Problem solvers for Namibian businesses

We are more than auditors

Our purpose is to build trust in the Namibian society and to solve important problems for the Namibian business community.

Over more than 40 years we built a team of specialists with experience and expertise who have one goal in mind: helping you to work better while keeping your business at the competitive edge.

With the backup of our diverse international network, our Namibian team is geared with solutions for a wide range of business problems including:

- Skills development and training through the PwC Business School
- People and HR solutions
- IT systems, advice and controls
- Improving business process efficiencies
- Strategic planning
- Identify and manage business risks
- Filings and consultations to help you comply with Namibian business laws
- Tax management covering VAT, Customs, Employee and Income Taxes
- Expatriate services (Immigration and Tax)
- Board of directors support - training, processes and advice
- Forensic investigations
Table of Contents

Who are we 4
Our Heritage 5
A Unique Experience 5
Our Approach 5
The PwC purpose 6
Global Facts & Figures 8
Leadership Structure 9
Range of Professional Services 11
Services Offerings 12
Developing Namibian Professionals 15
Transformation 17
Organisational Equity 19
Procurement Policies 20
Other contributions to Namibia 20
Thought Leadership 22
Contact Details 25
Who we are

Achieving growth

PwC's ambition is to be Namibia’s leading professional services organisation, thereby solving complex business problems for top-tier clients in the local and regional market. In order to succeed in this ambition, we must grow and develop both as individuals and as a business – our core values of Excellence, Leadership and Teamwork help us to achieve this growth.

Giving meaning to what we do

The PwC brand is based on the integration of three concepts – People, Knowledge and Worlds: the experience and rich cultural diversity of our people, the boundless knowledge that flows within our organisation and between ourselves and our clients, and the worlds that give context and meaning both to our people and to our clients. The power of our brand only reaches its full potential when these elements come together.

Globally connected

Network organisation: PwC is a global network of separate firms, operating locally in countries around the world. PwC firms are members of PricewaterhouseCoopers International Limited and have the right to use the PricewaterhouseCoopers name. As members of the PwC network, PwC firms share knowledge, skills and resources. This membership facilitates PwC firms to work together to provide high quality services on a global scale to international and local clients, while retaining the advantages of being local businesses – including being knowledgeable about local laws, regulations, standards and practices. More than 220 000 people in 157 countries across our network share their thinking, experience and solutions to develop fresh perspectives and practical advice.

A leading Namibian professional services firm

PwC Namibia is Namibian owned and managed, and a member of PwC Africa with global links; committed to helping our clients meet the challenges posed by the global economy. We are the largest knowledge businesses in Namibia – a leader in every market in which we operate. Worldwide, we possess an enviable breadth and depth of resources, yet we work locally, bringing appropriate local knowledge and experience to bear – and using the depth of our resources to provide a professional service, specifically tailored to meet our clients’ needs.
Our heritage

Internationally PwC was created by the merger of two firms – PriceWaterhouse and Coopers & Lybrand – each with historical roots going back some 150 years. PwC Namibia originates from legacy firm Hanekom & Kie founded in Namibia in 1975.

Set out below are some key milestones in the history of these firms.

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>1849</td>
<td>Samuel Lowell Price sets up business in London</td>
</tr>
<tr>
<td>1854</td>
<td>William Cooper establishes his own practice in London, which seven years later becomes Cooper Brothers</td>
</tr>
<tr>
<td>1865</td>
<td>Price, Holyland and Waterhouse join forces in Partnership</td>
</tr>
<tr>
<td>1874</td>
<td>Name changes to Price, Waterhouse &amp; Co</td>
</tr>
<tr>
<td>1898</td>
<td>Robert H Montgomery, William M Lybrand, Adam A Ross Jr and his brother T Edward Ross form Lybrand, Ross Brothers and Montgomery</td>
</tr>
<tr>
<td>1957</td>
<td>Cooper Brothers &amp; Co (UK), McDonald, Currie and Co (Canada) and Lybrand, Ross Bros &amp; Montgomery (US) merge to form Coopers &amp; Lybrand</td>
</tr>
<tr>
<td>1975</td>
<td>Hanekom &amp; Kie founded in Namibia</td>
</tr>
<tr>
<td>1982</td>
<td>Price Waterhouse World Firm formed</td>
</tr>
<tr>
<td>1990</td>
<td>Coopers &amp; Lybrand merges with Deloitte Haskins &amp; Sells in a number of countries around the world</td>
</tr>
<tr>
<td>1998</td>
<td>Worldwide merger of Price Waterhouse and Coopers &amp; Lybrand to create PricewaterhouseCoopers</td>
</tr>
<tr>
<td>2010</td>
<td>PricewaterhouseCoopers brand name change to PwC</td>
</tr>
</tbody>
</table>

People – quality through diversity

The creation, sharing and application of knowledge are central to everything we do. But knowledge does not grow on its own. It is created and nurtured by people coming together to share their individual ideas. And knowledge is further enriched by variety, a glaring reality in a country that boasts eleven (11) ethnic groups. At PwC we provide an unlimited richness of experience and cultural diversity which enables us to assemble the perfect team to meet our clients’ needs.

Knowledge – innovation through sharing

We are a global leader in knowledge management – with the proven information technology infrastructure to promote and support international knowledge exchange. This enables us to help our clients identify and exploit business opportunities, while improving their ability to manage risk. It also fosters the pooling of our global knowledge, thus increasing the creativity and innovation of our people which, in turn, benefits our clients still further.

Worlds – consistent yet unique

Everybody sees the world from a unique perspective. Companies are the same; each one is unique, with its own set of goals and its own challenges to overcome. The scale of resources within PwC means we can reflect our clients’ worlds by harnessing the similarities and catering for the differences. We do this by redefining ourselves for every client. So we exist not in a single world – but in the multiplicity of different worlds in which we are needed.

A unique experience

At PwC we apply our industry knowledge and professional expertise to identify, report, protect, realize and create value for our clients and their stakeholders. We are committed to making PwC distinctive through consistent behaviours that enable the success of our clients and people. We call this the PwC Experience and it shapes the way in which we interact with clients, with one another and with the communities in which we operate.

The way we do business

As a member of a network of global firms, we have a Code of Conduct based on our core values of Teamwork, Leadership and Excellence. This Code of Conduct comprises of a set of principles that articulates how PwC expects its people to behave in conducting business. It specifically addresses issues such as behavior by employees, the firm’s obligations as a responsible corporate citizen, upholding the PwC name, and the respect for clients and colleagues. The Code, in essence, guides the way in which we live and work.

Our approach

Social responsibility for us is an ethos or a way of approaching our business; and is inextricably linked to our values, business strategy and our performance. We not only seek to show respect for our fellow citizens, our environment, applicable laws and prevalent ethical norms in the society in which we operate, but also to contribute actively through our normal business practices and various social investment initiatives. Education and skills development are our key focus areas, which we impart by drawing on the knowledge and skills of our people.
Our purpose is to **build trust** in the Namibian society and to **solve important problems** for the Namibian business community.

**Reaching a milestone**

Hanekom & Kie was founded in Namibia in 1975. In 1990 Coopers & Lybrand merged with Deloitte Haskins & Sells in a number of countries around the world, and in 1998 Price Waterhouse and Coopers & Lybrand merged Worldwide to create PricewaterhouseCoopers. PricewaterhouseCoopers brand name change to PwC in 2010.
PwC Core Values

Act with integrity
- Speak up for what is right, especially when it feels difficult.
- Expect and deliver the highest quality outcomes.
- Make decisions and act as if our personal reputation were at stake.

Make a difference
- Stay informed and ask questions about the future of the world we live in.
- Create impact with our colleagues, our clients and society through our actions.
- Respond with agility to the ever-changing environment in which we operate.

Care
- Make the effort to understand every individual and what matters to them.
- Recognise the value that each person contributes.
- Support others to grow and work in the ways that bring out their best.

Work together
- Collaborate and share relationships, ideas and knowledge beyond boundaries.
- Seek and integrate a diverse range of perspectives, people and ideas.
- Give and ask for feedback to improve ourselves and others.

Reimagine the possible
- Dare to challenge the status quo and try new things.
- Innovate, test and learn from failure.
- Have an open mind to the possibilities in every idea.
Global Facts and figures

Geographic coverage
PwC has offices in 743 locations in 157 countries.

PwC people as of June 2016:

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Partners</td>
<td>10,830</td>
</tr>
<tr>
<td>Client service staff</td>
<td>177,182</td>
</tr>
<tr>
<td>Practice support staff</td>
<td>35,456</td>
</tr>
<tr>
<td>Total</td>
<td>223,468</td>
</tr>
</tbody>
</table>

Revenues
For the financial year ending 30 June 2016, PwC’s gross revenues were US$35.9 billion, up 7% at constant exchange rates, a healthy increase given some the challenging economic conditions around the world. We saw revenues grow across all of our lines of business and in all of our major markets which is a testament to PwC’s investment in innovation, technology and quality. Most of all, this growth is due to the hard work of our 223,000 people around the world and their dedication to delivering a culture of excellent client service.

For more information go to www.pwc.com/gx/en/annual-review/index.jhtml

Additional facts

- PwC admitted 665 new partners across the world in FY2016.
- In 2017, PwC has retained its position as the number one professional services brand, and one of the world's top ten most powerful brands in the Brand Finance Index 2017.
- PwC achieved the highest score (AAA+) for the seventh year in a row assessing the brand as ‘exceptionally strong and well managed’.
- At 30 June 2016, 2,588 PwC people were on long-term international assignments, up 2% on last year, with participation from 113 countries.
- Two of PwC Namibia’s esteemed leaders have been Business Woman of the Year in Namibia.
- An Assurance partner of PwC Namibia was appointed by the President of the Republic of Namibia as a member of the President’s Economic Advisory Council (PEAC), which aims to support quality decisions and implement strategies that will embrace growth in Namibia.
- PwC Namibia’s Tax Partner, Chantell Husselmann was the President of ICAN (Institute of Chartered Accountants) from June 2012 until March 2014.
- PwC Namibia’s Business Continuity Management processes are ISO certified by the British Standards Institute. This means that we will be here, delivering ongoing, quality service to our clients, come sunshine or crisis.
- In 2016, PwC was ranked #3 in DiversityInc’s Top 12 Companies for Global Diversity.
Leadership structure

Partners / Directors

Nangula Uaandja
Country Senior Partner
Windhoek

Carl van der Merwe
Assurance Partner
Windhoek

Louis van der Riet
Assurance Leader
Windhoek

Ansie Rossouw
Partner in Charge
Walvis Bay

Stéfan Hugo
Tax Leader
Windhoek

Chantell Husselmann
Indirect Tax Partner
Windhoek

Gerrit Esterhuyse
Assurance Partner
Walvis Bay

Talita Horn
Advisory Director
Windhoek

Frans Murray
Advisory Director
Windhoek

Samuel Ndahangwapo
Assurance Partner
Windhoek

Hans Hashagen
Advisory & Risk
Assurance Services Leader
Windhoek

Johan Nel
Corporate Tax Partner
Windhoek

Annette van Coller
Assurance Partner
Windhoek
Leadership structure

Associate Directors

Gerrit Jordaan
Advisory Associate Director
Windhoek

Nelson Lucas
Tax Associate Director
Windhoek

Trophy Shapange
Assurance Associate Director
Windhoek

Brigitte Kisting
Forensic Associate Director
Windhoek

Riana Esterhuyse
Tax Associate Director
Walvis Bay
We have a significant presence in every major market, both established and emerging, which makes the firm a global powerhouse with an unmatched ability to serve global, national and local clients.

Our structure links local firms that possess an in-depth knowledge of local business, accounting and regulatory requirements, with a worldwide network that can exploit the advantages of expertise on an international scale.

Our strategic goal is to be the pre-eminent professional service provider across our chosen markets and services, evidenced through clear market leadership, sustained premium earnings and recognition as the best place to work.

We will achieve our goals through client relationships based on quality and integrity.
Service offering in Namibia

In Namibia, we provide specialist services to the following industries:

- Financial Services - Banking, Insurance and Investment Management;
- Mining;
- Oil and Gas;
- Public Sector - Government and State Owned Entities;
- Tourism & Hospitality;
- Information Communication and Technology;
- Media and Entertainment;
- Retail;
- International Development Agencies;
- Construction & engineering;
- Healthcare;
- Manufacturing;
- Agriculture;
- Private Company Services
PwC Services

- Assurance
- Advisory
- Tax

**Advisory**

Consulting
- Strategic Plans
- Sector Growth Strategies
- Business Plans, Business Models
- Operational Plans and Models
- Facilitation of Strategic Planning Workshops
- Value Chain Analysis
- Market Analysis
- Feasibility and Viability Studies
- Transactional Advisory Services (PPPs)

Risk Advisory Services
- Investigations
- Accounting litigation support
- Forensic technology solutions
- Anti-corruption and fraud services
- Internal Audit services
- Systems Process Assurance
- Governance and Sustainability
- Risk and Regulatory solutions
- Financial Risk services
- Anti-Money Laundering consulting
- Integrated reporting services

Process Improvement
- Business Process Management
- Turnaround and Transformation
- Business Continuity Management
- Asset Management
- Project Management

People and Organisation

- HR Transformation
  - Benchmarking Surveys and other relevant research
  - HR audits
  - HR Strategy and Planning
  - HR service delivery effectiveness
  - Support in Mergers and Acquisitions
  - Thought Leadership

- Workforce Transformation and Talent Management
  - Workforce restructuring
  - Organisational Development and Restructuring
  - Human Resource Policy and Procedures

- Job Description and Competency Development
- Performance Agreements
- Competency Based Recruitment and Selection
- Lean Six Sigma
- Performance and Talent Management

Change Management
- Change Management
- Change Impact and Readiness
- Culture alignment/transformation

Developing People
- Skills assessment and learning paths
- Coaching & Mentoring service offerings
- Specialised development programmes
- Skills development
- Profiling
- Team Building

- Auditing services
- Accounting services
- Agreed upon procedures
- Compilation of financial statements
- Other non audit assurance services
- Assistance on capital market transactions
- Accounting, technical and regulatory advice

**Tax**

- Consulting
- Tax Accounting services
- Tax Function Effectiveness reviews
- Corporate International Tax and Transfer Pricing

- Consulting
- Compliance
- Value Added Tax reviews
- Training
- Customs and Excise

- Remuneration, benefits and reward consulting
- International Assignee Services and Immigration
- Payroll and Employees’ tax
- Receiver of Revenue liaison on all PAYE related matters

- Preparation of financial statements
- Preparation of accounting records
- Tax compliance services – Registration
- Tax compliance services – Returns
- Company secretarial services
- Trust administration services
- Estate planning and administration

**Market Research & Surveys**

- Delivering strategic solutions based on comprehensive stakeholder & brand research
- Aid organisations to build and sustain relationships with internal and external brands
- Equip organisations or brands with necessary resources to improve potential
- Assist to gain a competitive advantage in client’s field of expertise to grow their market share

- Advertising pre & post testing
- Brand audits
- Brand reputation analysis
- Customer service audits
- Employee satisfaction surveys
- Feasibility Studies
- Mystery shopping
- Packaging pre & post testing
- Perception testing
- Product testing

- Taste pre & post testing
- Usage & attitude studies
PwC has 13 directors of which 5 are females and 3 are from the previously racially disadvantage groups.

“The commitment of our partners and staff, our values of teamwork, excellence and leadership and our code of conduct ensure that PwC remains a sustainable business entity”.

Nangula Uaandja
Country Senior Partner
PwC Namibia

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**PwC Business School**

*We also have a business school that offers various training such as:*

- All types of Tax Training
- Various Remuneration Training
- Microsoft Excel
- Corporate Governance
- Managing Company Secretarial Risk
- Ethics & Conflict of Interest
- Internal Audit policies & procedures
- Basic Accounting
- Finance Training
- Directors Training
- IFRS Updates
- Leadership: Leading People
- Time Management
- Professional Customer Care
- Professional Behaviour in the Workplace
- Facilitation Skills
- Business Writing for Professionals
Developing Namibian Professionals

ICAN (Institute of Chartered Accountants)

The Institute of Chartered Accountants of Namibia (ICAN) is the sole organisation in Namibia with the right to award the Chartered Accountant designation. PwC has 40 Chartered Accountants registered with the professional accounting body.

We have 3 members on council of which one Partner, Talita Horn has recently been appointed as the president, while Chantell Husselmann was previously president and our partner, Louis van der Riet is on the Technical Committee. Staff serve on ICAN subcommittees, including Tax and Technical committees.
**ICFA (Institute of Commercial and Financial Accountants in Namibia)**

Currently there are 66 trainee accountants, 53 of whom are from the previously disadvantaged group, undergoing traineeship contracts for the Certified Commercial and Financial Accountant qualification with our firm.

In terms of professional rules, trainee accountants have to receive at least 40 hours of formal training per annum as well as structured programme of continuous practical training in terms of strict guidelines laid down by the Institute of Commercial and Financial Accountants of Namibia.

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**UNAS (University of Namibia Accounting Society)**

The firm has a historically close relationship with UNAS. Country Senior Partner, Nangula Uaandja, is the patron of the society and provides leadership training to members of UNAS.

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**PwC Tax Academy**

In the beginning of 2007 we launched the PwC Tax Academy. This Academy is the first of its kind in Namibia and reaffirms our commitment to Vision 2030 and the development of local Tax professionals. The firm currently has 6 candidates enrolled on a 3 year tax articles programme while furthering their studies within various taxation fields. Since 2007, 18 candidates have completed their training.

Tax academy participants to date include

**95%** designated Namibians.
Diverse Namibian talent to solve important problems

Diversity in all its forms – from gender, generation, ethnicity and disability to people with a broader range of skills, experiences and industry backgrounds – is a vital element of the changing talent focus within our industry.

Here at PwC, diversity is a network priority because we need the best available talent to create value for our clients, people and communities. We hire and nurture professionals with a variety of approaches to problem-solving, who are willing to challenge the status quo, who think differently from one another, and who come from many different backgrounds and cultures.

- **66** trainee accountants
- **53** from previously disadvantaged groups
- **54%** women
- **55%** female shareholding
- **57** bursary students
- **47** from previously racially disadvantaged groups
- **97%** Equitable Economic Empowerment score (2015)
- **Over 270** staff
- **79%** previously disadvantaged Namibians
- **61%** racially disadvantaged shareholding
Bursaries

We currently sponsor 57 Namibian students (of whom 47 are from the previously disadvantaged group) studying at South African and Namibian universities towards their accounting degree and postgraduate qualifications.

Our current bursary scheme totals in excess of N$10,8 million. Many of our professional staff also study on a part-time basis.

Commercial Equity

Commercial Equity is a focus point for our organisation as we work towards the transformation of the ownership of our business as well as the firm’s procurement policy. PwC has 6 females as partners of which 2 are from the previously racially disadvantaged group.
## Organisational Equity

<table>
<thead>
<tr>
<th>Category</th>
<th>Total Number</th>
<th>Number of Namibians</th>
<th>Number of Designated Namibians</th>
<th>Number of Females</th>
<th>Permanent Residents &amp; Domicile</th>
<th>Employees on Work Permit / Work Visas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Directors</td>
<td>14</td>
<td>10</td>
<td>5</td>
<td>6</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Associate Directors</td>
<td>5</td>
<td>4</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Managers</td>
<td>33</td>
<td>27</td>
<td>21</td>
<td>23</td>
<td>5</td>
<td>1</td>
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<tr>
<td>Professionals</td>
<td>52</td>
<td>47</td>
<td>43</td>
<td>36</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>Supervisors</td>
<td>43</td>
<td>39</td>
<td>37</td>
<td>33</td>
<td>2</td>
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<tr>
<td>Skilled Labour</td>
<td>26</td>
<td>26</td>
<td>25</td>
<td>18</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Semi-skilled Labour</td>
<td>12</td>
<td>12</td>
<td>12</td>
<td>9</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Unskilled Labour</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Fixed Term</td>
<td>89</td>
<td>85</td>
<td>70</td>
<td>53</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>274</strong></td>
<td><strong>250</strong></td>
<td><strong>217</strong></td>
<td><strong>180</strong></td>
<td><strong>11</strong></td>
<td><strong>13</strong></td>
</tr>
</tbody>
</table>
**Procurement Policies**

The firm’s goal and focus on procurement is that at least 25% of its discretionary expenditure is made to BEE entities, (entities being those with at least 26% previously disadvantaged owners).

*For the procurement of goods and services the firm will give:*

10% differential on Namibian owned entities of 51 % or more and;

An additional 10% differential on Namibian BEE owned entities.

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**Other contributions to Namibia**

In addition to those set out above, our partners serve in various capacities with the following institutions:

- Institute of Internal Auditors, ICAN and PAAB
- Namibia Chamber of Commerce (NCCI) of which PwC Namibia is a member, Tax committee
- African Leadership Institute, Board of Directors, Course presentations
- Men on the Side of the Road, Board of Directors
- Seretta Lombaard our Assurance partner has been appointed by the President of the Republic of Namibia as a member of the President’s Economic Advisory Council (PEAC), which aims to support quality decisions and implement strategies that will embrace growth in Namibia
- Customer service Conference sponsorship with Polytech
- Diversity Conference sponsorship
- Global Business labs sponsor
- TEDxWindhoek 2015 sponsor
Thought Leadership

Our commitment to Vision 2030

“A national vision to improve the quality of life of the people of Namibia to the level to counterparts in the developed world by 2030”.

Dr. Sam Nujoma
President of the Republic of Namibia 2004

All Namibians need to realize that in our country, everyone counts. Fostering unity amongst fellow Namibians is one way of contributing to the realization of Vision 2030. We practice this thought leadership.
Guide to Namibian VAT

www.pwc.com/na/guide-to-namibian-vat

Business and Investment Guide for Namibia

www.pwc.com/na/namibia-business-guide
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