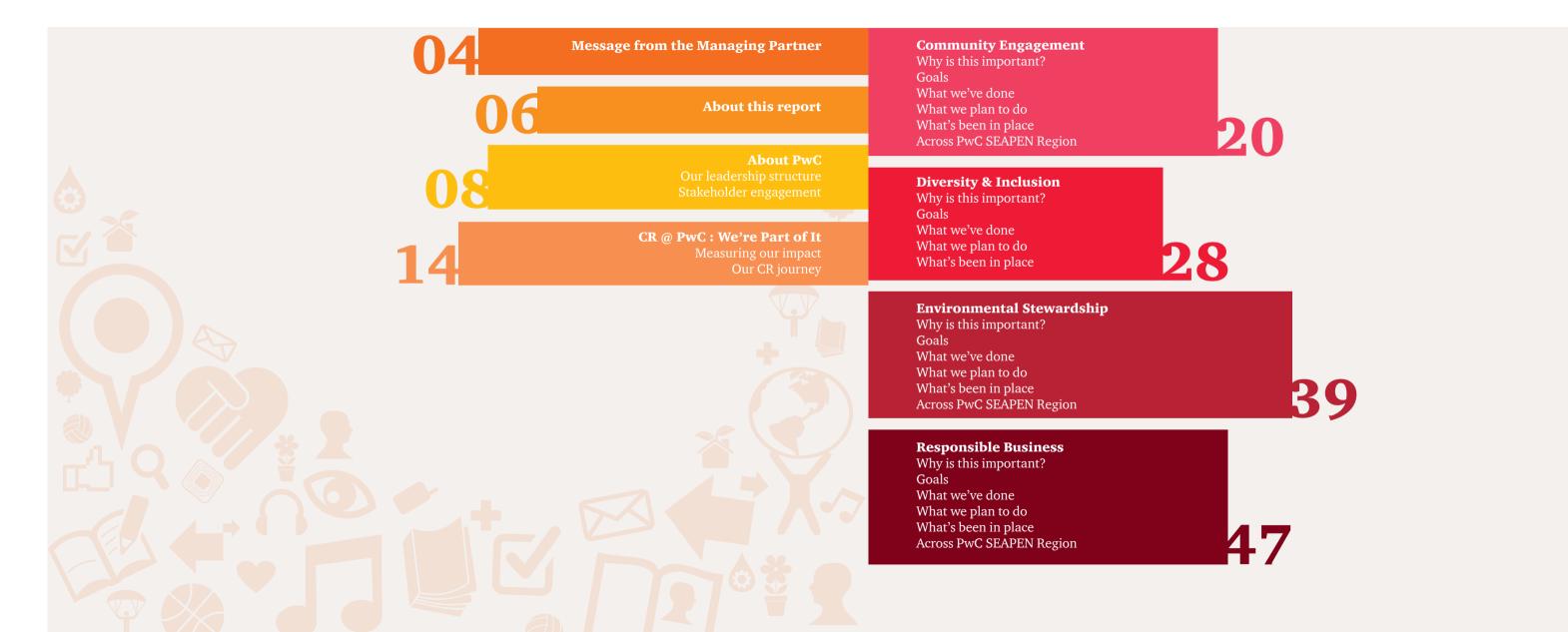
## We're part of it CR Report 2012







## Message from the Managing Partner, Sridharan Nair

ill Shankly, the legendary Liverpool FC manager once said "Football is not a question of life and death, it's much more important than that!" While Shankly may have been exaggerating, there is no doubt that all sports incite passion and emotions, and one can relate the ups and downs in sports, to real life.

In a way, it's the same manner in which PwC approaches corporate responsibility. Our purpose should not be limited to growing our business and looking after our people alone. We want to realise a greater purpose beyond the bottom line, and being a responsible corporate citizen is an integral part of our quest to be an iconic firm in Malaysia.

#### The journey so far

We've grown from having just one key volunteering programme 12 years ago to a range of CR initiatives - from mentoring and literacy programmes to carbon footprint tracking initiatives, and making PwC a better place to work. But we're still just scratching the surface of possibilities.

Creating a better world also requires resilience. In the past year, we've felt the effects of climate changes, from the raging thunderstorms to severe heatwaves. We must take action to minimise our impact on the environment now before it becomes too late.

"Our focus going forward must continue to be on both work-life integration for our people, promoting diversity and contributing to the communities that we operate in"



This year, we're also meeting the sustainability challenge at a global level by preparing our CR reporting according to the Global Reporting Initiative (GRI) standards.

#### **FY13** priorities

We'll be responding to the changing workforce needs of the future by empowering our people with better work-life integration and opportunities to support community development. We're also exploring possibilities to reduce our energy usage and carbon footprint.

At PwC, we compete in a global business environment where changes happen at lightning speed. No one person can win a sport, but together we can transform these changes into opportunities to make the world a better place and become a responsible firm that we will all be proud to work for.

Sri

## About this report

#### **About this report**

The Global Reporting Initiative (GRI) is "a network-based organisation which produces a comprehensive sustainability reporting framework that is widely used around the world. In 2012, we decided that we'd measure ourselves according to the GRI. So, for the first time, our financial year 2012 (July 2011 to June 2012) CR Report measures us against the Key Performance Indicators (KPIs) of economic. environmental and social performance. We have done so within the scope of the PwC SEAPEN Region firms, which have presence in cities like Kuala Lumpur, Bangkok, Hanoi, Ho Chi Minh City, Phnom Penh and Vientienne.

To guide us in drafting content for the report, we have used the GRI G3.1

Guidelines. (See pages 52-55)
We then collected data and information from our Human Resource Management System; travel and resourcing databases; and worked closely with the Human Capital, Finance, and Facilities and Services teams. Based on the guidelines and content collated, we have declared a grade C for our FY12 performance and have the support of our Sustainability Consulting Team in verifying the report.

Throughout this report, you will find the KPIs that we have addressed, along with additional information on our Corporate Responsibility initiatives and programmes. While we try to ensure transparency of our operations and initiatives, some of the KPIs could affect our ability to compete and therefore are not included in the report. There is no re-statement of information in earlier reports, issued from 2009 to 2010.

1 https://www.globalreporting.org/information/about-gri/what-is-GRI/Pages/default.aspx



#### About PwC

#### **Companies work with PwC** because....

We take the time to listen, question and understand their goals, competitive and regulatory environment. Then we tap into our global network, deep industry expertise, strong judgement and experience to help each client create the kind of value they are looking for. This is how we do business. And we believe it's why more than 80% of Fortune Global 500 companies, and emerging businesses, work with PwC.

We have a network of over 180,000 people across 158 countries. You can count on us to share our thinking, experience and solutions to develop fresh perspectives and practical advice.

Insights, experience and knowledge. These are some of the tools you will need in managing your business today. In this new age of interconnectedness, organisations just like individuals, have the power to nurture and build relationships - and, in doing so, create and protect value.

## Service Offerings



PwC SEAPEN Region comprises the firms of Malavsia, Thailand, Vietnam, Cambodia and Laos. We have a 3.800 locations. In FY12, our combined revenues were

CR Celebration, PwC's Kuala Lumpur office



We've received numerous awards.



National Mergers & Acquisition Awards Malaysia #1in the Accounting and Professional Services Sector

2012 | 2010 | 2009 | 2008 Consulting Sector

011

Malaysia's 100 Leading Graduate Employers Awards Malaysia's Most Popular Graduate Recruiter of the Year 2012 | 2011 | 2009

#1in Financial Consulting for Kennedy's Global Consulting Marketplace

2010 | 2013





The Executive Board consists of the Managing Partner, Executive Chairman and leaders of these business units:

- Assurance
- Advisory
- Tax
- Operations
- Risk and Quality
- Markets
- Human Capital

This team sets the strategic direction and ensures alignment in the execution of strategy and operations. They share the firm's strategy through townhall sessions or management conferences. Both these avenues allow staff to provide feedback and gain clarity on the strategies shared. The senior management also tries to close the generational gap with junior staff by keeping communication channels open between staff and upper management (partners) via various channels e.g. Small Work Groups, Away Days, Inter Department Games, Kelab Sukan PwC (KSP) events and Biennial Dinners.

#### Stakeholder engagement

Our stakeholders are people or organisations whom we have worked closely with who have an interest in our business.

We actively engage them to obtain feedback on issues that are of shared interest.

#### Client

- Client satisfaction survey
- Brand Health Index

## People (Staff and Partners)

- Global people survey
- Pulse survey
- Social media
- Great Place to Work (GPW) initiative
- Townhall sessions
- Management conference

#### Media

- Press Conferences
- Profiling
- Media engagement

#### Business And Industry Organisations

Participation in conferences and as board members

#### Stakeholder Engagement

#### Government Agencies\*

- An active voice to share Malaysia's transformation initiatives
- Accept secondments (National Audit Department)

## Non-governmental organisations (NGOs)

- Volunteering
- Charity events

#### Universities and Colleges

- Participation in campus roadshows
- Knowledge sharing
- Contribution to campus publications

## Graduates and Youth Organisations

- Mentoring youth leaders
- Workshops and soft skills training
- Internship

<sup>\*</sup> PwC does not receive subsidies or grants from the government and they are not part of our structure

## CR @ PwC: We're Part of it

We want to be consistent with our knowledge, services and relationships while making a difference in our communities and through our business. We've refreshed our approach to Corporate Responsibility (CR)

to strengthen our range of initiatives and increase our impact.

Here's our strategic intent, expressing our ambition

- what we aim to do and to be.



To help us reach our strategic intent, we have four focus areas. They have not changed radically – you can see how they are mapped against the previous four in the left picture. We're committed to:

- Being a **responsible business** by creating value for businesses and our communities in the areas of ethics, integrity and trust, and using our core skills to help address issues central to CR today.
- Supporting **diversity** in our workforce and being more **inclusive**, and promoting a healthy work-life balance.
- Community engagement by creating socio-economic value through our skills and experience. We help local communities with a focus on helping young people achieve their potential and education.
- Environmental stewardship by respecting, understanding and reducing our impact on the environment.

Corporate Responsibility (CR) at PwC is guided by policies set by the Global Corporate Responsibility Board (GCRB). The GCRB is chaired by a member of the firm's Network Executive Team. The GCRB comprises leaders from the largest PwC member firms, regional CR leaders and sustainability experts. Our Global CR framework is consistently applied throughout the PwC SEAPEN Region. Here, the CR team implements CR initiatives and meets regularly with the CR Partner for guidance. There is a CR Partner in PwC Malaysia and PwC Thailand. The Managing Partner and Human Capital leader in Malaysia receive periodic updates on CR strategies and actively support our initiatives.

CR Celebration, PwC's Kuala Lumpur office



Be a catalyst for change

016

#### PwC Malaysia's 2 year plan

Community



Responsible Business







#### Vision

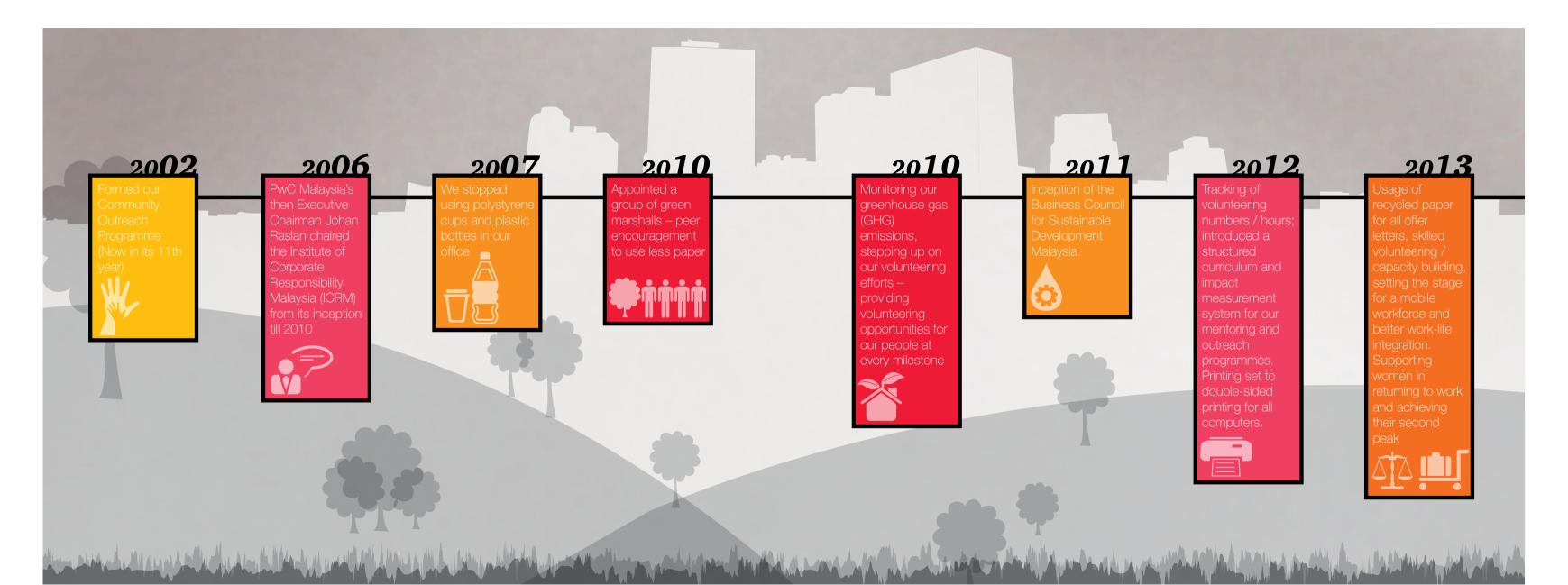
- Focused on skilled volunteering/ capacity building
- Sustainable volunteering
- Achieve measurable impact
   qualitative and quantitative
- Known in the marketplace and the PwC network for our best practices
- Win a local CR award
- Reduced carbon footprint
- Agreed targets and policies to support reduction of CO2 footprint
- Diversity and inclusiveness
- Flexible work options
- Great Place to Work (GPW)
   focused efforts for tech /
   gadgets and health/well-being

#### Strategy

- FY13 Fund vocational training at selected charity home
- FY13 PageTurner's sustainability
- FY14 Launch capacity building volunteering
- FY12 CR report based on GRI quidelines
- FY14 Submit CR best practice for Global Annual Review or best practice feature
- FY14 Participate in a local C award
- FY13 environmental awareness
- FY14 larget to reduce CO2 footprint and introduce policies plans to support this
- FY13 Celebrate diversity (focus on gender & ethnicity)
- FY13 CR used to attract, engage and retain staff

#### PwC Thailand's 3 year plan





## Community Engagement



#### Why is this important?

We're only as strong as the communities in which we operate. So it makes good sense for us to be a responsible citizen, which includes supporting local communities with the skills and resources that we have. Besides making a difference in the community, our PwC people also benefit by garnering new skills, enhanced personal fulfillment and building deeper relationships with their community.

PwC SEAPEN Region actively engages in initiatives for community building, from philantrophy to helping youth achieve their potential or providing professional services to charitable organisations.

Goal: Ensure that our volunteering activities and impact on our focus groups are sustainable and measurable.





We're supporting education programmes for youth. PwC Malaysia runs the Community Outreach Programme (COP), which sends volunteers to selected homes for underprivileged children for two weeks to help them with their homework, address literacy or even assist with administrative duties at the homes. The programme which stretches from May to November every year, has been running for 11 years.

Over these 11 years, 1,445 volunteers have participated for a total of 107,923 hours.

CR Leader, PwC Malaysia

"Education, literacy and recognition will prepare children from the COP and Polaris for a better tomorrow. Our journey in the Community Engagement quadrant opens many doors for the children and in turn, they make a difference in our lives. I thank all our volunteers for their selfless love and dedication."

Sakaya Johns Rani,

We're addressing literacy. While running the COP, we noticed that some children can't read or write at the level required for their age. This is due to a variety of reasons - some of these children have slipped through the cracks of our education system; missed several years of school; or are victims of family circumstances.

Our volunteers are trained to plan for classes to suit children between the ages of 7 to 17. In FY12, we created a syllabus and guide to be implemented in FY13. This guide, which is introduced to all volunteers makes it easier for us to monitor the children's progress and provides all volunteers consistent materials to work with, making it easier for new volunteers to get started.

We're mentoring young people. We reach out to economically challenged secondary school students at Methodist Girl's School in Kuala Lumpur, Malaysia through our Polaris programme. Our people, in their role as mentors help selected students evaluate and plan better for their future through a series of workshops. We've increased the frequency of workshops from two workshops in FY11 to quarterly workshops in FY12. We've noticed better rapport between our mentors and the students. Our workshops are focused on helping the students understand themselves and choose a career relevant to their strengths and interests. It emphasises the power of communicating effectively; and goal setting and planning. We've also opened up the Polaris programme to be managed by the Penang office in FY13.

#### We're helping young people grow.

We partnered with the Association of Chartered Certified Accountants (ACCA) on the STAR programme at Tunku Abdul Rahman College (TARC) in Malaysia. The programme focuses on building soft skills among local graduates. Our people facilitate activities which includes business games, team building, workshops on grooming, resume writing and interview techniques – important skills for students when they join the workforce. At the end of the programme, ten students are selected to intern at PwC to complete their development. Fees earned from our role as lecturer and external examiner at TARC are channeled back into this programme for the benefit of the students.





#### What we plan to do:

We need to ensure that the impact of our programmes are sustainable. In the past two years, we ran the PageTurner programme for four months each year. Based on feedback from the charities we support and internal evaluation of the programme, we find that the children benefit more from consistent intervention throughout the year. So, we will be extending the PageTurner programme to cover an additional six months in FY13.

Some schools have already adopted single session hours, keeping the students in school almost the entire day. This move will affect the COP as we will not be able to coach the children after or before their school session. We will start implementing COP at the Methodist Girl's School in FY13 as a pilot programme. Our volunteers will coach and guide students who are academically weak during school hours.

We need to ensure that the impact of our programmes are measurable. We have put in place steps to measure the impact of our volunteering for Polaris and PageTurner in 2012 and also the children's progress in both programmes.

We're planning to develop a programme that supports capacity-building projects or skills based volunteering in Malaysia. These projects will be strategic and seek to strengthen the business skills and expertise of charities and not-for-profit organisations, by using our people's core skills and knowledge. We also recognise that skills-based volunteering contributes towards our people's development.

Pwc Malaysia's Rat Race team



Pro-bono or discounted audit of nonprofit organisations. PwC Malaysia has been delivering free or discounted services to charitable organisations, mostly from the Assurance practice. In FY12, we had 41 assignments where our people and partners logged 3,177 hours.

Embedding responsible leadership and sustainability among our people. The CR Challenge is a Corporate Responsibility (CR) programme launched by PwC Malaysia's Kuala Lumpur office in 2010. The programme gives our people the opportunity to drive community contribution or environmental conservation for non-profit organisations of their choice. In 2011, PwC Malaysia continued to support the cause of the four winning teams to ensure sustainability of the programmes. The CR Challenge was run again in 2012.

#### Racing for the right reasons

The **Terry Fox Run** is an annual noncompetitive charity event held in numerous regions around the world in commemoration of Canadian cancer activist Terry Fox and his Marathon of Hope, and to raise money for cancer research.

We have participated in the Terry Fox Run in Kuala Lumpur for the past 3 years. PwC subsidised 40% of the participation cost for our people, and funds collected were channelled to the Cancer Research Initiatives Foundation (CARIF).

The **Rat Race** is one of our yearly CR events - we've participated in it since 2000. Every year, local and foreign companies in Malaysia are encouraged to take part in the Kuala Lumpur Rat Race. Donning work clothes and assorted accessories like handphones and briefcases, the participating teams contributed funds to beneficiaries and charities all around Malaysia.



#### Cambodia

#### Blood donation

PwC Cambodia ran its first blood donation drive on 7 June 2012, in conjunction with the World Blood Donor Day themed "every blood donor is a hero". The National Blood Transfusion Centre came and gave a very informative presentation, allaying many fears. A total of 20 staff donated blood, an excellent turn out given this was the first blood donation drive and it was in the middle of ACCA exams. The Assurance and Tax leaders, Kuy Lim and Heng Thy were the first donors, leading the way for the others.

#### Charity day with PIO

People Improvement Organisation
In June 2012, the Cambodia office
organised a charity day in partnership
with People Improvement Organisation.
Activities included lanscaping for the
playground, planting small trees and
flowers, and donating study materials to
underprivileged children. They wrapped
up the day with a nice lunch.



#### Vietnam

During an outing to Sapa in May 2012, our people from the Hanoi office collected clothes for children from underprivileged backgrounds in rural areas. The team managed to collect 8kg of clothes, just in time for the cold weather then.

#### Thailand

In 2012, PwC Thailand launched an initiative to empower our people to initiate their own projects, called PwC CR Awards FY13. It garnered a lot of attention and launched 12 projects firm wide (from the 22 projects submitted). 200 participants rolled up their sleeves, using their skills and resources to bring value to the community through education and capacity building. The feedback from the beneficiaries has been excellent and exceeded our expectations. The five finalist teams won themselves an additional budget, ranging from Baht 50,000 to Baht 5,000. They can choose either to use these funds for ongoing CR activities or to donate the funds to their preferred not-for-profit organisation.

"We, as a team, would like to thank PwC, who gave us the opportunity to pursue our dream and allowed us to have a great time sharing our skills and knowledge with others in the community. We believe that the knowledge we shared will groom the students to grow strong as desirable citizens of our nation and give back to others as well."

Check out PwC Thailand's Facebook (https://www.facebook.com/PwCThailand) for more pictures!

Our impact on the community in FY12



Office	Malaysia	Thailand	Vietnam	Cambodia	Laos	Total
Number of volunteers	350	140	90	80	94	754
Number of volunteering hours	8,008	140	45	270	12	8,475
Donations (USD)	9,527	66,372	1,814.89	7,350	3,800	88,864

71%

I am satisfied with the actions PwC is taking to be socially responsible (e.g., supporting community events, organisations and charities)

\*Global people survey 2012 for PwC SEAPEN Region

## Diversity and Inclusion

"Respect and inclusiveness are the principles we operate on. We actively remind each other to walk the talk. That's how we will grow stronger - when we bring the best out of everyone and work together, despite our differences."

> Chan Chong Kong, Human Capital Leader



#### Why is this important?

It's important for us to be a responsible business that treats our people fairly. Creating value for our clients and communities begins by building and maintaining strong relationships with our people. We're especially focused on building a diverse and inclusive business, reflecting our rich mix of talents with different experiences and backgrounds. It is a business imperative for us to attract, develop and retain high potential people who can work with each other effectively, as part of our aspiration to be the number one for talent.

Goal: Create a workplace which is inclusive and takes into consideration our people's needs / life outside work

030



Status:



We pride ourselves on celebrating diversity at work; this is from a gender, ethnic and age perspective.

In Malaysia, 70% of our employees are Gen Y, who have to work closely with the baby boomers and Gen X. We've built a business case for gender diversity and the retention of women in the workforce. We have consistently placed emphasis on developing and retaining female talents in support of gender diversity at PwC though there isn't a formal policy in place. We exceed the national target of a minimum of 30% women representation in decision making positions; 40% of our partners and directors are women, 62% of our managers are women.

PwC Malaysia is one of the pioneer organisations supporting TalentCorp's microsite, "TalentWanita" to encourage women to return to the workforce. We are also one of the participating organisations at the 2012 Women's Summit and the National Women's Day in support of this initiative.

We're creating better workplaces for our people. Personal and professional development is one of the main reasons why people choose to start their careers with us. We provide learning and education opportunities all throughout one's career, whether it's classroom based technical trainings; learning on the job or peer learning groups. Coaching and constant feedback is embedded in our working culture. Our people receive performance and development coaching at least twice a year, regardless of their seniority.

PwC's Flexible Working Arrangements (FWA) are a cornerstone of our efforts to encourage our people such as women with families to continue their careers. The FWA programme has been in place for many years. Our people are given the flexibility to manage their time and work accordingly, under certain circumstances (a sick child, a child's first day at school and so on).



Our "WorkLife Plus Programme" (which includes the FWA, career break, and timeout options ) has helped retain some of our working mothers.

Other initiatives and supporting infrastructure we have include:

- A strong coaching culture at PwC. And although we don't have an official mentoring programme in place for women in leadership positions, our senior leaders (especially the men) have taken personal responsibility to work with promising women to support and guide them in their career progression.
- Workshops to promote staff wellbeing are held all year round which focus on health, safety and well-being. We have organised nine workshops ranging from ergonomics to safety for women to healthcare in FY12.

- Celebrating International Women's Day – for example, inviting inspirational women role models to share their stories with our people
- A support group at work called the Parents Network. The network meets regularly to share tips and experiences on balancing the responsibilities of being a working parent and bringing up young children at the same time. This programme has received positive feedback and support from mothers, mothers-to-be, as well as fathers.
- A mum's room for breastfeeding mothers.
- Reserved parking slots for pregnant ladies.

## Our people have avenues to speak up and we take action on misconduct.

At PwC Malaysia, we feature Ethics and Business Conduct (E&BC) matters in our internal communications regularly to inform our staff about the channels where they can reach out and highlight their concerns on incidences of misconduct. We have six different channels - Speak Up! Box, ethics champions, E&BC committee members, HR managers, engagement partners/managers, career coaches and the Speak Up! email.

We understand the need to maintain the privacy, confidentiality and trust of our people. So, all Speak Up! reports and incidences of misconduct go through and are dealt with by the HR managers overseeing the business unit or staff being reported on and the E&BC committee members.

Time-out: a plan which allows our people to take time off from work, beyond the annual leave entitlement, for up to one month Career break – Taking between one to three months off from work to pursue their own personal and professional development goals





We're looking at making work-life integration easier for our people. We recognise that our people need some flexibility, whether it's their working hours or where they can work at. Our people circumstances or initiatives will undergo significant changes in FY13 to address our people's needs to keep up with the changing trends where the mobile workforce will be the norm.

We care about of PwC Malaysia, we is in place to give to staff who are in circumstances or natural disasters.

PwC's Interest Frequency in the mobile workforce will be the norm.

We're supporting women returning to the workforce. In the next few years, we'll be putting in place guidelines and jobs crafted for women returning to work after a career break, with options for flexible work arrangements. This initiative is also in support of TalentCorp's TalentWanita project.



We care about our people's welfare. In PwC Malaysia, we have a CR Fund which is in place to give monetary assistance to staff who are in need due to family circumstances or who are victims of natural disasters.

PwC's Interest Free Study Loan assists non-graduate staff who do not have a basic degree/professional qualification to pursue a degree or professional qualification which is relevant to the respective staff's job.

We've also been contributing to the Employees Provident Fund, which is a compulsory saving scheme. Its primary aim is to provide a measure of security for old age retirement to its members. It also provides supplementary benefits to members to utilise part of their savings for house ownership and other withdrawal schemes. PwC's montly contribution is 12% of a staff's pay while the percentage of staff contribution is 11%.

Rewards and recognition. We have recognised more than 100 people in PwC Malaysia through the Bravo Award since it was established in 2007. This award celebrates excellence by recognising staff who possess extraordinary qualities like innovation, leadership and excellence; as well as live the 4 PwC Experience service behaviours – enhancing value, putting ourselves in each others' shoes, sharing and collaborating, and investing in relationships; either in serving clients or developing our people.

We do not discriminate against men or women on wages. Promotions, increment and bonuses are based on fair and thorough staff review processes which are based on merit. Our salaries are benchmarked against industry peers, surpassing the government standards on minimum wage. Our senior management (executive directors and partners) are mostly citizens of the respective PwC SEAPEN Region territories, with very few expatriates. Most foreign hires are either on secondments from other network firms or recruited for a very specialised skill set.

Secondment opportunities and international exposure. PwC provides opportunities for overseas secondments within the PwC global network and for projects within the PwC SEAPEN Region; and virtual secondments – our people get the opportunity to participate in global projects, working with people from across the PwC global network for a predetermined period of time.





I am proud to work at PwC

67%

PwC is an inclusive work environment where individual differences are respected and valued

77%

he learning and education I receive at PwC has adequately prepared me for the work I do

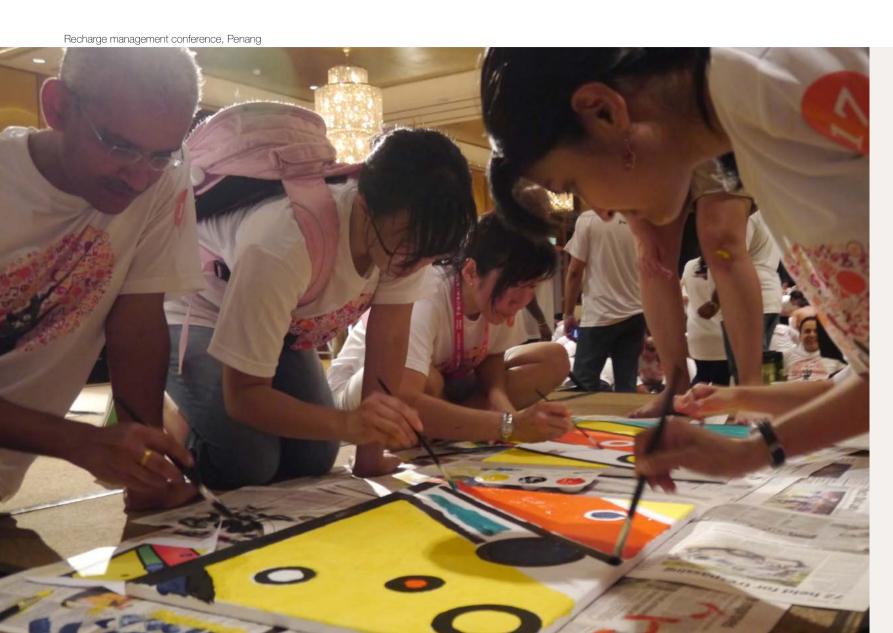
83%

I have participated in PwC training that included a component of ethics and business conduct within the past year

61%

People I work for devote sufficient time to coaching and development

\*Global people survey 2012 for PwC SEAPEN Region



#### People matters in FY12

Office	Malaysia	Thailand	Vietnam	Cambodia	Laos	Total
Number of learning and development hours logged	157,126.1	75,178	46,450	13,779	-	292,533
Joiners (gender)	M:255 (42%)	M:95 (31%)	M:88 (44%)	M:16 (50%)		
	F:351 (58%)	F:207 (69%)	F:11 (56%)	F:16 (50%)		
Leavers (gender)	M : 126 (18%)	M: 91 (26%)	39 (42%)	M: 10 (45%)		
	F: 296 (24%)	F : 194 (23%)	54 (58%)	F: 12 (55%)		

#### Headcount by gender as at 30 June 2012 (including partners, senior executive directors and executive directors)

Gender	MY	TH	HCMC	HANOI	KH	LA	TOTAL
<b>İ</b>	751	351	137	64	58	25	1,386
	1,158	842	245	123	66	24	2,458
TOTAL	1,909	1,193	382	187	124	49	3,844

TH: Thailand
KH: Cambodia
HCMC: Ho Chi Minh City
MY: Malaysia
LA: Laos

#### MY Partners, senior executive directors and executive directors (headcount by gender as at 30 June 2012)

Gender	MY	TH	HCMC	HANOI	KH	LA	TOTAL
•	77	49	14	3	2	-	145
' <b>"</b>							
		40	_	7	4		107
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TOTAL	129	91	19	10	3	0	252

#### Number of people who have applied for maternity and paternity leave from July 2011 to June 2012

	MY	TH	HCMC	HANOI	KH	LA	TOTAL
Maternity Leave	31	8	9	5	5	6	64
Paternity Leave	17		5	3			25
TOTAL	48	8	14	8	5	6	87

TH: Thailand
KH: Cambodia
HCMC: Ho Chi Minh City
MY: Malaysia
LA: Laos



## Environmental stewardship

"Reducing our consumption in all ways, whether at work or home is now our duty as a responsible citizen of the earth. It is not about making profit but it is about protecting the earth for us and our future generations"

> K.Paiboon, CR Leader, PwC Thailand



#### Why is this important?

Our planet is getting warmer and climate irregularities are becoming the norm. This is mainly because of an increase in greenhouse gases contributed by human activity. We've seen this first hand in Bangkok in November 2011 when the city was flooded for three weeks, with severe implications to businesses and the livelihood of people in Thailand. It's a global problem but one that we're helping to address.

Goal: Measuring, reporting on our greenhouse gas (GHG) emissions and reporting as PwC SEAPEN Region



Status : Completed!

#### We're calculating our carbon footprint.

We've been measuring and tracking our carbon footprint for Kuala Lumpur and Bangkok since FY10. In FY11, we covered three other locations – Phnom Penh, Hanoi and Ho Chi Minh City. In FY12, we measured and reported our carbon footprint (Scope 1 to 3) for 93% of our operations and in all PwC SEAPEN Region territories, for the first time. Our greenhouse gas (GHG) emissions totals 7.439 tonnes across all PwC SEAPEN Region firms in FY12. However, this report excludes base building emissions from the Hanoi building for FY12 as it has just relocated to its new premises during this reporting period.

We track, measure and report emissions under the following categories:

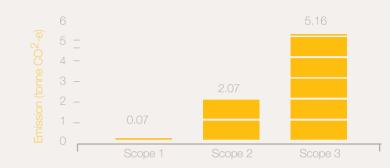
- Direct emissions (scope 1) Emissions from vehicles under PwC's control.
- Indirect energy emissions (scope 2) Emissions from electricity consumed within the office deemed to be within PwC's operational control.
- Other indirect emissions (scope 3)

   Emissions relating to paper use,
   business related travel, electricity
   transmissions and distribution losses,
   and base building emissions.

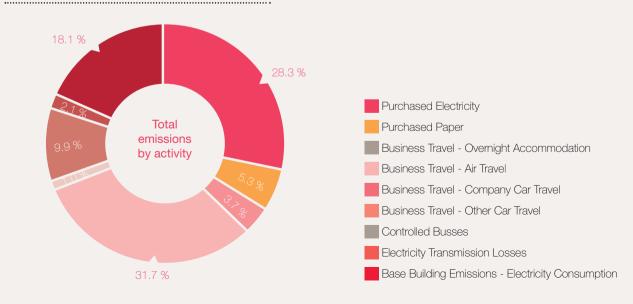
The biggest emission source is electricity consumption, which comes from electricity, electricity tranmission and distribution losses and base building emissions. We consumed 3,438.022 Mwh of electricity or 3,535 t Carbon dioxide equivalent across PwC SEAPEN Region. The second largest emission source is air travel. Our people have opportunities to engage in cross-border assignments and this contributes to the travel miles. We logged a total of 13.1 million km which amounted 2,310 t Carbon dioxide equivalent in FY12.

# "We've recycled 32 tonnes of paper in Kuala Lumpur and Bangkok."

#### Total emissions by scope to date



#### Regional emissions by activity to date (%)



#### Emissions per territory, by emission source

CO2 Emissions (tonnes)	Malaysia	Thailand	Vietnam	Cambodia	Laos
Electricity consumption	1,807	1,210	369	114	33
Purchased paper	189	88	85	22	2
Overnight accomodation	156	57	40	12	5
Air travel	946	420	928	12	4
Car Travel	637	14	89	49	3
Total per territory	3,735	1,789	1,511	209	47
TOTAL					7,291

I am satisfied that PwC is responding appropriately to address the impact of our business activities on the environment

\*Global people survey 2012 for PwC SEAPEN Region



044

Goal: Reduce our impact on the environment, recycle our waste and help our people lead a more sustainable lifestyle

## We're taking steps to lessen our impact on the environment.

Most of our waste is made up of paper and ink cartridges. In FY12, PwC Malaysia recycled 5.5 tonnes of paper; and 942 printer cartridges were recycled in FY12. Proceeds from the recycled paper were chanelled into our CR Fund which gives monetary assistance to staff in need.

In June 2012, we started a recycling programme at the office which also gives people the opportunity to sign up for collection of recyclables from home. Through our internal communications, 65 people have signed up in just four months. We're very encouraged by the enthusiastic response from our people.

We've stopped printing internal magazines since 2010. We print when necessary, using recycled paper.





## We emphasise on reducing our impact on the environment.

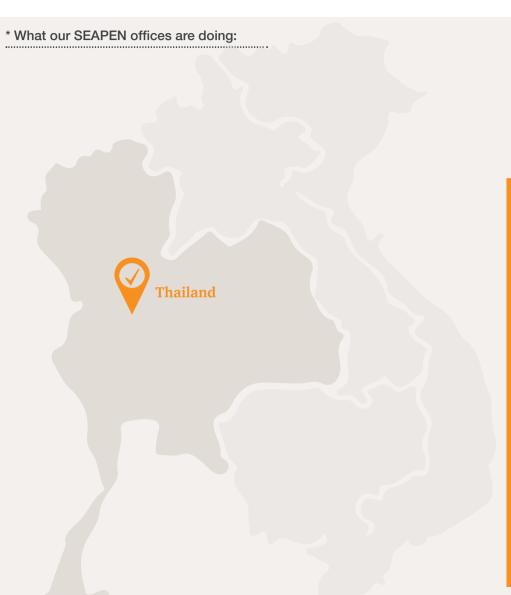
At PwC Malaysia, we measure our carbon footprint and issue a series of communications to share the information with our people, increase awareness on reducing electricity usage and recycling.

We've also seen a decrease in paper usage after we implemented a new printing system which monitors each individual's usage.



For FY13, we plan to develop better processes and policies to reduce our environmental impact and set targets to measure these improvements, in the areas of car travel, flight, paper and energy usage. We also plan to do a waste audit in our Kuala Lumpur office – we can do better in reducing the consumption of resources and recycling our waste.

We also plan to use recycled paper for all offer letters – we employ over 600 people on an annual basis in Malaysia and this will surely help in reducing our environmental impact.



#### Thailand

We issue communications on building awareness on living sustainably. We also run events during Earth Hour, Earth Day and World Environment Day to drive home the message on reducing our impact on the environment.

We also use recycled paper to produce notebooks as corporate gifts and as giveaways during the FY12 Global People Survey to our people.

During World Environment Day 2012, PwC Thailand arranged an activity for staff to share their ideas and initiatives on how we can reduce our consumption by changing the way we use paper, electricity and water. Five staff with oustanding ideas went home with prizes and gave the CR team in PwC Thailand plenty of ideas to fuel their green campaign.

## Responsible business

"Always remember we should do the right thing, not the most convenient one."

> Mohammad Faiz Azmi, Executive Chairman, PwC Malaysia



#### Why is this important?

We're making corporate responsibility part of our core services by thinking about what we represent across our businesses. This helps us understand the implications of our business practices on our stakeholders, so that we can build CR into our business offerings

Goal: Build a distinctive profile locally as a responsible business

We're looking to build corporate responsibility into relevant services and products to help us deliver enhanced quality and value to our clients and other stakeholders.



048

Our leaders actively coach and mentor young leaders from youth movements in Malaysia; among them are Young Corporate Malaysians (YCM), EYE (Empowering Youth Endeavours) and Teach for Malaysia (TFM).

#### We've put our thoughts into action.

PwC Malaysia developed a local cut of the PwC publication, the Global Economic Crime Survey. This publication was featured in a leading business weekly and our report has also been referenced by several government and crime prevention agencies.

In the area of Financial Services, we launched the Banking Banana Skins which highlights key risks faced by the financial services industry, which would have an impact on corporate reporting.

#### We listen and take action.

At PwC Malaysia, we have a Customer Satisfaction Survey (CSS) targeting our key account clients. Our senior partners will 'interview' clients to get their opinions on our services. The client's input is fed back to the team to review their current practices and to come up with ways to improve on our services.

#### We put our thoughts into practice.

We believe that our responsibilities extend beyond our firm, clients or people, towards safeguarding the sustainability of our profession and shaping the development of the markets we are involved in. We encourage our people to actively engage with industry regulators and other stakeholders – including future members of the profession.

Many of our partners and directors serve as board members in various professional bodies and industry organisations. In Malaysia, these include:

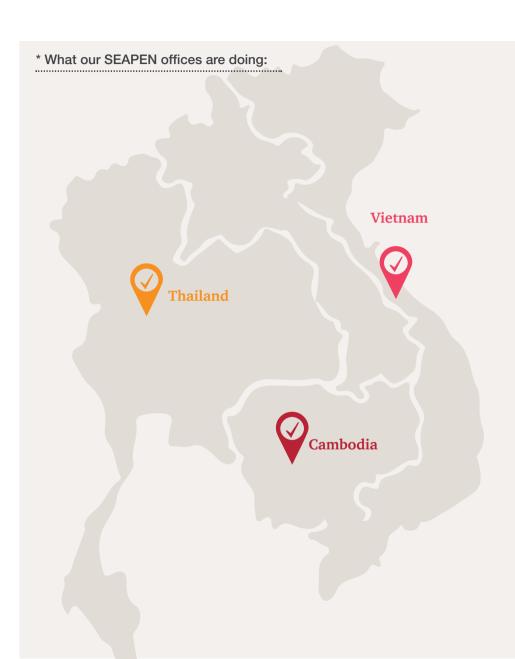
- Financial Reporting Foundation
- Malaysian Accounting Standards Board (MASB)
- Malaysian Institute of Accountants (MIA)
- Malaysian Institute of Certified Public Accountants (MICPA)
- The Securities Commission Malaysia's Corporate Governance Consultative Committee
- Bank Negara Malaysia's Financial Stability Executive Committee.

#### Key appointments:

- PwC Malaysia Executive Chairman, Mohammad Faiz Azmi's appointment as Chairman of the MASB for a three year term beginning May 2009. Faiz's mandate is to ensure the smooth implementation of Malaysia's convergence with the International Financial Reporting Standards (IFRS) by 2012.
- Senior Executive Director Josephine Phan was elected as President of CPA Australia
- Partner Loh Lay Choon was recently elected as MICPA President.
- Mohammad Faiz Azmi represents PwC on Peneraju Professional Akauntan, a programme by the Government to increase the number of accountants in Malaysia.

Our partners and directors are also regular participants at seminars, conferences and career fairs, either as speakers, moderators or panel members, in their various capacities. Some recent events, both local and international, held in Kuala Lumpur which featured speakers from PwC Malaysia include:

- Global Islamic Finance Forum (GIFF)
- World Congress of Accountants (WCOA)
- World Capital Markets Symposium (WCMS)
- Organisation for Economic Co-operation and Development (OECD)
- Bank Negara Malaysia's Annual Financial Industry Conference.



#### Vietnam

PwC Vietnam is represented by Partner Nguyen Phi Lan on the Executive Board of the Vietnam Association of Certified Public Accountants, which plays a role in maintaining and developing the accounting profession. PwC Vietnam Partner Dinh Thi Quynh Van sits on the Executive Board of the Vietnam Tax Consultants Association.

#### Cambodia

In Cambodia, PwC is well represented in the Kampuchea Institute of Certified Public Accountants and Auditors (KICPAA) which is run by its ninemember council. Its June 2009 election saw KICPAA members electing PwC Cambodia Director Kuy Lim as President while Managers Ek Socheatta Veal Phos and Lang Hy were voted in as Council members.

In the National Accounting Council, Senior Manager Khoy Kimleng, was among the 11 governing council members appointed by representatives of the Ministry of Economy and Finance.

#### Thailand

PwC Thailand organised a special seminar themed – "How to respond and recover from the floods in the shortest time" in December 2011. The event was organised to share our experience and knowledge in helping clients cope with the crisis and to manage their response strategies in recovering from the effects of the floods.

discussed and shared their experiences as well as some key issues - key accounting concerns arising from the disruption; the tax, legal and customs issues that clients should be thinking about and how businesses can emerge stronger from the crisis. The seminar was very successful, attended by more than 400 participants, comprising clients from various industries as well as a group of Thai media representatives. PwC Thailand also organised the same seminar for its Japanese clients, offering free admission – it was also a very successful event with more than 200 participants.

PwC Thailand Partner Varunee
Pridanonda is Secretary to the
Committee of the Accounting System
of the Federation of Accounting
Professions and a director of The
Institute of Internal Auditors of
Thailand. Recently, Partner Boonlert
Kamolchanokkul was appointed as the
ACCA representative for Asean and
Pacific countries for a two-year term.

PwC Thailand also has representatives and plays an active role in the following organisations:

- Federation of Accounting Professions
- ACCA
- Burapha University
- Cooperatives Auditing Department
- Revenue Department
- Securities and Exchange Commission
- Thai Association of Restructuring Advisors
- The Network NGO-Business partnerships
- The Electronic Transaction Development Agency

GRI 3.1 Index	Indicators	Cross references	Reported	Report page
1.	Strategy & Analysis			
1.1	Statement from the most senior decision maker of the organisation about the relevance of sustainability to the organisation	Message from the Managing Partner	Fully	4
2.	Organisational Profile			
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2.2	Primary brand, products and services	About PwC	Fully	8
2.3	Operational structure of the organisation, including main divisions, operating companies, subsidiaries and joint ventures	About PwC	Fully	8
2.4	Location of organisation's headquarters	About PwC	Fully	8
2.5	Number of countries where the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	About PwC	Fully	8
2.6	Nature of ownership and legal form	About PwC	Fully	8
2.7	Markets served	About PwC	Fully	8
2.8	Scale of reporting organisation	About PwC	Fully	6
2.9	Significant changes during the reporting period on size, structure or ownership	About PwC	Fully	6
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3.	Report Parameters			
3.1	Reporting period	About this report	Fully	6
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3.3	Reporting cycle	About this report	Fully	6
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3.5	Process for defining report content	About this report	Fully	6
3.6	Boundary of the report	About this report	Fully	6
3.7	State any specific limitations on the scope of boundary of the report	About this report	Fully	6
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability	About this report	Fully	6

GRI 3.1 Index	Indicators	Cross references	Reported	Report page
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3.10	Explanation of the effect of any re-statements of information provided in earlier reports and reasons for them	About this report	Fully	6
3.11	Significant changes from previous reporting periods in the scope of boundary, or measurement methods applied in the report.	About this report	Fully	6
3.12	Table identifying the location of the Standard Disclosures in the report	Reference for GRI indicators	Fully	52 to 55
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4.1	Governance structure of the organisation	Our leadership structure	Fully	8,12
4.2	Indicate whether the Chair of the highest governance body is also an executive officer	Our leadership structure	Fully	12
4.3	For organisations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members	Our leadership structure	Fully	12
4.4	Mechanism for shareholders and employees to provide recommendations or direction to the highest governance body	Our leadership structure	Fully	12
	Stakeholder engagement			
4.14	List of stakeholders	Stakeholder engagement	Fully	13
4.15	Basis for identification and selection of stakeholders with whom to engage	Stakeholder engagement	Fully	13
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	Economic performance indicators			
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GRI 3.1 Index	Indicators	Cross references	Reported	Report page
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EN4	Indirect energy consumption by primary source	Environmental Stewardship	Fully	41
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EN16	Total direct and indirect greenhouse gas emissions by weight	Environmental Stewardship	Fully	41, 42
EN17	Other relevant indirect greenhouse gas emissions by weight	Environmental Stewardship	Fully	41, 42
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EN22	Total weight of waste by type and disposal method	Environmental Stewardship	Partially	44
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EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	Environmental Stewardship	Fully	16

GRI 3.1 Index	Indicators	Cross references	Reported	Report page
	Social – labour practices and decent work performance indicators			
	Aspect: Employment			
LA1	Total workforce by employment type, employment contract, and region, broken down by gender	Diversity and Inclusion	Partially	35, 36
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region	Diversity and Inclusion	Partially	35
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	Diversity and Inclusion	Fully	33
	Aspect: Training and education			
LA10	Average hours of training per year per employee by gender, and by employee category	Diversity and Inclusion	Fully	17
LA11	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Diversity and Inclusion	Fully	32
LA12	Percentage of employees receiving regular performance and career development reviews by gender	Diversity and Inclusion	Fully	33
	Aspect : Diversity and equal opportunity			
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	Diversity and Inclusion	Fully	35
	Aspect: Equal remuneration for women and men		,	
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	Diversity and Inclusion	Fully	33
	Society Performance Indicators			
	Aspect : Local communities			
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programmes	Community Engagement	Fully	17, 20
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SO5	Public policy positions and participation in public policy development and lobbying	Responsible Business	Fully	49 to 51
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	Aspect : Marketing communications			
PR6	Programmes for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	Responsible Business	Partially	48



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