

PwC Cayman Islands' Annual ESG Highlights



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About our Annual ESG Highlights

This publication provides an overview of our ESG actions and performance over the past year unless otherwise stated. We are #PwCProud of our values and our people and we hope you find this document useful and insightful.

At PwC Cayman Islands, our purpose is to build trust in society and solve important problems. More than 250 partners and staff are committed to delivering quality in assurance, advisory and tax services. PwC Cayman Islands is a member of the PwC network of firms with more than 295,000 people in 156 countries. Find out more by visiting us at www.pwc.com/ky.



A message from our leaders

Graeme Sunley

Territory Leader
PwC Cayman Islands

Our people are the core of our business and investing in them is vital for us to be successful in delivering quality services to our clients, upholding our values, supporting our community, and essentially providing our staff with work-life balance and career development.



Peter Small

Diversity & Inclusion
Co Leader
PwC Cayman Islands

Everyone deserves the opportunity to reach their fullest potential, if they are not comfortable, feel welcome or feel accepted, we will not realise the benefits of our people."



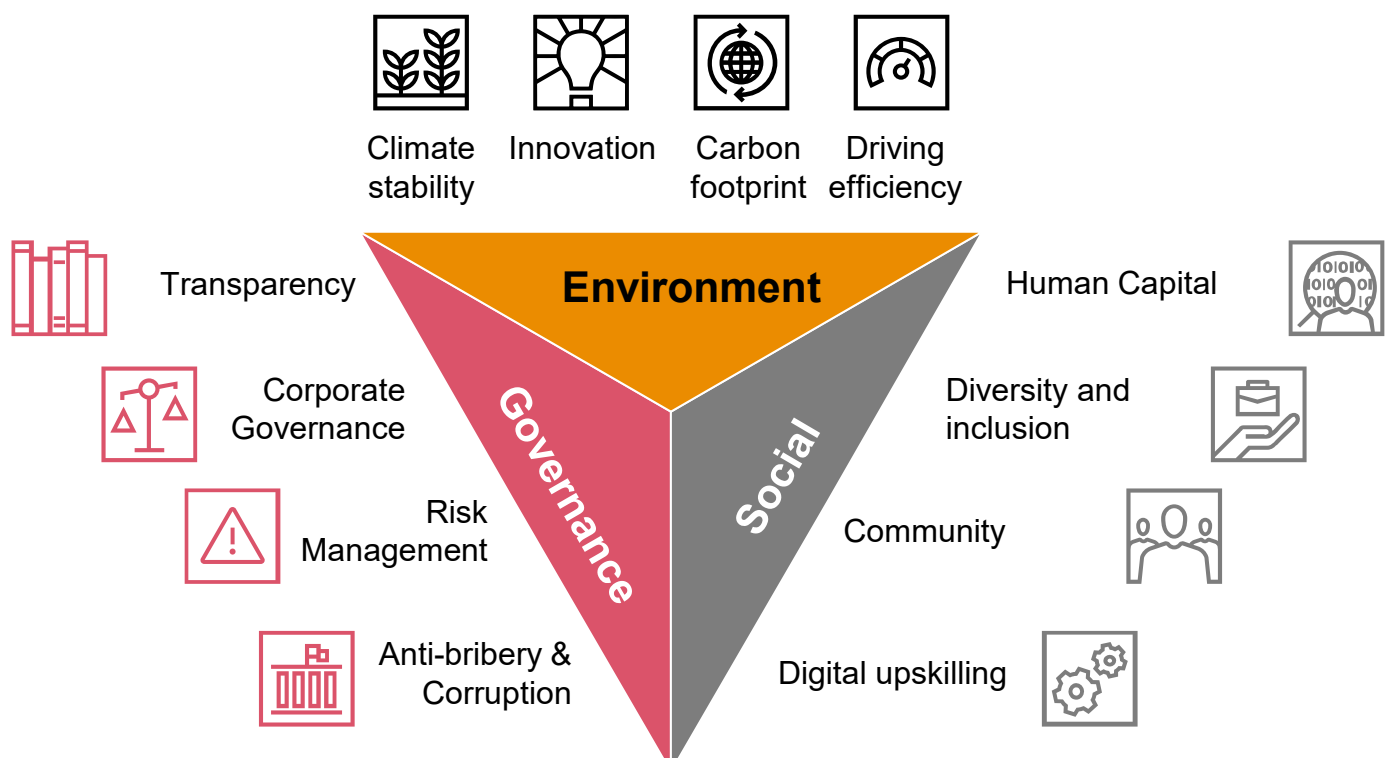
Jaslyne Bridges

Green Team/
Wellness Team Leader
PwC Cayman Islands

Its so encouraging to finally see the environment make the priority list of business and organisations around the globe. We all have a part to play and no step is too small when we all walk in the same direction. I am proud of the dedication of our Green team and their continued efforts to get the firm involved to make a difference.



A sustainable way forward





Our year in numbers

\$100,000+

donated to NGOs and
educational institutions

\$200,000+

educational scholarships granted
and exam support

700+

general and skilled hours
volunteered

\$100,000+

COVID-19 response donations

2030

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

100%

of our unavoidable emissions
and air travel offset since 2019

250+

PwC Cayman's current
headcount

700+

Hours of pro bono support

Our local COVID-19 response

A month into the pandemic, there were community needs that came up such as meals for our youth who would normally receive free lunches at school, devices for students who had to access online learning and food for individuals who became unemployed due to COVID. In response to these needs, our Corporate Responsibility team sprung into action along with our leaders to fundraise among our staff to raise monetary donations to contribute to the issues that were arising in our community. 44 laptops were also donated to students on island.

\$100,000+ donated to local initiatives

Volunteered time to deliver meals to those in need

\$150,000 invested in equipment and stationery supplies for staff to work from home. This also included virtual staff socials and meals delivered to staff.

“

Our people and clients were a priority in the early stages of the pandemic. Ensuring the safety of our people whilst still being able to provide our clients with quality work was a team effort by our Leaders, IT support and staff cooperation. The transition to working from home fulltime was seamless thanks to digital capabilities PwC had in place years prior to the pandemic.

Graeme Sunley
Territory Leader

Our COVID-19 response



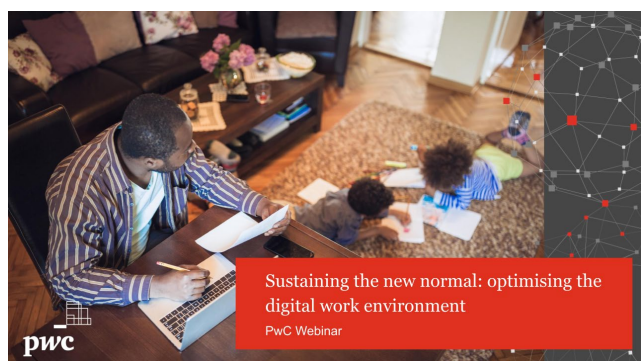
With the onset of COVID-19, we immediately enacted our Business Continuity Plan, a core component of which is pandemic planning. Key components of our plans and response efforts are a continuous cycle of information sharing and teaming with experts to help prevent, contain and recover from life threatening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

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 networks 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 Cayman continues to stay 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.

Environment

PwC Cayman's local initiatives

We are fortunate to have a very active Green Team that facilitates activities and educational presentations for the firm. Assisting organisations that work to take care of our environment is important to us. Throughout the year we engage with the Cayman Islands Department of Environment (DoE) through awareness and informational initiatives and participation in conservation dives. Some of our staff are also volunteers with the DoE's turtle team who are responsible for the turtle conservation programme. Below are other activities and organisations we are a part of to do our part in keeping our local environment clean.

- Multiple beach clean-ups throughout the year
- Plastic free initiatives
- Eco Week
- Gold sponsor of the National Trust
- Green (Leed Gold certified) building
- Energy efficient features within the office
- Staff carpooling
- Use of electric boards and scooters

PwC's Trevor pictured with a baby turtle that was rescued from a beach front-swimming pool, under the supervision of the DoE Turtle Team.



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



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.
[Read more](#)

Mexican Forestry



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.
[Read more](#)

Acre Amazonian Rainforest Conservation Project



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.
[Read more](#)

Kitambar Ceramic Fuel Switching Project



This project helps protect the 895 km² Caatinga ecoregion from deforestation and delivers emissions reductions by reducing unsustainable harvesting of native vegetation.
[Read more](#)

Guatemala Water Treatment and Cookstoves



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.
[Read more](#)

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 the last year

No. of individual volunteers

85

Number of general volunteering hours

700+

Amount of community donations

US\$200,000+

Community

#TogetherWeSolve

Facing the challenges of the new normal did not diminish the spirit of supporting our community. We continued to seek opportunities to make a difference. Beyond working to eliminate the digital divide, our people came together and supported NGOs and other charitable causes. Below are some of the organisations we work with.

Positive Intervention Now (PIN)

PwC's Under 16 Basketball League for boys and girls

Cayman Islands Little League

CIS Sports teams

Jasmine Palliative & Hospice Care

The Cayman Islands Breast Cancer Foundation

Cayman Islands Junior Hockey League

Lighthouse School

The Pines Retirement Home

The John Gray High School Swim team

One Dog At A Time

The Cayman Islands Humane Society

St. Baldrick's Heroes for Hannah

Tennis Federation of the Cayman Islands

Meals on Wheels

The Alex Panton Foundation

Cayman Acts of Random Kindness

NCVO

Kiwanis

YMCA



Diversity and inclusion

In 2020, PwC Cayman Islands created a Diversity & Inclusion Council consisting of staff from different backgrounds who signed up ready to take bold and thoughtful action at PwC locally and globally. The Council is an open, free from judgement, group where discussions can be held, and which creates engaging activities and events around Diversity & Inclusion for all of our Partners and Staff.



27

Nationalities
represented
within the firm

“

We are fortunate to have an abundance of diversity within our company and harnessing that will only make us stronger. It's up to us to improve our inclusivity by giving a voice to everybody and ensuring they are part of the conversation.”

Craig Smith Diversity and
Inclusion Co Leader

Diversity and inclusion



Our areas of focus



Creating an Inclusive Environment



Educating each other on different cultures



Female leaders/promotions

Highlights from some of our activities and events

Melting pot event

Staff were invited to showcase a traditional or popular meal that represented their culture and share with the office with background information



Cultural Dress Day

Staff came dressed to impress in the traditional attire of their home country



Family Picnic/Beach Day

First family event, supporting the theme of inclusion and togetherness



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.



International Women's Day 2020

Advancing gender equality
in the digital world

pwc.com/iwd

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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.

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 across the Caribbean region. **Feel free to download and share!**

[Click to access the curriculum](#)

New world. New skills.

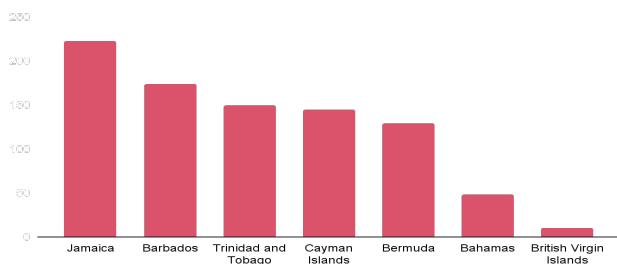
Our commitment to upskilling our people is paramount and unwavering. PwC Cayman Islands and other PwC firms operating in the Caribbean region are amongst the leading firms in the global PwC network for digital skills training, an achievement about which we are immensely proud.



881 of our people across the Caribbean 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

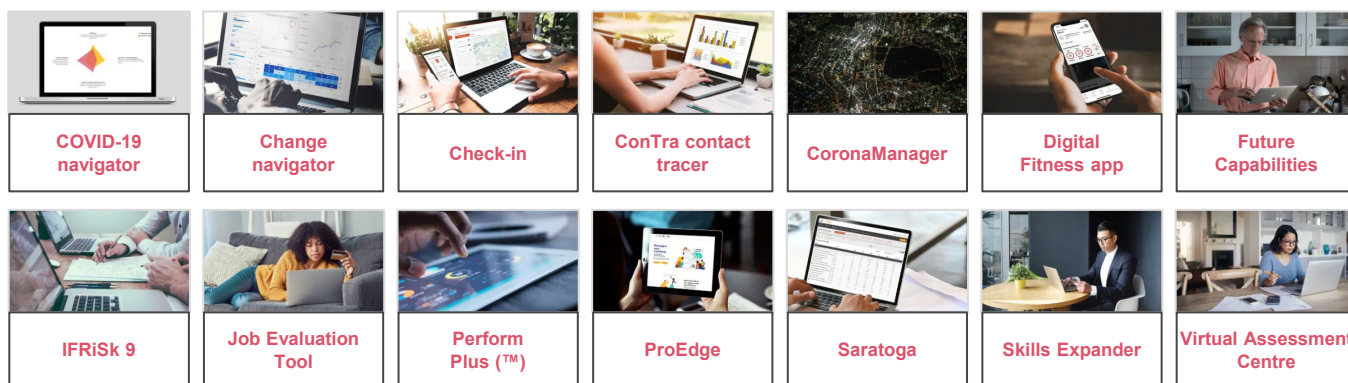
invested in digitising firms across the PwC network.



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



Because of the COVID-19 pandemic the way we do things have changed. Preserving our culture and the spirit of our people is a major priority for us. With this in mind, we made strategic moves to support the mental and physical health of our colleagues, and continued to focus on their development through our PwC Professional Framework.



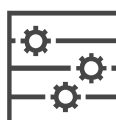
In it together

Flexible working has been practiced for years within our firm but with the onslaught of the pandemic, 100% of our staff had no choice but to work from home. To ensure our people were taken care of, we provided all of the necessary equipment and supplies to do their work, lead multiple virtual socials, delivered treats and meals, all to boost morale and remind our staff that we were in this together and they had our full support.



Be Well, Work Well

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

Despite the challenges of the pandemic, we wanted to ensure that our Career Development Programme wasn't affected and that we could still be in the position to offer students the opportunity of a lifetime. Our team facilitated a virtual summer internship that allowed our summer interns to work from home and still get the PwC Cayman experience.



Our values



Care



Act with integrity



Make a difference



Work together

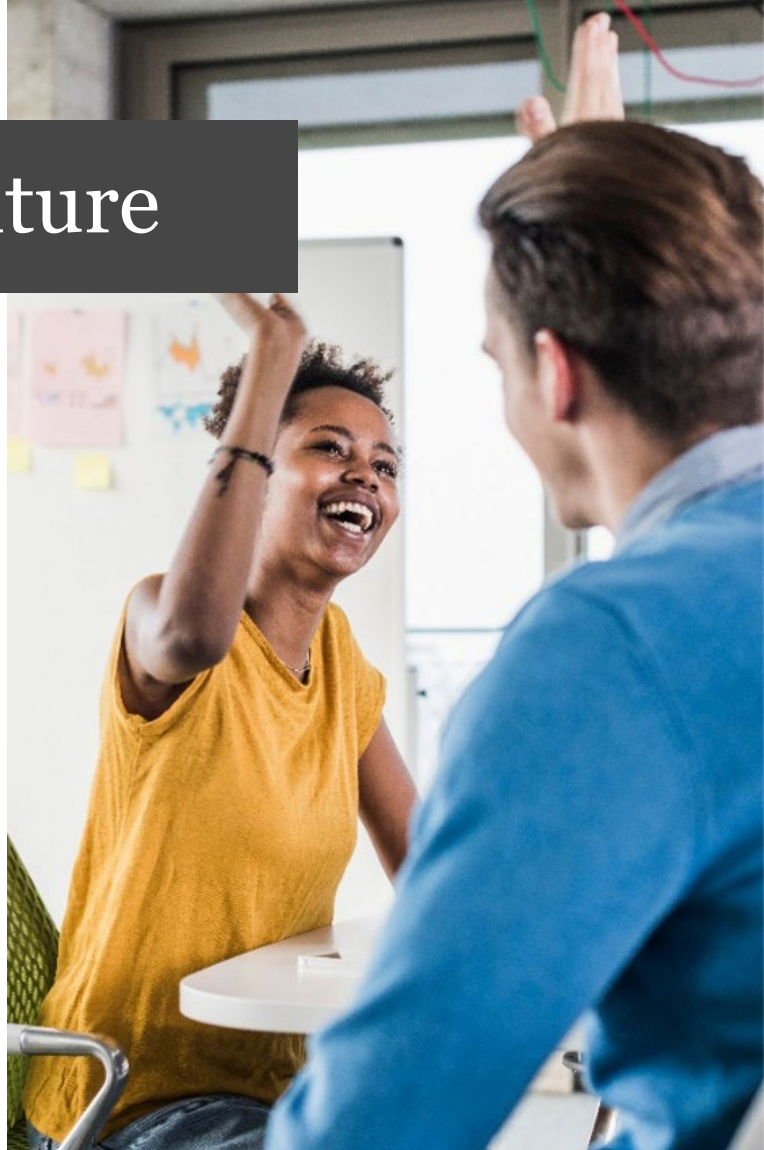


Reimagine the possible

Our people and culture

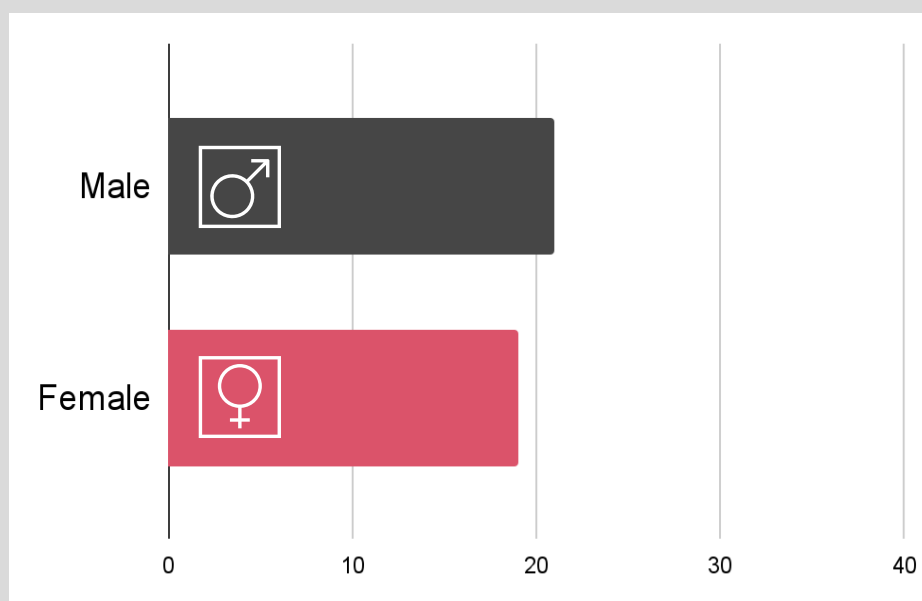
In pursuit of excellence

The path to professional success is guided by diligence and dedication. The disruptions caused by COVID-19 did not dampen the drive of our people towards academic and personal achievements. We are #pwcproud of our CDP students and staff for achieving great things in the past year. We are also pleased that despite these uncertain times, we are able to continue supporting our youth with their academic ambitions and selected 3 scholarship recipients this year.



40

Promotions in the past year



21 male



19 female



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.



100% of PwC professionals trained on anti-corruption

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 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.

Globally, 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.



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 the last year we used our thought leadership to present diverse perspectives and lead conversations through various articles, reports, surveys and virtual thought leadership events.



Articles and thought leadership

PwC's COVID-19 CFO Pulse Survey

Insights from Caribbean finance leaders on the crisis and response

June 15, 2020

Navigating the new world of virtual work

Essentials of remote working

PwC in the Caribbean | April 2020

Building a new digital world

With change as the only constant, business leaders recognise they need to evolve, and they know they can't do it alone.

Securing your tomorrow, today.

THE FUTURE OF FINANCIAL SERVICES

Take on Tomorrow

Our new series reveals the disruptive forces shaping our world in 2021—and offers a framework to identify opportunities in the next normal.

Let's rethink. Let's reinvent. Let's dive in.

Explore the series [pwc.com/takeontomorrow](https://www.pwc.com/takeontomorrow)

Our digital services

Supporting clients in digital transformation, with an approach tailored to your organisation, can be viewed across 5 lenses:

- Digital disruption**: New technologies are fundamentally impacting how companies do business. We support clients navigate the options and develop a strategy to succeed.
- Digital experience**: Consumers are demanding better experiences that are tailored to them, across multiple channels and at an affordable cost. Customer experience is a key focal point in PwC's approach to digital services.
- Digital operations**: Digitising processes to reduce cost, improve productivity, expedite interaction and customer satisfaction is an imperative for all clients. PwC has broad capabilities with process re-engineering and digitising operations.
- Digital organisation and workforce**: Clients must align their organisation structure and the workforce to succeed in the digital age. PwC can support clients with navigating the impact on their people and culture.
- Digital trust**: As organisations implement more digital services, consumers need to be confident their data is secure. PwC supports clients with securing their data and building digital trust in society.

Turning crisis into opportunity

PwC's 2020 Global Economic Outlook Summary

Tourism and Hospitality

Managing your cash resources during COVID-19

Top trends in preparing, responding and managing change

Emerging trends in change management

Building a digital government

Eight trends in digital government

"These are tough times and many Jamaican businesses have had to make hard decisions. ...Now that the economy has shifted, this will push companies to be creative, and innovative in managing their assets on and off balance sheets, with the objective of creating liquidity to either stabilise or grow their businesses in the COVID-19 era."

Wilfred Baghabao
PwC's Deals Leader for the Southern Caribbean

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



PwC Cayman welcomes ESG partner

Kelli Koutney, PwC Cayman Islands' ESG partner is looking forward to driving ESG initiatives in Cayman.



Part of Jamaica's Covid-19 Tourism Recovery

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



Advising on upskilling and modernising workers

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



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.

<http://www.pwc.com/ky>

Connect with us!



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PwC refers to the Cayman Islands 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.