



2023 PwC Network

Community Data and Methodology

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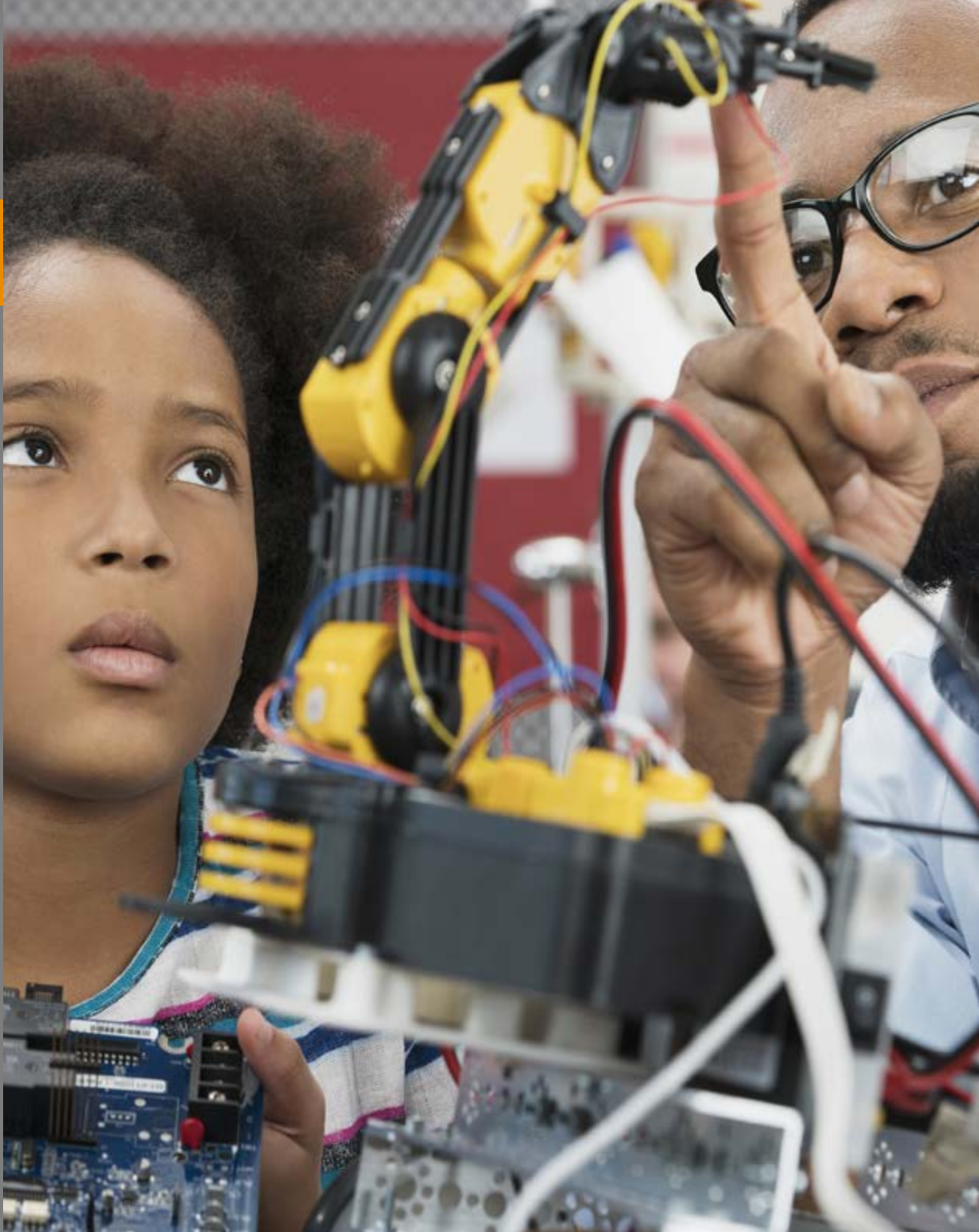
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Our impact



Community highlights - FY23

42,666

Total PwC volunteers

870,403 hours

Volunteering including general, skilled and professional (pro bono and discounted) engagements

US\$240.4m

Total community investment

US \$3.4m

Total community investment in disaster response (cash and in-kind contributions)

2,029,980

Beneficiaries reached in FY23 (people, non-governmental organisations (NGOs), and social, micro and small enterprises)

23.7m+

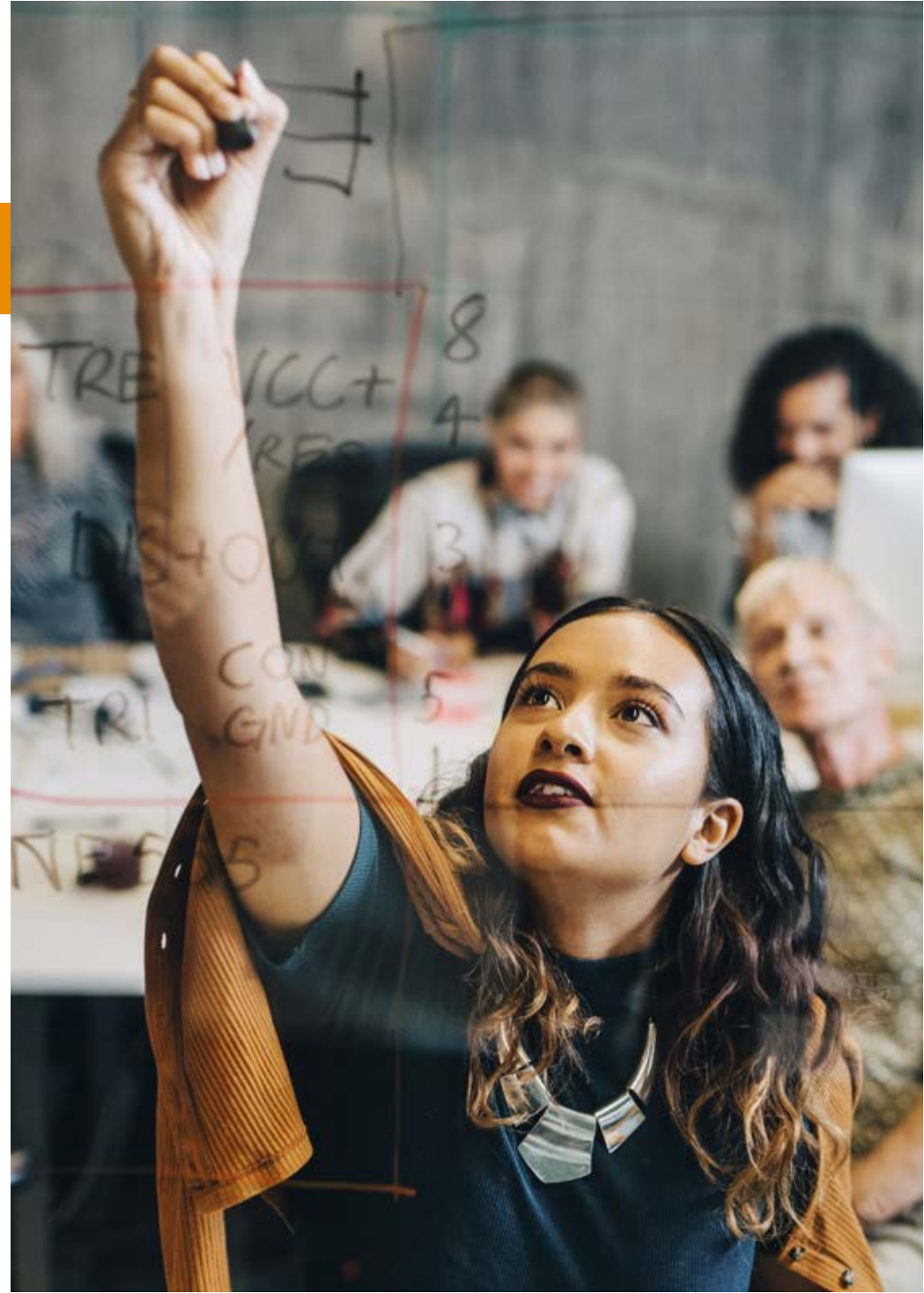
Beneficiaries reached since FY18 - exceeding our commitment to reach 15 million by FY22

1,774,085 involved in New world. New skills. initiatives in FY23

Our community data

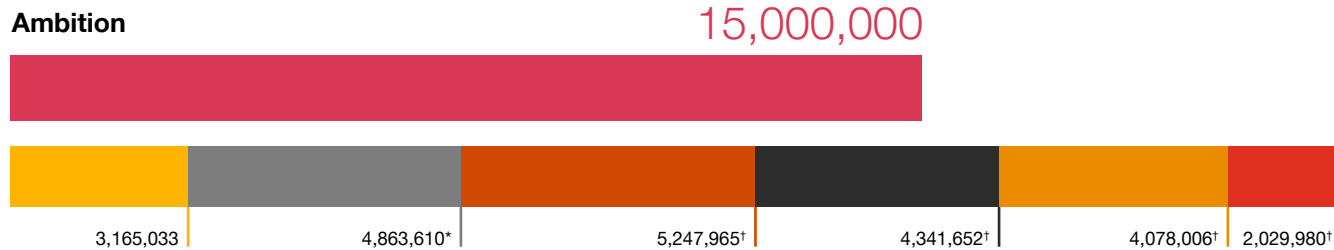
The PwC network's historical Corporate Sustainability (CS) performance data quantifies our progress on community investment. Unless otherwise stated, these figures relate to the 21 largest member firms and regions in the PwC network, reported on a financial year basis (ending 30 June).

This information should be considered and read in conjunction with our 2023 Global Annual Review and details appearing on our website.



Our commitment

In 2018, PwC launched a global commitment to invest in the future of 15 million people, non-governmental organisations (NGOs), and social, micro and small enterprises to help them maximise their potential by FY22. Since the launch of the commitment, we've reached over 23.7 million beneficiaries. [New world. New skills.](#) is our biggest global initiative in this area, which aims to address the mismatch between the skills people have today and those needed for the future of work. Of the 2+ million people, NGOs, and social, micro and small enterprises reached in FY23, nearly 1.8 million were involved in New world. New skills. initiatives (87%). Since exceeding our FY22 global goal, more member firms and regions have focused on deeper impact rather than broad reach.



■ Ambition by FY22

■ FY18

■ FY19

■ FY20 (including New world. New skills. initiative 2,963,963)

■ FY21 (including New world. New skills. initiative 2,751,141)

■ FY22 (including New world. New skills. initiative 3,297,551)

■ FY23 (including New world. New skills. initiative 1,774,085)

*Revised

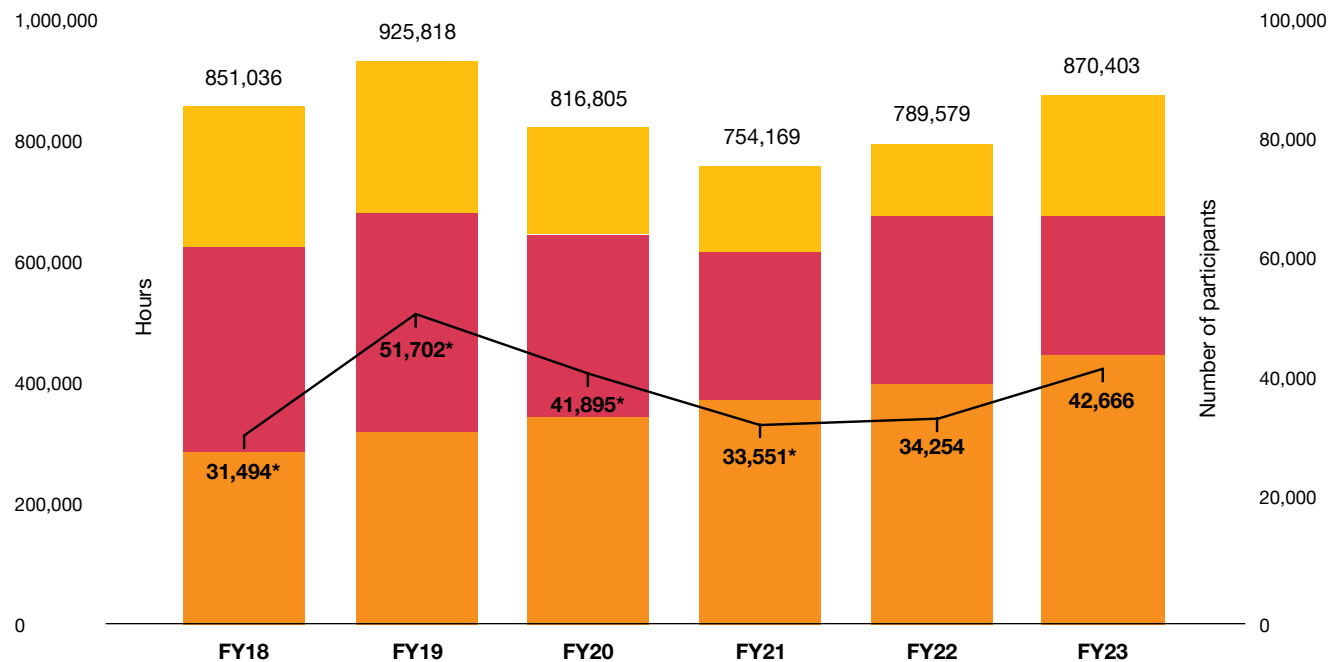
† Includes New world. New skills. commitment that started in FY20.

Unless stated otherwise, all Corporate Sustainability data reflects the performance of our [21 largest member firms and regions.](#)





Volunteering in the community (participants and hours)

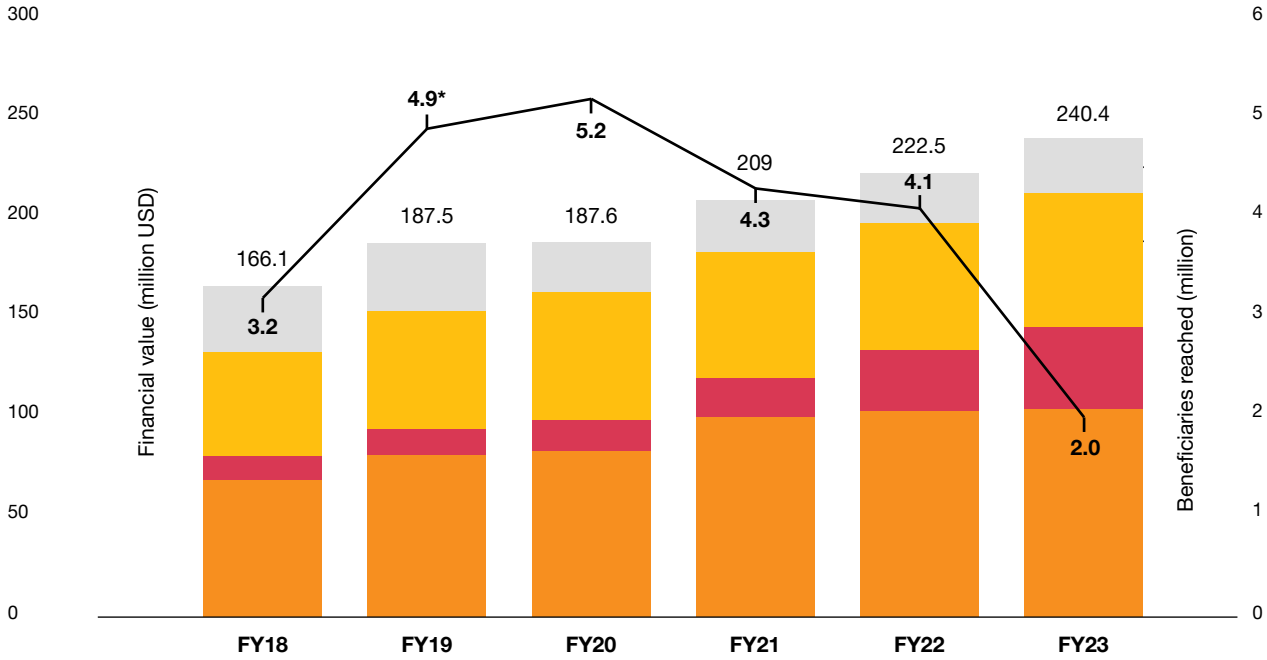


- Pro bono and discounted engagements hours
- Skilled volunteering hours
- General volunteering hours
- Total number of people participating in community activities

*Revised

Unless stated otherwise, all Corporate Sustainability data reflects the performance of our [21 largest member firms and regions](#).

Financial value of community activities (million USD) and beneficiaries reached (million)



- Cash and in-kind donations
- Management costs
- Pro bono and discounted engagements
- Volunteering hours
- Beneficiaries reached (million)

*Revised

Unless stated otherwise, all Corporate Sustainability data reflects the performance of our [21 largest member firms and regions](#).



Community data

	Units	FY18	FY19	FY20	FY21	FY22	FY23
Total number of unique PwC people participating in community activities	# people	31,494*¶	51,702*¶	41,895*¶	33,551*¶	34,254*	42,666*
Pro bono and discounted engagements	# people	5,260	6,290	7,220	9,301	8,563	9,493
Skilled volunteering	# people	24,254	23,426	19,026	12,824	13,818	11,894
General volunteering	# people	31,059	31,568	21,618	17,097	16,358	23,935
Total number of hours of community activities	Hours	851,036	925,818‡	816,805	754,169‡	789,579	870,403‡
Pro bono and discounted engagements	Hours	283,818	317,310	341,661	369,385	396,058	442,456
Skilled volunteering	Hours	336,102	358,897	298,637	242,641	274,252	228,031
General volunteering	Hours	231,116	249,612	176,507	142,142	119,269	199,920
Total financial value of community activities	Million USD	166.1	187.5‡	187.6‡	209.0‡	222.5	240.4‡
Cash and in-kind donations	Million USD	68.6	80.9	82.9	100.2	103.2	103.9
Cash and in-kind donations (disaster response)	Million USD	-	-	-	-	6.2§	3.4§
Management costs	Million USD	11.9	13.2	15.5	19.5	30.6	41.6
Pro bono and discounted engagements	Million USD	52.2	59.1	64.5	63.4	63.4	67.0
Volunteering hours	Million USD	33.4	34.2	24.8	25.8	25.3	27.8
Beneficiaries reached	NGOs, social, micro and small enterprises, students and educators	3,165,033	4,863,610¶	5,247,965	4,341,652	4,078,006	2,029,980
Beneficiaries reached (New world. New skills.)	NGOs, social, micro and small enterprises, students and educators	-	-	2,963,963	2,751,141	3,297,551	1,774,085

* Figure may not equate exactly to numbers below due to double counting.

‡ Figure may not equate exactly to numbers below due to rounding.

¶ Revised

§ Disaster response cash and in-kind donations are reported as a subset of the total cash and in-kind donations starting in FY22 due to updated Business for Societal Impact (B4SI) guidance relating to social impact reporting. Before that, disaster response was not separated and was included in the total cash contributions and in-kind donations.

How we report

PwC structure

PwC is the brand under which the member firms of PricewaterhouseCoopers International Limited (PwCIL) operate and provide professional services. Together, these firms form the PwC network. 'PwC' is often used to refer either to individual firms within the PwC network, or to several or all of them collectively.





PwC structure (continued)

In many parts of the world, accounting firms are required by law to be locally owned and independent. Although regulatory attitudes on this issue are changing, PwC member firms do not and cannot currently operate as a corporate multinational. The PwC network is not a global partnership, a single firm, or a multinational corporation.

For these reasons, the PwC network consists of firms which are separate legal entities. Further information about the [structure](#) of the PwC network is available on our website.

Within this context, this document outlines the approach PwCIL uses when aggregating and reporting network Corporate Sustainability (CS) information from individual member firms. It also provides an overview of the network standard for CS reporting to which member firms adhere.

PwC network CS information is presented in the [PwC Global Annual Review](#), the [PwC CS website](#) and in this document.

Organisational boundary

Our reported CS information covers our [21 largest member firms and regions](#). Unless otherwise stated, references to the ‘network’ or ‘PwC’ in this document refer to these member firms collectively. PwCIL does not currently extrapolate or estimate CS community data for other PwC member firms beyond the 21 largest member firms and regions.

Within these geographical boundaries, any organisation that trades under the PwC brand or is operationally controlled by an organisation that trades under the PwC brand, is included within the organisational boundary, with one exception: we exclude companies that PwC’s insolvency practices and other lines of service control operationally for short periods of time.

Reporting principles and frameworks

We apply the following standards and frameworks when reporting network CS information:

Business for Societal Impact (B4SI)

B4SI is the global standard for measuring and benchmarking corporate community investment. The B4SI framework provides a comprehensive and consistent set of measures to determine an organisation's contribution to the community, including cash, time and in-kind donations, as well as management costs.

The financial value of our community investment activities is calculated according to the type of input activity. The value of general and skilled volunteering hours is based on average hourly staff costs for each member firm. Pro bono and discounted engagements are valued using a conservative cost estimate based on reduced commercial rates normally applied to assurance services. These rates vary by country and seniority.

All of the calculated financial values for general and skilled volunteering hours, and pro bono and discounted engagements, together with the values for cash donations, in-kind donations and management costs, are converted from local currency data using consistent annual budget exchange rates, and reported in US dollar (USD) equivalents.





The table below provides a summary of the CS key performance indicators (KPIs) reported at the network level.

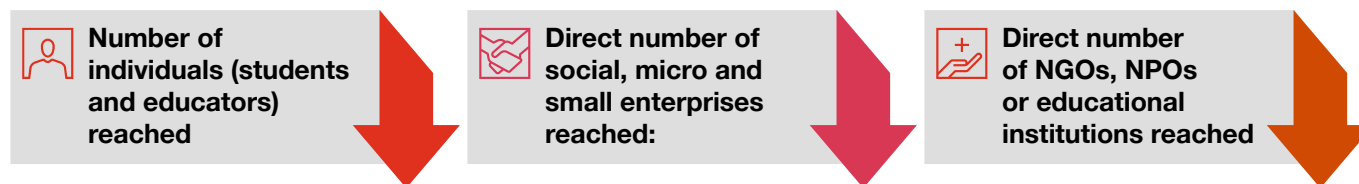
Community investment

# of people participating in community activities	Number of PwC people participating in community activities organised by PwC. Includes general volunteering, skilled volunteering, pro bono and discounted services.	# of people
# of hours of community activities	Number of hours contributed by PwC people in activities organised by PwC. Includes general volunteering, skilled volunteering, pro bono and discounted services.	# of hours
Cash donations	Gross monetary amount paid by the firm in support of a community organisation or project.	USD
In-kind donations	Financial value of all in-kind contributions other than professional services (pro bono and discounted services) - e.g., equipment, property, facilities and other non-cash contributions.	USD
Management costs	Financial value of other directly attributable administrative and management costs associated with making the firm's contribution to the community.	USD
Beneficiaries reached	Includes number of individual beneficiaries reached through education/skills building programmes, number of NGOs reached and number of social, micro and small enterprises reached.	# of individuals, NGOs, social, micro and small enterprises

Calculating beneficiaries reached

To further measure the impact of our community activities, in FY18 we incorporated a new metric - 'beneficiaries reached'. This metric quantitatively measures the community outputs achieved in maximising the potential of individuals, NGOs, social, micro and small enterprises. The primary objective of these activities must be for societal benefit and not commercial gain. It focuses on the contribution of our professional skills (skilled volunteering, pro bono and discounted services), cash contributions and partnerships with community organisations.

This is an **externally focused metric** and does not include the impact PwC's community activities might have on its own partners and staff. The following is included in this indicator:



Number of individuals (students and educators) reached directly or indirectly, through PwC community activities aimed at helping individuals build the skills they need for the future. This includes the development of skills at all stages of the skills pipeline – from early childhood through to lifelong learning. It also includes all types of learners, for example NGO workers, NEETs (individuals not in employment, education and training), small business owners and students, but excludes training provided to PwC partners and staff.

Direct number of social, micro and small enterprises reached through PwC community investment activities. Social enterprises are businesses that offer goods or services to tackle social problems, improve communities, people's life chances, or environmental problems. They reinvest the majority of their profits back into the business or the local community. For our purposes, micro businesses include organisations with fewer than 10 employees and small businesses include less than 19 employees.

Direct number of NGOs, non-profit organisations (NPOs) or educational institutions reached through PwC community investment activities to understand and tackle obstacles that are inhibiting them from realising their goals and ability to have lasting positive impact on society. This includes capacity building and support to increase the scale and effectiveness of these organisations, and, amongst other things, strengthen their accountability, transparency, reliability and profile.



Calculating beneficiaries reached (continued)

For a stakeholder to have been 'reached', the engagement has to go beyond merely being exposed to an activity or campaign to the degree where the individual in question can report that they are actively aware of the project, programme or activity.



Indirect beneficiaries

Indirect beneficiaries are only counted when PwC's involvement is considered significant and critical to the functioning of the receiving organisation, with benefits genuinely flowing through to the indirect beneficiaries. As an example, we would not count students of a school or organisation where we conduct pro bono services or where our partners and staff serve as board members. While these activities are important, the indirect beneficiary is considered too far removed from the activity.



Not calculated

Individuals, NGOs, social, micro and small enterprises reached through activities that do not involve the use of our professional skills (e.g. in-kind donations or general volunteering activities), community contributions that come from other sources (e.g. employees, customers, other organisations) and minor cash contributions are not counted as part of this indicator. For example, we only count beneficiaries reached when we match staff donations to charitable organisations that provide some element of skill or capacity building to other individuals, NGOs or social, micro and small enterprises. We would not count those reached solely through our employee's personal giving.



Multiple organisations participation

When multiple organisations participate in an activity, the number of beneficiaries counted is proportional to PwC's contribution.

A few instances of possible double counting may exist when data at the member firm or region level is aggregated at the network level. For example, when we work with the same NGO but in different countries. Double counting may also occur when counting individuals who have been engaged by PwC through different activities over several years.



Recalculations and voluntary revisions

Network Corporate Sustainability (CS) information will be revised when discrepancies deemed to be material are identified. In this case, materiality is assessed at the member firm level at the KPI level, and not at the aggregate data level. However, we only publish revisions where adjustments to estimations, omissions or miscalculations are deemed to have a 'material' impact on the relevant aggregate network CS data previously reported.

It is not possible to adjust our CS reporting for all estimations found to be inaccurate or for all omissions or miscalculations, therefore we only publish revisions for those which are deemed to have a 'material' impact on the relevant aggregated network CS data previously reported. For this purpose, we have set a KPI materiality threshold level of 5% at the network level to determine what is considered material and therefore what should be revised.

If there are multiple errors identified for a number of data points that input into a single KPI, and/or identified by multiple member firms that input into a single KPI, these will be aggregated to determine whether collectively they lead to a change which is 5% over or under the previously reported KPI value. Revisions of CS information may be due to reasons such as:



Organisational changes impacting the firm's operations – e.g. mergers, acquisitions and divestments



Changes in calculation methods resulting in changes to prior year data



Updated or new data become available for previous reporting years



Discovery of an error or a number of errors which, taken together, are material



While the above description is intended to be as accurate as possible, invariably some exceptions to this basis of reporting may occur. None of the known exceptions are considered to materially change the CS information reported.

Resources



2023 PwC Global Annual Review

Our Global Annual Review highlights how our people are helping to solve some of the most important problems of the 21st century, including how we can build a more sustainable world, how AI can benefit society and how business can be a force for good.

[Read more](#)

2023 PwC Network Environment Report

This report covers how we are executing our global environment strategy, which focuses on the parallel goals of accelerating progress to a more sustainable future and adapting to build resilience against the risks we now face.

[Read more](#)

2023 Global Transparency Report

This report demonstrates our commitment to transparency, quality and strong governance. It includes the progress we have made in being more open and transparent about our work, our achievements and the things we need to do better.

[Learn more](#)

PwC United Nations Global Compact (UNGC) Communication on Progress

We're proud to have been a signatory to the UNGC since 2002. We remain deeply committed to the UNGC's Ten Principles for responsible business practices and remain steadfast in delivering positive societal and environmental outcomes.

[Read more](#)

PwC Human Rights Statement

Globally PwC serves clients and communities, working to achieve our Purpose: to build trust in society and solve important problems. Every day, we come together to make this happen, and whether we're working with PwC people or others, we depend on each other to be mindful of our ethical responsibilities. Our approach to human rights is already well integrated into our existing business practices.

[Read more](#)

PwC Global Code of Conduct

Our Global Code of Conduct ('The Code'), sets out a common framework around how we are expected to behave and to do the right thing. Knowing, understanding and applying the Code, is a fundamental part of who we are, and what we stand for.

[Read more](#)

Find out more



[Bethan Grillo](#)

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[pwc.com/corporatesustainability](https://www.pwc.com/corporatesustainability)

At PwC, our purpose is to build trust in society and solve important problems. We are a network of firms in 151 countries and regions with over 360,000 people who are 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.

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