

Doing the Right Thing

Corporate Responsibility Report for the 2018
Financial Year



Delivering Complex Solutions

Understanding our Business

Our network structure

PwC is a global network of separate firms, owned and operating locally in 158 countries around the world. This structure provides PwC firms with the flexibility to operate as the most local and the most global of businesses at the same time. CR at PwC is similarly governed at global and local levels and it runs right to the top of local and network leadership.

About PwC Slovakia

All businesses today are based on people and ideas. Our success at PwC, and the quality of the services we deliver, depends on the talents of our people and the value they bring to every assignment, every day. We are always looking to attract talent to enhance our business relationships, deepen our industry knowledge and refresh our world view.

However, our ability to work together to deliver complex solutions to complex problems is where we can add value to your business. Our people have extensive experience of a broad spectrum of industries. We bring together a unique blend of talents to suit your needs.

PwC Slovakia Corporate Responsibility in a snapshot



741 employees
54.6% are women

27% of directors and partners
are women

42 volunteers
5% of total headcount

CR Governance in PwC Slovakia

CR activities in PwC Slovakia are coordinated by our internal CR team – a group of volunteers from our employees who actively participate in our CR activities in addition to their job responsibilities. In FY18, the CR team had 10 active members. All team activities are supported by Alex Šrank, Country Managing Partner of PwC Slovakia.

Financial Year 2018 in Numbers



**EUR
22 500**

the amount PwC's Endowment Fund gave to 18 projects under the Helping Hand grant programme



**308
hours**

spent on corporate volunteering by our people



**EUR
52 308**

the value of the assurance services we provided pro bono, or at a discounted rate during 7 audits of NGOs



**20
hours**

spent on skilled volunteering by our people



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Our Corporate Responsibility strategy

being 'part of it' - creating value through responsible business

At PwC, we believe in being 'part of it': part of the global conversation and movement towards responsible business practices that create positive change in the world. Through our CR agenda, we can be part of the solution to global challenges in two ways. Our strategic goals as follows:

Doing the right thing:
playing our part in responsible business issues that are central to our business - from the quality of our services to our engagement with communities and our environmental footprint.

Being a catalyst for change:
using our skills, voice, and relationships to work with others and influence activities to make a difference, create change and have a lasting impact on the world around us.

Diversity and inclusion:
at PwC, we respect and value differences. We know that when people from different backgrounds and with different points of view work together, we create the most value – for our clients, our people and society.

Environmental stewardship:
our efforts are focused on reducing energy usage from offices and air travel – which are by far the greatest source of our carbon emissions.

PwC is committed to playing a leading role in achieving a sustainable future: we take responsibility for our actions and promote responsible business practices; we support the growth and development of our people and communities, and seek to minimise our environmental impact.

Part of it:

PwC is a part of the solution to responsible business challenges



We aim to:

Be a catalyst for change
and
do the right thing

We focus on:

Responsible Business
Diversity & Inclusion
Community Engagement
Environmental Stewardship

We manage CR using:

Our leadership ladders

Responsible Business

Our role as professional service providers

At PwC, we play a significant role in the world's capital markets and take pride that our services help to improve the credibility, transparency and reliability of financial statements and information that guides investors and stakeholders to make informed decisions. We have a responsibility to uphold and embody ethics, transparency and integrity in all aspects of our work.

We are leaders in developing trust in business and using our skills and relationships to influence the marketplace to promote more ethical and responsible behaviour. By exemplifying responsible leadership, we make a difference to the success of our clients, people and communities and demonstrate how sustainability is a core component of strong governance and organizational accountability.

Our focus on ethics and transparency

A key component of our overall CR strategy is supporting strong ethical and transparent business practices across the company and all that we do. We do this by developing our people's responsible leadership skills and by numerous other initiatives.

These include:

- our code of conduct
- ethics hotlines
- e-learning sessions
- risk management training
- anti-money laundering training
- privacy policies
- business gift policy
- reporting obligations under professional conduct rules

We also have an ethics and business conduct leader who provides oversight for our reporting processes. Each year, all of our people are required to participate in interactive independence training sessions and complete an annual confirmation of their personal responsibilities regarding independence and company compliance. In FY2018, we achieved 100% completion of compliance confirmation.

Client selection process

We seek to only serve those clients we are competent to serve, who value our services and meet appropriate standards of legitimacy and integrity. We make sure we work for companies whose activities are legal and do not violate our principles. Strict compliance procedures are in place to ensure that current or new engagements do not impose any reputational risks, as we do not wish to associate ourselves with such companies.

Client feedback programme

To better understand how well clients' needs and expectations were met in the past, and to identify areas for improvement, we regularly seek feedback regarding the quality of the services we deliver.

We carry out an annual Client Feedback Programme for major assignments in Slovakia. We approach our key clients to find out their satisfaction level with how we performed our work, our client approach, and the quality of communication and cooperation with our professionals.

Honest and straightforward client feedback is essential for us to further develop our people and build on our client relationships.

Independence policy

We closely guard our independence. We protect the trust of our clients and other stakeholders by adhering to our regulatory and professional standards, which enable us to achieve the objectivity necessary in our work. In doing so, we strive to ensure our independence is not compromised or perceived to be compromised. We address circumstances that impair, or could appear to impair, our objectivity.

We are a member of various professional organisations

We share our knowledge and expertise to increase our impact on the market and promote best practises:

- Engage Group - corporate volunteering and community involvement
- Chambers of Commerce
- Professional associations:
- Automotive Industry Association
- HRcomm
- ACCA
- SKAU, SKDP, CISA, SSA, AICPA, SKCU, and more

Responsible Business

Sharing our greatest assets

One of our greatest assets is the knowledge of our professionals. We contribute to the increased competence and expertise of the business community by sharing this knowledge with the marketplace. Our key thought leadership includes:

- CEO Survey and CEO Forum Slovakia's preeminent CEO award
- Automotive Suppliers Survey
- Top 10 Business Women in Slovakia
- Leading HR Organization Award
- Pocket Tax Book
- Additional surveys and publications



Diversity and Inclusion, People at PwC

Our role as a professional service provider

Creating value for clients and communities depends on building and maintaining strong relationships between people with a mix of talents, experiences and backgrounds, so we are focused on building a diverse and inclusive business. To succeed in our network-wide goal to be number one for talent, we must attract, develop and retain high potential people who are able to work with each other effectively. We encourage open minds. At PwC, we are only interested in talent and do not discriminate with regards to age, race, gender or disability.

To foster a broader conversation on gender diversity and diversity, we have launched a number of resources for everyone, regardless of gender or culture. We support individuality.

It is important to us that we are a responsible business that treats people fairly - people are our greatest asset. We create value for our people and our clients by promoting diversity, fostering a culture of inclusion, and supporting a healthy work-life balance.

Training and continuous education

PwC's worldwide policy is to ensure that all staff are appropriately qualified for the work they perform.

Training needs and professional development of employees are

identified and agreed upon during the appraisal process. PwC provides technical training to our employees in the following areas:

- Advisory University programme
- Tax Academy
- ACCA courses
- IFRS training
- US GAAP & US GAAS
- Management skills
- Audit methodology
- Risk management
- Leading teams
- STEP - soft skills training programme
- Preparatory course for SKAU and UDVA exams

In FY18, the total amount of time spent on training was 20,612 hours.

We help each other grow

Creating a coaching culture for PwC means that each of us needs to develop the habit of coaching people day in and day out, both on the job and on a personal level. Mutual shared accountability is the key to the success of this culture as each of us seeks and receives frequent, meaningful feedback and actively engages in this new approach.



We have a standardised Performance Coaching & Development Programme. Every employee has a coach, and receives constructive written feedback from people they collaborate with and discusses their development plans with their coach.

Global mobility

In FY18, we continued to focus on providing opportunities for secondments to and from various countries. We develop the skills and international perspective of our people.

These secondments help build the skill sets and capacity of the people taking part and of their co-workers in the host country and in their home region.

In FY18, 6 Slovak employees were placed in Germany, USA, Switzerland, Netherlands, Australia and the UK and 8 people were located in Slovakia from Ecuador, USA, Uzbekistan, Romania and Russia.

Education is the key

That education matters so much to us is no surprise. PwC is, at its core, an education-based enterprise. Every year, PwC people participate in a variety of internal learning programmes and are involved in educational programmes at universities.

During FY18, we cooperated with 5 universities in Slovakia. 15 PwC professionals delivered 9 lectures on IFRS, taxation and accounting and forensic audit. Our professionals also participated in the university programme - Consulting Club. We spent 15 hours with students at universities.

Listening to our people

In our FY18 Global People Survey (GPS), we received high marks and/ or saw improvements in several areas, including our efforts to ensure that people feel safe to voice their opinions and how we enhance our work-life flexibility programs. In FY18, 89% of our employees in Slovakia gave their opinions, a 26% increase compared with the previous year.

Flexible working hours

We offer a number of flexible working arrangements such as flexible working hours, working from home, unpaid leave, sabbaticals, and part-time work. Mothers returning from maternity leave are able to maintain their work/life balance.

Women in business

The topic of women in business is of interest to us worldwide. Many women work at PwC and we want to be a role model as regards the gender agenda.

We believe that for Slovak business to develop effectively, it is important that everyone has the same opportunities. This can be achieved via flexibility on both sides. For women, to have the courage and confidence to take on the “glass ceiling” and for companies to enable women to fulfil all their roles - social, professional, and family.

Five years ago PwC, in co-operation with the daily newspaper, Hospodárske noviny, launched the annual TOP 10 Business Women in Slovakia awards. Our goal is to address the gender agenda and the glass ceiling in Slovakia and start a conversation with the wider public. We also want to recognise business women with great careers and highlight their success stories. We believe that this project is inspiring for many women building their careers in Slovakia.

PwC life

PwC Life is a benefit programme of PwC Slovakia allowing employees to choose from a range of benefits.



Environmental stewardship

Globally, many PwC firms are developing more environmentally-efficient business practices for their operations. However, our greatest potential to have influence is to impact the environment positively via our work with clients.

Collaborating for better solutions

With a global network of 700 people in our Sustainability and Climate Change practice, PwC is a leading advisor on sustainability, climate change and green growth.

We are working with the UN to develop new ways of calculating the economic value of the world's ecosystems and integrating these principles into business decision-making.

PwC has advised on services to the Carbon Disclosure Project, to help them deliver their goals and give investors a unique global view of how the world's largest companies are responding to climate change.

PwC is a signatory to the UNGC CEO Water Mandate, a public-private initiative that assists companies in the development, implementation, and disclosure of sustainability policies and practices regarding water.

Climate change

To understand and mitigate our impact on climate change, we track our carbon footprint and invest in actions to reduce

it. We do this by recording data on our energy use and the sources of our greenhouse gas (GHG) emissions, such as the energy we consume, business travel and, from this year, our paper consumption. In FY2017, GHG emissions related to our operations were as follows:

PwC Slovakia GHG footprint (in tonne)	FY18
Scope 1 – Direct emissions	1,857
Scope 2 – Indirect emissions	281,335
Scope 3 – Air travel	2,334,199
Total (gross)	2,617,391

Footnotes:

Scope 1 – Direct emissions: emissions from sources that are owned or controlled by PwC, for example, emissions from combustion in owned or controlled boilers, furnaces, vehicles, etc.

Scope 2 – Indirect emissions: emissions from the generation of purchased electricity and heat consumed.

Scope 3 – Air travel: emissions from work-related air travel.

PwC – environmentally-friendly workplace

Duplex printing and using recycled paper is set by default on our printers. We also have special containers for paper and plastic next to the printers and in kitchens.

Waste management and recycling is a priority at PwC. Our people can choose glass instead of plastic cups. We also reduce plastic waste by using water jugs instead of bottles.

We are also trying to be environmentally friendly as regards transport: we support the fight against air pollution and the reduction of urban noise by using car sharing, taxi cars and bicycles.

We work in brand new premises. Heat produced by the technology rooms is used to heat the office interior.





Community engagement

All the activities PwC undertakes as a business and as individuals have an impact on the communities in which we operate. Our responsibility is to ensure that our activities support a strong and thriving community. Our employees are engaged in community projects and encourage them to think of those in need by providing them with various opportunities to help others.

We support our community by:

- Providing pro bono and/or discounted professional services
- PwC Endowment Fund and the Helping Hand grant programme
- Directly involving employees in volunteering
- Holding charity collections and donations

Our community partners include:

- Engage Group – platform for corporate volunteering and community involvement
- Pontis Foundation
- Vágus homeless shelter
- DePaul homeless shelter and others

Pro bono and discounted professional services

We provide professional services to supporting community organisations and the non-profit sector by sharing our expertise with them in business matters. Our engagement with community organisations is conducted in the same way we conduct commercial client engagements.

Our professional services are provided at a discounted rate.

In FY18, we provided an audit pro bono, or at a discounted rate to 7 NGOs:

- Good Angel (Dobrý anjel)
- ČSOB Nadácia
- ZSE Foundation
- HB Reavis Foundation
- Nadácia SLSP
- Duke of Edinburgh International Award
- Academia Istropolitana Nova

59 of our professionals including partners, directors, senior managers, senior associates and associates and office staff, spent 994 hours on these projects. The value of our pro-bono services was EUR 52 308.

Corporate volunteering

Every year since its establishment in 2006, we have encouraged our people to participate in the corporate volunteering event, Naše mesto, organised by the Pontis Foundation. In these events, volunteers from businesses switch their business suits for colourful T-shirts, and help community organisations. The idea is to promote volunteerism and team spirit.

42 people from PwC gave 308 hours of their time to the Naše Mesto corporate volunteering event in June 2018, and helped community organisations by cleaning parks, painting fences, repairing children's playgrounds and spending time with seniors. We had a good time and felt good about helping the community in which we live.

Skilled volunteering

In 2018, PwC started a new non-profit programme for Mokrohajska High School. For 10 weeks, 20 of our PwC employees volunteered to give Business English lessons to the students, to prepare their language skills for an FIA certificate. Lessons focused on business vocabulary for finance, accounting, HR, job interviews, feedback, goal setting, etc.

PwC plans to support Mokrohajska high school over the long term to prepare the students for working life. FIA certification is a globally accepted qualification, which helps students with physical disabilities to find a job more easily.



We decided to offer this qualification as a pro bono program, to create an inclusive environment and support future work opportunities. The 20 students will have the chance to obtain certification and increase their chances to find a good job.

PwC's endowment fund and the Helping Hand grant program

Our endowment fund is one of the ways we support beneficial activities such as the projects of NGOs or municipalities. Part of the fund's activities are the Helping Hand employee grant program, which provides annual grants.

How does it work?

The fund supports the Helping Hand employee grant programme, which supports projects nominated by our employees. Employees are encouraged to nominate a project they consider beneficial and their direct participation in the project is more than welcome. We distinguish between "recommended projects" and "direct involvement" projects. For us, an employee nomination is the guarantee that the money will be used transparently – and nominations should be based on a genuine relationship and not just an ad-hoc connection for the purpose of receiving a grant.

18 projects were chosen for support (direct and indirect involvement)

EUR 22,500 was given to short-listed projects via PwC's Endowment Fund

3 steps, 3 engagements:

Our employees nominate projects



Our employees decide which projects will be supported



Our employees are involved in the projects



In FY18, we also supported 18 beneficial projects in which our employees were directly involved in or that our employees recommended

- Raná starostlivosť, n.o. - Tvoríme pre radosť v očiach detí
- OZ VERITAS - KIDS TO KIDS
- DISK Trnava - Tvorba inscenácie Blaho Uhlára kolektív DISK: Chodník
- HoryZonty, občianske združenie - Podujatie HoryZonty
- Občianske združenie Barlička - Šport pre všetkých: Boccia!
- OZ Stará jedáleň - Komunitné centrum Stará jedáleň
- Organizácia muskulárnych dystrofikov v SR
- ÁNO PRE ŽIVOT n.o. - Naučme ľudí ryby chytať
- Asociácia Divadelná Nitra -DARUJEM TI TULIPAN
- Konsulting Klub Bratislava (Consulting Club Bratislava) - CCB Academy
- socialDATA, o.z. - ŽIME SPOLU!
- Deťom s rakovinou n.o. - Cvičím na detskej onkológii
- Prístav nádeje, o.z. - Posuň sa
- Základná škola - Niekedy inokedy nie je deň v týždni, preto začnime hned teraz!
- Športový klub RAJA - Nová generácia moderných päťbojárov
- Integrácia detí a mládeže Asistencia pre deti so znevýhodneniami
- Hospic Harmonia o.z - Spolu

EUR 22,500

was given to projects by PwC's
endowment fund

EUR 52,308

of pro bono and discounted services
was donated

18 projects

were supported by our Helping Hand
endowment fund

7 organisations

were provided with pro bono or
discounted services

30 presents

were donated for DePaul clients

42 people

joined Naše mesto – corporate
volunteering event

**31 bags of winter
clothes**

were collected by our employees
and donated to OZ Fortunáčik,
OZ Vágus and Primary School in Jurské

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At PwC, our purpose is to build trust in society and solve important problems. We are a network of firms in 158 countries with more than 250,000 people committed to delivering quality in assurance, advisory and tax services. Find out more and tell us what matters to you by visiting us at www.pwc.com/sk.



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