



It's time to accelerate
the pace of change

PwC Jamaica
ESG Highlights 2020



www.pwc.com/jm/csr

Contents

03	A message from our leaders
04	Our year in numbers
05	Our COVID-19 response
07	Environment
09	Community
12	Diversity and inclusion
14	New world. New skills.
16	Our people and culture
18	Responsible business
19	A catalyst for dialogue
20	PwC in the Caribbean

About our ESG Highlights 2020

This document provides a snapshot of our ESG actions and performance for the period from 1 January, 2020 to 31 December, 2020, unless otherwise stated. The publication 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.

At PwC Jamaica, our purpose is to build trust in society and solve important problems. More than 300 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 284,000 people in 155 countries. Find out more by visiting us at www.pwc.com/jm.



A message from our leaders

Living our purpose: to build trust in society and solve important problems

It is fair to say that 2020 was a tremendously challenging year. The COVID-19 pandemic has and continues to be, a human, health, and economic crisis, deeply affecting the lives of many people around the world, including members of our own PwC family, their relatives and friends. With the global pandemic ongoing, we continue to keep the health, safety and wellness of our people, clients and communities at the core of all of our business decisions.

Notwithstanding the challenges brought on by the pandemic, the resilient spirit of our people has shone through. They have given generously, worked together to help communities in need and taken collective action to help create a sustainable future for all. Together, we continue to provide financial and technical support to national and community initiatives to alleviate the burden for the most vulnerable in our society.

COVID-19 has made clear that we must embrace aspirations around societal expectations of businesses, including building trust and value for all our stakeholders, bridging the digital divide, reducing our carbon impact for a sustainable world and addressing inequality wherever it exists.

Going forward, it remains essential that we keep focused on our purpose and remain true to values we hold dear.

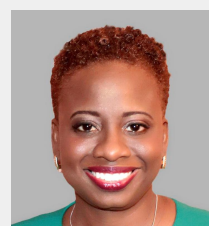
Together we can make a difference!



Leighton McKnight
Territory Leader

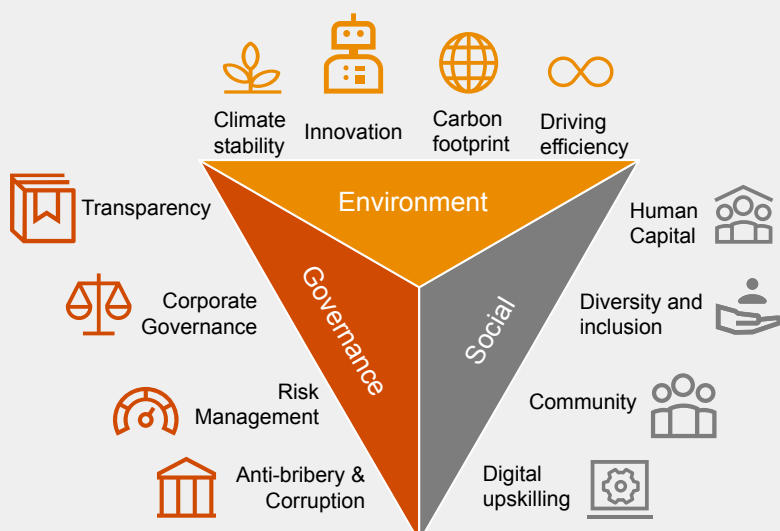


Gail Moore
Environment Leader



Kimblian Batson
Diversity and Inclusion Leader

A sustainable way forward



Our year in numbers

\$4million

donated to Private Sector Organisation of Jamaica's COVID-19 response fund

\$560,000

educational scholarships granted to students of the University of the West Indies and the University of Technology

\$2.2 million

in tablets collectively donated to the One Laptop or Tablet per child initiative by PwC Jamaica and our people

\$463,000

donated to NGOs and educational institutions

2030

The year we've committed to achieving our new net zero target

100%

of our unavoidable emissions and air travel offset since 2019

346

PwC Jamaica's headcount at 31 December 2020

1,402

pro bono hours in 2020

Our COVID-19 response

In the early stages of the pandemic we quickly mobilised to support the Private Sector Organisation of Jamaica's COVID-19 Response Fund, as part of a national effort to provide relief for households in vulnerable communities and frontline healthcare workers. These actions provided food relief to 34 communities and assisted nonprofits with providing health checks and distributing masks. We also donated new tablets and refurbished laptops to schools with students in critical need of devices to access online learning.

\$4 million donated to the PSOJ COVID-19 Response Fund

Volunteered technical skills to develop the financial model for the relief programme

Free digital tools including:

- COVID-19 Navigator for businesses and not for profits to help with operations and crisis management
- PwC's Digital Fitness App to build digital knowledge and skills

“

The impact of COVID-19 on the people and communities of Jamaica is unprecedented. As we navigate this crisis together, we believe that businesses should play significant roles in helping our health services and assisting the most vulnerable in our communities. Collectively we can make a difference in helping the country respond to and recover from this pandemic.

Leighton McKnight
Territory Leader

Our COVID-19 response

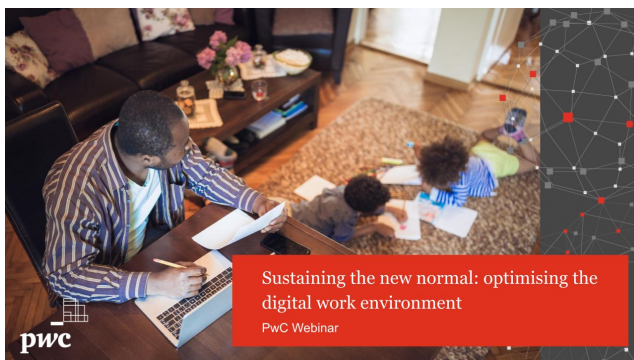


With the onset of COVID-19, we immediately enacted our Business Continuity Plan, a core component of which is pandemic planning. Key components of our plans and response efforts are a continuous cycle of information sharing and teaming with experts to help prevent, contain and recover from life threatening infectious diseases and viruses impacting our people and our clients.

Taking care of our people

We began by actively consulting with the Centers for Disease Control (CDC), outside medical advisors and our Global Security team, as well as monitoring guidance issued by the World Health Organisation, local guidance and updating our own travel restrictions and meeting policies accordingly. The health and well-being of our staff stood as our number one priority. We then launched a centralised task force and reviewed various scenarios with our crisis teams and stakeholders in preparation for possible PwC cases or other types of impacts and we reinforced the options for our people to get support (e.g., Emergency Hotline, Global Security team, local office leaders) for questions, guidance or to report potential exposure.

Already familiar with an everyday flexible work environment, it was a smooth transition to a work from home model. Our IT systems are designed to suit a remote workforce and our culture is one of digital collaboration, including the use of tools such as video conferencing and instant messaging technology, to work effectively together across multiple locations. All of our people are equipped with the necessary tools to ensure they can continue to work effectively whether they be at home, at another PwC office or elsewhere.



Supporting our clients

We proactively engaged and worked with clients to deal with the immediate impacts of the pandemic and leveraged our technology to seamlessly deliver quality audits, tax and consulting services. In doing so, we supported our clients to repair, rethink and reconfigure their businesses for an uncertain future.

We contributed to leadership dialogue by way of virtual events, such as our *Sustaining the new normal: optimising the digital work environment* webinar, thought leadership publications such as our *COVID-19 CFO Pulse survey* and *Navigating the new world of virtual work*, and working with the government on a pro bono basis to develop a national crisis response strategy to help support economic recovery.



Environment

Climate change is one of the most pressing problems facing our world today. We believe the business community has a key role to play in building a healthier planet. We've taken a number of bold steps to accelerate the pace of change toward a lower carbon future.

PwC commits to net zero by 2030

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

Our environment ambition

While driving efficiency to reduce its absolute carbon impact, PwC Jamaica remains committed to offsetting air travel emissions and energy consumption by 100%. We are proud of having implemented several initiatives to reduce our absolute carbon impact and the investment we've made in offsetting 100% of our unavoidable emissions since FY19.

Carbon dioxide emissions

FY20

FY19

Total emissions/tonnes CO2e

452.16

933

Total carbon emissions per employee/tonnes CO2e

1.28

3.02

Business travel/kilometres flown

712,058

1,322,834

Purchased electricity per employee:

1,562

3,278

Note:

- Since the financial period FY19, we have offset 100% of our emissions from our air travel and energy use.
- Office closure during COVID-19 impacted usage.
- The central air-conditioning at our Kingston office was replaced with a new, more energy efficient system.

Environment

Progress towards UN Sustainable Development Goals

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



We support high-quality carbon reduction projects that not only reduce carbon emissions but also support local communities, preserve sustainable landscapes and help create renewable markets.

Improved Mexican Cookstoves	Acre Amazonian Rainforest Conservation Project	Guatemala Water Treatment and Cookstoves	Mexican Forestry	Kitambar Ceramic Fuel Switching Project
<p>Firewood is the main energy source for approximately 80% of rural households in Mexico. This project helps households reduce the quantity of fuel wood they must consume for daily cooking needs.</p> <p>Read more</p>	<p>This collection of three projects aims to prevent deforestation across 105,000 hectares of pristine rainforest in the Amazon basin, protecting some of the world's most biodiverse habitats.</p> <p>Read more</p>	<p>This project distributes water filters and stoves that enable access to clean water and improve cooking conditions by increasing fuel efficiency and reducing harmful indoor air pollution.</p> <p>Read more</p>	<p>This afforestation project creates plantations to obtain high-value, long-lived timber products and to sequester large amounts of carbon dioxide on land that is adjacent to cattle farming.</p> <p>Read more</p>	<p>This project helps protect the 895 km² Caatinga ecoregion from deforestation and delivers emissions reductions by reducing unsustainable harvesting of native vegetation.</p> <p>Read more</p>



Community

Through community investments PwC can share its greatest asset - the skills, knowledge and talent of our people - to help create communities where people and business can thrive.

Our community ambition

Across our Network, we are investing in the future and growth of 15 million people, NGOs, and micro and social enterprises to help maximise their potential by 2022.



Skills and education

Through investment in education and skills building, we're helping people prepare for the jobs of the future.



Building the capacity of NGOs

Working alongside NGOs, we're helping to build a stronger, more transparent sector.



Supporting social and micro enterprises

Sharing our expertise to help entrepreneurs scale for even more impact.

Our performance in FY20

No. of individual
volunteers

89

FY19: 70

Number of general
volunteering hours

258

FY19: 1,935

Amount of community
donations

US\$56,331

FY19: US\$16,903

Community

Closing the digital divide: Laptop and tablet donations

School closures due to COVID-19 meant significant disruption to education across the globe. And emerging evidence indicates the pandemic is giving rise to learning losses and increases in inequality. To reduce and reverse the long-term negative effects locally, the Ministry of Education, Youth and Information (MOEYI) began work to help close the digital divide and enable wider access to online learning, especially for the most vulnerable students and those without access to digital devices.

In October 2020, MOEYI, officially launched its **'One Laptop or Tablet Per Child' initiative**, designed to bolster inclusivity in the education sector, with the aim of providing needy students with the devices needed to function in the online learning environment. With a promise to furnish an estimated 148,000 students on the Programme of Advancement Through Health and Education (PATH) programme with devices, the MOEYI still needed laptops or tablets for an additional estimated 100,000 students who were not on PATH but considered needy and/or vulnerable. \$4.5 billion was the estimated cost to provide these laptops and tablets.

To this end, the partners and staff of PwC Jamaica rallied around the initiative and provided tablets for our adopted school, St Michael's Primary and Infant School, in addition to two other schools within the surrounding community - Holy Trinity High School and Holy Family Infant and Primary School. At the secondary and tertiary level, PwC Jamaica upcycled laptops from the firm in the form of donations to Kingston College, Calabar High School, the University of Technology, and the University of the West Indies.

35 laptops

185 tablets



Laptops for students at Kingston college

In October, PwC Jamaica donated laptop computers to three Kingston College students. One of three, Noeem McKenzie (second left) is seen here checking out the device after the presentation was made by Leighton McKnight (second right), PwC's Territory Leader.



45 tablets to Holy Family Infant and Primary school students

In December, grade six students of Holy Family Primary and Infant School achieved 100% tech accessibility, following the tablet donation from past student Bruce Scott, partner at PwC Jamaica, and his fellow PwC partners.



Laptop donation the the University of the West Indies

In June, PwC Jamaica donated 20 laptops to The University of the West Indies (UWI), Mona. The donation aided the university and some students without devices.

Community

#TogetherWeSolve

Facing the challenges of the new normal and the accompanying economic pressures did not dampen the spirit of giving amongst our PwC Jamaica family. We continued to seek opportunities to make a difference in our surrounding communities and at large. Beyond working to eliminate the digital divide, our people came together and supported NGOs and other charitable causes.

Sagcor SIGMA Corporate Run

PwC Jamaica again participated in the Sagcor SIGMA Corporate Run 2020, an important charity run that raises funds to support child and health related issues in Jamaica.

The 2020 staging raised \$55.3 million for three beneficiaries – the Bustamante Hospital for Children, the Savanna-la-mar Hospital and the Clifton Boys' Home. Over 80 PwC team members participated in the run.



* This photo was taken in February 2020, prior to COVID-19 being declared a pandemic by the World Health Organisation (WHO)

\$560,000 provided in tertiary scholarships

The Scholarship Programme at PwC Jamaica is an annual initiative that awards scholarships valued at \$280,000. The awards were granted to a single final year Accounting student, of Jamaican nationality, at each of the University of Technology and the University of the West Indies, Mona Campus.



Brianna Miller
University of
Technology



Azanya Smith
University of the
West Indies

Other NGOs and nonprofit support

- Tablet donation to students through the Blockchain Business School via ILAH's Lemon Aid Foundation
- UWI Mona CARE campaign
- PSOJ - Crime Stop campaign
- Friends of Good Shepherd
- Salvation Army
- Various churches and schools



Kevin Powell, partner (right) guides students of St Michael's primary school through some of the great features of the donated tablets.

Diversity and inclusion

In 2020, PwC Jamaica took a new approach to help accelerate and activate change, by establishing a Diversity and Inclusion Council to drive action on diversity and inclusion at PwC locally, regionally and globally.

The Council is responsible for determining what programmes, initiatives and policies we continue, stop, scale or start, as well as engaging with leaders across the network to drive accountability and accelerate change at a local level.

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At PwC Jamaica, 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're committed to improving the diversity of our workforce by building a culture that's genuinely inclusive, a culture that empowers all of our people to thrive and and to feel that they belong at PwC. Out of many, we are one.

Kimblian Batson
Diversity and Inclusion Leader



Diversity and inclusion



Our areas of focus

Gender



We lead by example to close the gap. With **nearly 40% of our partnership represented by women**, PwC Jamaica continues to demonstrate our commitment to gender equality and female participation not just by what we say, but how we live and work. Our female leaders are trendsetters, trailblazers and waymakers. Advancing and supporting gender equality isn't about breaking the glass ceiling, it's simply the right thing to do.

Valuing differences



To move the dial on diversity at PwC we want to focus on valuing differences in the broadest sense. We encourage everyone at PwC and our clients to be open-minded to the value that different skills, experiences and perspectives add to our business. The greatest barrier relates to the natural tendency we all have to gravitate to people like ourselves—often people with the same experiences and perspectives.

Culture



Our values help us work towards our **Purpose: To build trust in society and solve important problems.** Our values and behaviors define the expectations we have for working together and with our clients. Although we come from different backgrounds and cultures across the firm, our values are what we all have in common. They capture our shared aspirations and expectations, and guide how we make decisions and treat others.

People with disabilities



We believe attracting, retaining and developing talented, diverse professionals - including individuals with disabilities - is a business imperative to spur innovation, drive growth and sustain competitive advantage in the marketplace. When we bring together people with diverse perspectives, it helps us solve important problems in new and creative ways. At PwC Jamaica, we believe ability reveals itself.



PwC proudly backs HeForShe

Created by UN Women, the United Nations entity for gender equality and the empowerment of women, HeForShe aims to mobilise one billion men and boys in support of gender equality.

Our commitment:

- Develop and launch an innovative male-focused gender curriculum with global reach
- Launch a Global Inclusion Index to further increase women in leadership roles
- Raise the global profile of HeForShe with PwC people, clients, and communities.

Open minds training

Diversity is critical to PwC's business strategy. Since 2011, all PwC Jamaica staff have participated in Open Mind, a mandatory e-learning, designed to make individuals aware of the impact of bias on their relationships, acknowledge situations where they could be more open-minded to difference and motivate them to take action to be more open-minded.

Global Diversity & Inclusion Survey

PwC's multi-year, global, cross-industry survey explores what diversity & inclusion (D&I) programmes organisations have in place, and their impact on employee experience.



International Women's Day 2020

Advancing gender equality
in the digital world

pwc.com/iwd

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New world. New skills.



Digital upskilling

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

UNICEF collaboration

In March 2020, PwC launched a 3-year strategic, global collaboration with UNICEF in support of Generation Unlimited (GenU), which aims to help upskill and secure digital access for millions of youth.

Digital fitness and upskilling for everyone, for free!



Use code LRNALL to access a new world of digital fitness today



It's more important than ever to stay connected and informed. That's why we made our Digital Fitness app available to everyone, for free. With the app, you can learn from industry leaders and experts about how business is changing and what you can do to stay ahead. You'll also get insights and tips to help you navigate our new world and resources to engage your family and communities in e-learning.

Technology skills curriculum

for teachers, parents and students

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

[Click to access the curriculum](#)

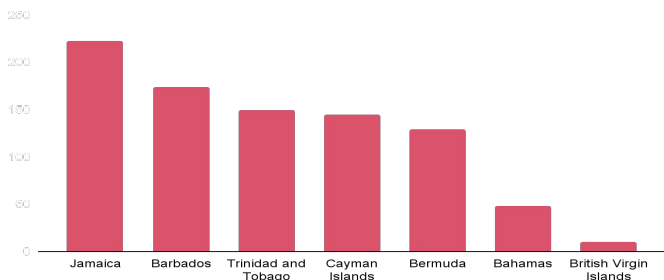
New world. New skills.

Our commitment to upskilling our people is paramount and unwavering. PwC Jamaica and other PwC firms operating in the Caribbean region are amongst the leading firms in the global PwC network for digital skills training, an achievement about which we are immensely proud.

881 of our people across the region attended PwC digital academies

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

Number of employees, by territory



More than

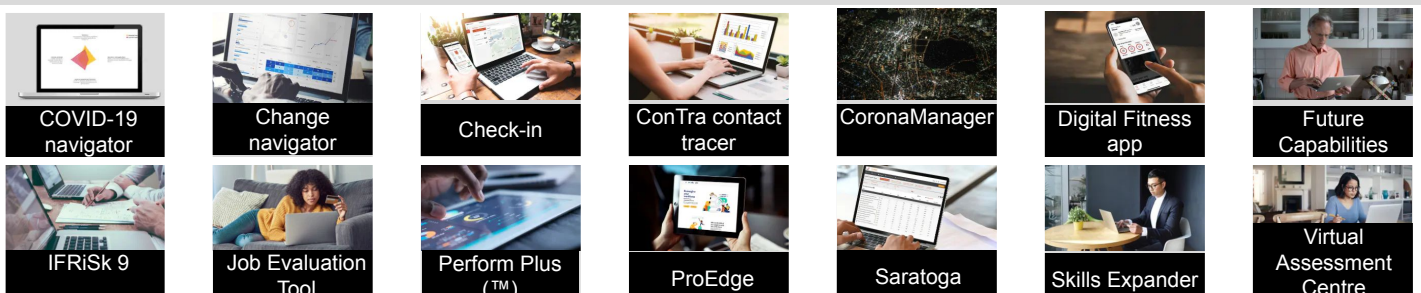
\$1 billion

invested in digitising firms across the PwC network.

Our digital products

Real solutions to real challenges

PwC builds digital products connected to a purpose. Spanning across four strategic areas of transformation, the products offered by PwC firms in the Caribbean tackle the very real challenges our clients face today, and unlock new opportunities for growth in the future.





Our people and culture



Our way of life at PwC Jamaica changed drastically with the onslaught of the COVID-19 pandemic. To preserve our culture and the spirit of our people, we made strategic moves in supporting the mental and physical health of our colleagues, pivoting our activities to virtual, where feasible and continued to focus on their development through our PwC Professional Framework.

In it together

Our Partnership encouraged our people to share how they were feeling, throughout the year, to better understand how they could provide a caring and supporting work environment and what was needed to better navigate the changes and challenges brought on by the pandemic.

By identifying the needs of our people through the multiple Staff COVID-19 feedback surveys, the firm organised various virtual checkpoints, shifted processes and procedures to virtual and digital formats where possible, doubled-down on mental health and other safety initiatives and gave voice to our people at our virtual Town Hall event.



Be Well, Work Well, launched!

Be well, work well is all about encouraging and helping our people to practice everyday behaviours and habits that fuel our mental, spiritual, physical, and emotional wellbeing – proven to help us become our best selves, personally and professionally. Even more vital, as we coped with the impacts of COVID-19.

Refreshing our career development programme

To really stand out and make our people fit for the future world, all our people – at every level – needs to be an authentic and inclusive leader. To help us achieve this we implemented the refreshed PwC Professional Framework; our global leadership development framework.

The PwC Professional defines the capabilities we need as individuals to help us fulfil our Purpose, activate our strategy and live our PwC values.

Our values



Care



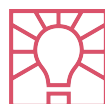
Act with integrity



Make a difference



Work together



Reimagine the possible

Our people and culture

In pursuit of excellence

The path to professional success is guided by diligence and dedication. The disruptions caused by COVID-19 did not dampen the drive our people towards academic and personal achievement. They continued to invest and hone skill development in the pursuit of self mastery. We are #pwcproud of our 2020 cohort of achievers.

ACCA Top performers

ACCA



Jodi-Ann Franklin
Top Performer in
Advanced Taxation



Ashley Smith
Top Performer in
Performance Management



Danise Brown



Shana-Kay Graham



Hakeem Barrett



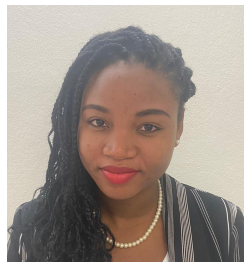
Dayandria Clarke



Kodean Dawkins



Shanell Brown



Tamara Minott



Taniesha Smith

CPA



Lori-Ann Petrekin



Hoshane Langley

“

We are what we repeatedly do.
Excellence, then, is not an act,
but a habit.

~ Will Durant

Responsible business

We believe we have a responsibility to uphold and embody ethics, transparency and integrity in all aspects of our work.

Our people are leaders who can promote trust in business and use their skills and relationships to promote more ethical and responsible behaviour in the marketplace.

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

A sustainable way forward

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

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



Responsible procurement & supporting Jamaica businesses

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

100% of PwC professionals trained on anti-corruption in FY20

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

- [Our human rights statement](#)
- [Our privacy statement](#)

A catalyst for dialogue

Acting as a catalyst for dialogue and action

Every day, we strive to deliver and apply innovative thinking, packed with insight, in addressing the needs of all our stakeholders, while looking ahead to new opportunities. During 2020 we used our thought leadership to present diverse perspectives and lead conversations through various articles, reports, surveys and virtual thought leadership events.

From events

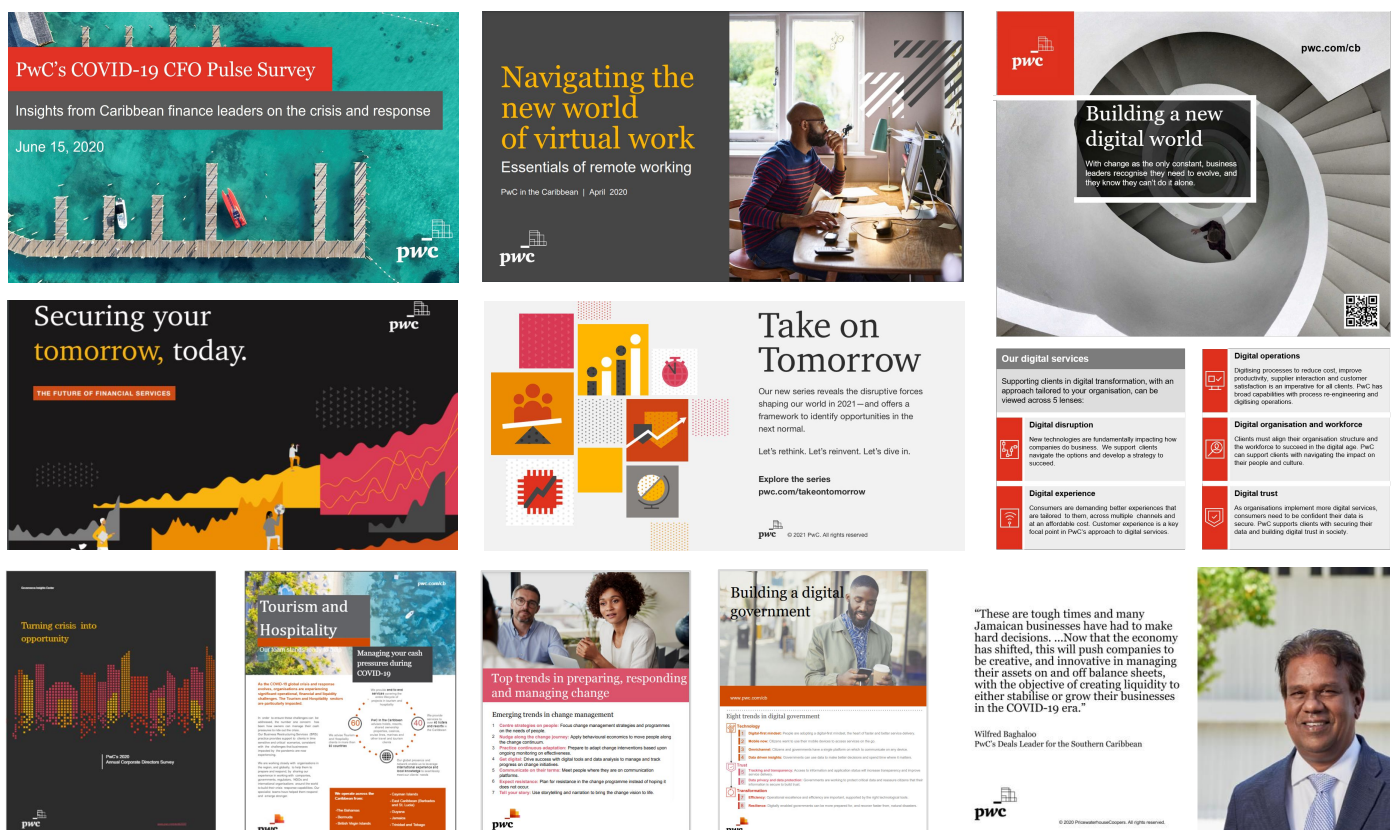


Unearth Value-added Limestone

IFRS In-Focus 2020

Sustaining the new normal

To articles and thought leadership



PwC in the Caribbean

#pwcinthecaribbean

We've grown to nine territories



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

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

Leading the way across the Caribbean



Part of Jamaica's Covid-19 Tourism Recovery

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



Heading new Caribbean firm in Guyana

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



Advising on upskilling and modernising workers

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



Giving the gift of digital wallets in Bahamas

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



Leading our Net Zero commitment

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

www.pwc.com/jm

Connect with us!



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

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

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