

Be *part* of it: Make a difference

*Find out about CR programmes
and how you can get involved by sharing your skills and expertise.*

September 2016 - June 2017



Diversity &
Inclusion

Community



Responsible
Business



Environment



Corporate Responsibility

At PwC, our purpose is to build trust in society and solve important problems. Our goal is to embed this in all we do, but nowhere is it more important and significant than in our global corporate responsibility (CR) strategy. Our CR philosophy echoes what we as an organisation stand for giving back to society while engaging our people in meaningful ways. We have many capabilities that are relevant to CR – the same ones we use in our businesses every day – and we put these to use working with others to make a difference.



“We believe that each and every PwC employee is passionate about different causes; combined with our different background, culture and unique strengths, we are keen to make our society a better place for all. Through our ever increasing range of CR initiatives, you will be sure to find one that interests you.”

*~ Yeoh Oon Jin,
Executive Chairman,
PwC Singapore.*



“PwC staff are not only looking for technical experience but value in their work as well. Our vast range of CR initiatives gives each and every employee an opportunity, regardless of their field of expertise to create value and give back to the society we live and work in.”

*~ Deborah Ong,
Corporate Responsibility Leader,
PwC Singapore.*

Our Commitments



Community

At PwC, we're committed to making a positive, lasting impact in our communities by sharing our time, knowledge, resources as well as inspiring and harnessing the dedication and capabilities of our people.



Environment

At PwC, we're committed to respecting the environment by raising awareness of the footprints we are leaving on the planet and taking measurable steps to reduce the environmental impact of our business operations.



Responsible Business

At PwC, we're committed to the highest standards of professional integrity and in promoting sustainable practices.



Diversity & Inclusion

At PwC, we're committed to helping our people – from their varied backgrounds and experiences – to build a rewarding career and achieve their full potential.

"I have received so much from society; it is only right that I do what I can to give back to those less fortunate than me."



What does volunteering have to do with PwC Corporate Responsibility?

We use a four-quadrant model to take a broader view of what it means to be a responsible corporate citizen. Collectively, these four quadrants define the way

1. we operate in the marketplace,
2. treat our people,
3. interact with our community, and
4. protect the environment.

By promoting trust in the capital markets, developing our people as responsible business and civic leaders, positively impacting the communities in which we operate, and lessening our impact on the natural environment, we demonstrate the social legitimacy of our business and set ourselves apart as a truly distinctive organisation.

PwC's Corporate Responsibility programme encompasses a broad range of corporate strategic relationships and local initiatives. Regardless of your field of expertise within the firm, there's something for you. We aim to match your skills and resources to the needs of local community organisations, while offering you varied experiences.

Why volunteer?

Volunteering allows you to give back to the people and places which our business depends on, while providing a different experience and development of skills. Supporting the wider community in this way is inspiring and rewarding. It also helps you make more enlightened business decisions based on your first-hand experiences.

Key facts

- In 2015, we contributed more than \$3 million to our communities by way of financial support, our volunteers time and the provision of business expertise.
- Approximately 70% of our people contributed more than 13,000 hours annually in general and skilled volunteering.

Pioneering social change

Over the last few years we've increased our efforts in:

- **local communities** by helping non profit organisations through skills based volunteering and the senior citizens through our Banda Street Projects
- **education** of young people to help improve their lives through our Overseas Community Programmes
- **environment** through our partnership with NParks to build a new level of environmental understandings in our staff and partners

"The students and teachers had only good feedback on the paper flight activities at MacRitchie Reservoir Park! It has been great knowing and working with PwC, West Spring Secondary, NParks and Agaperium. I hope this partnership will grow stronger."

*Ms Annie Tan, Vice Principal,
Fernvale Gardens School
Nature Cares Programmes 2013*





How it works

We have an extensive array of programmes both in Singapore, as well as in the region, including Laos, Cambodia, Vietnam, Philippines and Myanmar. We have expanded our reach including sending our first team to Nepal to assist in the rebuilding of a School. **Doing the right thing** for our communities and being a **catalyst of change** is a key part of our strategy and culture. These programmes offer you a chance to volunteer. Details of these programmes are provided on the following pages. If you're interested to volunteer for any of the programmes, please contact your programme champions or email SG Corporate Responsibility Team/SG/HR/PwC.

“Despite the short duration, the students did find the sessions interesting and enriching. Thank you for giving our students an opportunity to experience the fulfilment of giving back to society.”

*Ms Ng San San, Teacher,
West Spring Secondary
Nature Cares Programmes 2013*



TOWN COMPL

Our signature events – About Banda Street



Partnering Organisation:
Kreta Ayer Residents' Committee
Soft Launch: **23 November 2016**
Expected period: **April - June 2017**

The Banda Street Project is now in its 6th iteration, Banda Street is an effective platform through which the firm offers assistance and support to the elderly living in 1-2 room flats in the Chinatown area. This flagship Corporate Responsibility project also contributed significantly to the firm's recent win at 2014 President's Volunteerism & Philanthropy Awards (PVPA), clinching the President's Award for Volunteerism (Corporate).

Objectives and outcomes

- 1. Enhancing lives** – Since embarking on this project in 2008, PwC has offered assistance and support to the elderly in the form of interactions, performances and goodie-bag distribution. Previous year's approach included installing energy-saving light-bulbs, providing electric fans, new mattresses, non-slip mat. PwC Staff also painted several art murals in an effort to transform the colours and lives of residents. More recently, we organised old kampung games were included in our annual block parties to relives the childhood memories of the pioneer generation.
- 2. Building bonds** –Through door-to-door interactions, conducting survey on behalf of Kreta Ayer Residents' committee and visits via our goodie bag distribution, bonds between staff and residents have been forged in the past 6 years, and we will continue to build on these relationships moving forward.
- 3. Encouraging Community Service spirit in staff** – By offering staff the opportunity to engage in community service through Banda Street, we seek to raise awareness on the community's needs. Employees are also encouraged to pursue their own community service efforts beyond firm-initiated activities. CG/BU are also encouraged to engage the community through smaller scale activities with the needy residents.





Smart Nation - Helping senior citizens become more IT savvy

In this fast-progressing digital age, PwC hope to help the senior citizens at Banda Street to embrace information technology and we are working closely with Kreta Ayer Residents' Committee and Infocomm Development Authority (IDA) to set up an IT learning hub and develop regular IT program to enrich these elderly residents.

For a start, the infocomm trainings will follow IDA's IT curriculum which teaches basic infocomm skills, such as how to use a computer and surf the Internet. and subsequently customise trainings according to the needs and allow more in-depth learning experience.



Staff volunteers will befriend the elderly during the session, facilitate and assist in providing guidance to help them follow through the training session. Committed volunteers seeking for more fulfilling involvement can consider helping with the curriculum development and conducting trainings to the elderly.



Our signature events – Overseas Community Programmes (OCP)

In 2005, as part of “Developing Responsible Leaders Programmes”, Senior Managers and Partners were invited to participate in an overseas community programme. We have expanded our footprints through the collaboration with YMCA and over the years, we have sent volunteers of various grades to Shanghai, Siem Reap, Phnom Penh, Sichuan, Ho Chi Minh, Koh Rorak, Luang Prabang, Dalat and Pathein.

It's our 10th year now! Come join in our overseas community programmes partnering YMCA to Nepal, Myanmar and Vietnam in 2016/2017. Be the change and make a difference! The expeditions include both teaching of English and skills-based workshops together with the infrastructure components.



"To inspire corporate responsibility by engaging the hearts and minds of our people with the wider community"

Registration for OCP 2017 will be open in December 2016, look out for SG-Connect for more details:

Tentative Dates

Myanmar: 6 - 13 August 2017

Nepal: 1 - 10 September 2017

Vietnam: 14 - 22 October 2017

Myanmar, Pathein

Expected period:

6 - 14 August 2016

Time commitment:

9 days (4 working days)

In Myanmar, the aim of the project is to equip the vulnerable youth from marginalised communities with basic skills to become self-sufficient. Part of the programme which will be in collaboration with PwC Myanmar. Volunteers will be carrying out workshops on basic skills like literacy, numeracy and life skills and involving in the construction of the road to increase access and mobility for the community.

Nepal, Bhakunde Besi

Expected period:

10 - 18 September 2016

Time commitment:

9 days (4 working days)

This will be the first year we will carry out our OCP in Nepal. In the aftermath of the Nepal earthquake, the team will help rebuild schools and enabling the children to resume their education in schools. Volunteers will also be conducting lessons for the students of Shree Thakuri Primary School.

Vietnam, Ben Tre

Expected period:

22 - 30 October 2016

Time commitment:

9 days (5 working days)

The focus in Vietnam is on education. Volunteers will conduct English literacy programme for the village schools in Ben Tre Province to tighten the literacy equality between the village children and city children. Volunteers will also participate in the infrastructure work which is to help build a 180m school fence to improve the security of the school.



Caring for our environment



Earth Hour

Partner Organisation:

World Wildlife Fund

Time Commitment:

Approx. 2 hours per week for 6 weeks leading up to Earth Hour

Expected period: 24 March 2016

Location: PwC office

Tags: Environment

Earth Hour is an annual international event, which aims to promote the switching off of non-essential lights for an hour to spread awareness for climate change. In addition to the usual 1 hour lights out, this year, we would be liaising with the building management to switch off the PwC logo lights during weekends. PwC staff are also encouraged to make their individuals' commitment pledges for the environment.

Eco-talk and PwC Roadmap for FY17

Time Commitment:

Organising Committee:

2 hours per week for 2 months leading up to the event

Actual day helper:

2 hours on day of event (dates TBC)

Expected period: September 2016

Location: PwC office

Tags: Environment

For the new financial year, we would be organising a lunchtime talk to communicate to our staff on environmental issues, environmental philosophy and firm wide activities and initiatives that they can look forward to. We are also recruiting enthusiastic and dynamic volunteers to join us in our initiatives.

Walkathon and photo competition @ Botanic Gardens

Time Commitment:

Organising Committee:

2 hours per week for 2 months leading up to the event

Actual day helper:

4 hours on day of event (dates TBC)

Date: December 2016

Location: Botanic Gardens

Tags: Environment

This new initiative encourages nature appreciation at our very own UNESCO Heritage site, the Singapore Botanic Gardens. With walking tours arranged with NParks, our staff would gain a better understand the varieties of species and wildlife that we have in the Botanic Gardens. This would be a fun and enriching day for all our staff.



Caring for our environment



EcoWeek

Time Commitment:

Organising Committee:

1 hour per week for 4 months leading up to the event

Actual day helper:

2-4 hours per event (dates TBC)

Expected period: April 2017

Tags: Environment

EcoWeek aims to raise awareness on today's environmental issues, promote sharing of ideas and increase our staff's involvement in environmental initiatives.

Coastal clean-up

Time Commitment:

Organising Committee:

1 hour per week for 6 months leading up to the event

Actual day helper:

4 hours on day of event (dates TBC)

Expected period: April 2017

Location: East Coast Park

Tags: Environment

To further encourage our staff to take responsibility for environment issues, we would be organising a coastal clean-up at East Coast Park. We not only aim to increase awareness among staff on waste disposal and littering, but also aim to foster the image of a cleaner and greener Singapore.

Eco-terrarium making workshop

Time Commitment:

Organising Committee:

2 hours per week for 1 month leading up to the event

Actual day helper:

3 hours on day of event (dates TBC)

Expected period: May - June 2017

Location: PwC office (TBC)

Tags: Environment

Eco-terrarium making workshop is a new initiative rolled out in this financial year as well. Using recycled materials and containers to make eco-terrariums, we aim to encourage our staff to rethink on manners in recycling and reusing items. "Waste" don't always need to end up in the trash!

Volunteering your skills



Skills-based Volunteering (SBV)

Partner Organisation:

Shared Services for Charities,
Various Voluntary Welfare
Organisations (VWOs)

Expected period: Any time during
the off-peak season

Location: Varies

Tags: Professional

Skills-based volunteering is the practice of using work-related knowledge and expertise in a volunteer opportunity, be it an opportunity to share financial or to use your strategic skills. Activities led by skilled professional often provide beneficiaries with a sustainable impact. Each volunteer, in turn, will receive professional development opportunities and contribute in a substantial way with passionate commitment to the society.

PwC supports staff of all grades to embark on SBV with 2 days paid leaves for SBV work done with local charities. You may refer to HR manual for more information. Staff may select charities of their choice or be part of the existing SBV programmes:

- Seminar for VWOs EDs and board members (Director and above)
- Training workshop for VWOs (All grades)
- Shared Services for Charities/Empact (All grades)



CG Outings

Partner Organisation: Parkinson
Society Singapore, SUN-DAC,
YMCA of Singapore or IPC charities
of choice

Expected period: Varies

Location: PwC

Tags: Community, Environment,
Sustainability

In PwC, all staff are grouped in Coaching Groups (CGs) that help to support each other both in and out of work. Each CG usually organises activities a couple of times a year to bond and get to know each other better. Should your CG wish to do something more meaningful, why not get involved in a CR activity during one of your CG outings? Please contact the respective champions for more information.



International Accountant's Day

Partner Organisation:

CPA Australia, ISCA, SAC, Parkinson
Society Singapore, Kreta Ayer
Residents' Committee

Time Commitment:

Organising Committee:
2 hours per week for 2 months
leading up to the event

Actual day participant:
4 hours on day of event

Expected period: November 2016

Location: Varies

Tags: IAD

International Accountant's Day is a professional holiday of all accountants, and dates back to year 1494, when the first book on double-entry bookkeeping was published in Venice. In Singapore, accountants come together to celebrate the accounting and finance profession through a fun-filled event which connects accountants in Singapore with exciting games, soothing live music and meaningful charitable activities.

Volunteering your skills

Arts@Work

The National Art's Council's (NAC) population survey on the Arts in 2011 showed that more than half of all Singaporeans believed that arts and culture broadens the mind, encourages creativity and enriches lives. In the past, we have invited photographers, storytellers, paper cutting experts and artists to share their special talents with the staff of PwC. We have been using arts as a tool for employee engagement, team bonding, ideas creation, relaxation, corporate social responsibility and training.

An evident example of how Arts has been brought to the community can be seen through PwC 2014-2015 flagship CR event. Murals were painted all over the Banda street area in a bid to beautify the surroundings. In 2016, we conducted Art Therapy workshop with children from Sunbeam and Beyond Social Services. Lookout for SG-Connect for more activities in FY17.



Scheduled activities:
November 2016, April 2017 and
June 2017

*"The masseurs are
very skilled and
friendly and they put
people at ease."*

*Liew Yee Hui,
a regular supporter*



Therapeutic Massage by the Visually Handicapped

Partner Organisation:

Singapore Association of the
Visually Handicapped (SAVH)

Time Commitment:

Every 3rd Friday of the month
(4 hours)

Expected period: Ongoing

Location: PwC

Tags: Handicapped

PwC invites the visually handicapped masseurs from SAVH to our office on a monthly basis to provide massage services to our staff. While we enjoy the massage services, we are also providing the visually impaired with an employment opportunity and helping them gain financial independence. Show your support by signing up through the monthly emails from the Corporate Responsibility team, or volunteering to help organise this monthly event.



Charity Runs

Partner Organisation:

ISCA, SGX, JP Morgan

Time Commitment:

4 hours

Expected period:

April to November

Location: Varies

Tags: Charity Run

To support our client's and stakeholder's community projects, we participate in various charity runs. Each year, we see more than 1000 PwC staffs signing up for our runs. If you are interested in supporting charity runs, look out for announcements from our sports club!


















Calendar and Skills matrix

For more information relating to any of the activities, please contact the following champions:

Whether you have one afternoon or a few hours a month, there are lots of different ways to get involved. Everyone gains something different from their volunteering experience. This matrix outlines how volunteers told us they have developed through taking part in our different volunteering programmes, in relation to the firm's "PwC Professional" framework.

Tag	Description	Champion
	Arts	Gaurita Wagh
	Banda Street	Tan Chi Siang
	Carbon Footprint	Nithin Nagarajan
	CG CR Initiatives	Angeline CH You
	Charity Run	Sports Club
	Environment	Fang Eu-Lin
	Handicapped	Jian Jiahui Lee Shangwei
	International Accountants Day	TBC
	Overseas Community Projects (General)	Angeline CH You
	<ul style="list-style-type: none"> Nepal Myanmar Vietnam 	Khoo Jian Xuan Cheryl YX Gan Cordelia X Han
	Professional	Doreen PL Seah Liang Hongzhou

Month	Activity	Tags	Whole Leadership	Business Acumen	Technical Capabilities	Global Acumen	Relationship	Community issue understanding	Environmental issue understanding	Education issue understanding
Aug 16	Overseas Community Programmes – Myanmar		•	•	•	•		•		•
Sep 16	Overseas Community Programmes – Nepal		•	•	•	•		•		•
	Eco-talk and PwC Roadmap for FY17									
Oct 16	Overseas Community Programmes – Vietnam		•	•	•	•		•		•
	Banda Street soft launch event (TBC)		•			•	•	•		
Nov 16	International Accountants' Day		•				•	•		
	Arts@Work				•	•	•	•	•	•
Mar 17	Earth Hour		•						•	
Apr 17	Eco-week (firmwide)				•	•	•	•	•	•
	Arts @ Work				•	•	•	•	•	•
May 17	Banda Street (firmwide)		•			•	•	•	•	
June 17	Arts @ Work				•	•	•	•	•	•
Ad-hoc	Therapeutic Massage by the Visually Handicapped (monthly)		•				•	•		
	Skills-based Volunteering		•	•	•	•	•	•		
	CG CR initiatives		•				•	•		



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