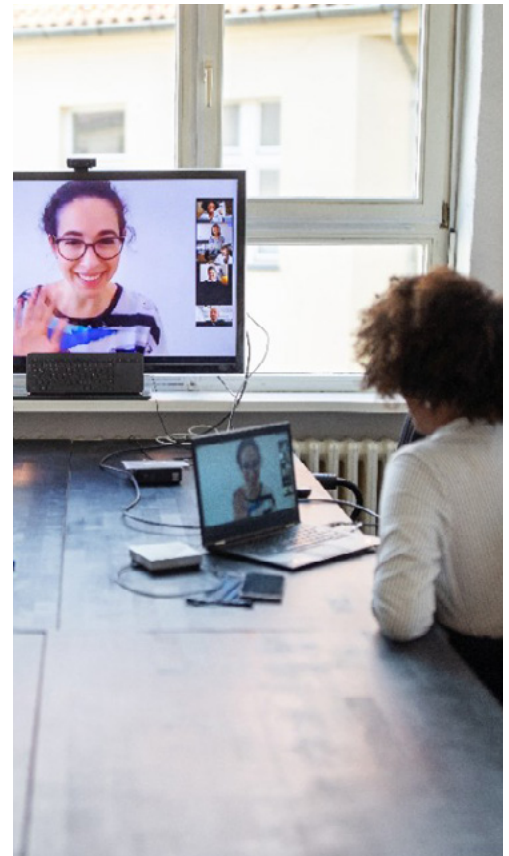


Social Impact: FY20 year in review

December 2020



Messages from our leadership



The health and economic impacts of COVID-19 have pulled into sharp focus the critical role business has to play in society. The COVID-19 pandemic has shown that a healthy society is fundamental to a healthy economy. The two are intrinsically related.

It's been a difficult year for so many of us. The Australian bushfires are another deadly reminder of the social and economic risk of a changing climate where extreme weather events wreak havoc on communities and devastate our precious wildlife.

Amid the dual crisis of the Australian bushfires and the pandemic our firm maintained a strong and proud culture of workplace giving. **This year our firm and people donated a record \$3.3 million to communities.**

COVID-19 also highlighted the vulnerability of so many Australians especially those that live only one paycheck away from homelessness. This year the Constellation Project began to deliver solutions into the market working with the Tasmanian government and industry superannuation funds. The project also welcomed NAB as its first Alliance member.

Our commitment to reconciliation remained steadfast. This year, Reconciliation Australia recognised the Constellation Project as an example of good Elevate RAP practice highlighting the project's national leadership to create systemic change. I'm excited to see what this unique cross-sector project achieves next year.

Moving into 2021 we are taking greater steps to work through the issues which are relevant to Australians as we recover from the global pandemic.

Rosalie Wilkie
Head of Social Impact at PwC Australia



It's an understatement to say 2020 has been a tough year and I'd like to give my deepest thanks to our people and our clients for your sacrifices and most importantly your sense of community.

There have been many tough times this year. But Australians are good in a crisis. I have watched our people give generously and work together to help communities impacted by the bushfires and then a global pandemic.

One example is how our people moved quickly to support efforts to protect First Nations communities, who are particularly vulnerable to both the health and economic impacts of COVID-19. Our joint Elevate Reconciliation Action Plan (RAP) between PwC Australia and PwC's Indigenous Consulting is in a way a manifestation of reconciliation itself. We continue to work together to realise a more inclusive future with increased economic participation and cultural awareness.

I hope that as we close out one of the more challenging years, we take with us the best of our community spirit.

Tom Seymour
CEO of PwC Australia

FY20 highlights

\$3.3m

donated to communities by our firm and our people

130%

increase in not-for-profit organisations accessing the PwC volunteering platform during COVID-19

2x

We have doubled our Aboriginal and Torres Strait Islander workforce since March 2019

~90%

of all staff have completed our online Aboriginal and Torres Strait Islander cultural awareness training

57%

of our people participated in at least one social impact activity, such as volunteering, pro or low bono work, workplace giving or joining an employee network

650+

partners and staff hold a board or advisory role with a not-for-profit entity, using their leadership skills to build capacity in the sector

\$947k

invested in community activities through the PwC Foundation

128,670

hours contributed by our people through Social Impact Time



Homelessness

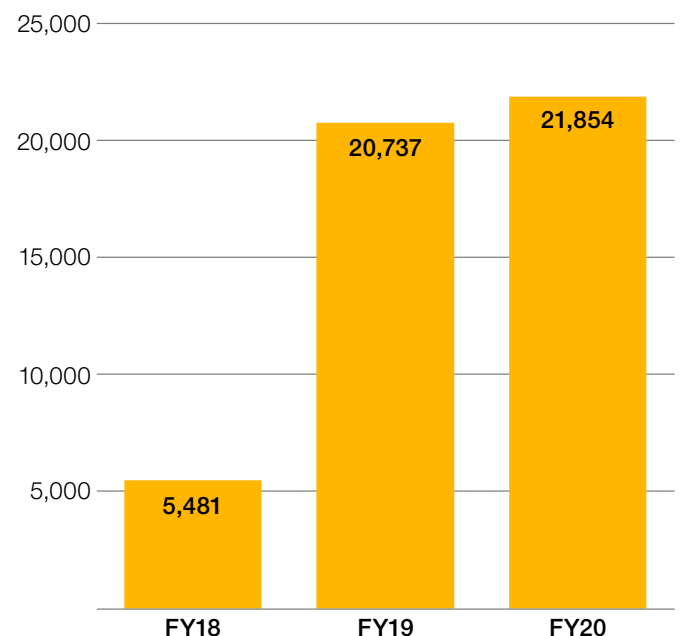
At PwC, we believe every Australian deserves the right to a safe, secure and affordable home. That's why we're focussing our efforts on homelessness and working together with other organisations to achieve greater impact. The COVID-19 crisis pulled into sharp focus just how vulnerable many Australians are and why we need practical solutions to increase the supply of affordable housing.

We also recognise that Aboriginal and Torres Strait Islander peoples are significantly overrepresented in the homeless population with at least three in ten First Nations peoples aged 15 years and over having experienced homelessness during their lifetime. Key to our approach is ensuring Aboriginal and Torres Strait Islander peoples inform this work.

We continue to encourage our people to get involved in a number of ways, including using Social Impact Time to volunteer or complete pro or low bono projects.

Despite the many challenges of COVID-19, in FY20 our people increased the number of hours dedicated to helping organisations end homelessness.

Social Impact Time supporting organisations and projects focussed on ending homelessness (hours)



The Constellation Project

Since launching in 2018, the Constellation Project continues to grow its network and is now delivering practical solutions to help end homelessness. In 2020, Constellation continued to grow its extensive cross-sector network welcoming NAB as its first Alliance member. Reconciliation Australia recognised the Constellation Project as an example of good practice in the Elevate RAP community. Establishing a First Nations Leadership Group to provide oversight, and a dedicated social lab team to First Nations housing, has been core to the success of the initiative.

More homes

The first strategic pillar 'More Homes' is designed to increase the supply of affordable, safe, secure and appropriate homes to people on very low to moderate incomes.

An important milestone was reached in June 2020 with the Tasmanian Government's announcement of 1,220 additional affordable and social homes as part of its \$3.1 billion construction stimulus designed to secure construction jobs and tackle the state's housing crisis.

The Constellation Project helped in the lead up to this announcement by developing a feasibility tool, which enables Housing Tasmania to improve its business intelligence.

Better journeys

The second strategic pillar of work 'Better Journeys' is underway and will address one of the key drivers of homelessness, people who exit from youth justice and out of home care.

We've actually been able to use that tool over the past few weeks in terms of seeing what options we have for a response that supports COVID-19 programs. Certainly this tool has been invaluable in assisting us with that process. It has been a different way of working for us, in an agile methodology... and I'd certainly recommend that approach and say from us, it was a very worthwhile exercise."

Peter White,
Deputy Secretary of Housing Tasmania





Reconciliation

We're incredibly proud of the progress we've made in our first year of our joint Elevate Reconciliation Action Plan (RAP) between PwC and PwC's Indigenous Consulting. Our RAP is focussed on increasing economic participation, deepening our firm's cultural fitness, and building trusting strategic relationships with Aboriginal and Torres Strait Islander peoples.

We continue to support the Uluru Statement from the Heart and promote truth telling within the firm. As a firm, we remain committed to our reconciliation efforts and will continue to work on embedding First Nations Voices in our operations, partnerships and client work.

Increasing economic participation

We've made significant progress over the last year against our commitments to advance Aboriginal and Torres Strait Islander economic participation.

FY20 highlights include:

- Doubling our Aboriginal and Torres Strait Islander workforce since March 2019.
- As of February 2019, PwC was on track to exceed our contestable spend target in FY20 however this was impacted by COVID-19. In response, we implemented dedicated strategies to support our First Nations suppliers mitigate disproportionate impacts to their business and remain on track to achieve our contestable spend targets with First Nations suppliers by 2023 (2.5%).
- PwC was a proud major sponsor of Indigenous Business Month again this year. PwC has supported IBM since its inception in 2015. Since then, the initiative has grown to support the MURRA Boost Awards and contributions to other First Nations organisations to date have provided over \$245k in support. The two winners of the 2019 MURRA Boost Initiative received \$30,000 in PwC skills and expertise to support future growth of their business.
- Launching Meereeng50, a pilot program in Victoria to incubate 15 Aboriginal and Torres Strait Islander businesses to fast track their growth.

Embedding the United Nations Declaration on the Rights of Indigenous Peoples

Our Elevate RAP is guided by the UN Declaration on the Rights of Indigenous Peoples. We continue to embed the Declaration into the way we operate within the firm and also in our business practices and with our clients.



Developing the cultural fitness of our people

In FY20, more than 500 PwC partners and staff completed face-to-face cultural competency training with BlackCard. In addition, approximately 90% of all staff have completed our online Aboriginal and Torres Strait Islander cultural awareness training which was launched in February 2020.

In August 2019, PwC was a principal sponsor and sent a 22-person delegation (including three members of our Executive Board) to the Garma Festival. With support from Reconciliation Australia, PwC designed and co-facilitated an interactive session on how corporate Australia can actively take steps to enact the intent of the Uluru Statement from the Heart.



Building strong, strategic relationships

In FY20, PwC hosted a number of events across Australia to engage our people in reconciliation. This included a range of events, forums, celebrations and volunteering opportunities in support of NAIDOC Week, National Reconciliation Week and Indigenous Business Month.

One particular highlight was hosting more than 500 PwC partners and staff at exclusive pre-screenings of The Australian Dream, followed by facilitated discussions about race and identity, in our offices nationally.

In addition, we hosted an inaugural First Nations Networking Summit which brought together Aboriginal and Torres Strait Islander employees from PwC and PIC to increase engagement and accelerate our efforts to embed a First Nations voice and truth-telling across the firm.



Environment

Climate change is one of the most pressing problems facing our world today. We believe the business community has a key role to play in building a healthier planet. In FY20, we've taken a number of bold steps to accelerate the pace of change toward a lower carbon future.



We're proud to stand alongside the other 156 firms in the PwC network in making a commitment to achieve net zero emissions by 2030. We believe business has a responsibility to take more ambitious action to address climate change, one of the most important issues of our time."

Liza Maimone,
PwC Chief Operating Officer



PwC commits to net zero by 2030

In September 2020, the PwC global network announced a worldwide science-based commitment to achieve net zero greenhouse gas (GHG) emissions by 2030. Our net zero ambition will require us to reduce our total GHG emissions by 50% in absolute terms over the next decade, switch to 100% renewable energy and invest in innovative carbon removal projects. PwC will also support our clients and suppliers to help them reduce their own emissions.

We recognise that healthy environmental ecosystems are of great importance to First Nations populations globally and acknowledge Aboriginal and Torres Strait Islander peoples' profound spiritual connection to land. Our environment commitment extends to protecting, respecting and promoting the unique rights and perspectives of Aboriginal and Torres Strait Islander peoples. We have a responsibility to accelerate the pace of change toward a lower carbon future and we are committed to working with all stakeholders to achieve this goal.



Managing our absolute carbon impact

At PwC Australia, our biggest carbon impacts come from the energy we use to power our offices and our business air travel.

In FY20, PwC developed an internal air travel dashboard to monitor our emissions from business-related travel to increase awareness of the environmental impact and inform behaviours. We also commenced a review of our electricity usage, and initiated a project that would see us transition a greater number of our offices to renewable energy from FY21.



Switching to renewable energy

The global PwC network is a member of the RE100 initiative, a global movement of businesses committed to transitioning to 100% renewable energy. PwC Australia has an interim target of sourcing 70% renewable energy by 2022 – we're well on track towards achieving this.

Investing in offsets to maintain our carbon neutrality

In 2008, we were the first professional services firm to be certified as carbon neutral by Climate Active and we're proud to continue this commitment today.

In FY20, PwC proudly supported the following carbon offset projects:

- Preservation of approximately 65,000 hectares of carbon-dense tropical rainforest in Indonesia
- Increasing renewable energy capacity through investment in wind power in Turkey
- Substituting coal use with improved, cleaner cookstoves in China.



Building a culture of care for the planet

PwC regularly promotes environmental awareness with our people and actively seeks to encourage a firm culture of care for the planet and our natural resources. It's an issue many of our people care deeply about.

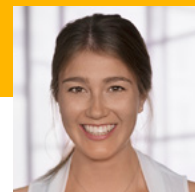
In FY20, we:

- Reinvigorated our national PwC Green Team, a voluntary internal network of over 180 partners and staff who are committed to making our firm 'cleaner and greener'.
- Established the Sustainability Steering Committee, an advisory body of senior leaders who provide strategic guidance on the firm's environmental initiatives and the activities of the Green Team.
- Supported our people to participate in our core corporate responsibility programs (such as volunteering, low bono engagements, workplace giving and in taking up NFP Board roles), with community organisations focussed on environmental issues.



The Green Team has opened countless doors for me to get involved in a range of environmental initiatives. Sustainability is a growing priority for many people, and the ability to work in this field through the Green Team – while still working my 'day job' – is incredibly cool. I've been able to volunteer with a number of environmental not-for-profit organisations, as well as participate in internal campaigns and contribute to the development of sustainability-focussed thought leadership. PwC's commitment to net zero by 2030 is exciting and I can't wait to see the new opportunities that FY21 brings."

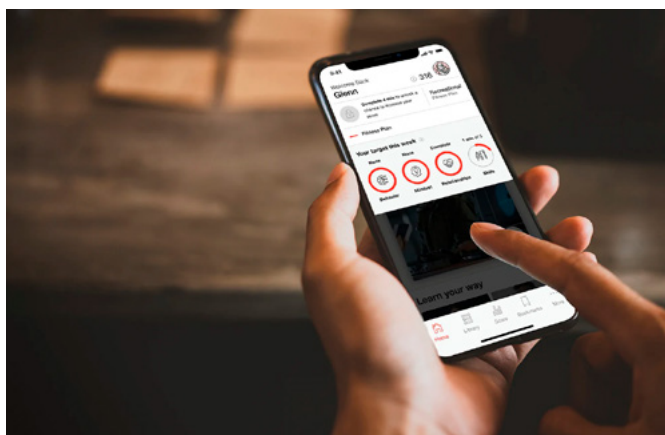
Sabina Bertuzzi, PwC Associate and Green Team member





Digital upskilling

The COVID-19 crisis has highlighted the skills gap, especially skills required for our new digital world. Alongside our firm's own upskilling journey PwC has helped not-for-profit organisations and local communities accelerate upskilling in an effort to address Australia's digital divide.



Digital Fitness App

In FY20, we publicly released a free version of the PwC Digital Fitness App to support people in the community to build their digital acumen as COVID-19 reshaped our working and personal lives. The PwC Digital Fitness App includes content on emerging digital trends and technologies, as well as a range of professional and personal resources on remote working, virtual learning and self care. To date, the DFA has been shared with over 2000 individuals from NFPs and charities across Australia.

PwC's not-for-profit CEO survey

Throughout the COVID-19 pandemic, PwC has worked closely with the not-for-profit (NFP) sector to understand their unique needs for digital upskilling. In September 2020, PwC surveyed NFP CEOs across the nation to understand how the sector is adapting to COVID-19 and how they are upskilling their workforce to meet the challenges presented by the pandemic.

Key findings include:

- **77%** of NFPs said that the need for digital upskilling of workers has become a higher priority in the context of COVID-19.
- **42%** of NFPs are making no progress or not even considering collaborating with academic or government institutions on the skills needed for the future.
- **61%** of NFPs say the greatest challenge they face in their upskilling efforts is a lack of resources to conduct the upskilling programs needed.

Mentoring programs with ABCN

PwC has been participating in mentoring programs with the Australian Business and Community Network (ABCN) since 2007. We share ABCN's vision for all young Australians to reach their potential in the future world of work, regardless of socio-economic background.

In FY20, 191 PwC mentors from seven offices worked with 376 students and teachers around Australia through 26 interactive programs.



The Impact Assembly

Creating social change is not just about what we do, but how we do it. No single organisation or sector can solve the most complex social problems we face working alone. The Impact Assembly works with not-for-profit organisations, philanthropists, corporate foundations, and other organisations to drive systemic change.

In FY20, The Impact Assembly enabled six collective change efforts seeking to improve housing, transform education and accelerate health research in Australia. Each one involves a network of between 300-1300 people committed to long-term collaboration. Taking these collective initiatives from start-up to scale has been a highlight for 2020.

This year we also supported 12 organisations in the for-purpose sector seeking to transform themselves and drive more innovative responses to community needs. Through this work, we have contributed to the way services are provided in our communities across a number of outcome areas: housing and homelessness, mental health and suicide prevention, reconciliation, obesity, disability, education and early childhood.

Find out more about some of our key projects below.

A growing alliance committed to lifting Australia through a new era of learning

Learning Creates Australia is one of our most ambitious projects to date. PwC has teamed up with FYA and the University of Melbourne to launch a new Social Lab tackling inequity in learning pathways for young people.

The Constellation Project

Since launching in 2018, the Constellation Project continues to grow its network welcoming NAB as its first Alliance member this year. The project continues to develop and now has practical solutions in the market to help end homelessness in Australia.

Collective approaches to medical research

For many people living with chronic health issues, the pace of health research is not fast enough. Researchers face barriers to collaboration, and translation from lab to the real world is slow. We worked with groups in MS, MND and Obesity seeking to accelerate the pace of research and put people with lived experience at the heart.





Activating our people

The past year has been particularly challenging for the not-for-profit sector. The summer bushfires stretched emergency services to the limit and thrust many families into homelessness overnight. We barely had time for the bushfire smoke to clear when the secondary crisis, COVID-19 hit. The not-for-profit sector was faced with a sharp downturn in volunteering and was required to quickly pivot to a remote working model. At the same time funding for the NFP sector took a hit as a result of the economic shock. All of this occurred at a time of unprecedented demand for community services by our society's most vulnerable.

Throughout this period PwC continued its support of the not-for-profit sector through a number of programs, including: Social Impact Time, Giving and PwC OnBoard.

Social Impact Time

Social Impact Time enables our people to support community organisations via volunteering and pro or low bono work. We have a target of 15 hours of Social Impact Time per person (FTE).

We're pleased to report that we exceeded our target in FY20. **Our people contributed 128,670 hours which equates to 17.8 hours per person of Social Impact Time.**

Our people recognised the challenges being faced by not-for-profit organisations and stepped forward to support our communities.

Giving

PwC is proud to foster a culture of giving and contribute to creating a stronger, more equitable society. **PwC's FY20 contribution totalled \$3.3 million.**

This included:

- \$1.5 million donated to 491 charities through PwC's workplace giving program. This enables our people to support causes they're passionate about, with all staff donations matched by the firm dollar-for-dollar.
- PwC Bushfire Appeal, which raised over \$1.08 million. These funds were directed to a select group of charities to provide targeted aid for people, communities and wildlife affected by the bushfires. The Foundation Trust contributed additional donations to match the generous contributions from other PwC territories.

PwC OnBoard

PwC OnBoard is the only program of its kind in corporate Australia, supporting our people to secure a board or advisory role with a not-for-profit organisation. This is a practical way we can bring our firm's purpose to life, to build trust in society and solve important problems.

In FY20, PwC partners and staff in Australia held over 650 board and advisory roles with not-for-profit organisations, using their skills at a leadership level to build capacity in the sector.



PwC Foundation

The PwC Foundation Trust is a charitable trust (a private ancillary fund), funded by individual donations from our generous partners and staff. Since it was established in 2003, the Foundation has distributed just over \$11m of philanthropic funding to charities and disaster relief efforts.

In FY20, the Foundation aligned its efforts with the United Nations' Sustainable Development Goals, with a specific focus on homelessness (SDG 11 Sustainable Cities and Communities). Highlights include:

- \$946,871 was distributed to the community, including \$125,000 in emergency relief in response to the 'Black Summer' bushfires.
- Providing \$40,000 in donations to not-for-profit organisations supporting people experiencing homelessness throughout COVID-19. Grant recipients included: Barayamal, the Brotherhood of St Laurence, Parramatta Women's Shelter and STREAT.
- The Foundation has donated \$80,000 to the Redfern Legal Centre across FY19 and FY20. In addition, PwC's Legal team has invested 250 hours of pro bono work at the Redfern Legal Centre's financial abuse clinic.

Our approach to Social Impact is underpinned by the United Nations' Sustainable Development Goals

The United Nations' Sustainable Development Goals (SDGs) outline a shared global blueprint to end poverty, provide peace and prosperity, and protect our planet. There are 17 global goals to be achieved by 2030, which address issues such as climate change, economic inequality, innovation, sustainable consumption, peace and justice.

PwC is committed to advancing progress against the SDGs in Australia. As a responsible business, we continuously assess our impact against the goals – both positive and negative – and manage our operations in line with them.



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