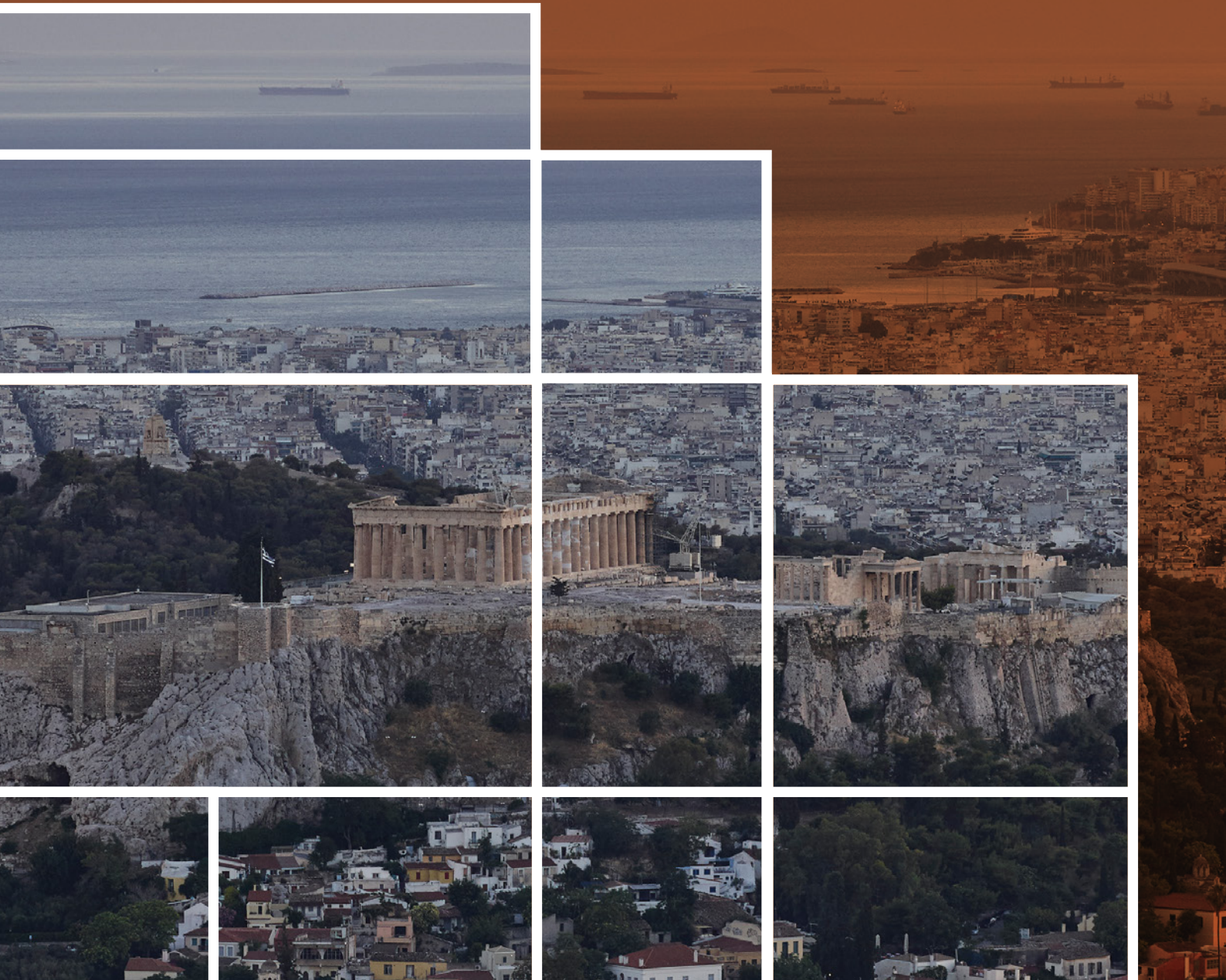


Building trust, *making an impact*



A message from our CEO

We live in a complex and volatile world. Social, economical and technological factors are reshaping the way we live and do business. At the same time trust is an incredibly crucial part of the relationship between an organisation, its stakeholders and the society.

PwC is a purpose led global network aiming to build trust in society and solve important problems in all 158 countries we operate in.

In Greece, where PwC has been active since 1961, more that 1,000 employees bring our purpose to life by acting with integrity, making a difference, caring, working together and reimagining the way we work.

Our purpose and our values are at the heart of our Corporate Responsibility programme which focuses on our positive influence in the world and how our business can contribute to greater trust. Therefore our CR strategy is based around two key principles: Being a catalyst for change and doing the right thing. Serving these principles, we have made commitments in four areas focusing on Responsible Business, Diversity and Inclusion, Community Engagement and Environmental Stewardship where we have significant results to showcase in this report.

In the following pages, you will read about our CR efforts that took place in FY2017. I am grateful that our initiatives are embraced by our people whose contribution is significant in making a difference and creating a sustainable future in this fast-changing landscape.

Marios Psaltis
CEO, PwC Greece



“

Our CR strategy is based around two key principles: Being a catalyst for change and doing the right thing.

About this report



A journey in *building trust*

“

Our report covers PwC’s
Purpose, what’s important to us
and how we’ll bring this to life.

This report represents PwC Greece’s sustainability performance from **1 July 2016 to 30 June 2017 (FY2017)**. This is our second sustainability report. The content is inspired by the performance of our Corporate Responsibility (CR) programme, the positive impact of our services as well as the results of our people engagement. All data, statistics and information presented in this report are in relation to PwC Greece’s operations in Athens and Thessaloniki, unless stated otherwise.

Navigating the report

We have organised this report into six, easy to navigate, sections:



Who we are and what we do

Provides you with an overview of our organisation, our purpose and values, our presence in Greece, our services and governance structure.

See pg. 10



Our Corporate Responsibility strategy

Describes our CR strategy and gives insight into how we govern and implement our CR programme.

See pg. 18



Our people, workplace, diversity and inclusion

Focuses on our people and our efforts for their wellbeing, our engagement with them, the training and professional development programmes, as well as our efforts to encourage a diverse and inclusive workforce.

See pg. 26



Responsible Business

This section presents our responsible business practices and explains how we uphold and embody ethics, transparency and integrity in all aspects of our work. Outlines our support to the Greek market and economy through our services, tax contributions, thought leadership and events.

See pg. 40



Community engagement

Communicates how we use our skills and resources to give back to our communities through our Social entrepreneur programme and volunteering activities. Outlines how we are contributing towards maximising the potential of NGOs, social and micro enterprises, as well as students.

See pg. 48



Environmental stewardship

Describes how we manage our environmental impact. Includes our environmental performance, energy management, environmental policy, recycling, sustainable travel, as well as our efforts to encourage environmental awareness amongst our people.

See pg. 54

Who we are and what we do

About us

At PwC, we're purpose-led and values-driven.
Our purpose is to build trust in society and solve important problems.

Our values

Our purpose is why we exist. Our values define 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 of building trust in society and solving important problems.

The trust that our clients, communities and our people place in PwC, and our high standards of ethical behaviour, are fundamental to everything we do. Our values underpin our Code of Conduct which is our frame of reference for the decisions we make every day.
It's how we do business.



Act with
integrity



Make a
difference



Care



Work
together



Reimagine
the possible

Our global network in FY2017

With offices in 158 countries and more than 236,000 people, we are among the leading professional services networks in the world. We help organisations and individuals create the value they are looking for, by delivering quality in assurance, tax and advisory services.



Offices in
158
countries

More than
236,000
people

PwC is a global network of member firms (each a separate legal entity), that are committed to working together to provide quality service offerings to our clients throughout the world based on a common brand and standards. PwC is not a "global partnership" or a 'single firm' and does not operate as a multinational corporation. The member firms are members of PricewaterhouseCoopers International Limited ("PwCIL").

Some facts about PwC's global network



In FY2017, PwC firms provided services to **419 companies** in the Fortune Global 500 and more than **100,000 entrepreneurial** and private businesses.



59,252 people joined PwC firms around the world in FY2017.



For the year ending **30 June 2017**, PwC's gross revenues were **US\$37.7 billion**, up **7%** from the previous year.

The PwC brand

Critical to PwC's character and reputation is its global brand. PwC is the brand under which PwC member firms operate and provide professional services. 'PwC' is often used to refer either to individual firms within the PwC Network or to several or all of them collectively.

PwC in Greece

PwC is the largest professional services organisation in Greece.

Some facts about us include:

57 years
in Greece,
since 1961 as
Price Waterhouse

More than
1,000
employees

Over
6,000
hours
of **pro bono**
professional
services and
volunteering

21
Partners

Offices
in Athens and
Thessaloniki

PwC Greece is part of the global PwC network of member firms and consists of the following separate legal entities:

- PricewaterhouseCoopers Auditing Company S.A.
- PricewaterhouseCoopers Business Solutions S.A.
- PricewaterhouseCoopers Accounting S.A.
- PricewaterhouseCoopers HR Services SA
- M. Psylla - V. Vizas Law Firm

Our governance in FY2017



PwC Greece's governance structure includes an Executive Committee, which is responsible for the strategy execution and operational management of the business and an independent Governance Body that is responsible for overseeing our compliance with the internal policies, procedures and Code of Conduct and Ethics.

Executive Committee



Marios Psaltis

Managing Partner
of PwC Greece



Nicholas Peyiotis

Partner responsible for
our Assurance practice



Mary Psylla

Partner responsible for
our Tax & Legal practice



**Kyriakos
Andreou**

Partner responsible for
our Advisory Practice



**Yiolanda
Kourasmenaki**

Human Capital, Marketing
and Communications Leader

Governance Body

The Governance Body has an oversight role and includes Partners independent of the Executive Committee who are elected by the Partners' General Assembly. The current elected members of the Governance Body are:



Vassilios Vizas

Partner in Tax



Dinos Michalatos

Partner in Assurance



**Thanassis
Panopoulos**

Partner in Advisory

Our Services

We look at the world through the eyes of clients - anticipating and listening to their needs, helping them to solve problems and to capitalise on opportunities. We provide a wide range of services but what binds us together is the trust in PwC, its integrity and objectivity, as well as its role in creating value and solving important problems.

Our clients are focused on growth, driving value for stakeholders while navigating an increasingly complex world and managing risk. We're working to help them:



We provide a comprehensive range of professional solutions through our three Lines of Services: Audit and Assurance, Tax & Legal, and Advisory. Our services include:

Audit & Assurance



- Statutory and regulatory audits
- Accounting and regulatory advice
- Assistance on Capital Market transactions
- Risk Assurance services

Advisory



- Strategy & Operations
- Deals
- People & Organisation
- Technology
- Business Process Outsourcing
- Risk Assurance services
- Digital services

Tax & Legal



- Corporate Income Tax
- Finance, Treasury and Securitisation
- Indirect Taxes
- International Tax Services
- Mergers & Acquisitions
- Transfer Pricing
- Tax Compliance
- International Assignment Services
- Real Estate Compliance
- Legal Services

PwC's Academy



- Tax trainings
- Accounting / IFRS trainings
- Shipping trainings
- Banking and Finance trainings
- Real Estate trainings
- Payroll trainings
- HR trainings
- Business English
- Français des affaires
- Business skills trainings
- Tailor-made seminars

Our Corporate Responsibility strategy



Our Corporate Responsibility strategy

Our approach

Corporate Responsibility (CR) at PwC focuses on our positive influence in the world, and how our business decisions can contribute to greater trust, and to solving important problems.

Our CR strategy is central to delivering our purpose and is based around two key principles:

Being a catalyst for change

using our skills, voice, and relationships to work with others and become “part of the solution” through activities that influence change in the market place, with clients and suppliers.

Doing the right thing

advancing an active agenda of sustainability initiatives which create value for our business and our stakeholders. This includes acting in a way that upholds social and environmental standards.

We focus on four areas: Responsible Business, Diversity and Inclusion, Community Engagement and Environmental Stewardship.

We recognise that across the PwC network, our firms are at different stages of their journey. As such, we utilise our leadership ladders to provide practical guidance and inspiration to progress from foundation level to CR leadership.

Part of it

PwC is part of the solution to responsible business challenges



We aim to

Do the right thing
Be a catalyst for change



We focus on

Responsible Business
Diversity & Inclusion
Community engagement
Environmental stewardship



We manage CR using

Our leadership ladders

CR Governance in FY2017

At a network level, CR is governed at PwC by the Global Corporate Responsibility Board (GCRB) chaired by Colm Kelly, Global Tax and Legal Services Leader, and comprised of global and local leaders from across the network, also including an external independent adviser.

The Sustainable Development Goals



The Sustainable Development Goals provide a common north star and facilitate trust through encouraging and enabling transparency.



The Sustainable Development Goals (SDGs), adopted by the 193 United Nations (UN) member states, are 17 goals which address economic, environmental and social impacts, and are designed to form a blueprint for good growth by 2030.

We at PwC are proud to have been a signatory to the UN Global Compact since 2002 and are deeply committed to its mission to support companies to operate responsibly in line with the ten principles and take strategic action in advancing the UN Sustainable Development Goals.

The Ten principles of the United Nations Global Compact

Business should:

Human rights and labour



- Principle

01

Support and respect the protection of internationally proclaimed human rights
- Principle

02

Make sure that they are not complicit in human rights abuses
- Principle

03

Uphold the freedom of association and the effective recognition of the right to collective bargaining
- Principle

04

Uphold the elimination of all forms of forced and compulsory labour
- Principle

05

Uphold the effective abolition of child labour
- Principle

06

Uphold the elimination of discrimination in respect of employment and occupation

Environment



- Principle

07

Support a precautionary approach to environmental challenge
- Principle

08

Undertake initiatives to promote greater environmental responsibility
- Principle

09

Encourage the development and diffusion of environmentally friendly technologies

Anti-corruption



- Principle

10

Work against corruption in all its forms, including extortion and bribery

Our continuous contribution to the SDGs



The work we do every day

We help complex systems function – whether capital markets, tax systems or the economic systems within which business exists. Here in Greece, we employ over 1,000 people who work to help our clients achieve their ambitions, make informed business decisions and deliver accurate and reliable disclosures. In addition, our Sustainability and Climate Change team is actively helping companies get to grips with the goals – preparing diagnostic and navigation tools to help them identify the goals of most relevance and understand the significance to their business. We actively work to help clients adopt sustainable practices and integrate sustainability into management and reporting. *More information on this subject can be found in the Responsible Business chapter of this report.*



Community Engagement

We're focused on helping individuals build the skills they need to prosper, and building the capacity of NGOs and the social enterprise sector. In FY2017 our volunteers in PwC Greece invested over 5,000 hours of pro bono professional services and skilled volunteering to help deliver on these outcomes. *More information on this subject can be found in the Community Engagement chapter of this report.*



Diversity and Inclusion

At PwC we respect and value differences. We're proud to be a founding 10x10x10 IMPACT champion of the UN's HeforShe movement, and want to help move the needle on gender equality and harness the immense power of our network to promote inclusion and foster greater equality. *More information on this subject can be found in the Diversity and Inclusion chapter of this report.*

PwC's Human Rights Statement

We serve clients and communities around the world, working to achieve our purpose: to build trust in society and solve important problems. Every day, we come together to make this happen, and whether we're working with PwC people or others, we depend on each other to be mindful of our ethical responsibilities. Our approach to human rights is already well integrated into our existing business practices, for example as part of our Human Capital, Procurement, Ethics & Compliance and Corporate Responsibility activities.

Our Stakeholders

Stakeholders’ engagement

We have a wide variety of stakeholders, without whom our business wouldn’t exist, and we have well established and comprehensive processes for engaging with them.

We have developed our stakeholder list based on the impacts of our business and the people who have interests in our activities and whose actions and views are significant to us. In mapping our stakeholders, we identified those where we have a legal, commercial or moral responsibility – such as our regulators, clients and the communities in Greece.

Our people and suppliers are also important because our business operations depend on them. We also consider our alumni and graduates who may become clients or employees in the future. And we value other diverse perspectives of our business from media, NGOs and incubators and accelerators who are able to highlight new opportunities or areas requiring attention.

With such a broad range of relationships, engaging effectively with each of these groups is critical. So, we work hard to listen to their expectations and views, as well as collaborating with them for deeper insight and mutual benefit.

The following table describes the basis of our engagement and the results on each stakeholder group.

Stakeholders	Policy makers/ Regulators, Why we do it	How we listen	How we respond
Employees and Partners	<ul style="list-style-type: none">• Inform our talent strategy• Support the wellbeing of our people• Create a diverse and inclusive workplace• Set direction for business strategy and decision-making• Understand attitudes, and change behaviours relating to sustainability	<ul style="list-style-type: none">• Annual Global People Survey• PwC Professional Leadership Framework• Training and Development feedback• Performance appraisals• Internal surveys, polls and campaigns	<ul style="list-style-type: none">• Incorporate the feedback in our People strategy and our CR volunteering programme• Enhance continuous education programmes for our people• Introduce new initiatives to improve work-life balance
Clients	<ul style="list-style-type: none">• Understand industry and business challenges• Identify opportunities to improve our services• Understand the importance of sustainability for clients	<ul style="list-style-type: none">• Relations management and dialogue via client teams and win/loss analysis• Client satisfaction surveys• Brand monitoring• Social media dialogue• Events and fora	<ul style="list-style-type: none">• Incorporate the feedback in our Business strategy• Share our sustainability credentials, environmental practices, as well as CR activities and results

Stakeholders	Policy makers/ Regulators, Why we do it	How we listen	How we respond
Policy makers/ Regulators	<ul style="list-style-type: none">• Respond to inquiries, and reviews• Provide business perspective and new insight• Improve the business environment and the regulatory landscape	<ul style="list-style-type: none">• Ensure compliance with existing regulations• Continuous dialogue and participation in standard setting bodies and fora	<ul style="list-style-type: none">• Improve our responsible business performance to build trust in society• Ongoing design and monitoring of our work quality KPIs
Local communities	<ul style="list-style-type: none">• Inform community investment decisions• Shape joint community programmes that maximise shared value• Develop opportunities to broaden our peoples’ experiences	<ul style="list-style-type: none">• Provide professional expertise that will add value to them• Help them through volunteering programmes	<ul style="list-style-type: none">• Enrich volunteering programme to support NGOs and incubators• Reduce “charity” contribution, increase value-adding services support
Suppliers	<ul style="list-style-type: none">• Mutual support to enhance quality of service and sustainability standards in our supply chain• Identify opportunities to collaborate on innovative solutions for sustainability	<ul style="list-style-type: none">• Supplier tendering process• Sustainability dialogue with key suppliers• Surveys and performance assessments	<ul style="list-style-type: none">• Enhance procurement policies• Improve supplying chain sustainability performance
Media	<ul style="list-style-type: none">• Openly communicate our performance and strategy• Manage our reputation• Discuss our response to responsible business issues• Provide trustworthy analysis and insights	<ul style="list-style-type: none">• News releases and announcements• Conferences and roundtables• Dialogue and social media discussion• Articles, interviews	<ul style="list-style-type: none">• Publish research and insights on hot Greek market issues• Share Thought Leadership and insights
Alumni	<ul style="list-style-type: none">• Keep our alumni updated on PwC developments and share business insights• Help them build professional networks	<ul style="list-style-type: none">• Dedicated PwC Greece Alumni LinkedIn group• Invitation to events• Share Thought Leadership	<ul style="list-style-type: none">• Increase alumni participation in industry specific PwC events• Intensify our dialogue and interaction
Graduates/ Students	<ul style="list-style-type: none">• Understand career motivations and job search behaviours, and perceptions of PwC• Inform candidates about career choices to widen talent pool and access to our professions	<ul style="list-style-type: none">• Career events participation• Recruitment event and publications• Presentations and training• Internships	<ul style="list-style-type: none">• Enhance university career events participation• Leverage AIESEC support• Upgrade internships programme

Our workplace and people



Our people, workplace, diversity and inclusion

Our Global People Vision is to be the world’s leading developer of diverse talent.

Our workplace

Our goal is to be the leading firm, delivering distinctive client service through the quality of our people. We depend on the quality of our people to deliver distinctive client service. Providing an environment in which they can give their best is fundamental to this aim. But we can only achieve it if we create a great place to work, and have a culture that’s genuinely inclusive and respectful, as well as promoting wellbeing both at work and beyond. This means developing a diverse pool of talented people and creating a high performance culture, so that our people can shape careers that motivate them.

Developing talented professionals

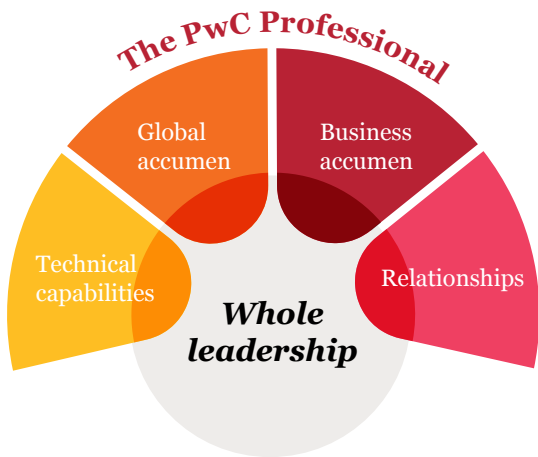
We believe learning is two-way and comes through on-the-job experience, meaningful discussion and exchange of ideas as well as activities. Our coaching culture promotes timely feedback to support our people’s growth.



The PwC Professional Our global leadership framework

The PwC Professional framework defines the skills and capabilities our people need to thrive and be fit for the future. This framework serves to inspire and motivate our people as they mature and develop their career with PwC. The competencies and behavioural characteristics shape our training programmes, evaluation processes and recruitment.

Our goal is to enable our people to sustain and upgrade their technical expertise through both classroom seminars and on the job training. At the same time, we offer them learning and education programmes in order to develop important soft skills that support them to grow professionally.



Our training offerings include:

- **Professional qualifications and certifications:** ACCA, ACA, CFA, IESOEL, CIMA, Actuary, CISA, IFRS, ADIT
- **Global Assurance Curriculum:** Helps our employees in Assurance upskill as mandated by the professional requirements for continuous education and stay up to date with the latest technical and professional developments.
- **PwC’s Advisory University:** Offers various learning and educational programmes, in addition to local consulting development programmes.
- We offer to our people free-to-enrol eLearning by collaborating with **Coursera** - the largest ‘massive open online course’ platform in the world, which partners with 140+ top universities like Stanford, Yale, Princeton.

In total, our people received 30,852 hours of formal training.*
*Source: PwC’s Learning Management System

In FY2017 we’ve set the basis for developing an integrated approach in order to upgrade our Learning and Education programme in the next fiscal year.

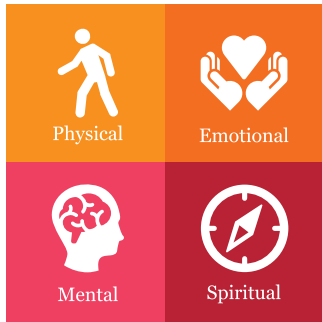
Certifications and awards

- Approved Training Employer of the Institute of Chartered Accountants England and Wales (ICAEW)
- Approved Employer of the Association of Chartered Certified Accountants (ACCA)
- Awarded the Investors in People Standard, demonstrating our commitment to realising the potential of our people



Be well, work well

Looking after our people’s wellbeing is important to us because we know that when our people live well, they work well.



For us, it is important to help our people take care of themselves by providing tools and guidance to support their physical and mental health. We also advocate enjoying life outside work, so we organise entertaining, cultural and athletic team activities.

Our Be well, work well programme raises awareness and educates our people about everyday behaviours and habits focused on fuelling their energy in order to help them become and sustain their best selves, both personally and professionally.



Taking care of our people’s health

We provide our employees and Partners as well as their dependents with one of the best Life and Health care group insurance. In addition, we have free service of doctor’s monthly visits in our premises.



Supporting a healthy lifestyle

We encourage our people to take care of themselves by facilitating healthy eating and drinking choices.



We have installed chemically **filtered water fountains** all over our buildings.



In every kitchen of our buildings, we have **baskets full of fresh fruit**, refilled frequently.



A professional **Nutritionist** visits our premises to help our people design their nutrition plan.



We offer a variety of healthy and nutritious food choices in our **restaurants**. We monitor their quality and conduct surveys to make sure that our people are satisfied with the quality and prices.



We offer all our employees a personal **Ticket Restaurant vouchers card**, recharged monthly, to purchase food from supermarkets and restaurants.



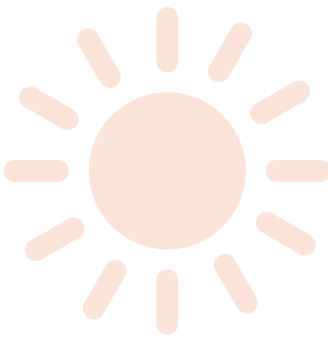
We negotiate **gym memberships, yoga and sports** training discounts for our employees.



We have arrangements with companies to offer our people **discounts** on goods or services, ranging from physiotherapy to home water filtration system and travel services.

Emotional and mental wellbeing

Our goal is for our people to be happy, remain calm and have a balanced life in order to prosper in a healthy and productive corporate culture. We collaborate with the **Employee Assistance Programmes (Hellas EAP)** for supporting our people with counselling and valuable advice.



Through Hellas EAP, we organise year-round programmes, which help our people overcome tough challenges and proactively manage risks such as stress, burnout and demotivation, while balancing other priorities such as making time for their loved ones.

Hellas EAP free services apply to employees at all levels as well as their families and provide:



24/7 support line for confidential counselling



Individual sessions for support and in house counselling



Behavioural risk management techniques



A series of workshops in our premises, year-round



Critical incident stress response training on our premises



Conflict resolution and mediation seminars



Consulting on how to manage people during change and restructuring



Fridays

The last day of the working week is a day that we relax our workstyle and look forward to the weekend with family and friends. On Fridays, our people may come to work in a business casual and relaxing dress code, provided they have no client meetings. From June 1 to August 31, our Summer Policy allows a no-tie dress code for our male colleagues, under the same condition, and offers the option of early leave for all on Fridays, upon approval. And year-round, we have “Sweet Fridays” every other week, where we treat our people with nutritious snacks, dark chocolate and small guilty pleasures!



Team up for fun

We challenge our people to team up, compete, and have fun in recreational activities, ranging from group sports to trekking and theatre plays. These are the Action Teams of PwC Greece:

- Basketball Team
- Football Team
- Tennis Team
- Trekking Team
- Running Team

PwC's Theatre Team

Our Theatre Team consists of both employees and alumni and produces theatre plays with the expert guidance of a professional director every year. During the last 11 years, our Theatre Team has performed in a variety of plays, from Shakespeare to Aristophanes and modern Greek play writers.

It's party time

We organise annual parties and other team building entertaining activities for our people throughout the year. Enjoying ourselves and having fun in our teams is an important element of building relationships and getting closer to each other.

How we listen to our people

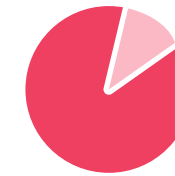
We encourage our people to speak up and give us feedback during our everyday work. We also actively listen to them through a series of feedback surveys, of which, our annual Global People Survey is our key tool to understand the pulse of our people and improve in every aspect of our work.

360° constructive feedback

All our people receive performance and development coaching twice a year as well as on a project basis. Our feedback process works both ways. We also regularly ask our employees to give feedback on the people they work with. We focus on comments that are constructive, information-specific, issue-oriented, and based on observed behaviours. We design our constructive feedback process to help the recipient understand the impact their behaviours have on others and what exactly they need to do to develop.

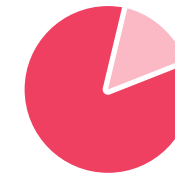
Global People Survey

Every year, through our Global People Survey, we ask our people around the world how we are doing and how we can advance. We encourage them to give us their valuable feedback and use the survey results to monitor and improve our performance. Here are some interesting points regarding the Global People Survey results PwC Greece in FY2017:



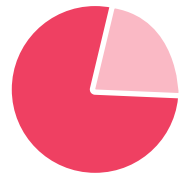
84%

of our people participated in the survey.



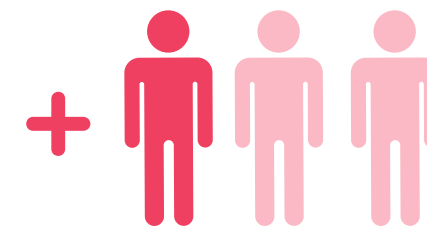
80%

of them said that they are proud to work at PwC.



73%

plan to be working at PwC within the next 12 months.



More than one out of two are satisfied with and recommend PwC as a great place to work.

Almost 70%

of our people believe that PwC drives positive societal change through the work we do every day, as well as through our community and environmental initiatives.

New Joiners Survey

In addition, after our “On boarding” preparatory events for our new joiners, we roll out a survey to monitor the new hire’s opinion and expectations from a career in PwC. Here are some of the key results that concern PwC Greece in FY2017.

93%

of our new joiners believe that they’ve made the right decision to join PwC

80%

of them feel that they already belong with PwC

85%

of our new joiners believe that they can achieve their career goals at PwC

85%

of them feel that the “On boarding” experience was positive and 81% of them feel prepared to do their job





Having a broad mix of diverse talent isn't just imperative to our future success. It's simply the right thing to do.

Diversity and inclusion

At PwC, diversity and inclusion are huge priorities for us around the world. To have an impact and serve our communities, our stakeholders and our clients, we need diverse talent. To solve the problems our stakeholders are facing, we need diverse talent. To build trust across different points of view, we need diverse talent. It's imperative we attract, retain and develop diverse professionals to spur innovation, drive growth and sustain competitive advantage in the marketplace.



I have a very fulfilling profession and personal life throughout my career with PwC Greece. During these years, I've experienced many high-points and encountered just as many challenges. Being the Diversity Leader of our firm is an exciting initiative for me. Our global diversity journey started 12 years ago, when PwC began to focus on developing a globally consistent approach to diversity as a business imperative and enabler for our strategy. And while we're proud of the progress we've made so far, we recognise that our journey is not complete, and it has been slower than we would have liked.

We still have so much more we want to do to foster an even more diverse and inclusive workplace culture.



Mary Psylla

*Diversity Leader,
PwC Greece*

Committed to support the HeForShe movement

When UN Women launched HeForShe, PwC was one of the first of 10 businesses worldwide to sign on as a HeForShe IMPACT champion. HeForShe aims to mobilise one billion men and boys in support of gender equality. When PwC signed, committed to take three strategic actions to advance gender equality in the workplace.



In FY2017 we made great strides on all three. Our first action was to work together to show our commitment. In FY2017, over 66,000 PwC partners and employees all over the world, including Greece, committed to HeForShe. Our second action was to engage men with HeForShe through an innovative training programme. We launched the course called Building gender IQ in September 2016 and it has already been completed by 8,000 employees in 105 countries.



Our third action is advancing women in leadership in PwC's organisation – where we've made great progress. Using people data from firms across PwC's network, we've recently completed PwC's fourth annual global evaluation of PwC's leadership and workforce pipeline at PwC. This forms a unique 'Inclusion Index' that measures the progression of diversity and inclusion in each territory, providing a basis for tailored actions to increase female progression. Globally, female partner admissions at PwC have increased from 23% in 2013 to 27% in 2017, and female representation in the partnership has gradually increased from 17% in 2013 to 19%. We've also achieved gender balance on our Global Leadership Team.

International mobility programme

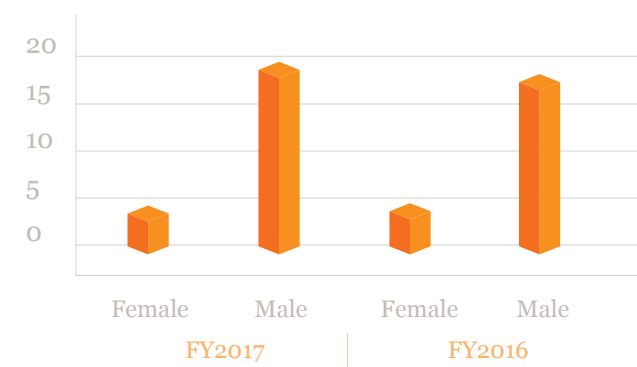
At PwC, we respect and value differences. We know that when people from different backgrounds and with different points of view work together, we create the most value – for our clients, our people and society. We continue to encourage our people to gain international experience and exposure to new cultures through our global mobility programme. At 30 June 2017, 2,536 people were on long-term international assignments from 115 PwC firms around the world. Thirty six percent of them are women, considerably higher than the external average of 20% (Source: Talent mobility: 2020 and beyond, PwC 2012).

The total number of new international assignments decreased from 3,353 in FY2016 to 2,740 in FY2017, partly driven by geopolitical and economic events, which resulted in fewer resourcing needs in some parts of the world.

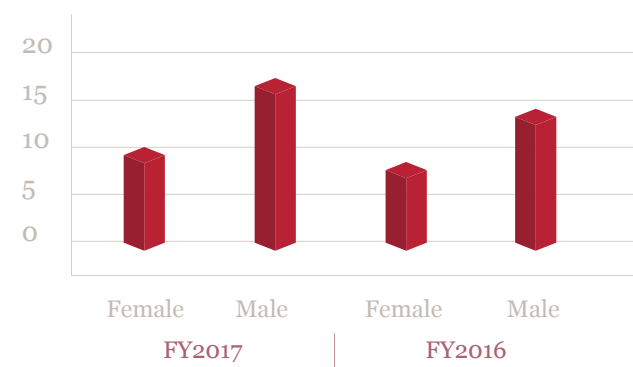
Our workforce composition in Greece

Employees	FY2017		FY2016	
 Female	51%	532	53%	493
 Male	49%	506	47%	442
Total	100%	1038	100%	935

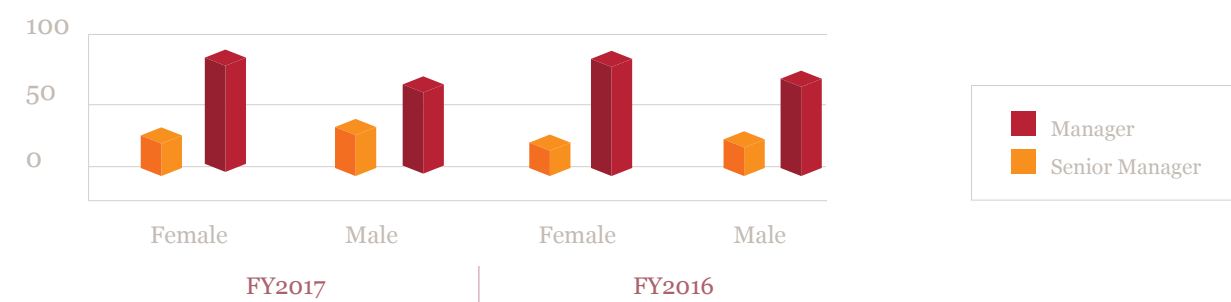
Partner



Senior Director/Director



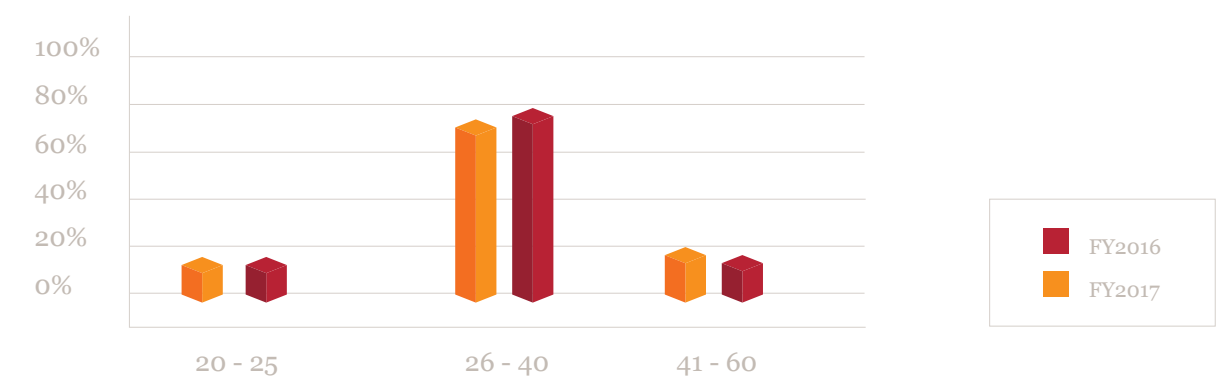
Senior Manager/Manager





	Partners / Senior Directors / Directors / Senior Managers / Managers FY2017		Senior Associate / Associate / Administration FY2017		New Hires FY2017	
Female	49%	128	52%	404	44%	126
Male	51%	131	48%	375	56%	160
Total	100%	259	100%	779	100%	286

	FY2017		FY2016	
Turnover per Gender	Voluntary Leavers	Percentage per average gender headcount	Voluntary Leavers	Percentage per average gender headcount
Female	59	11,5%	72	14,6%
Male	75	15,8%	69	15,6%
Total	134		141	

Age Groups



Promotion per Gender	FY2017		FY2016	
Female	40%	53	52%	50
Male	60%	80	48%	47
Total	100%	259	100%	779

Permanent/ Fixed term contracts	 Female FY2017		 Male FY2017	
Permanent term contract employee	90%	481	89%	449
Fixed term contract employee	10%	51	11%	57
Total	100%	532	100%	506
Full/Part time employees				
Full time employee	99,6%	530	99,8%	505
Part time employee	0,4%	2	0,2%	1
Total	100%	532	100%	506
Per Region				
Athens		521		497
Thessaloniki		11		9
Total		532		506



Responsible Business



How we listen to our people

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 uphold more ethical and responsible behaviour in the marketplace. By exemplifying responsible leadership and demonstrating how sustainability is a core component of strong governance and organisational accountability, we can make a significant difference in the success of our people, clients and communities.

Building trust in how we do business

Our purpose - to build trust in society and solve important problems, together with our values, provide the highest-level guide for our behaviours and actions. Equally important is our infrastructure for sound governance, independence, ethics and compliance.



We operate in a highly regulated environment and are ever diligent to make sure we remain compliant with the rules and regulations relevant to our business. PwC conducts business within the framework of applicable professional standards, laws, regulations and internal policies.



All PwC firms engage in **quality control and compliance monitoring activities**, covering provision of services, ethics and business conduct, compliance with independence standards, information protection and other applicable professional standards. Our leadership is responsible and committed to ensure that the design and operating effectiveness of the firm's internal quality management system continues to remain effective to serve its purpose, which is confirmed through **annual PwC Network compliance reviews**.

New legislation on audit reform in Europe is already having a direct impact on our business. Despite these market changes, our commitment to quality remains unchanged and we continue to invest in our people, technology and methodologies to ensure we deliver the highest quality.

Our external regulators are the **Hellenic Accounting and Auditing Standards Oversight Board** and the **Public Company Accounting Oversight Board (PCAOB)** who help establish auditing and related practice standards.

Delivering distinctive quality

Delivering distinctive quality is a central part of what PwC stands for and a fundamental element of what our stakeholders expect from a market leader in professional services.

Our quality work is based on the following pillars:

• Quality firm

We operate to the standards and policies set by the PwC Network. In addition, PwC member firms have access to common methodologies, technologies and supporting materials, in order to perform in alignment with the way PwC does business.

• Quality clients

who operate to the same standards of ethics and business conduct as PwC.

• Quality people

who represent the top talent in their peer group, inspired to deliver quality.

• Quality services and quality service delivery

Services that are both fit for purpose and meet the stated and unstated needs, not only of clients, but also of other stakeholders. Service delivery, which sets our business apart from our competitors, a commitment to meet and exceed client expectations while adhering to PwC and other relevant standards.

Focusing on ethics and transparency

A key part of our CR strategy is to integrate strong ethical and transparent business practices into our work and operations. Our leadership promotes a culture and policies that support and encourage our people to do the right thing, especially when they have to make difficult decisions.

We believe it's our responsibility to respect and uphold the human rights of our people and any other individuals we are in contact with, either directly or indirectly. Our unwavering commitment to human rights is demonstrated through our actions, our involvement in voluntary initiatives like the UN Global Compact, PwC's Global Human Rights Statement and related guidance for our people. Our approach to human rights is well integrated into our existing business practices.

The internal programs and systems that support us in upholding our values include:



The trust that our clients, communities and our people place in PwC, and our high standards of ethical behaviour, are fundamental to everything we do. As we go about our work it's important we have a frame of reference for the decisions we make every day.

Across the PwC Network, partners and employees embrace the values, which represent the way that PwC does business and that is set out in "**Living our purpose and values, PwC's Code of Conduct**" (the Code). The Code guides us in line with our values, no matter where we are or what we do. It's how we do business.



Ethics helpline

We listen and take action. We empower our people to speak up dealing with behaviour or facing a situation that doesn't seem right. We have the responsibility to report and express our concerns fairly, honestly and professionally. To this end, we have a confidential mechanism including an ethics helpline available on our website.



Ethics and Business Conduct dedicated team

We have a designated partner and an ethics team always available for guidance, consultation and support to all our people.



Ethics and Business Conduct training

Ethics training is mandatory for all our people.



Anti-corruption

Our Code of Conduct makes it clear that we have zero tolerance for bribery and corruption. We train our people on anti-bribery and anti-corruption as their professional and ethical duty.

Managing Independence



Panagiotis Zissis

Risk Management and
Independence Leader,
Assurance Partner,
PwC Greece

As auditors of financial statements and providers of other types of professional services, we have to comply with the fundamental principles of objectivity, integrity and professional behaviour. In relation to assurance clients, independence underpins these requirements. PwC has implemented policies and processes based on the ISQC1, issued by the International Accounting and Auditing Standards Board, the Code of Ethics for professional accountants issued by the International Ethics Standards Board for Accountants (IESBA). Where applicable, the rules and standards issued by other regulatory authorities, such as the US Securities and Exchange Commission (SEC), the PCAOB and the European Commission. These policies and processes are designed to help PwC comply with relevant professional and regulatory standards of independence that apply to the provision of assurance services.

Where other local standards go beyond the international requirements, compliance with those standards is also required of the member firm in that jurisdiction. As each PwC firm, we have a designated partner and a team of professional specialists, responsible for managing the independence processes and providing support to the business.

Build trust in how we use information - Information Security

Information security is a high priority for us and our clients. To ensure the continued protection of our firm's information and technology assets and to maintain a secure environment for growth, we implement the PwC Global Information Security Policy, enriched with local legal and regulatory requirements in order to align it with industry standards and voluntary certifications. We also undergo ongoing second and third party audits to assess our ISMS for continual improvements where necessary.

Certifications

- ISO 27001 for management controls to protect all our information assets for our IT Service Management System
- ISO/IEC 27001:2013 for implementing management controls to protect information assets across PwC Greece
- ISO 9001 for Quality Management Systems
- ISO 14065:2013 for environmental management, greenhouse gas management and related activities for our Sustainability Centre
- ISO/IEC 17021 for the competence, consistency and impartiality of audit and certification of all types of management systems

Our contribution to the Greek economy

The direct spending relating to PwC Greece’s day-to-day business activities generate important economic benefits to our communities, providers and the broader Greek economy. This direct spending in turn produces indirect spending by suppliers, thereby generating additional impacts to the economy. These spill-over activities also contribute to the national economy.

We focus on building sustainable economic growth for the benefit of our clients, suppliers, partners and employees, as well as the communities where we live, work and serve.

Acting as a catalyst for thought leadership and dialogue

We use our thought leadership to share diverse perspectives and help lead conversations related to sustainability and corporate responsibility.

Our most recent studies on the Greek economy and market are:

- **Investments in Greece:** From recession to anaemic recovery - June 2017
- **Infrastructure in Greece:** Finding the future - March 2017
- **CEO & Family Business Survey 2016:** Greek entrepreneurship at the crossroads - 2016-2017
- **Deals in Greece 2016:** Disposal of non-core assets by systemic banks - January 2017
- **The Greek Real Estate market** - October 2016

We are members of the following institutions, professional bodies and discussion boards:

- Hellenic Federation of Enterprises (SEV)
- Federation of Industries of Northern Greece (SEVE)
- Athens Chamber of Commerce and Industry (EVEA)
- Hellenic Management Association (EEDE)
- Hellenic Association of Insurance Companies
- American-Hellenic Chamber of Commerce
- British-Hellenic Chamber of Commerce
- German-Hellenic Chamber of Commerce
- Chinese-Hellenic Chamber of Commerce

Many of our partners and high-level executives are members of the Institute of Certified Public Accountants of Greece and other European countries.

Some of the economic benefits include:

- Contributing to the Greek GDP
- Purchasing from Greek suppliers
- Supporting Greek jobs
- Mentoring and training to social enterprises and startups
- Paying government taxes

In addition, PwC Greece employed 1,038 people and supported an additional 751 full time equivalent jobs in other industries through purchasing from Greek suppliers. Spending by employees of PwC and its suppliers supports an additional 647 jobs. As a result, PwC has supported more than 2,436 full time equivalent jobs across Greece.

Our tax footprint

It is worth mentioning, that this chapter of the report focusses on the contributions PwC makes to the Greek economy through its direct operational spending. From another perspective, we contribute to our country’s economic performance by strengthening the economic and financial performance of our clients through our assurance, tax and advisory services.

In FY2017, the total government tax returns of all the PwC Greece firms was over 35,000,000 euro.

Organising events that promote our country globally

We organise conferences and events where we share our knowledge and promote a productive dialogue. We also recognise the importance of sponsoring initiatives that reflect the core values we feel are essential for responsible business, as well as growth and development.

We have a Corporate Events team that promotes Greece as a venue of choice for the international conferences of the PwC network.

PwC Network meetings organised in Greece in FY2017

- Global Insurance Meeting
- ITS EMEA Leaders Meeting
- Advisory University
- PwC Shipping Industry Briefing: Loan restructuring perspectives from the front line

Until today, we have organised 18 PwC network events that brought more than 2,300 PwC delegates from all over the world to Greece.

Community Engagement



Our approach

Our approach is to contribute to the development of sustainable and enterprising economies. We do this by offering the best value we can: our experience, our knowledge and our skills.

Our purpose – to build trust in society and solve important problems – is at the heart of our Corporate Responsibility. Its key pillar is our Social Entrepreneur programme through which we help social enterprises and NGOs build trust and transparency, as well as operate more effectively to help solve society's important problems.

Leveraging our people's skills and experience, we want to help create a sustainable enterprising economy in our country. We focus our efforts on sharing our skills and experience to 'Maximise Potential' of social and micro enterprises and NGOs through capacity building, and of individuals through education.

Social entrepreneur programme

Social enterprises and NGOs are working to solve some of society's biggest problems and our people offer their skills, knowledge and experience to support them.

Our value offer consists of:

- pro bono professional services
- mentoring and advising
- professional training, seminars and workshops
- special full-time volunteer support programme

Beneficiaries range from social enterprises and startups to incubators and NGOs. Here are some examples of how we support them.



AFI is a Civil-law non-profit company that supports entrepreneurs by offering them access to micro-loans, as well as free training and advising support. In this way, AFI encourages entrepreneurship and self-employment, contributing to mitigate the important problem of unemployment in Greece.

In FY2017, we set the basis of our support to AFI with a long term-perspective. We have created a special programme that gives our people the opportunity to gain a different perspective by acquiring a unique experience working for an NGO and entrepreneurs. We announce this programme internally as an open call for volunteers. After screening and assessment of the applicants, in cooperation with AFI, we choose one volunteer who will work full-time at their premises for six months. During that time, our volunteer will provide consulting and mentoring advice to help both AFI and the entrepreneurs under their supervision improve their performance. Volunteers will rotate on an annual basis. We will announce the first outcome of this programme in our next Sustainability Report.



As part of our efforts to encourage young entrepreneurs work for the common good, we support the social enterprise Bloode. We met Bloode's founding members at Orange Grove two years ago. Since then we are happy to see them develop and expand their activities helping solve an important problem of our country: the devastating need for blood donors.

Bloode is the first online platform that aims to promote and systematise the process of donating blood in Greece. Through Bloode's online platform, volunteers all over the country create, promote and satisfy real time, ongoing calls for blood, in order to save patients that need blood transfusions.

We support Bloode through a year-round programme that we design together with a long-term perspective. Our programme includes the organisation and execution of three blood drives a year at PwC's premises. Our people donate blood and bone marrow samples for hospitals and people in need, including abandoned elderly and children who are cancer patients. We are also supporters of blood drives open to the public, organised by Bloode.

During the last 16 months, we have organised seven blood drives and collected more than 400 blood bags to the benefit of 12 NGOs and five public hospitals.

Hellenic Responsible Business Awards 2016

We received Gold for our blood donation program with social start-up Bloode.

Supporting incubators to accelerate social entrepreneurship

During the last years, we have been helping incubators through pro bono accounting, tax and consulting services, as well as training and mentoring to their startups and social enterprises. We provided pro bono services to e.g. - a corporate responsibility initiative by Eurobank, designed and implemented together with Corallia - and Orange Grove – a workspace for young entrepreneurs, started by the Netherlands Embassy in Athens.

We also support Social Dynamo, a space for civil society capacity building, offering learning opportunities, professional support and networking to NGOs and groups of active citizens. It is a collaborative initiative between the Bodossaki Foundation and the City of Athens Municipality SynAthina team. Over the next few years, our plan expands to include NBG Business Seeds, an integrated program designed to foster innovative and export-oriented entrepreneurship.



For the last 10 years, we have been supporting MDA Hellas (Muscle Dystrophy Association), an NGO for patients with severe neuromuscular disabilities. MDA’s vision to empower these patients and give them opportunities to enjoy life and develop personally matches our Corporate Responsibility pillar for diversity, inclusion and equal opportunities. We support MDA with pro bono assurance services and professional advice that helped them to improve their corporate governance and enhance transparency. Also, our people took the initiative to come closer to MDA and participate in its volunteering activities.

Specifically, during the last two years, PwC Greece is a strong supporter of the MDA team “Finish Liners” wherein members of the PwC Running Team have assisted MDA patients in wheelchairs to complete the Athens Authentic Marathon and Half-Marathon races. Before the races, we organise an internal crowdfunding by “sponsoring” our Running Team members to raise money for supporting the academic education of MDA patients. PwC Greece matches the funds raised. After the November Athens Authentic Marathon, we organise a celebration in our offices together with MDA members and patients.

Through MDA, we support Alexandra Stamatopoulou, MDA patient and Paralympics swimmer. We met Alexandra as a Marathon Finish Liner in November 2016. Since then, as part of our CR programme for inclusion and equal opportunities, we empower Alexandra in her preparation to represent Greece in Paralympics swimming championships, as well as in her personal development. A team of PwC volunteers coach Alexandra in order to enable her to have more opportunities in personal and professional growth. The training includes soft skills, familiarisation with IT applications, coaching sessions and business English lessons.



These programmes have been successfully implemented thanks to the commitment of the PwC volunteers, both partners and employees. We have a strong volunteering programme that not only provides opportunities to our people year-round but also encourages and welcomes their own initiatives.

**FY2016 – FY2017
volunteering and
pro bono services hours**



FY2017:
6,039 hours



FY2016:
5,055 hours



We received the
Bravo Market
Award for our
support to young
entrepreneurs.

Maximising youth potential

We aim to create strong links between education and business to fight unemployment.



<i>AIESEC</i>	<i>University of Piraeus</i>	<i>Career Fairs</i>	<i>Fulbright Foundation</i>	<i>Student interns</i>
We are a corporate partner and supporter of AIESEC, the world’s largest youth-driven student organisation. PwC and AIESEC have partnered globally since 1973, making this AIESEC’s longest standing partnership.	Since 2009, we participate in the scholarships programme of the University of Piraeus, Department of Banking and Financial Management, offering scholarships and internships to its students.	We participate in career fairs throughout the year and maintain close communication with universities’ career centres all over Greece. In addition, we organise PwC Days on our premises where students from various universities meet our professionals and discuss professional development trends and opportunities.	Since 2011, we have been supporting the Fulbright Foundation both as pro bono auditors and scholarships contributors.	We offer internships to students enabling them to gain work experience and acquire business skills by working together with our professionals.

Community volunteering PwC’s Bazaars

At PwC Greece, we have a tradition of organising Christmas and Easter fundraising bazaars at our offices in Athens and Thessaloniki. Our people enthusiastically support our bazaars both as volunteers and as customers. Specifically, our Partners and employees, together with their families, actively volunteer their time to help the NGOs with sales of their gift ideas.

We also hold a Bake Sale whereby staff members and their families contribute homemade delicacies. Each time, the Bake Sale proceeds are donated to a good cause, e.g. to purchase food for people in need, through the NGO Boroume.



Up to now,
19 NGOs
and social enterprises
have participated in
PwC’s Bazaars.



Since the beginning,
the number of our
volunteers in the
bazaars has **increased**
by **625%.**



The funds raised
have **increased by**
60% since
the first bazaar.

Environmental Stewardship



Our approach

As a responsible leader, we respect the environment and are committed to understanding and reducing our impact.

We manage our GHG emissions and mitigate our environmental footprint. We emphasise internal awareness and environmentally responsible behaviours. At the same time, we enhance our environmental practices and evaluate new ways to minimise our waste and improve our energy management.

Our environmental policy

Our policy describes our commitment to reducing the environmental impact of our operations and activities. We engage our people in a dialogue about environmental stewardship and work hard to improve measuring and monitoring our footprint.

Our goals

- Reduce our carbon footprint by decreasing our carbon emissions energy and resources consumption as well as the waste we generate.
- Adopt upcycling, reuse and recycling practices.
- Increase and maintain green office operations.
- Follow environmentally responsible procurement policies.
- Implement travel policy on business trips.

Our commitments

As a member of the PwC network, we comply with the international and local regulations and make the following commitments:

- Continuously improve our performance in a sustainable approach and aspire to integrate environmental management practices in business operations, to the benefit of our stakeholders.
- Use resources efficiently and minimise waste generation from our operations.
- Consider environmental and social issues in the procurement of goods and services.
- Consider environmental issues and energy performance in the acquisition, design, refurbishment, location, management and use of our buildings.
- Consider how to reduce the environmental impact of business travel.

Environmental management and practices

As a professional services firm our environmental impact is small compared to other industries. But our stakeholders expect us to minimise our impact, and as a responsible business, we want to do everything we can. Our environmental management focuses on areas where we can have the greatest impact such as:



01. Energy efficiency and carbon emissions control

We monitor and measure our buildings’ energy consumption. We look for new ways to reduce our energy consumption in our workspaces, while we invest in improving our buildings to become more sustainable.

Since 2015, we have been progressively upgrading the lights in our offices to LED lighting. Unlike older forms of lighting, LED lights are more energy efficient, have a longer lifespan, and are more ecologically friendly than fluorescent or incandescent lamps.

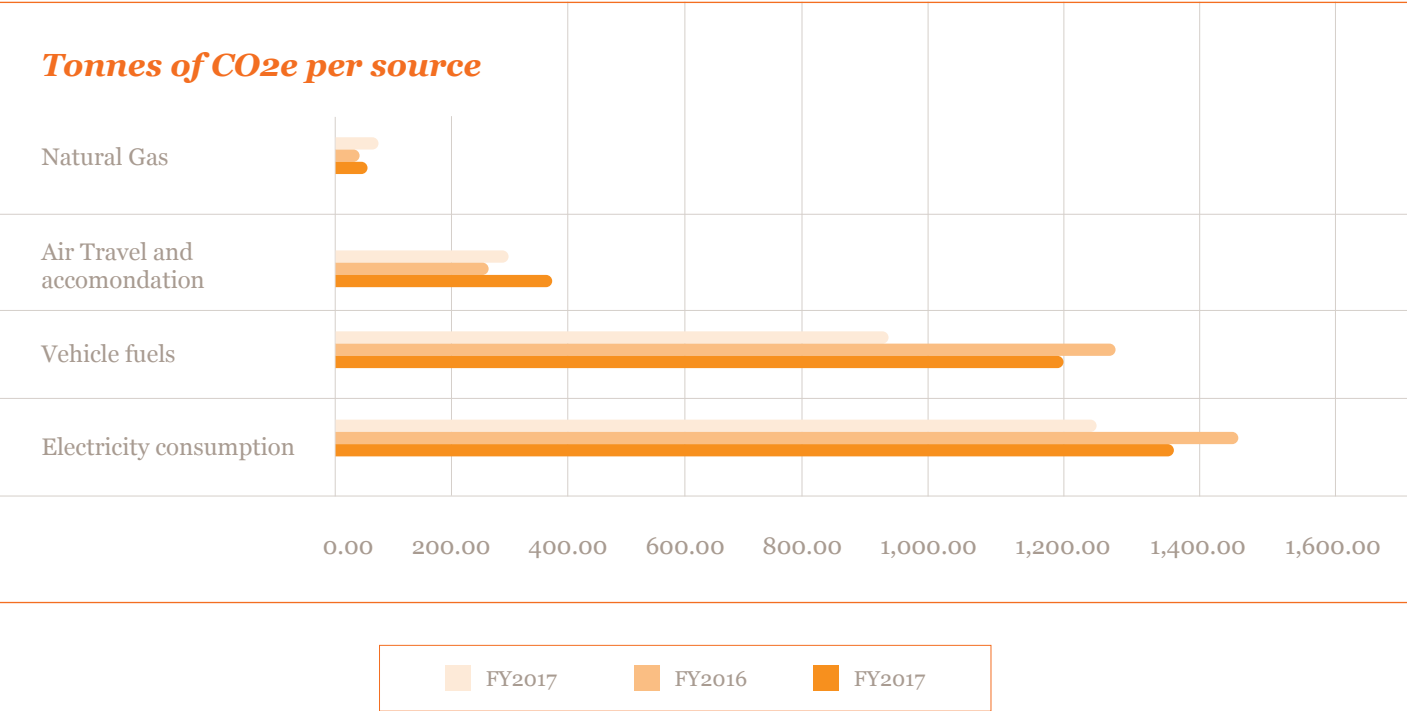
Carbon emissions

Greenhouse gas (GHG) emissions are the most material, direct environmental impact of our operations. So it is very important that we measure and monitor our emissions, make assessments and set goals on our performance.

We do this by capturing data of our energy usage and the sources of our greenhouse gas (GHG) emissions, such as the energy consumed by our buildings, business travel and paper consumption. We apply the “operational control” approach to the calculation of greenhouse gas emissions inventory as defined by the GHG Protocol. This includes all PwC offices in Athens and Thessaloniki.

To develop a relevant and comparable GHG inventory, we follow the guidelines set by the WRI/WBCSD Greenhouse Gas (GHG) Protocol:

<i>Scope (in tonnes of CO2e)</i>	<i>FY2017</i>
Scope 1 direct emissions: Emissions from company cars and fuels combusted in our offices	6
Scope 2 indirect energy emissions: Electricity consumed in our offices	1,106
Scope 3 indirect emissions: Emissions related to paper and other resource consumption, business travel, water consumption, processing of waste and upstream fuel and electricity emissions	423
Total carbon emissions (gross)	1,536



Our electricity consumption is the main part of our carbon footprint, since we’re an office-based business. To reduce our emissions, we seek ways to reduce energy consumption and consequently cut carbon emissions. Our goal is to maintain consumption rate at low levels and reduce it whenever possible.

In FY2017, compared to FY2016:

- We reduced electricity consumption by 4%
- We reduced vehicle fuels consumption by 8%
- We reduced our water supply by 16%
- Our natural gas production has increased due to climate change and we are looking for innovative ways to reduce it in the next years.

<i>Issue</i>	<i>KPI</i>	<i>Unit</i>	<i>FY2016 Metric</i>	<i>FY2017 Metric</i>	<i>Comparison FY2016-2017</i>	<i>Target for improvement</i>
<i>Energy</i>	Electricity	kWh	1.969.754	1.894.346	-4%	Maintain consumption rate at low level
	Vehicle fuels	Litres	435.852	401.540	-8%	Maintain consumption rate at the same level
	Natural gas	m3	17.142	27.402	60%	Reduce consumption rate
<i>Water</i>	Water supply	m3	4.197	3.524	-16%	Maintain consumption rate at low level

Sustainable travel

Considering the global aspect of our business, our people often engage in assignments that require collaboration and meetings across borders. In addition, in the last years, many of our local clients are expanding in different countries. Consequently, our air travel emissions contribute to a significant part of our environmental footprint.



<i>FY (Fiscal Year)</i>	<i>Travelled distance – km</i>
FY2016	2,111
FY2017	2,220
<i>Comparison</i>	<i>+5%</i>
<i>Target for improvement</i>	Reduce or maintain in similar level

Our goal is to control and reduce our air travel emissions by implementing a travel policy and digital operations transformation. We train our people to use the WebEx facilities for online meetings and trainings across locations and countries. The increase of WebEx usage has significantly contributed in reducing our air travel and commuting time.

In FY2017, compared to FY2016:



WebEx training participants increased by
33%.



WebEx trainings increased by
45%.



WebEx online meeting time increased by
40%.

02. Paper consumption and management

Due to the nature of our business, reducing paper consumption and waste is a key priority for us.

We aim to Go Digital and replace any remaining “old school” paper procedures. We upload all policies and information on our intranet, OnePlace. Our Security Policy requires clutter free desks and reducing paper usage. Our computers are set to default to double-sided printing. Our printing paper comes from controlled cultivation forests, is chlorine free and ISO 9001 and ISO 14001 certified. We monitor paper consumption and run internal campaigns.

The combination of these actions resulted in a significant reduction of our paper consumption, which we have reduced by 37% during the last two years. Our effort is to maintain and decrease this level.

Paper consumption



FY2015:
28,389 kg



FY2016:
18,167 kg

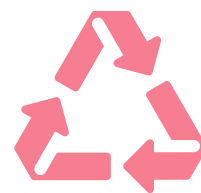


FY2017:
18,707 kg

03. Recycling and reusing

We engage our people in recycling every item possible. But the goal with a more significant impact is to cultivate a culture of reusing and upscaling products instead of throwing them away. So we take small, yet important steps, that build up responsible practices:

- We purchase our furniture with longevity in mind and donate it in good condition.
- We eliminated plastic and paper bags and replaced them with reusable cloth bags.
- We have minimised the usage of paper and plastic cups.
- We distribute to our people branded reusable caps for their daily drinks and water.
- When our products reach the end of their first life, we refurbish them and donate them to support good causes. Every time we upgrade our hardware, we donate existing IT equipment in good condition to NGOs and social enterprises.



04. Responsible and sustainable procurement

Our goal is to improve supply chain responsibility. We have policies and guidelines to address the environmental impact of the products and services we procure. As a service based business, PwC does not source raw materials or manufacture products. Our supply chain is limited and consists of the goods and services we procure to operate our business.

Our suppliers

Our preferred suppliers must meet their employment obligations under relevant legislation:

- Certificate of payment of insurance contributions
- Tax clearance quarterly
- Training certificate from technical officer and work doctor
- Liability insurance

We consider the environmental ISO as one of the critical factors of PwC's preferred suppliers' selection. We examine the environmental compliance practices of existing and perspective suppliers through sustainability certifications, such as ISO 14001, ISO 50001 and ISO 140024.

Our catering providers, in collaboration with the Boroume NGO, offer food to people in need.

Our sanitary and cleaning supplies consume less energy and have environmental certifications. The cleaning service company we use for our buildings is ISO 14001 certified.

We gradually increase the use of environmentally friendly company cars.

We moderate our overall consumption by examining our product and services needs and managing demand. Each year, we review our procurement policies, run surveys, as well as conduct stakeholder assessment and engagement sessions for our mutual improvement.

05. Stakeholders awareness

Internal awareness

The support and active engagement of our people is critical for our environmental stewardship programme. Our internal awareness campaigns advise our people how to be environmentally responsible both at work and in private. Also the environmental NGO WWF Hellas participates in our internal events.

Our Sustainability Centre

In addition to understanding our firm's environmental impact, we work with our community and clients from both a physical and regulatory perspective. This holistic approach drives how our Sustainability Centre works with our clients. The practice identifies social and environmental risks for our clients. Another way the practice supports our clients is by uncovering opportunities to reduce their broader sustainability impact while ensuring they are compliant with national and global standards, as well as regulatory requirements. Our Sustainability Centre is certified with ISO 14065:2013 for environmental management, greenhouse gas management and related activities.



*Are you preparing your sustainability report?
Do you consider starting reporting?*

.....

Sustainability is fast becoming the lens through which a business is judged by its customers, workforce, society, governments and even its investors.

We help to address specific and immediate issues relating to sustainability. But we also help with longer-term strategic thinking, from sustainability strategy to sustainability reporting and assurance, including points in between.

Our experienced teams can help you with the following activities:

- Sustainability strategy
- Assurance and Reporting
- Governance Risk and Compliance
- Sustainable Development Goals (SDGs)
- TCFD (Task Force on Climate Related Financial Disclosures)
- Sustainable Supply chain & Operations
- Climate Change
- Responsible Investment

Contact:
Helena Athoussaki
PwC Greece | Head of Sustainability
helena.athoussaki@pwc.com



Printing this report

To limit the environmental impact of our report, we did not produce a hard copy. This report is available for download and if you choose to print it yourself, please remember to print it double-sided.

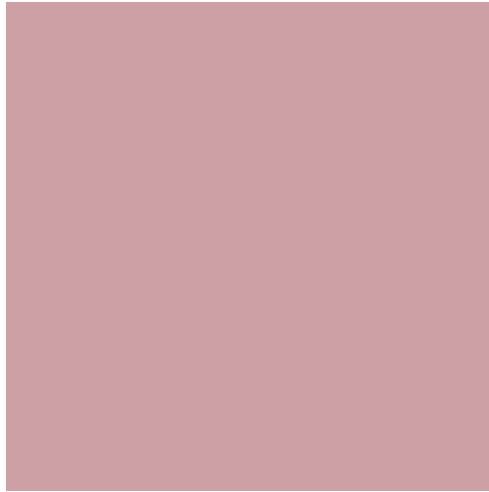
Please visit: www.pwc.gr/cr

Feedback

We hope you found our report useful and interesting. We are committed to listening and understanding our stakeholders' points of view, and welcome feedback on our report as well as on our CR performance.

If you have feedback on this report or need further information on our CR programme, please feel free to reach:

Vivian Tsamadou
Senior Manager, Corporate Responsibility
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At PwC, our purpose is to build trust in society and solve important problems. We're a network of firms in 158 countries with more than 236,000 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.

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