unsung Heroes list. Thank you **Shannon Simmons, Quinton Jones, Tristan Richardson**. While coping with the impacts of the pandemic themselves, they spent many hours behind the scenes going above and beyond in supporting the firm's digital culture and helping all its people set up to work from home. They also worked many hours to prepare 90 laptops to donate to the Island's public schools to support their sudden move to online learning.

Territory leader **Arthur Wightman** was honoured along with five other business leaders who have contributed significantly to Bermuda's risk transfer market, by being featured in the **annual Bermuda Risk Transfer Hall of Fame by Bermuda:Re+ILS**.



Tameika Jones, senior manager, was recognised for making her mark in the **risk transfer sector in the 2020 Women in Hamilton special report**.



We congratulate **Alexander Mason and Tamia Place** for being our **Peter Mitchell Scholarship** awardees



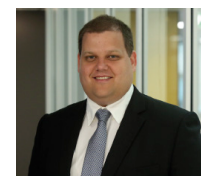
Edwina Arorash, our administrative executive, took part in her **16th #PwC Marathon** and **#PwC Half Marathon** in January!



Advancing Bermudians

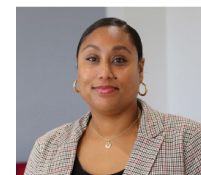
HeadStart: 15 interns annually

Developing leaders



Bermudian Sean Kelly was named a partner at PwC Bermuda, effective 1 July. Sean was part of the inaugural HeadStart programme in 2008 when he was hired as a full time associate in PwC's insurance practice. Sean has been heavily involved with the HeadStart programme and coached and mentored many students at the firm.

"Having joined PwC as an associate in the Headstart Programme, I am thrilled and proud to have progressed through the firm and to now be admitted into the partnership, I am enormously grateful for the opportunities, the coaching, support and the guidance I have received throughout my career at PwC, and I would like to thank the many colleagues and clients who have helped me along the way."



Bermudian Tamae Campbell was promoted this year to Senior Manager. Tamae began her career with HeadStart. She joined the firm's asset management team full-time in 2009 as an associate. As Tamae progressed at PwC, she has herself been a mentor to her

team and contributed to the firm's corporate responsibility initiatives through volunteering her time at events and helping to lead PwC's homeless initiatives, which raised funds and personal care goods for the Salvation Army last year and during the COVID-19 crisis.

PwC's HeadStart programme provides Bermudians with scholarships, training and mentorship to springboard their careers in the financial services industry.

Since the programme's inception:

- 90+ Bermudian graduates hired full time
- Up to 15 summer internships annually
- 70+ Bermudians have successfully trained with PwC and then entered the international and local business /sectors
- Over \$75,000 in scholarship funds are awarded annually
- We cover 100% of CPA exam costs including study leave

Mentorship and training offered



Host interview skills workshops



CPA mentorship for students



Annual student networking, parent and educator events



Annual high school graduation awards, high school job fairs, financial sponsorships



Personal and professional training

Our community



Our people donated supplies of hygiene products and warm clothing to the Salvation Army as part of a staff fundraising drive.



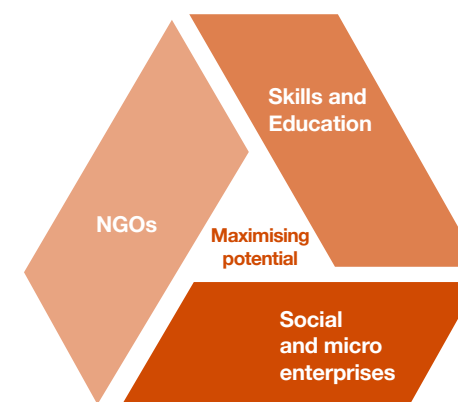
Homelessness

At PwC, we believe everyone deserves the right to a safe and secure place to live. That's why we're focussing our efforts on homelessness and working together with other organisations to achieve greater impact. The COVID-19 crisis pulled into sharp focus just how vulnerable many are and why we need practical solutions to address the issue.



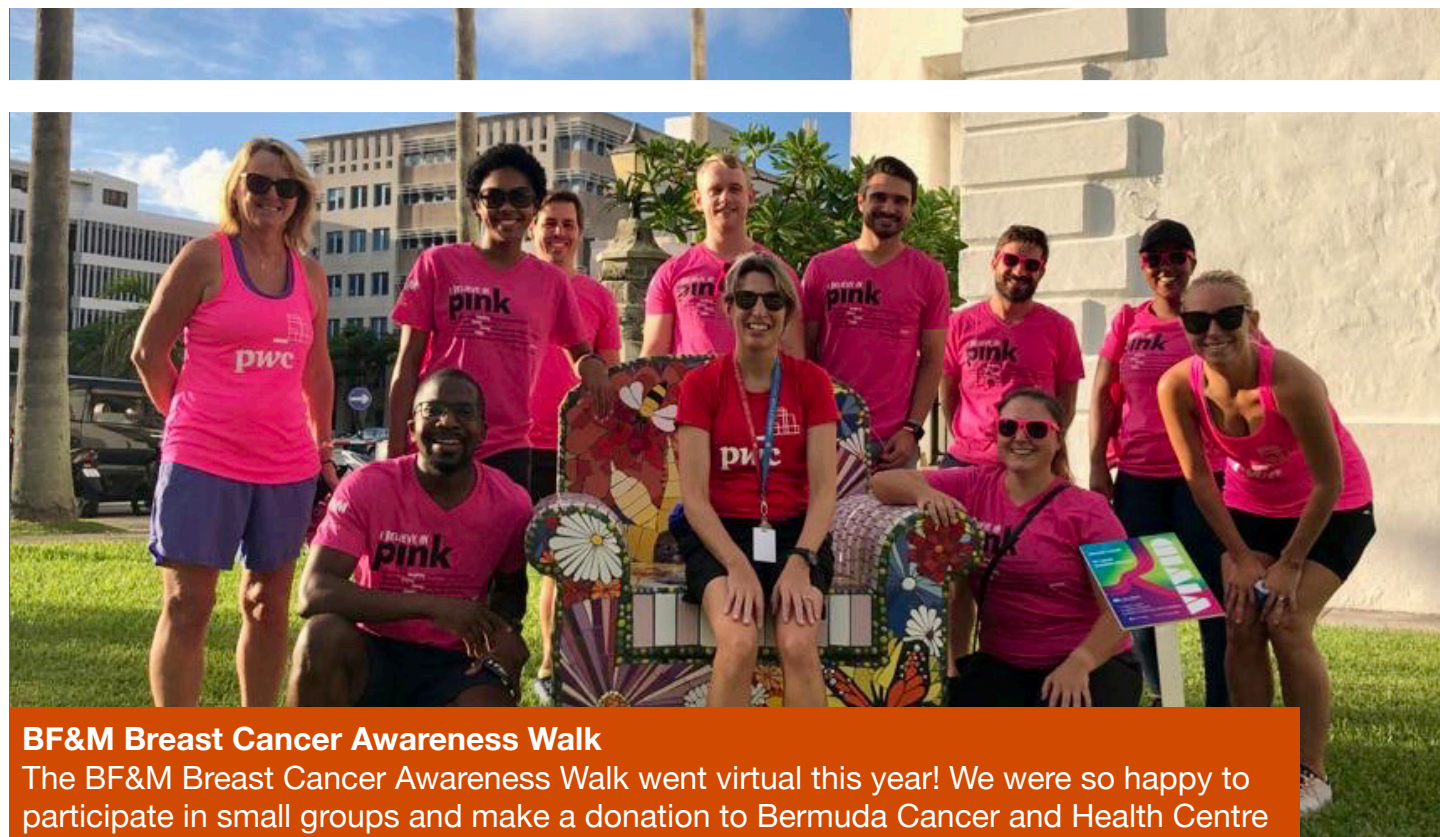
Toys for Tots

Each year our people donate hundreds of gifts to be given to children in our community on Christmas as part of a campaign by HSBC Bermuda and the Coalition for the Protection of Children.



Total beneficiaries reached in our community: **30**

\$21,000
donated to 28 charities
as part of employee-led
holiday giving initiatives



BF&M Breast Cancer Awareness Walk
The BF&M Breast Cancer Awareness Walk went virtual this year! We were so happy to participate in small groups and make a donation to Bermuda Cancer and Health Centre



Our sponsorship and support of the **UT7 Football Series** for young players is especially meaningful to us as it serves as a memorial to our former PwC colleague Uthmani Talbot



Relay was virtual this year and we took part in online events, providing cash support of \$5,000



We are proud of our long-term partnership with Family Centre, a nonprofit which provides critical early intervention counselling and other services to children suffering from family based problems such as abuse, neglect, and other emotional challenges.

We provide annual financial support, volunteer and support their fundraising events, including the annual Beach Bash and Cup Match Tag Day.



IMPACT
MENTORING ACADEMY

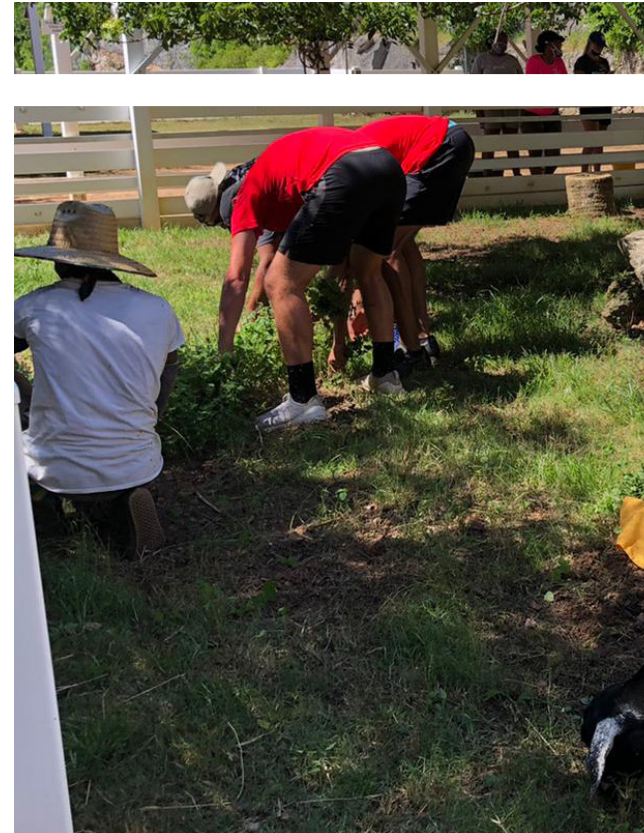


We support Impact Mentoring Academy - a school that offers teenage boys a viable alternative to mainstream education with a current enrollment of 26 students. We provide \$25,000 a year in funding and general and skilled volunteer support including the delivery of a PwC Financial Literacy curriculum.

Our pro bono services

We provide audits and advisory services to the following non-profit organisations:

- Bermuda Hospitals Charitable Trust
- Friends of Hospice
- Packwood Home
- The Lady Cubitt Compassionate Association
- Bermuda Diabetes Association
- Endeavour Community Sailing
- The Duke of Edinburgh Award
- P.A.L.S
- Bermuda Community Foundation
- Knowledge Quest
- Project 100
- Bermuda Optimist Dinghy Association
- Big Brothers Big Sisters of Bermuda
- Family Centre





Endeavour Community Sailing



Our volunteer day with Endeavour Community Sailing turned into storm prep as Hurricane Paulette headed Bermuda's way.



Over **4,371** students have engaged in the programme since 2015

9 students graduated from Maritime Career Springboard Programme in 2020

The Endeavour Programme, now in its sixth year, engages every student across Bermuda during their first year of middle school in a five-day experiential learning featuring science, technology, engineering, arts and math, through sailing.

The programme also includes a Maritime Career Springboard Programme which provides skills development, job readiness, and vocational training for young people aged 16 and up. About 30 young people have graduated from the programme in the last three years which is designed to prepare participants for a career in the marine industry.



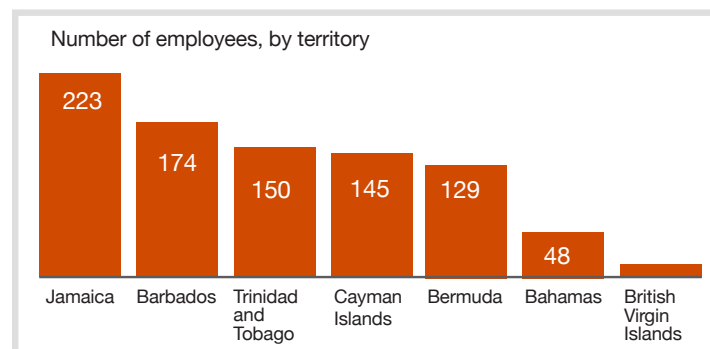
Summer intern at PwC and Olympic sailor Cecilia Wollmann stopped by to sail with and coach Endeavour Community Sailing students

New world. New skills.

Digital upskilling

The COVID-19 pandemic **has accelerated changes in how and where we work.** For many organisations the crisis brought to the fore the discrepancy between the skills people have and those needed for jobs in the digital world.

881 of our people have attended PwC digital academies



See the story of PwC's own incredible upskilling journey in our video, [How PwC is upskilling 284,000 people around the world.](#)

More than
\$1 billion
invested in digitising firms across the PwC network

Our commitment to upskilling across PwC in the Caribbean is demonstrated by the fact that our region is not only one of the leaders within our global network on digital training, but also how these new capabilities are applied in areas such as data and analytics.

Our people's use and development of innovative solutions using **Alteryx**, **Power BI** and **Tableau**, helps makes us a more efficient and tech enabled firm, and our clients benefit.

Over
100
downloads of our
free interactive
tech curriculum for
students, parents
and educators

As part of our commitment to close the digital divide and support our communities, PwC collaborated **with Code.org** to offer a **free online technology skills curriculum** to educators, parents, and students in Bermuda and across the Caribbean region.



UNICEF collaboration

In March 2020, PwC launched a three-year strategic, global collaboration with UNICEF in support of Generation Unlimited (GenU), which aims to help upskill and secure digital access for millions of youth.

Our Digital Products

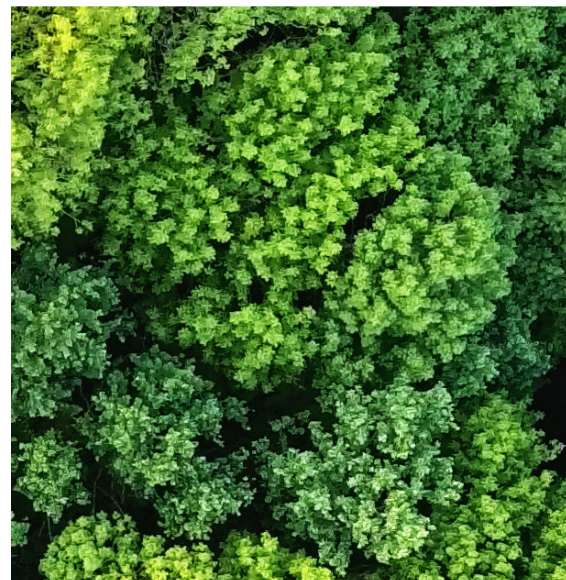
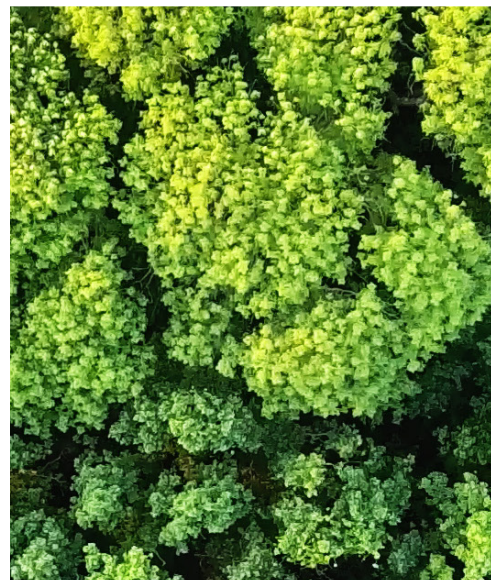
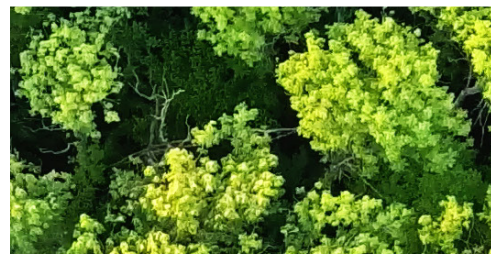
Spanning across four strategic areas of transformation, our digital products and apps tackle the very real challenges our clients face today.



Our environment



- PwC made a worldwide science-based commitment to achieve net zero greenhouse gas (GHG) emissions by 2030.
- Our commitment includes supporting clients to reduce their emissions as well as reducing those from the PwC network's operations and suppliers.
- PwC commits to decarbonise its operations, including its travel footprint, and neutralise its remaining climate impact by investing in carbon removal projects.



Progress towards UN Sustainable Development Goals

The United Nations' Sustainable Development Goals (SDGs) outline a shared global blueprint to end poverty, provide peace and prosperity, and protect our planet. There are 17 global goals to be achieved by 2030, which address issues such as climate change, economic inequality, innovation, sustainable consumption, peace and justice. PwC is committed to advancing progress against the SDGs. As a responsible business, we continuously assess our impact against the goals – both positive and negative – and manage our operations in line with them.





We are proud to offset 100% of our firm’s energy use and air travel

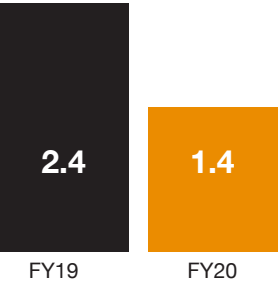
We have offset 100% of our energy use and air travel since FY2019.
In addition, 100% of our partners and over one third of our people have pledged to offset their personal carbon footprints relating to home energy use, personal air travel and their daily commutes.

Environment

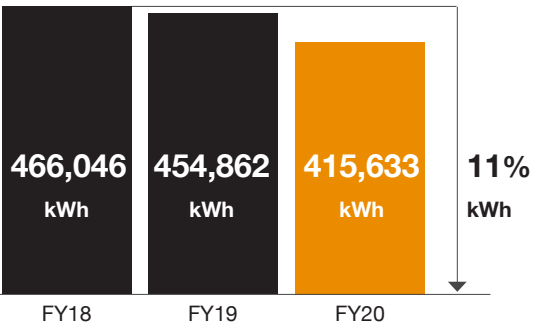
Carbon dioxide emissions	FY20	FY19
Total emissions / tonnes CO2e	284	468
Total carbon emissions per employee / tonnes CO2e	1.4	2.4
Business travel / kilometres flown	1,159,354	1,522,405
Purchased electricity per employee:	2,078	2,321

Note:
- Since the financial period FY2019, we have offset 100% of our emissions from our air travel and energy use.
- Office closure during COVID-19 impacted usage

Total emissions per employee (tonnes CO2e/FTE)



Total electricity consumption



Carbon offset purchases

To mitigate the impact of unavoided emissions, we are investing in a range of carbon offsets, which prevent, reduce or remove greenhouse gas emissions to compensate for emissions occurring elsewhere.

Over **half our people** have made their **own personal pledge for the environment** to reduce their impact with simple lifestyle changes, for example, **eliminating beef from their diet, not using single use plastic and taking part in beach and park cleanups.**



Picking up plastic on our beaches.



Responsible business leadership

We believe we have a responsibility to uphold and embody ethics, transparency and integrity in all aspects of our work. **Our people are leaders who can promote trust in business and use their skills and relationships to promote more ethical and responsible behaviour in the marketplace.**

Our values guide the choices we make, which applies not only to how we treat each other as professionals, but also to how we select clients, work with those clients and each other, and ensure the work we do upholds our own standards.



Our **Code of Conduct** lays out and reinforces the importance of conducting business within the framework of professional standards, laws, and regulations, together with our own purpose, values, standards and policies. The Code of Conduct and behaviours we seek to reinforce are brought to life in numerous ways, including delivering highest quality outcomes, leadership and training programs, in our day to day work, and in the handling of complaints and investigations.

- [Our Human Rights Statement](#)
- [Our Transparency report, year ended June 30, 2020](#)

Climate Change

How ESG will drive the next wave of transformation

And what it will look like on the ground.

Explore the series
pwc.com/takeontomorrow

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A sustainable way forward

Like digital, ESG has the potential to revamp how successful organisations plan, implement and operate. Also like digital, ESG is a sprawling topic, making it challenging for organisations to know where to begin.

Our sustainability services consulting team is developing new ways of measuring environmental, social and governance impacts, managing risks and supporting our clients in ESG reporting.

Privacy and data protection

We are committed to protecting privacy and safeguarding personal, business and financial information.

• [Our Privacy Statement](#)

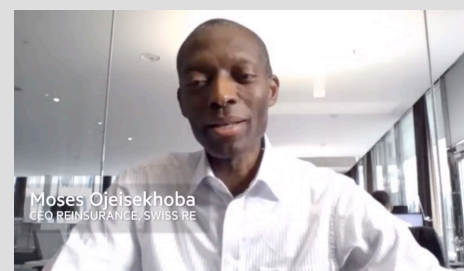
Responsible procurement & supporting Bermuda businesses

- We use Bermudian contractors and businesses and follow the PwC network’s approach to responsible procurement
- In our procurement, we comply with the requirements of the PwC network’s [Third-Party Code of Conduct](#) by demanding that our suppliers and vendors commit to them.
- Sustainability services – We lead the conversation on tackling important problems impacting businesses, governments and communities
- When it comes to, for example, involvement in and organising of corporate events and sponsorships, we support the drafting of and introduction of sustainability guidelines.

Acting as a catalyst for dialogue and thought leadership

Every day, we work with clients to tackle business issues, exchange ideas and look ahead to new opportunities. **We use our thought leadership to share diverse perspectives and help lead conversations** related to sustainability and corporate responsibility. During 2020 we launched the following reports, surveys and virtual thought leadership events:

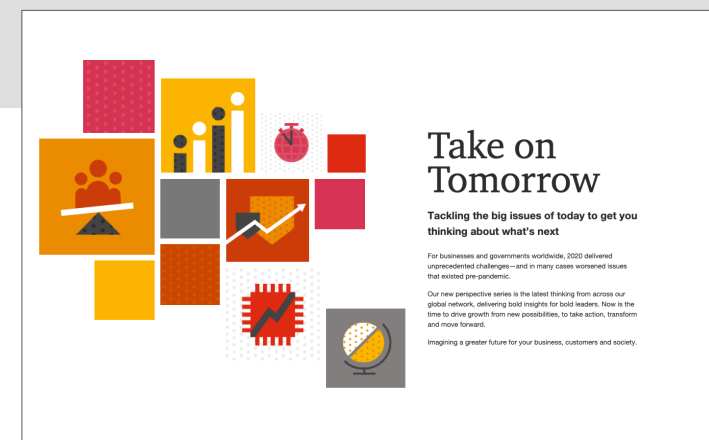
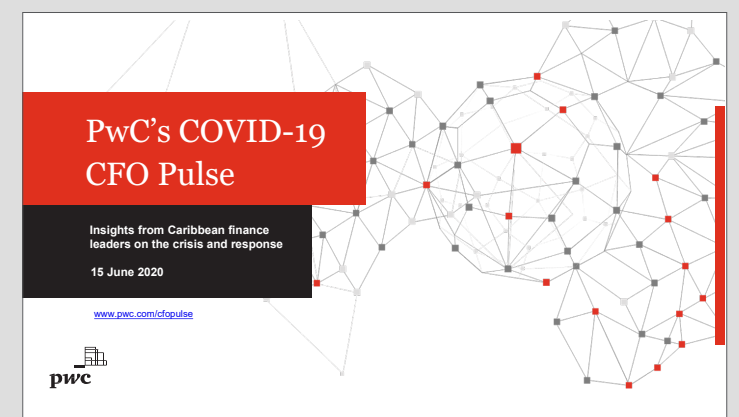
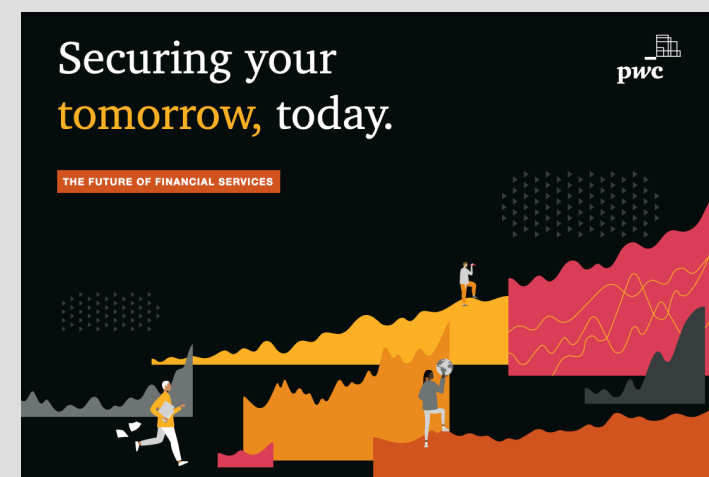
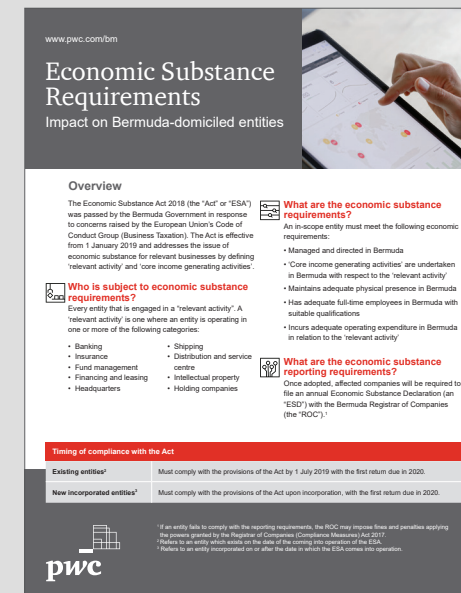
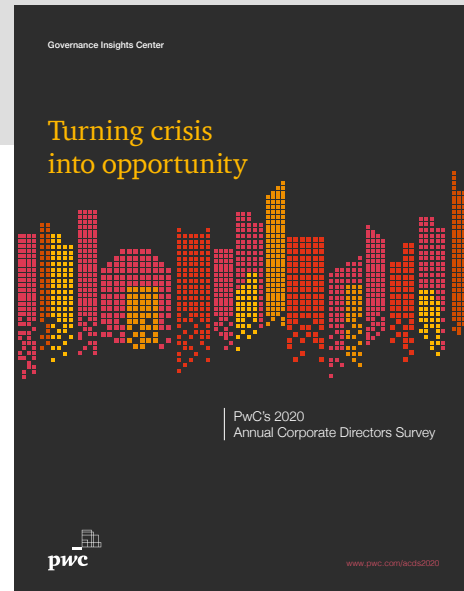
FT Digital Dialogues



DirectorConnect

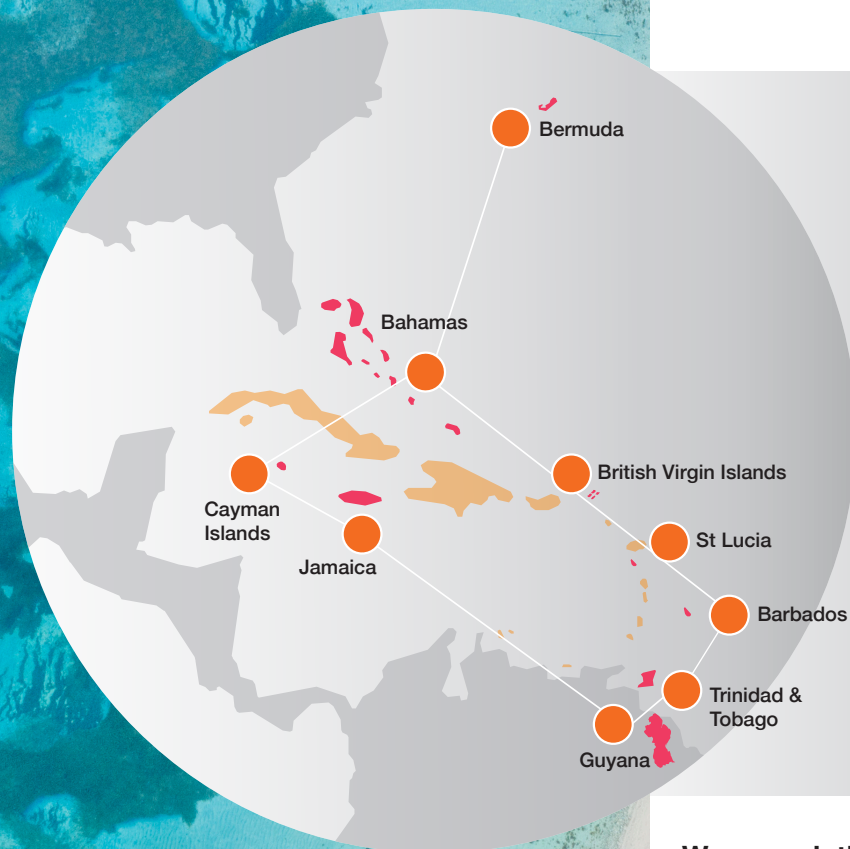


Top Ten Employers



#pwcinthecaribbean

We've grown to nine territories



We are solution-focused and our teams work together across the Caribbean, embracing new technologies and approaches to best serve our clients.



[Click here](#) to read more about PwC's impact on the environment and communities across the Caribbean

Leading the way across the Caribbean



Part of Jamaica's Covid-19 Tourism Recovery

Wilfred Baghaloo, PwC Jamaica partner, appointed to the Government's COVID-19 Tourism Recovery Taskforce to rebuild Jamaica.



Heading new Caribbean firm in Guyana

Angelique Bart was named Managing Partner of PwC Guyana, which opened in February, 2020, to support local and international clients in the country.



Advising on upskilling and modernising workers

Zia Paton, PwC Trinidad & Tobago partner, is leading a team to conduct job evaluations across the Civil Service of Trinidad and Tobago—a foundational exercise to align the compensation and classification of some 2,000 positions with the requirements of a modern service.



Giving the gift of digital wallets in Bahamas

Prince Rahming, PwC Bahamas territory leader, facilitated the opening of digital wallet accounts for each of its people, becoming the first organization in the Bahamas to do so.



Leading our Net Zero commitment

Gerry Mahon, assurance and operations partner, for PwC East Caribbean, is leading efforts regionally to make PwC in the Caribbean net zero by 2030



Connect with us!

@pwc_bermuda and @pwc_caribbean



At PwC, our purpose is to build trust in society and solve important problems. We're a network of firms in 155 countries with over 284,000 people who are committed to delivering quality in assurance, advisory and tax services. Find out more and tell us what matters to you by visiting us at www.pwc.com/bermuda.

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.

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