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PwC Singapore continues commitment to transparency and accountability throughout COVID-19 period

- PwC Singapore released its FY20 sustainability report, outlining key aspects of the firm's Environmental, Social and Governance (ESG) strategies and policies.
- As part of the Singapore firm's efforts in digital upskilling, partners and staff clocked over 19,000 training hours building skills in data automation, data visualisation and robotic process automation.
- PwC Singapore's skills-based volunteering initiatives reached 20

times the number of beneficiaries as compared to last year, a result of the highly relevant topic on digital disruption and events going virtual.

Singapore, 23 October 2020– Today, PwC Singapore launches its [sustainability report](#), for the financial year ended 30 June 2020 (FY20), in conjunction with [PwC's Global Annual Review 2020](#).

PwC Singapore's annual sustainability report presents the key aspects of its Environmental, Social and Governance (ESG) strategies and policies in accordance with the Global Reporting Initiative standard.

As a responsible corporate, these reports affirm PwC's commitment to transparency and accountability outlining what the firm has done for its people, clients, community and the environment. As so much of what has happened this year was unexpected and unprecedented, these reports also tell the story of how, collectively, PwC has tried to manage the threat of COVID-19, support each other, support their clients and contribute to society.

Yeoh Oon Jin, Executive Chairman, PwC Singapore said:

“It goes without saying that FY20 was a challenging year for businesses and people across the globe. I'm glad to share, despite the tough conditions unleashed by the COVID-19 pandemic, we did not budge from our commitments to living our purpose, helping clients achieve their goals, upskilling our people, serving our communities and creating a sustainable future.

“While we cannot shield ourselves entirely from what happens in the world, we can - and should - always strive to have a positive influence, catalyse change for the better and emerge stronger.”

New world. New skills.

On 1 October 2019, PwC Singapore made its “New world. New skills.” pledge of close to S\$10 million to support its employees, clients and community in their digital upskilling journey. Since then, PwC Singapore has rolled out the Digital Academy to equip partners and staff with skills in data automation, visualisation and robotic process automation (RPA) tools. In FY20, the Digital

Academy clocked a total of more than 19,000 training hours.

Across the firm, a dedicated group of individuals with keen interest in technology were chosen to build deeper knowledge and skills in digital and data. These individuals, identified as Digital Accelerators, were empowered to catalyse innovation, develop proof-of-concepts and bring ideas/solutions to life to enhance services and experience for our clients and society

The firm also supported digital upskilling for the community from young to mature. For youths, the firm provided training for underprivileged individuals in digital and STEM skills to expose them to possible paths their career could take. In addition, digital inclusion initiatives targeted at the elderly helped build digital literacy skills, allowing these individuals to feel connected in today's digital world.

Supporting wellbeing amidst COVID-19

As COVID-19 escalated in the second half of FY20, the firm's digital transformation journey and its flexible working policies proved beneficial as both partners and staff adapted seamlessly to remote working.

In response to the disruption that COVID-19 brought about, the firm strengthened its support for its people's personal and professional wellbeing. Care packages were distributed and there is now a heightened focus on mental wellbeing in PwC. In addition, a special care fund was established to support employees who faced significant financial challenges because of the pandemic. To support employees with additional or unexpected commitments, such as caregiving, they are encouraged to make use of the existing flexible working arrangements.

Making an impact in society during the pandemic

Amidst the COVID-19 pandemic, we applied our professional services skills to help government agencies and businesses cope with the effects of COVID-19. These range from design and implementation of systems linked to administration of grants, resource augmentation and business continuity advisory.

In an attempt to automate and leverage technology to aid the highly manual

process of contact tracing in the early days, the Experience Centre based in Singapore developed the Contact Tracer. The Contact Tracer was specially designed to help companies, healthcare facilities, dormitories, universities and other institutions in their efforts to fight COVID-19. The solution automates contact tracing and social distance monitoring using a Bluetooth Low Energy beacon with an optionality to bluetooth to a mobile device. PwC Singapore uses this technology on its >3,000 staff. The solution was also piloted with a major construction company and a prominent healthcare institution in Singapore.

The Contact Tracer has also been implemented outside Singapore, including in Australia, and Luxembourg, with close to 10,000 users globally.

In response to the need for greater digital awareness due to accelerated digital disruption brought about by COVID-19, the firm made their Digital Fitness Assessment learning app free for the Singapore public till 31 July 2021 to support individuals in their digital upskilling journey.

Monetarily, the firm rallied its people to donate toward causes such as providing food for the vulnerable with PwC Singapore Foundation matching each staff donation dollar-for-dollar. The efforts raised close to \$100,000 to help provide food to more than 10,800 beneficiaries as part of the COVID-19 meal support initiative.

To help non-governmental organisations, social service agencies and social enterprises build their digital capabilities and adapt to the changing environment, PwC Singapore held a series of virtual digital disruption-themed sessions for leaders and practitioners led by the firm's skills-based volunteers.

Charlotte Hsu, Corporate Responsibility Leader, PwC Singapore concluded:

“Even though events had to become virtual, we found that this was a blessing in disguise – without the usual limitations of in-person events such as the venue capacity, our virtual skills-based volunteering initiatives reached almost 20 times the number of beneficiaries as compared to last year. It is heartening that so many of our people rallied together to provide help and support those in need, giving their time and money to make a difference in our community, especially during this COVID-19 period.

“Looking ahead beyond COVID-19, we will continue on our journey to support our communities and the environment. The PwC network has a clear goal to achieve net zero greenhouse gas (GHG) emissions by 2030 and I am excited for PwC Singapore to play our part in achieving this meaningful goal”.

-ENDS-

Notes to editors

- Read PwC Singapore’s Sustainability Report Financial Year 2020 here: <https://pwc.to/2laXAhJ>
- Read more about PwC’s net zero commitment here: <http://pwc.to/NetZero-2030>

About PwC

At PwC, our purpose is to build trust in society and solve important problems. We’re a network of firms in 155 countries with over 284,000 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/sg.

PwC refers to the PwC network and/or one or more of its member firms, each of which is a separate legal entity. Please see www.pwc.com/structure for further details.

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