



Together
we solve.

It's time.

Our 2019 corporate responsibility highlights



About PwC Jamaica

At PwC, our purpose is to build trust in society and solve important problems. More than 350 partners and staff in our offices in Kingston and Montego Bay are committed to delivering quality in assurance, tax, consulting and deals services. PwC Jamaica is a member of the PwC network of firms with more than 276,000 people in 157 countries. Find out more by visiting us at www.pwc.com/jm.

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About the 2019 Corporate Responsibility Highlights publication

This document provides a snapshot of our corporate responsibility (CR) actions and performance for the period from 1 January, 2019 to 31 December, 2019. The 2019 Corporate Responsibility Highlights document is our first annual publication of this type and is for our stakeholders: PwC partners and people, potential and existing clients, new recruits, government and regulators, media, industry and professional associations, alumni and former partners, local communities, community organisations, suppliers and academia. We hope you find it useful.



2019: Our year in numbers

2,291
tCO2e

Total carbon offsets
retired in FY19

100%

of our residual air travel
and energy use **offset**
in FY19

J\$3.7M+

donated to organisations
and charities across the
island

1900+

hours spent by our
people participating in
community initiatives

62

new hires
in 2019

12

of our people achieved
their accounting
designations

1.9

Carbon emissions per
employee (tCO2e)

0.96

Scope 3 emission per
employee (tCO2e)

J\$6.7M+

in **annual funding** for
scholarships and
education

40%

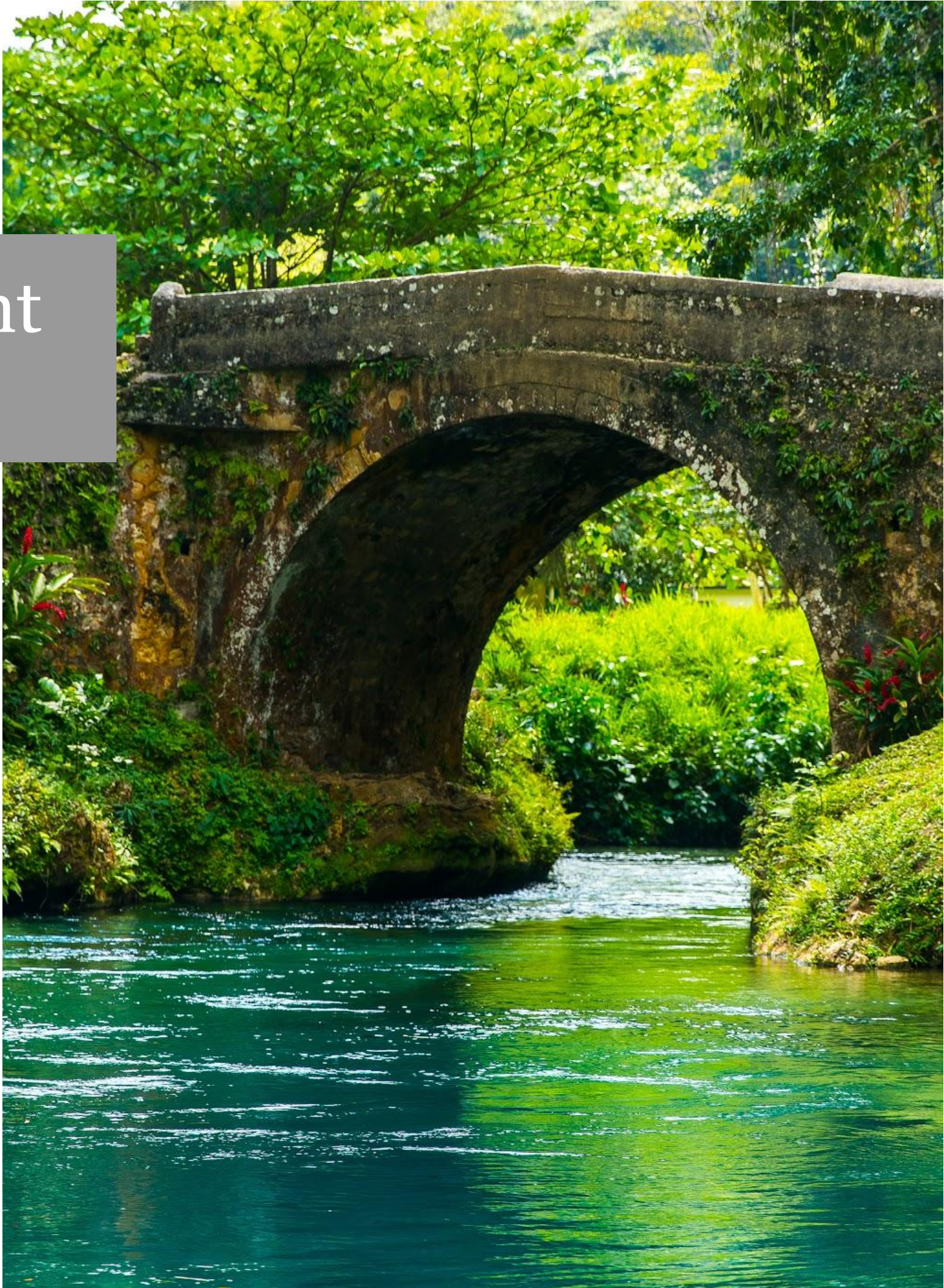
participation rate in
community activities.

16

interns gained valuable
industry & work
experience

98%

of our professional staff
have been digitally
upskilled



Our environment ambition

While driving efficiency to reduce its absolute carbon impact, PwC Jamaica commits to offset air travel emissions and energy consumption by 100%

The Green Team

- | | |
|------------------------|------------------|
| Gail Moore | Natalie Fearon |
| Racquel Muir | Tifain Taylor |
| Daynalee Haughton | Cornelia Johnson |
| Tamika Green | Ayrton Penha |
| Stephanie Stair | Meagan Breidert |
| Charmaine Burris-Keyes | Wendy Patrickson |



While our priority is reducing our absolute carbon impact, offsetting is an important part of our strategy to mitigate the impact of our unavoidable emissions. Our biggest carbon impact comes from our business travel and the energy we use in our offices (and data centres). This is why we have decided to take the extra steps of offsetting residual air travel emissions and energy consumption.'

Gail Moore, Environment Lead partner, PwC Jamaica

Driving efficiency

Energy efficiency

Avoiding or reducing emissions associated with our energy use is the starting point of our environment commitment. The majority of our scope 1 and 2 emissions come from the energy we use in our buildings (and data centres).

Every mickle, mek a muckle

- Implementation of technologies to reduce travel, such as video conferencing and online meetings and collaboration.
- Firmwide initiatives and educational awareness programmes to drive the reduction of waste, including that of paper and plastic.
- Repurposing and donating older laptops to organisations, communities and individuals in need.

Travel less, connect more

Business travel is a necessary part of the way we work, as our ability to connect our teams and serve our clients largely depends on being able to visit their locations. We are proud to report our air travel emissions (0.96 Scope 3 per headcount) are below PwC network averages.

2,291 tCO₂e

Total carbon offsets retired to mitigate the impact of our FY19 carbon footprint

Carbon Offset projects PwC Jamaica and other PwC firms operating in the Caribbean are supporting:





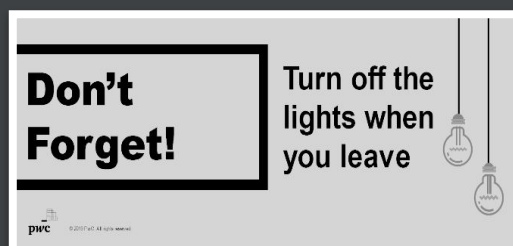
Beating plastic. Recycling matters.

We encourage our people to only use material where needed and to recycle, which helps to minimise both the carbon and water footprint of the products we consume and reduces ocean pollution.



Power down, switch off.

PwC has engaged in behaviour change campaigns to encourage our people to switch off unnecessary lights and power down laptops and other equipment when not in use, to help minimise the energy we consume.



Coastal cleanup

Restoring our coastlines, one beach at a time.

PwC Jamaica joined Digicel Foundation to participate in the annual beach clean-up at the Downtown Kingston waterfront to mark International Coastal Cleanup (ICC) Day 2019.

Our people collected garbage along the waterfront and shoreline, cleaned nearby gullies and recorded data on what they collected. The data is used by the Ocean Conservancy and Jamaica Environment Trust to educate and advocate for improved waste management practices and policy.



Rethinking our approach to procurement

We work with our vendors to:

- Eliminate single use plastic in our corporate branded merchandise and focus on sustainability
- Purchase products with 'circular' credentials, including those with a high recycled content, whenever we can
- Seek to reduce inbound packaging from suppliers & reuse and recycle as much as possible

37th ICAC Conference of Accountants

We're a proud supporter of the **Jamaica Environment Trust** and with the support of the East Caribbean, Bahamas and Trinidad and Tobago firms, we were the sustainability sponsor at the 37th ICAC Conference of Accountants, where we advocated for the environment and gifted attendees with a variety of tree saplings for planting.



PwC donated J\$350,000 to Jamaica Environment Trust

We donated J\$350,000 to the Jamaica Environment Trust (JET). The donation was made a day after the firm announced its commitment to offset air travel emissions and energy consumption by 100% to support the JET's work in environmental education and advocacy.



PwC Jamaica's IFRS In-Focus, 2019

We continued our focus on the environment and showcased a variety of tree saplings which were used as table centerpieces at the 12th staging of PwC Jamaica's IFRS In-Focus Seminar and then gifted to attendees at the close of the event.



Each one, plant one.

Creating a world in which business and nature can thrive

'Our Planet: Our Business'

is a 38 minute film, inspired by the *Our Planet* Netflix series, to explore the immense value of nature to our economy, the scale of the challenges that we are facing, and the critical role that business can play in creating solutions at scale.

It's a scenario of our future world that contributes to an important conversation. Raising awareness of this important problem is in line with our purpose and builds on over a decade of work on natural capital accounting and solutions at PwC.

Produced by some of the worlds best camera men and women, this c. 30 minute Silverback film uses the latest technology to capture our world as never before. With a soundtrack that features the original Our Planet score by Oscar winning composer Stephen Price and perspectives from scientific, world and business leaders - including natural historian Sir David Attenborough - it is thought provoking.

PwC launched this film to our people on World Environment Day in June 2019, hosting a series of global webinars where we screened the film and discussed the issues it highlights with an expert panel.

Our community ambition

Maximising the potential of 15 million people, NGOs and social & micro enterprises by FY22



New world. New skills.

Everyone should be able to live, learn, work and participate in the digital world

Our jobs are changing, and fast. Many roles are disappearing altogether, while new ones are springing up. The discrepancy between the skills people have and those needed for jobs in the digital world is one of the most critical problems of our time.

The need to upskill is a complex problem that will require decision-makers — educators, national, regional and local governments and business leaders — to come together.

Over the next four years, we at PwC are committing **US\$3 billion to upskilling**.

This will primarily be invested in training our people, and in technologies for supporting clients and communities. In the process, we'll make the world a more resilient, more capable and more inclusive place.

Solving important problems

At PwC, Building trust in society and solving important problems is at the heart of everything we do. We have a voice on the issues that matter to our people, clients and island.

Our corporate responsibility strategy is focused on specific issues where we feel we will have the greatest impact:

Community (skills, education, supporting NGOs and social enterprises); Environment and Responsible Business





Accelerating the digital upskilling of our people and our clients

PwC is focused on digitally upskilling all of our 276,000 people globally. In 2019, we rolled out different programmes to meet their particular needs, from skills academies to digital fitness apps to leadership development. A proportion of our workforce has begun to develop specialist skills in areas including data analytics, robotics process automation and artificial intelligence for use in their work. For others, it's about understanding the potential of new technologies so they can advise clients, communities, and other stakeholders.

Digital Upskilling

In Jamaica, and throughout the Caribbean region, our people have been upskilled in digital tools for business. We've built workflows to automate the delivery of our work and these are made available to all of our people through our regional **Digital Lab**, a sharing platform. We've also rolled out a **Digital Accelerator** program, which puts a team of our people through more intensive training to support the wider business.

Rochelle Campbell, a senior associate in our PwC Jamaica Assurance practice became the first Digital Accelerator among the firms in the region to receive her Alteryx Designer Core Certification.



TechBeach Jamaica

We supported the TechBeach Jamaica event on 5 – 7 December 2019 featuring keynote speaker Julia Lamm, Partner in PwC's People & Organisation practice. She is a specialist in digital workforce transformation, partnering with clients to understand their overall and individual digital acumen, and define a path to build digital skills across organisations that are faced with technology transformation.

TechBeach is an annual conference event that takes place in Montego Bay, Jamaica, assembling the world's most influential people, companies and minds in technology.



What if you could tell how digitally fit your organisation really is? PwC's **Digital Fitness App** helps change the way employees think, learn and solve problems to drive innovation. Employees continuously learn and upskill through bite-sized content, while they gain a baseline of digital understanding across the organisation.

Skills and education



At PwC, we believe that business has a role to play in solving societal challenges - sharing the best of what we have to help our communities.

Fuelled by the humanity, creativity and vision of our people we want to help create economies where people and business can thrive.

Many of our people are passionately engaged with various projects aimed at education and skills development, a building block for growth. We share our skills to help others build theirs; helping people to thrive by preparing them for the future.

Boys camp, Central Village

We are proud to support the Young Men's Transformational Camp, organised by the Central Village New Testament Church of God to facilitate the growth and development of young men in the community, between the ages of 9-20. The programme welcomes 150+ campers and facilitators each year.

Support for the homeless

The Open Arms Drop In Centre is a Non-Gov Organisation which aims eradicate homelessness in Jamaica. Operating a Day Centre for men and women, Open Arms provides a breadth of services from shelter to rehabilitation. We're proud to share our skills and expertise and support them in their efforts to secure ongoing funding.

University of Technology (UTech)

We worked with the University to co-develop the Information Systems Audit course for accounting and business students, and sometimes guest lecture. The 2 top performing students on the course are awarded with internships in our Risk Assurance practice.

Several of our people support the University in its endeavours. In 2019, our Territory Leader, Leighton MckNight, was a featured speaker discussing Accounting Ethics with a group of final year students.

Community



Breast Cancer Awareness month

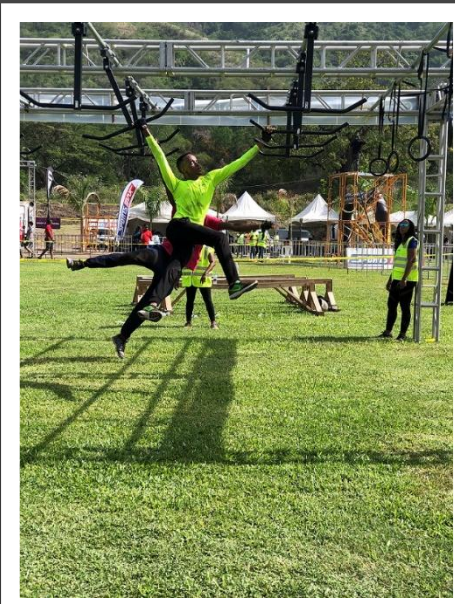
October is recognised as Breast Cancer Awareness Month and all women are at risk. For the month of October, PwC Jamaica:

- Shared information with our people on early detection and the importance of doing a Mammogram. We did this through emails and pamphlets distributed throughout the offices, to build our staff's awareness of the disease.
- Raised funds for the Jamaica Cancer Society by selling breast cancer pins which were proudly worn by our people.
- Demonstrated our support to building awareness and finding a cure by outfitting volunteers in pink polo shirts at our annual IFRS In-Focus Seminar.

Sagicor SIGMA Corporate Run

The Sagicor SIGMA Corporate Run is a unique road-running event designed to inspire fun, fitness and camaraderie among Jamaica’s business community. PwC Jamaica participated in and donated to the 2019 staging of the corporate run to continue our support for child and health related initiatives in Jamaica. Over 100 team members participated in the run. It was a great effort for a good cause and we look forward to donating and participating in the 2020 staging.





For our children



Team PwC supported and sponsored the Guardsman Games & Challenge 2019. The goal of the 2019 games, held on the grounds of the Hope Zoo, was to raise funds for the Guardsman Foundation's charities, which are focused on Jamaica's youth.

The proceeds raised, benefit Jamaican children in the following projects: The Bustamante Hospital for Children solarisation project, The Boys of Hope - targeting-at-risk boys ages 10-16, and The Kind Hearts Foundation - building basic schools for children in rural areas.

NGOS, nonprofits & staff-led fundraising

A Christmas treat

Every year, for the last 17 years, our people volunteer their time and donate Christmas gifts to students at the St. Michael's Primary and Infant School. Over 220 students received presents and we were so excited to spend the time with them and their teachers and spread holiday cheer.



8.5M

Number of NGOs, social and micro enterprises reached by PwC Global Network in 157 countries

447

Number of NGOs, social and micro enterprises reached by PwC in Jamaica and the Caribbean (Bahamas, Barbados, Bermuda, British Virgin Islands, Cayman Islands, Guyana, Jamaica, St. Lucia, Turks and Caicos Island and Trinidad & Tobago).

Other NGOs and nonprofit support & donations

- Buff Bay High School donation of calculators
- Digicel 5K Run for Special Needs
- Kiwanis Club
- Rotary Club
- Salvation army
- Youth Reach Youth
- Jamaica Amateur Gymnastics Association
- Jamaica Association of Administrative Professionals
- Jamaica Legion Poppy Appeal
- Lions Club if Kingston
- Rotary Club of St. Andrew
- Kingston City Run
- Guardian Life Run

PwC partner, Wilfred Baghaloo, was appointed by Tourism Minister Edmund Bartlett to lead technical arrangements for a **Tourism Working Group** assessing various issues in the tourism space, including entertainment, training and certification, issuing of work permits, craft vendors, ground transportation, and information for Tourism Demand Study.

Hurricane Dorian



Disaster relief

PwC Jamaica along with other PwC firms in the Caribbean, and the PwC US Charitable Foundation collectively donated \$375,000 to help the Bahamas relief and recovery efforts in September in the aftermath of Hurricane Dorian.

The partners and staff of PwC firms operating in the Caribbean donated a total of \$125,000 raised by firms in The Bahamas, Bermuda, British Virgin Islands, Cayman Islands, East Caribbean, Jamaica, Turks and Caicos and Trinidad and Tobago, to affected families in The Bahamas, and also to the National Emergency Management Agency, the Red Cross and the Salvation Army.

The PwC US Charitable Foundation made a \$250,000 grant to Team Rubicon USA, a non-profit that is on the ground in The Bahamas providing immediate and long-term disaster relief and support to help rebuild lives and communities.



Hurricane Dorian
US\$375,000
donated to The Bahamas



UN Sustainable Development Goals

We feel strongly that business has a critical role to play to achieve the United Nations' Sustainable Development Goals (SDGs), which frame broad societal objectives for the world's most pressing social, environmental and economic challenges.

In our largest analysis of published reporting on the SDGs to date, we explored over 1,000 company reports to find out how businesses are engaging with the SDGs. The results suggest that, while there is a general acknowledgement of the importance of the goals, there is room for more concrete action to take place in support of the SDGs if the SDGs are to be achieved by 2030.



These 17 Goals are to be achieved by 2030



The Sustainable Development Goals (SDGs) are a universal call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity.

These 17 Goals are to be achieved by 2030 and address global issues

such as climate change, economic inequality, innovation, sustainable consumption, peace and justice, among other priorities. The goals are interconnected – often the key to success on one will involve tackling issues more commonly associated with another.

Our Sustainability Services

PwC has an award-winning global Sustainability and Climate Change practice.

This team, with over 800 practitioners across the world, help clients in the private and public sectors to become more sustainable.

PwC is recognised for its long-standing contribution to this agenda, working with others to understand and track some of the world's biggest problems - such as climate change - and collaboration with others to find solutions.

Who we are

As a global organisation in 157 countries, we have a responsibility to help people adapt to the future. Not just at PwC, but beyond.

Our purpose and values

Our purpose is why we exist. Our values define who we are, what we stand for and how we behave.

While we come from different backgrounds and cultures, our values are what we have in common. They guide how we work with our clients and each other, inform the type of work we do, and hold us accountable to do our best. They govern our actions and determine our success.

Our values help us work towards our Purpose: to build trust in society and solve important problems.

Our purpose and values came from our people, all of whom had a voice in articulating what PwC should stand for, now and into the future.

Responsible business

At PwC Jamaica, we believe that Responsible Business Leadership (RBL) is a mindset that empowers our people to use their skills to build systemic change within communities and society through good corporate responsibility (CR) practices.

Diversity and inclusion

We are proud to report that in 2019, 75% of new partner admissions were women, representing 37% of our partnership overall. We recognise gender equity is a journey and we're working hard to make progress on our commitment as we look towards the year 2020 and beyond.

Some of our other diversity and inclusion update are:

- We continued our support for the United Nations' HeforShe initiative, a global solidarity movement for gender equality.
- We continued to promote and embed our unconscious bias awareness training into our people processes and enhance our inclusive environments.

Work-life flexibility

People are most successful when they have the everyday flexibility they need to meet the demands of their professional life and accomplish the things they identify as priorities outside of their career. Our programmes include:

- **Flextime:** Work hours move earlier or later than "regular" business hours
- **Flexible dress:** Dress for your day
- **Work from home**

Career support

In 2019, we made 62 new hires and granted 16 internships. 12 of our people achieved their accounting designation and 34 participated in our Trainee programme.

To all our people, we offered coaching, mentorship, leadership & career development opportunities as well as digital training and upskilling.

Our superstars, across every level of our firm, were recognised at our annual awards event, for the many things they do that go above and beyond.

We continued our educational support programmes with over J\$6.7M awarded in scholarship and funded 100% CPA exams for our people.



Our commitment to responsible business leadership, diversity, work-life flexibility, career coaching and training helps our people to work, learn and excel.

Leighton McKnight, Territory Leader,
PwC Jamaica

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