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
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

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

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

PwC Jamaica donates laptops to Kingston College students.

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

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

#workfromhome

Working with our small colleagues
Our People

206 employees
From 22 different countries

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

- Work together
- Make a difference
- Care
- Act with integrity
- Reimagine the possible
Our future is not sustainable if racial justice and equality are not a reality for all.

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

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

Our initiatives

Health and wellness team
- Gratitude Challenge
- PwC Habit Bank
- Kindness Calendar
- Quarantine Video Challenge
- Regional Mindfulness Toolkit
- Employee Assistance Programme

PwC Bermuda Marathon
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.

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

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

Our community

Homelessness

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

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.

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

Total beneficiaries reached in our community: 30
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.

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.

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

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

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 people helped out with various projects at the Windreach facility and farm for persons with special needs.

Our interns spend the day helping the Bermuda SPCA complete important tasks like landscaping and cleaning, so that the SPCA staff were able to spend more time with the animals.
Summer intern at PwC and Olympic sailor Cecilia Wollmann stopped by to sail with and coach Endeavour Community Sailing students.

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.

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

9 students graduated from Maritime Career Springboard Programme in 2020.

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

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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.

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.

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.

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

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.

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

Environment

Carbon dioxide emissions

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<thead>
<tr>
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<th>FY20</th>
<th>FY19</th>
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<tbody>
<tr>
<td>Total emissions / tonnes CO2e</td>
<td>284</td>
<td>468</td>
</tr>
<tr>
<td>Total carbon emissions per employee / tonnes CO2e</td>
<td>1.4</td>
<td>2.4</td>
</tr>
<tr>
<td>Business travel / kilometres flown</td>
<td>1,159,354</td>
<td>1,522,405</td>
</tr>
<tr>
<td>Purchased electricity per employee:</td>
<td>2,078</td>
<td>2,321</td>
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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.

Carbon offset purchases

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

Total electricity consumption

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<th>FY18</th>
<th>FY19</th>
<th>FY20</th>
<th>% change</th>
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</thead>
<tbody>
<tr>
<td>Total electricity consumption</td>
<td>466,046 kWh</td>
<td>454,862 kWh</td>
<td>415,633 kWh</td>
<td>11% kWh</td>
</tr>
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Picking up plastic on our beaches.
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

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.
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**

*Emerging Stronger Growth and Resilience*

*Building a new digital world*

*Governance Insights Center*

*PwC’s 2020 Annual Corporate Directors Survey*

*PwC’s COVID-19 CFO Pulse*

*Insights from Caribbean finance professionals*

**DirectorConnect**

*Turning crisis into opportunity*

**Top Ten Employers**

*Highest reputation in Europe*

*DirectorConnect – Bermuda*

*DirectorConnect – Caribbean*

*DirectorConnect – Australia*

*DirectorConnect – Singapore*

*DirectorConnect – India*

*DirectorConnect – Brazil*

*DirectorConnect – Mexico*

*DirectorConnect – China*
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.

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.

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

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.

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.

#pwcinthecaribbean
We’ve grown to nine territories
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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