



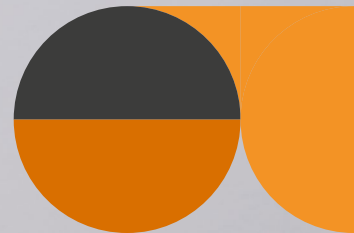
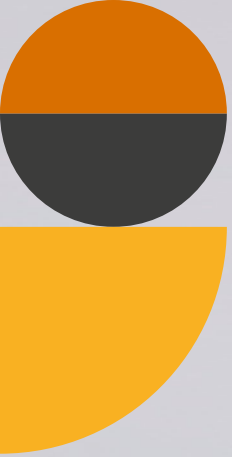
Sustainability Report

2020



**Report on sustainable entrepreneurship
and corporate responsibility for FY 2020**

PwC Czech Republic



Introduction

Dear ladies and gentlemen,

Along with our colleagues, we have assembled the 12th Sustainability Report of PwC Czech Republic, mapping our activities and serving as an important opportunity to review our performance.

What are my insights? It was a demanding year, affected by the COVID-19 pandemic, where we accomplished our mission to build trust in society and solve important problems.

Our number one priority was to support our employees, create a safe working environment, maintain jobs and ensure stability. At the same time, we became actively involved in looking for solutions to problems brought into the society by the pandemic, including the Smart Quarantine project or our fight against misinformation.

The Sustainability Report constitutes an important document to us, and we take pride in the quality of its preparation. I am pleased to say that past issues have even been awarded by the professional public. Since we always strive to push our own boundaries, obviously, this dedication is even reflected in the area of social responsibility and sustainability.

Not only have we prepared the Report in compliance with international GRI Standards, but we are newly connecting our strategy with Sustainable Development Goals (SDGs) and even their respective SDG Targets. These reflect our social responsibility activities in general, as well as our commitment to play an important role in building a sustainable future.

After all, the following pages will help you see for yourselves what responsibility means to us with respect to individuals and the entire society, which values we see as the most important, how we perceive the use of modern technologies and the often-neglected human dimension, or why we continue to develop our own as well as our clients' perception of sustainability or environmental impact.

I appreciate your interest in the Report and wish you all the best.



Jiří Moser
Country Managing Partner
PwC Czech Republic

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Presentation of PwC

Consulting companies belonging to the PwC network help their clients create values they strive for. PwC is a professional services network with 284,000 employees and offices in 155 countries around the world. We provide high-quality audit, tax, and consulting services supporting our clients in reaching their goals.

“PwC” signifies all companies belonging to the PricewaterhouseCoopers International Limited Group with each of the companies being an individual and independent legal entity.

PwC Czech Republic belongs to the global network of PwC entities. We are part of the CEE region. Over 14 thousand employees work across 29 countries of the CEE region. PwC has been active on the Czech market for 30 years already, and it currently employs over 1,000 professionals at its branches in Prague, Brno and Ostrava. More information can be found in our Global Annual Review and the annual reports of legal entities belonging to PwC in the Czech Republic.

Globally

155 countries
630 branches
284,258 employees
420 clients
(with 84% of the Fortune Global 500 ranking)
100,000+ legal and private entities

Central and Eastern Europe

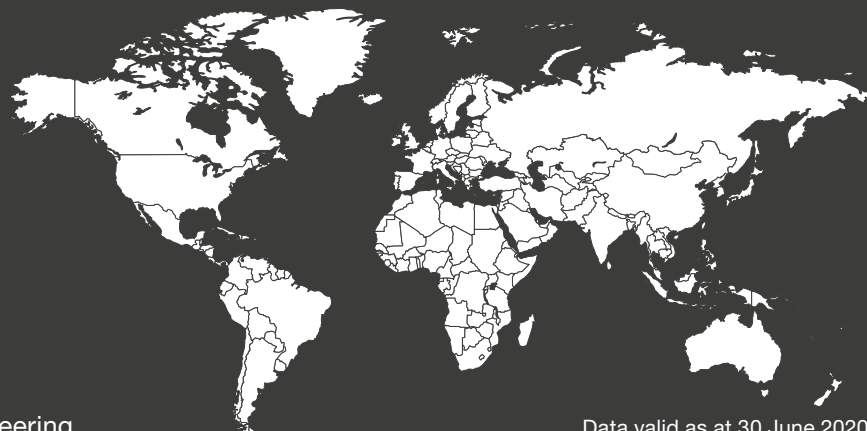
29 countries
14,422 employees
950 million, turnover in USD

Czech Republic

30 years on Czech market
3 offices – in Prague, Brno and Ostrava
23 partners
1,040 employees

Corporate responsibility

47,000 employees involved in community projects
640,000 hours of professional volunteering



Data valid as at 30 June 2020.

Our Values

Act with integrity

- We adhere to doing the right thing, especially in difficult situations.
- We expect and deliver the highest quality outcomes.
- Our decisions are made, and actions taken as if our personal reputation was at stake.

Make a difference

- We are actively interested in the future of the world we are a part of.
- We create impact with our colleagues, our clients and society through our actions.
- We are ready to respond to the constantly changing environment of our operations in a timely manner.

Care

- We try to understand everyone's particularities and needs.
- We perceive the specific value and benefit of each individual.
- We support the work and development of our colleagues in such ways as to enable them to do their best.

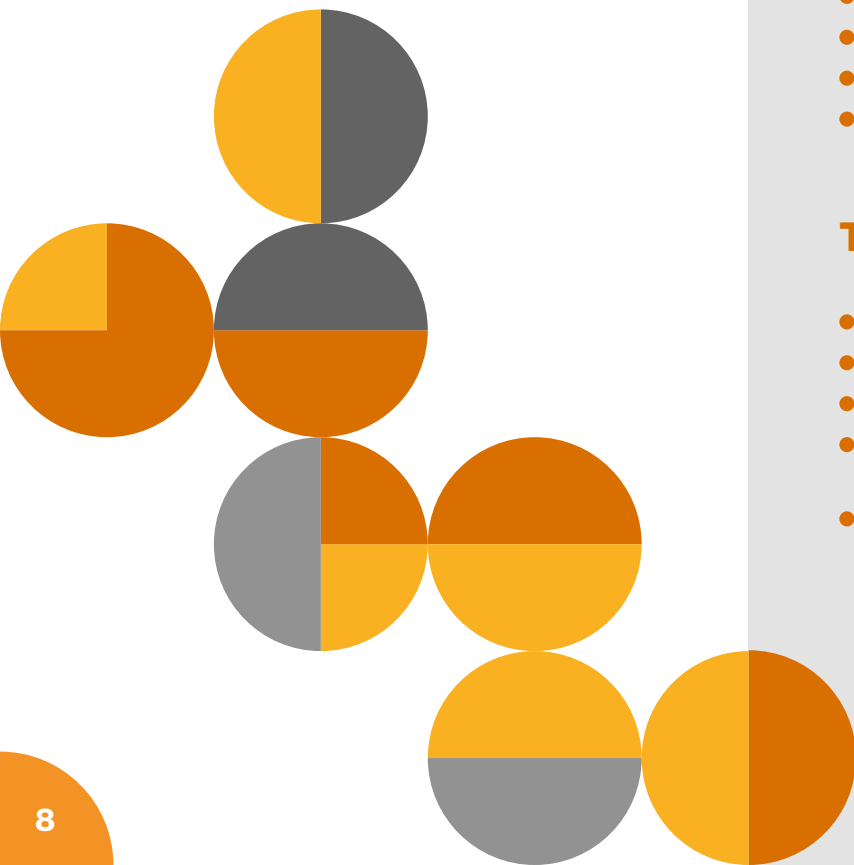
Work together

- Cooperation, sharing of contacts, ideas, information and know-how moves us forwards.
- We look for and connect various perspectives on things, people, thoughts, and ideas.
- We provide each other with feedback that helps us as well as others keep improving.

Reimagine the possible

- Moving boundaries and trying out new things constitutes a constant challenge for us.
- We innovate, test and learn from our mistakes.
- We try to get the most out of each thought and idea.

Products and Services

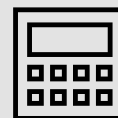


Audit Services



- Audit
- Accounting pursuant to IFRS, Czech accounting regulations, and US GAAP
- Financial and accounting advisory
- Internal audit
- Risk management
- Treasury
- Non-financial data audit

Tax Services



- Corporate taxes
- Indirect taxes
- Tax management and compliance
- Services associated with arranging work permits and visas
- Tax consulting for individuals

PwC Legal



- Law firm focused on transactions and projects covering all major economic and legal areas

Consulting



- Business consulting
- Technology consulting
- Forensic services
- Transactions
- Restructuring
- HR consulting
- Public sector
- Crisis management
- System integration
 - Technology strategy
 - Big Data analyses & CRM
 - Application development & User Experience

PwC's Academy



- Professional training and development of managerial and business skills

Industries and Markets



- Automotive
- Banking and financial services
- Energy, utilities and mining
- Retail and consumer packaged goods
- Real estate
- Insurance sector
- Family-business owner services
- Telecommunications
- Public sector
- Entertainment and media
- Healthcare and pharmaceuticals
- Manufacturing and industrial products
- German market
- Chinese market

Financial Performance

Revenue for FY20^{*} (CZK m)

Audit services	1,204.7
Business and financial consulting	1,196.8
Tax and accounting services	447.8
Legal services	46.7
Total revenue	2,896

**Total
operating
profit**

CZK 506 m

1.6%

Legal services

15.5%

Tax and accounting services

41.3%

Business and financial consulting

41.6%

Audit services



*

Review of financial performance includes information on entities operating in the Czech Republic: PricewaterhouseCoopers Česká republika, s.r.o., PricewaterhouseCoopers Audit, s.r.o., PricewaterhouseCoopers Legal s.r.o., advokátní kancelář. The aforementioned information includes the data collected from financial statements as at 30 June 2020, as published in the Commercial Register. The consolidated financial statements are prepared in the Netherlands.

CSR team

Our CSR team attempts to familiarise all PwC employees with this topic and to incorporate CSR activities into their daily lives. The strategic team is managed by the Managing Partner along with the senior management, representing all our departments, defining the key direction and key projects.



Jiří Moser
Managing Partner
CSR Programme Leader



Martina Kučová
Human Capital
Director responsible
for Diversity & Employee Care



Marek Mráz
Marketing & Communications
Senior manager responsible
for Marketing & Communications



Radka Nedvědová
Assurance
Manager responsible
for Sustainability Reporting



Tomáš Leixner
Marketing & Communications
Manager responsible for CSR

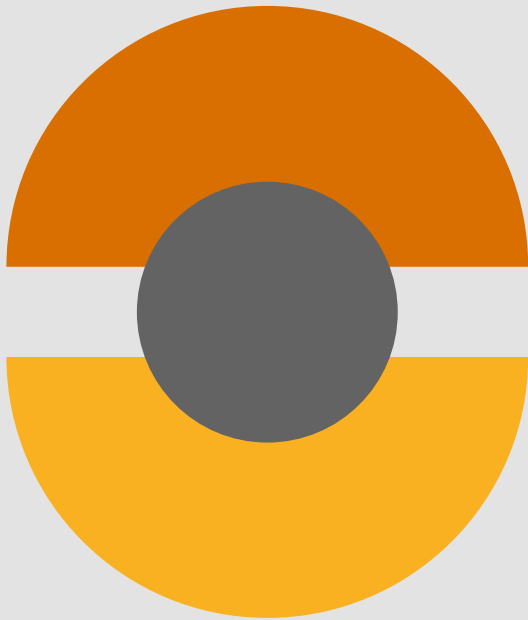


Ondřej Rybka
Assurance
Senior manager responsible
for Sustainability Services



Jana Válková
Marketing & Communications
Senior CSR specialist

Our Vision and Attitude to Social Responsibility



Our vision

PwC addresses challenges of responsible entrepreneurship

We have made a commitment to play an important role in creating a sustainable future: to us, responsibility is about being accountable for our actions and about supporting responsible entrepreneurship; we support the growth and development of our people and communities and try to minimise our environmental impact.

Our goal

To be an accelerator of change

We help companies be confident and courageous as they develop their businesses, while emphasising innovations and long-term sustainability. Being a leading consulting company, we place emphasis on increasing competitive ability and market development in the Czech Republic. We take an interest in the long-term impact of business on social and economic development as well as the environment.

To do things the right way

Our greatest values include knowledge, skills and experience in the area of business management, finance, audit, taxes, and the law. We thus focus our activities on our employee training and development and on passing on our know-how.

Our focus

Responsible entrepreneurship

We care about the principles of ethical and responsible entrepreneurship. They constitute the basis of our overall operations and, through our services, we also incorporate these principles into our clients' business activities.

Our people

We create a healthy and motivating environment to help our employees grow professionally as well as personally, we support diversity and a fair approach and take care of our people, helping them feel satisfied even outside work.

Our Vision and Attitude
to Social Responsibility

Non-profit sector

We focus on training development and passing on our know-how within our long-term activities.

Environmental protection

We are committed to managing and decreasing the environmental impacts of our business and, through the services we provide, helping our clients do the same.

77%

of employees consider PwC to be
a socially responsible corporation ^{*}

^{*} Employee CSR Survey,
[see page 14.](#)

Materiality Assessment

Stakeholder dialogue and material topics identification

We hold regular discussions with our stakeholders, i.e. the people and institutions involved in or affected by our business activities in any way. Their opinions are reflected in our activities. The dialogues were crucial to us even when selecting relevant topics for this Sustainability Report. For each chapter, we have set out our key focus in the given area.

Internal stakeholder dialogue

The regular feedback we collect through everyday communication and regular surveys constitutes the basis for setting out the material topics. In order to gather a comprehensive perspective of how the given topics are relevant for internal stakeholders, we have put together a complex CSR Survey dedicated to all our employees. The Survey provided our employees with the opportunity to evaluate the overall company strategy in the area of CSR, to express their priorities and come up with proposals and observations. The Survey was assembled by a working group formed by the CSR

team and by specialists from the teams dedicated to sustainable development services, business development, communications, and assurance.

The Survey was conducted through an online questionnaire in which 301 employees participated. The outcomes indicated that the employees find the following to be key topics:

- Employee care
- Entrepreneurial ethics and transparency
- Professional development and employee training
- Privacy and data protection
- Support of diversity, equal opportunities and fair remuneration
- Environmental protection

All the aforementioned topics were ticked by over 50% of employees as topics to which PwC should be definitely committed. The Survey also showed that over half of all our employees wish to become actively involved in the company's CSR activities. The preferred activities include professional volunteering and involvement in charity.

The survey outcomes reflect the key focus we set out for each of the areas as described in the individual chapters of this Report.



External stakeholder dialogue

Our process of determining which topics are material is based on various sources, and we keep verifying continuously that our efforts are headed in the right directions; we have not neglected any of the topic specified topics. The topics identified by us are compared with the outcomes of international benchmarks within our industry, with international as well as local studies and surveys.


These include:

- SASB Materiality Map – Professional and Commercial Services
- WBCSD – Reporting Matters (2020 Report)
- CSR Europe & PwC – Collaboration for Impact
- PwC – SDG Challenge 2019
- IPSOS – Czech Approach to SDGs, etc.

Another important tool we use for the external stakeholder dialogue is the PwC CFO Community platform. This platform is dedicated to professionals in the area of finance across all industries, and it provides a space for sharing information, experience, news, technologies as well as legislation. Last but not least, we also use data acquired

by PwC from the annual CEO Survey – survey gathering the opinions of Czech CEOs and company owners. The survey covers traditional topics, such as the economic outlook or employment trends, but it also includes questions related to the area of education, sustainability, cyber security or the implementation of modern technologies. The findings provide a collection of data and analyses showing how the world is perceived by the top representatives of major market leaders. This helps us determine how we can help the world towards a more sustainable future.

Important suggestions are also gathered through our participation in the TOP Responsible Business rating, where our CSR strategies and projects are evaluated by jury of independent experts consisting of representatives of the commercial and non-profit sector, state administration, and significant personalities taking an active part in responsible entrepreneurship development activities in the Czech Republic. The benchmark outcomes and commentaries of the jurors are reflected in our future activities and in how we keep sharing them with the public.



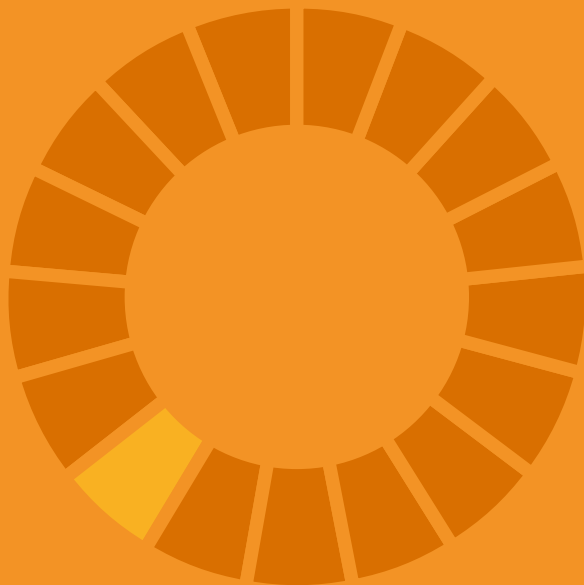
Stakeholder groups, dialogue form, and relevant topics

STAKEHOLDER	DIALOGUE FORM	RELEVANT TOPICS
Employees and partners	Feedback upon the completion of the first-month's work and after six months; internal survey of employee satisfaction, feedback within the yearly appraisals, trainings, social media, intranet, teambuilding organisation, regular discussions with the leadership, personal communication	Professional and personal development, employee care and support of work-life balance, support of diversity and equal opportunities, cooperation with the non-profit sector, environmental protection, economic performance, privacy and data protection
Potential employees	Job fairs, lectures, competitions for graduates and university students, university events, personal communication, communication through social networks	Education and training, employee care, career development, working environment, diversity and volunteering, environmental protection
Clients	Satisfaction survey, personal meetings, CEO Survey, CFO Survey, CFO Community, webinars, conferences, information brochures, website	Ethics and transparency, quality of our services, risk management, technologies, innovation and competitive ability, support the non-profit sector
Administrative and regulatory bodies, professional groups	Participation in professional forums, groups, associations and organisations	Ethics and transparency, quality of our services, risk management, market cultivation, trend formulation
Non-profit sector	Membership in the Byznys pro Společnost platform, cooperation with the Via Foundation, electronic and personal communication with non-profit organisations we cooperate with on a long-term basis	Pro-bono services, support of charity projects
Suppliers	Formal evaluation of suppliers, regular meetings	Ethics and transparency, environmental protection
Media	Press releases, conferences, round table discussions, electronic and personal communication	Economic topics, quality of our services, technologies and innovation, support the non-profit sector, environmental protection

SDG prioritisation

In September 2015, the UN adopted sustainable development goals (SDGs), set to be achieved by 2030. The SDGs comprise a long-term programme involving all areas of human activity. PwC is an open promoter of this challenge; thus, we have decided to incorporate the SDGs into our strategy and business activities, and to mention them even in this Report.

We have established a multidisciplinary working group formed from the CSR team and specialists from the teams dedicated to sustainable development services, assurance and management, aiming to identify SDGs relevant to us up to the level of SDG Targets, which will allow us to target our activities better and focus on specific results in a given area.



We have assessed the relevance of the individual SDGs (on a scale of “low – medium – high” relevance):

- within the context of our current strategy and information gathered from the stakeholder dialogues;
- within the comparison of priority goals of our sector (consulting company);
- taking into consideration the priorities, success rate and deficiencies of the Czech Republic accomplishing SDGs.

We focused on goals to which we already contribute by performing our activities, as well as on identifying gaps and future opportunities to which we may contribute within the future development of our activities, especially in the area of sustainability.

As for the goals evaluated as priorities, based on our analysis, we continued progressing even up to the level of sub-goals – the relevant SDG Targets, directly associated with our current and future activities.

This way we identified 5 SDGs of the highest priority to us, along with the relevant SDG Targets. Some of them can be measured and reported via the GRI indicators presented in this Report. So far, we have not set out any public quantitative goals of our future ambitions and services – we are worked extensively to develop them, to raise awareness inside and outside the company, and to expand our service offer in the area of ESG and sustainability.

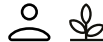
Material topics

Material topics	Impacts occurring inside our organisation, through our activities	Impacts to which we contribute through relationships with business partners and stakeholders	Priority SDGs	SDGs Targets ¹ and our activities	Gaps and opportunities
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RESPONSIBLE ENTREPRENEURSHIP

GRI 102, 201, 203, 205, 206, 208, 308, 406, 414, 418, 419

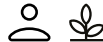
Internal focus on quality, ethics, and transparency



Economic performance



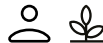
Market cultivation and trend formulation



Technology and innovation in our services



Services in the area of sustainable entrepreneurship



Target 8.2: Productivity, modernisation, innovation, and added value
/ Cyber Arena: Cyber attack in practice, CEO Survey, CFO Community

Goal 9: Industrialisation, innovation, infrastructure



Target 12.6: Sustainable practices and reporting
/ Sustainability reporting & our services in the area of sustainable entrepreneurship

Goal 11: Sustainable cities and communities
/ Our services in the area of public administration, self-governing institutions, smart cities

OUR PEOPLE

GRI 102, 202, 401, 404, 405, 406

Support of diversity and equal opportunities



Target 3.4: Support of physical and mental well-being
/ Well, Work Well programme

Professional and personal development of employees



Target 4.4: Skills for work success
/ Digital Upskilling, Talent Programme, Teachers Club

Employee care



Material topics	Impacts occurring inside our organisation, through our activities	Impacts to which we contribute through relationships with business partners and stakeholders	Priority SDGs	SDGs Targets ¹ and our activities	Gaps and opportunities
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NON-PROFIT SECTOR

GRI 102, 201, 203, 406, 418, 419

Professional volunteering



Passing on know-how concerning digital and modern technologies



Support of training and development of potential and talent



Target 4.4:
Skills for work success
/ New World, New skills, Digital Fitness App, Economic Olympiad



Target 8.3:
Development, support of productive activities, service availability
/ Social Impact Award, pro bono audit services

ENVIRONMENTAL PROTECTION

GRI 301, 302, 305, 306, 308

Carbon footprint reduction and handling sources



Our services in the area of the impact companies have on the environment



Target 12.6:
Sustainable practices & reporting
/ Sustainability reporting & our services concerning sustainable entrepreneurship



Target 13.1:
Response to climate-related hazards
/ Energy consumption reduction, carbon footprint reduction, paperless office

Goal 7:
Targets 7.2 & 7.3:
Renewable energy & energy efficiency
/ Energy sector services

¹ Briefly paraphrased SDG Targets (complete official definitions are available at <https://sdgs.un.org/2030agenda>)

 inside our company
  clients
  society and environment

Our Success in the Area of Corporate Responsibility

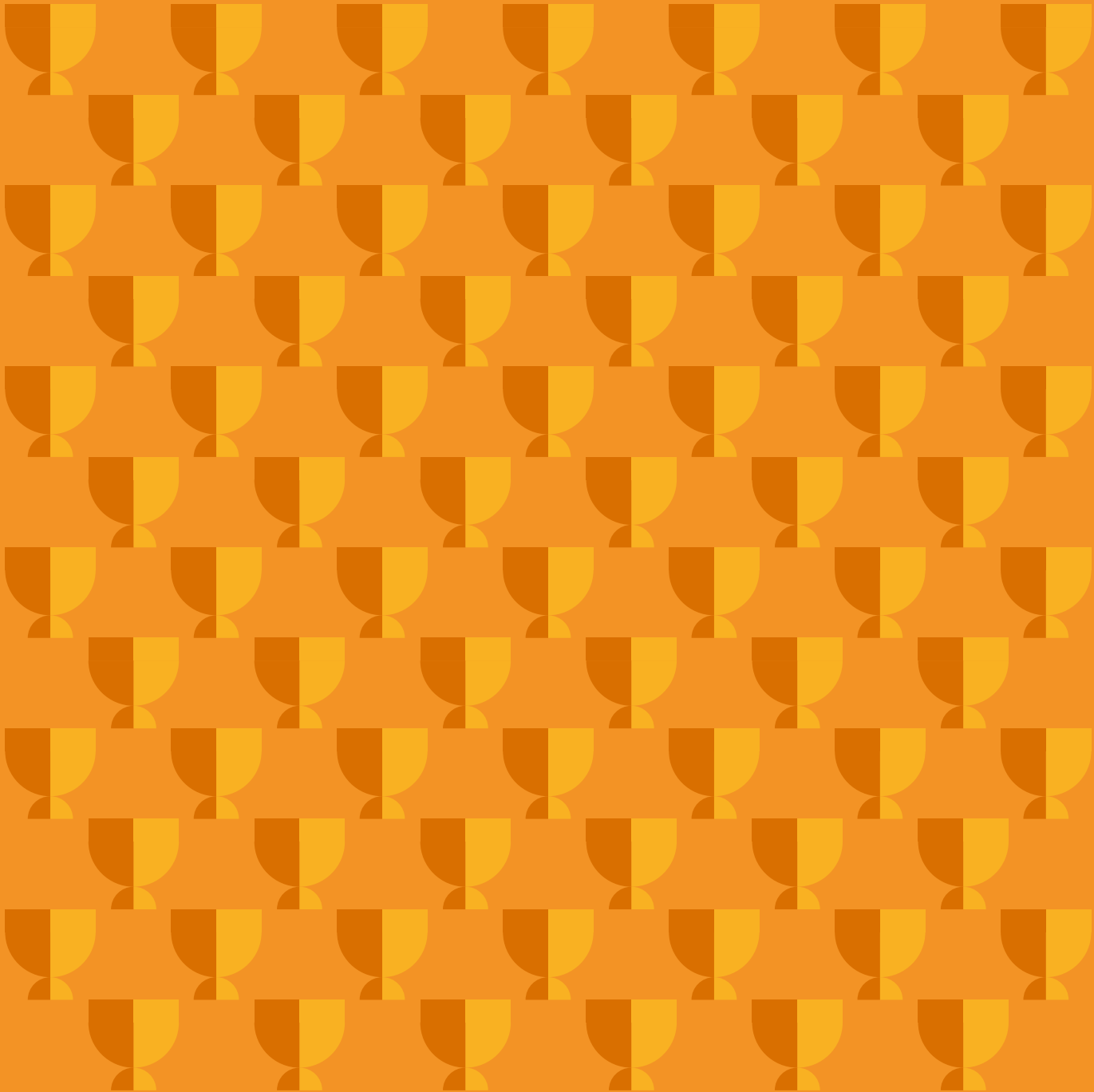
TOP Responsible Large Business and TOP Responsible Reporting Business

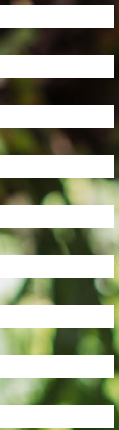
We belong among the 25 most socially responsible businesses in the Czech Republic. For the year 2020, we received the TOP Responsible Large Business Award and TOP Responsible Reporting Business Award, granted by the independent professional “Business for Society” platform. The TOP Responsible Business rating is a complex evaluation of how a company approaches sustainable entrepreneurship and the CSR.



TOP
2020 
ODPOVĚDNÁ VELKÁ FIRMA
Cena Byznysu pro společnost

TOP
2020 
**ODPOVĚDNÁ FIRMA
V REPORTINGU**
Cena Byznysu pro společnost





Responsible Entrepreneurship

We care about the principles of ethical and responsible entrepreneurship. They constitute the basis of our overall operations, whether they mean our approach to employees or external partners. Through our services, we even incorporate these principles into our clients' business activities.

Key Focus

Internal focus on quality, ethics, and transparency

We aim to create a company culture supporting ethical conduct, integrity, objectivity, and professionalism.

Market cultivation and trend formulation

We play a significant role in various professional associations, mapping market development and economic growth, aiming to strengthen transparency and credibility and solve the current problems of the Czech market environment.

Technology and innovation in our services

Modern technologies constitute an integral part of our work; technology innovation has broadened the portfolio of our services and continuously varies even the traditional services we provide to our clients. We aim to increase the competitive ability of Czech companies and the associated overall economic growth.

Services in the area of sustainable entrepreneurship

Support of sustainable entrepreneurship is our key target even with respect to cooperation with our clients. We aim to provide our clients with services that help them develop responsible entrepreneurship principles.

High-priority SDG Targets of PwC



Decent work and economic growth

Target 8.2

- / Cyber Arena:
 - Cyber-attack in practice
- / CEO Survey
- / CFO Community



Responsible consumption and production

Target 12.6

- / Sustainability reporting and our sustainable practices

Our Response to COVID-19 Pandemic

Free webinars

The COVID-19 pandemic significantly affected the Czech business environment. In spring 2020, we launched a series of free webinars held by our specialists, dedicated to discussing the imminent as well as long-term pandemic impacts on company operations and solving the problems caused by the COVID-19 pandemic.

Free helpline

We have established a free helpline for our clients and everyone else, providing the opportunity of having a free telephone consult concerning legal issues in the area of employment and the residence of foreign nationals, including their movement possibilities. Those using the helpline were able to consult professionals in the area of immigration law.

PwC COVID-19 Recovery Toolbox

For our clients, we prepared a special service offer focused on support provision in areas that are crucial for their further operation (cash flow, state aid, funding provision, cyber security, etc.)



Internal Focus on Quality, Ethics, and Transparency

While we create a culture supporting ethical conduct, integrity, objectivity, and professionalism, we consider independence, sustainability and risk management to be the major prerequisites.

Code of Conduct and independence

Our Code of Conduct and independence strategy are binding for all PwC employees. They are based on our company values and constitute the foundation of our responsible entrepreneurship. We respect the confidentiality of our employee and client data, and we handle it in a way that prevents any leakage or abuse.

The Code of Conduct works as the basic principle helping us address any difficult matters, calling upon us to voice any of our concerns. It sets a limit to our decision-making on what is right or wrong. What helps us to do that is our system called RADAR (Recognise, Assess, Decide, Agree, Report). RADAR also serves as the basis for one of the key principles of our Code of Conduct, i.e. to speak up and report any inappropriate behaviours. Any concern related to suspicious conduct or discrimination may also be reported through our whistleblowing hotline.

Independence, which is equally important to us, helps us prevent any conflict of interest and ensures our full objectivity and professionalism.

On an annual basis, all our employees are obliged to declare their own independence. What we also verify thoroughly is the identity of our clients and other persons we do business with. We have implemented strict procedures ensuring that we only work for companies that carry out their activities lawfully, in compliance with our principles, and that constitute no reputation harm to us. Equally important is the adherence to all AML regulations.

100%

**of employees and partners
of PwC Czech Republic
have confirmed their independence**

[Code of Conduct](#)



Our supply chain complies with sustainability principles

Being one of the major market players, we realise our ability to influence the business environment we work in; that's why our supply chain is only formed by companies that observe our ethical standards and sustainability principles by minimising adverse impacts on our society and the environment.

In 2010, we created a responsible procurement and operation principles policy applicable to PwC as well as our suppliers. As for the environment, we monitor our contractors' ability to follow and review their impact on the environment, or to what extent they had the environment in mind when designing their products and services. We also care about the social area and ethics. Our suppliers' obligation to adhere to our Code of Conduct and to implement AML processes and processes preventing conflict of interest, fraud or corruption constitutes a part of all our contractual provisions.

Risk management

We only cooperate with companies whose business plans comply with the law, respecting our ethical principles. We always verify our potential cooperation thoroughly, including the area of business practices and ethics, and we try to anticipate the possible consequences of cooperation with our potential clients. We reassess our clients on a yearly basis and make a decision on whether to cooperate with them in the future or not. If it is necessary, we reject or withdraw from the contract. In business, protecting our company's reputation is crucial. On a regular and systematic basis, we carry out surveys on our clients' satisfaction with our services.



LEED Platinum:
Eco-friendly
company seat

The City Green Court we rent from Skanska was the first building in the Czech Republic to be awarded this certification for being eco-friendly.

Market Cultivation and Trend Formulation

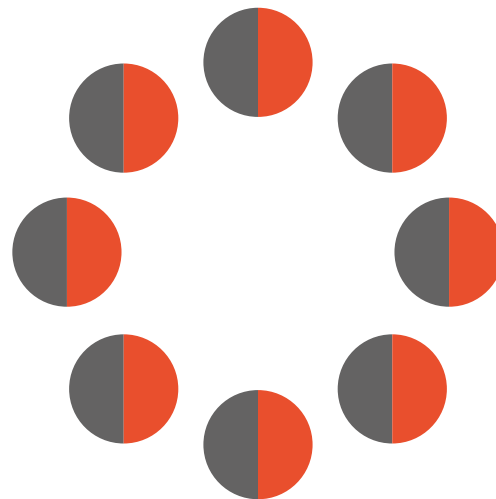
Through our membership in various organisations and professional associations, we contribute to the development of sustainable entrepreneurship on the market.

Chamber of Auditors of the Czech Republic

A self-regulating professional organisation established by the Act on Auditors for the purpose of governance of the auditing profession in the Czech Republic, in the management of which we take an active part through our membership in the Executive Committee and also through the position of the Vice-President of the Chamber.

Chamber of Tax Advisers of the Czech Republic

Through our active role in the Presidium of the PAOB, we promote an expert view of the tax environment of the Czech Republic, supporting its stability and understandability, and ensuring the qualification and professionalism of all members.



Turnaround Management Association

Our company is the founder of the Turnaround Management Association (Czech branch of the international association T.M.A. International), focused on solving financial crises and bankruptcy of corporations.

Blockchain Connect Czech Alliance

Our company is a founding member of this Alliance, which aims to contribute to the Blockchain technology development in the private as well as public sector in the Czech Republic, and to take part in the successful digitalisation process of Czech society.

Business for Society

On a long-term basis, we have been cooperating with the Business for Society platform, which helps improve cooperation between companies and allows them to share their experience and look for new approaches in the area of sustainable entrepreneurship. Our company is an active member of professional working groups involved in the diversity and support of women in business, in qualified professional consultancy services for social enterprises and non-profit organisations, and in finding ways to raise awareness of sustainable entrepreneurship among the Czech public.

VIA Foundation & VIA BONA award

PwC representatives are also members of the expert jury that evaluates nominations within the VIA BONA awards and the charitable efforts of individuals and companies in the Czech Republic serving as an inspiration to others.

Czech Business Council for Sustainable Development

Our company is the member of the Czech Business Council for Sustainable Development, encouraging business communities to create a sustainable future for business, society, and the environment. We are active in a working group dedicated to sustainable development reporting.

Czech CEO Survey

For eleven years, we have been approaching the leaders of major companies operating on the Czech market to share their views. The 11th run of the Czech CEO Survey introduced the opinions of over 170 Czech business leaders concerning the development of the Czech economy and their own companies in the 12 months to come. The survey covers traditional topics, such as the economic outlooks or employment trends, but some of the questions are also related to the area of education, cyber security or implementation of modern technologies.

The findings offer a unique collection of data and analyses showing how the world is perceived by the top representatives of major market leaders. That means those whose opinions and decisions highly affect the national as well as global economy, or more precisely the entire development of society and its ability to solve problems. The Czech survey follows the PwC Global CEO Survey, the outcomes of which are presented annually at the World Economic Forum in Davos, Switzerland.

**Our company
is a member of**

25

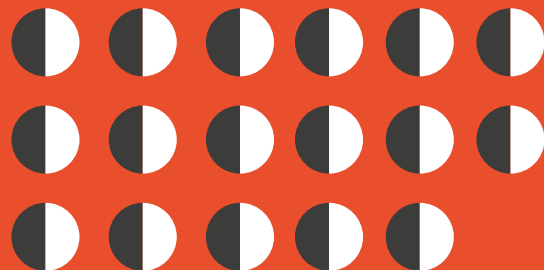
**professional
organisations**



Discussion meetings of CEOs organised by us serve as a platform for meeting significant personalities of the Czech business community who can influence the current as well as the future status of the Czech economy and the business environment.

The survey outputs are available to everyone, so that the experience and opinions of business leaders can be used by all those who need to find their bearings in these times.

[Czech CEO Survey](#)



Fraud Forum: Platform for fraud prevention, detection and investigation

The Fraud Forum is a platform for sharing the know-how and experience of managers and experts dealing with the prevention, detection and investigation of fraud within organisations. Those who may become members of the Fraud Forum are CFOs and workers in the financial department, internal auditors, risk and compliance managers, specialists focusing on security or fraud investigation, and company lawyers.

Membership is free of charge and, in addition to other things, it allows members to acquire the newest professional information, updates and trends in the area of fraud prevention, detection and investigation, to participate in seminars and discussions on various topics associated with fraud within organisations, and to get the opportunity to get involved in surveys on fraud problematics and acquire the detailed conclusions and outcomes of such surveys.

Business Continuity Forum

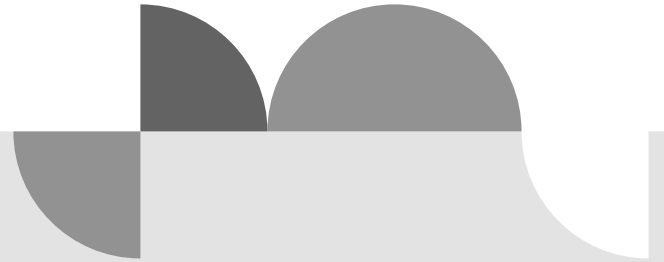
PwC is a partner of the Business Continuity Forum, the co-founder of which is Michal Wojnar, a PwC manager of the Business Continuity team. The BC Forum represents a community of people and a platform enabling the sharing of know-how and information among Czech and Slovak professionals in the area of Business Continuity. During regular meetings, taking place 2-4 times per year, the current trends, projects and topics related to business continuity, crisis management and risk management are presented and discussed.



The CFO Community is very close to my heart. These days, where the situation keeps changing constantly and we need to learn while, literally, on the go, the possibility of sharing experience instantly with our colleagues is priceless. I am very proud of the fact that our CFO Community has become a lively platform enabling this sharing among over 1,200 CFOs and their co-workers. What I also greatly appreciate is the cooperation we have with our strategic partners, ACCA and ATAIRU.

PwC CFO Community

We have established this platform to connect professionals in the area of finance across all industries and to create space for sharing information, experience, and news from the world of finance, technologies and legislation. We raise awareness of what CFOs are concerned about; we also organise webinars regarding hot topics, and within the CFO Community Talks we also bring interviews with professionals who can provide inspiration from the world of finance.



Olga Cilečková
Partner
PwC Czech Republic

Technology and Innovation in our Services

Using new digital and technological solutions, we intend to ensure that we, as well as our clients, are ready to work in the fast-changing world. Technological innovations have expanded our portfolio of services and changed the way we think as well as how we provide traditional and new services to our clients. Our priority is to make our clients' business more efficient using process automatization and its overall digital transformation.



Innovative culture and technologies

We run the Experience Centre where we invent client solutions of specific requirements thanks to the fast realisation of prototypes and the development of applications. This space is also used for brainstorming and workshops with students, start-ups and with everyone having a creative mind who wants to create innovative solutions. We promote an innovative culture even inside our company – we share our know-how, inspire each other, and learn even from our mistakes.

Audit Smart Management Tools application

We have developed an application for the effective planning of our audit contracts from the perspective of budgeting as well as optimisation with respect to employee allocation. The application algorithm uses a number of criteria, such as employee availability, hierarchy, past contracts, or the distance of the employees' residence from the client's office. This all results in greater planning efficacy, less dead time, prevention of double-booking, and, last but not least, due to commuting optimisation, the application helps save time and decrease emission production associated with using cars.

Digitalisation and automatisisation of internal processes

We use robots to process data automatically, for instance, when issuing business trip expense reports or when entering invoicing requirements. Thanks to these applications, we have saved hundreds of hours of manual labour. Our other internal processes have also been undergoing the digitalisation process, which helps us decrease overall paper consumption.

Future of Finance

In the area of finance, we provide our clients with services focused on the optimisation of financial processes, their automatisisation and digitalisation. This includes, for instance, automated data processing, saving hours of work that would otherwise need to be spent entering data manually; we also teach our clients how to change reporting to make it more efficient, readable and easier to prepare.

Cyber Arena: Cyber-attack in practice

An excellent example of an innovative solution is the successful project called Cyber Arena, which works as a simulation based on gamification principles. The special software developed by PwC is able to simulate the behaviour of the specific IT infrastructure of any company whatsoever.

This way, companies can try and test the potential course of a targeted or accidental cyber-attack, and to verify the processes of implementing new technologies.

One round in the Cyber Arena takes approximately an hour. During that time, the application simulates company development virtually corresponding to a period of 2.5 years. The Risk Assurance team created Cyber Arena. Their solution is already being used in other countries, such as Germany, Great Britain and Switzerland.

PwC's Academy

PwC's Academy offers a wide range of training courses and e-learning focused on professional as well as personal development. Participants have the opportunity to increase the level of their expertise, e.g. in the area of finance and accounting, project management, and digitalisation, or to improve their managerial and business skills.

Our key focus is to improve knowledge in the area of digital technologies, provided by, among others, the Design Thinking workshop focused on innovation of products, services and processes, or Lean Six Sigma, helping to map and optimise processes prior to implementing digital transformation inside companies. New technologies are also used in the actual trainings, where the participants use realistic game simulators to see what an investigation of fraud or a cyber-attack is like. For company needs, we intend to launch Digital Upskilling, a unique programme tailor-made to the needs of each individual company, providing digital upskilling through a highly flexible modular approach.

Our course offer also reflects the changes caused by the COVID-19 pandemic; we have created an e-learning programme focused on working from home and on remote team management.

StaySecure

Cyber security is one of our priorities, which is why we offer our clients as well as our employees our free newsletter entitled StaySecure. On a regular basis, it introduces important cyber security topics to its readers in a simple and understandable way. The newsletter is issued electronically on a monthly basis. The COVID-19 pandemic has contributed to working remotely significantly, and so we have dedicated a part of the newsletter to advice on how to ensure security when working remotely.

Forensic Insight

We help our clients in sensitive areas such as internal investigation of fraud, compliance and ethical processes. Through a regular information newsletter, we provide our know-how to all those interested. Even in this area, we respond to changes linked to the COVID-19 pandemic, and we try to prepare companies for any potential risks associated with this situation.



Our Sustainable Entrepreneurship Services

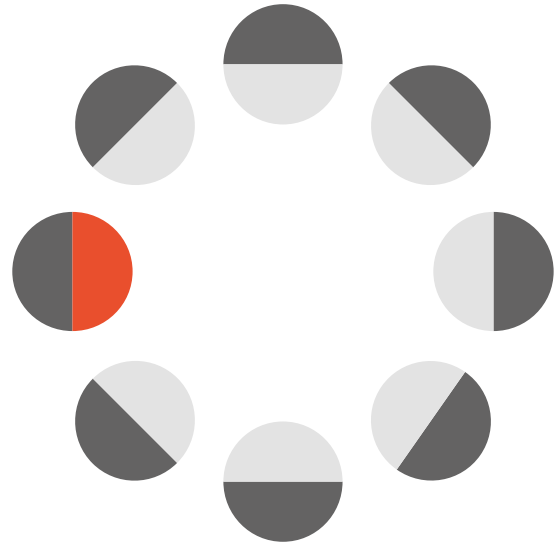
Companies place more and more emphasis on the importance of sustainability, incorporating social, environmental, economic, and ethical factors in their key business strategies. By providing them with our sustainability services, we help them realise these steps.

We provide services to corporations, private companies, and the public sector, across all the industries, including retail, banking, automotive, and chemical industry or energy sector, and civil engineering. We help organisations with the planning, acquisition, supply, funding and measuring of the wider impact of products and services and with setting their sustainable structure. We provide them with consulting services concerning a wide range of issues associated with sustainable development.

Services we provide most frequently include:

- Assistance with non-financial reporting
- Setting of strategies and strategic plans in the area of sustainability
- Supply chain audit and verification of whether enterprises adhere to regulations related to environmental protection, employee rights, work security, and ethical business principles.

In the years to come, we are planning to offer our clients more services linked to decarbonisation, effective source management, responsible investment, or climate risk assessment.



PwC's SDG Challenge

On a regular basis, the global PwC team undertakes a global survey, intending to ascertain to what extent enterprises incorporate SDGs in their strategies and activities. The analysis evaluates the level of SDG integration in the leadership, business strategy, management and reporting; it also examines to what extent the business sphere is good to go in order to contribute significantly to achieving the SDGs and related commitments by 2030.

The survey also maps the Czech business environment. The outcomes of the SDG Challenge 2019 show that Czech managers will need to focus on sustainability more than their colleagues in Western Europe. This is mainly due to the fact that the Czech business sphere, as a whole, has not applied as many sustainable measures as the entrepreneurs in Western Europe. Through the services we provide, we are ready to support Czech companies during their transition to sustainable entrepreneurship.

[PwC's SDG Challenge 2019](#)

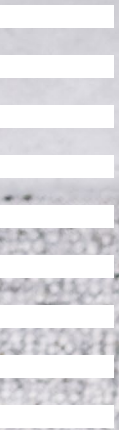




The number of Czech clients we have who are dedicated to sustainable development comprehensively, implementing this agenda into the entire company management, is increasing. Sustainability, also known as ESG, is slowly shifting from marketing and PR departments directly to the leadership, which also depicts the growing importance of this area when forming the strategies of individual firms. I am very pleased that, thanks to our long-term experience with sustainability projects, we can help our clients make this transformation smoother. I believe that it will, sooner or later, be appreciated not only by our clients and business partners, but also by future generations



Ondřej Rybka
Senior Manager
of the Sustainability Services team
PwC Czech Republic



Our people

Our employees are one of our crucial assets, so we focus on creating a healthy and motivating environment to encourage their growth, both professional and personal. We support diversity and a fair approach and take care of our people, helping them feel satisfied even outside work.

Key Focus

Diversity and equal opportunities support

We place emphasis on ethics, transparency, and human uniqueness, aiming to create a fair and open environment that treats all individuals the same no matter what their gender, age, race or disability may be.

Professional and personal development of employees

We invest in the growth of our employees throughout their entire career at PwC, encouraging them to grow professionally and personally.

Employee care

We create flexible working opportunities and diverse work models, and our employees are provided with a number of benefits. We intend to support their ability to maintain work-life balance and help them feel good emotionally as well as physically at work or at home.

In order to reflect their preferences in our employee-related strategy, we conducted an internal employee survey (see Employee CSR Survey on **page 14**, dedicated to materiality and stakeholders), and, based on its outcomes, we reviewed our activities and adapted them to the ascertained requirements.

High-priority SDG Targets of PwC



Good health and well-being

Target 3.4

/ Be Well, Work Well programme



Quality education

Target 4.4

/ Digital Upskilling
/ Talent Programme
/ Teachers Club

Our Response to the COVID-19 Pandemic

As the COVID-19 pandemic struck, what became our instant priority was the protection of the health of our employees and their emotional support to help them cope with this difficult period as best as they could.

Transition to working from home

We offered our employees the option to start working from home immediately. In order to provide a suitable working environment at home, they had the possibility to borrow technical equipment and even things such as office chairs.

Information service

To help our employees find their bearings in this fast-changing situation, it was our priority to ensure that all of them were given timely and up-to-date information. We thus launched an internal information portal which, in addition to all news, contained instructions on how to proceed if they became sick or how to get in touch with an infected person, provided updated information on travelling and working at our clients' sites, as well as useful tips on working from home or teaching kids using the online methods

Coaching emergency

Any worries brought on by the COVID-19 pandemic (concern about what the future will bring, fear for beloved ones, issues associated with working remotely, etc.) could be discussed by our employees with our professional coaches – experienced psychotherapists who were ready to help immediately.

Online fitness activities

To help our employees feel good even on the physical side, we organised regular online yoga classes and cardio fitness.



Diversity and equal opportunities support

Supporting diversity is a natural part of our company culture. Our diversity strategy is to prevent neither positive nor negative discrimination.

Under no circumstances do we allow any prioritisation of gender, age group, or so on. Processes related to recruitment, remuneration and promotion take place based on transparent measurements and they are not influenced by criteria related to gender, nationality, race or other discriminating factors. These decisions are based on the outcomes of annual employee appraisals, the criteria of which reflect the expected skills, competences, and attitude to ethical principles, and success rate in the performance of professional as well as individual goals. Although there are no trade unions cooperating with us, our employees have freedom of association. More on interactions between our leadership and employees can be found on [page 45](#), in the chapter on Feedback Culture.

Check out our more detailed employee structure from the perspective of diversity on [pages 75 and 81](#).

Division of employees according to their age

Age	Number of employees
under the age of 29	424
aged 30–49	575
over the age of 50	38
not stating age	3

33

is the average age of our employees

PwC Czech Republic is the signatory of the Diversity Charter.



PwC in the Czech Republic



Employees

537 women
503 men
1,040 in total

Leadership

13 % women
87 % men

Partnerů

23 in total
3 foreign nationals

Partners divided by age

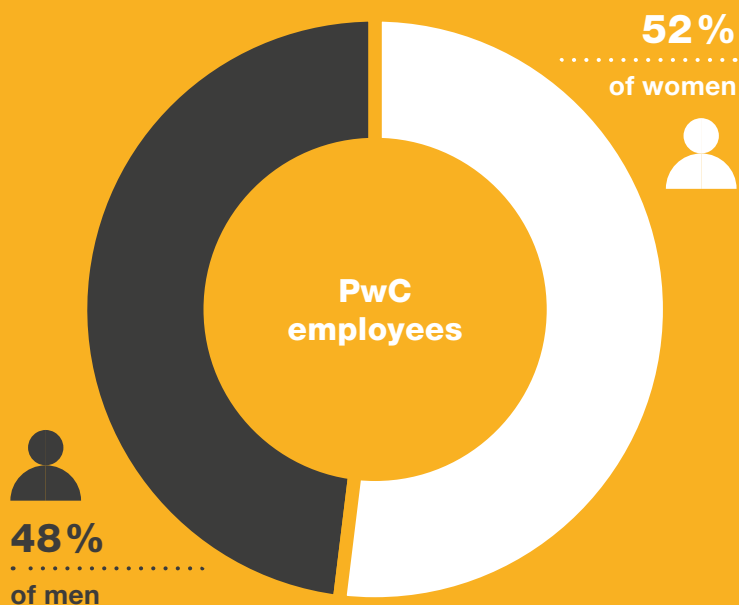
0 under the age of 29
15 aged 30–49
8 over the age of 50

PwC Café

The café, serving our employees on the premises of our Prague office, was operated by the Startujeme, o.p.s. association, dedicated to the employment of people with mental health problems and to their integration into the everyday life and learning basic work habits. We even used PwC Café for the purposes of catering at some of our company events.

Barrier-free workplace

Our offices in Prague, Brno and Ostrava are completely barrier-free and adapted to smooth movement of persons with physical disabilities.



Parent support

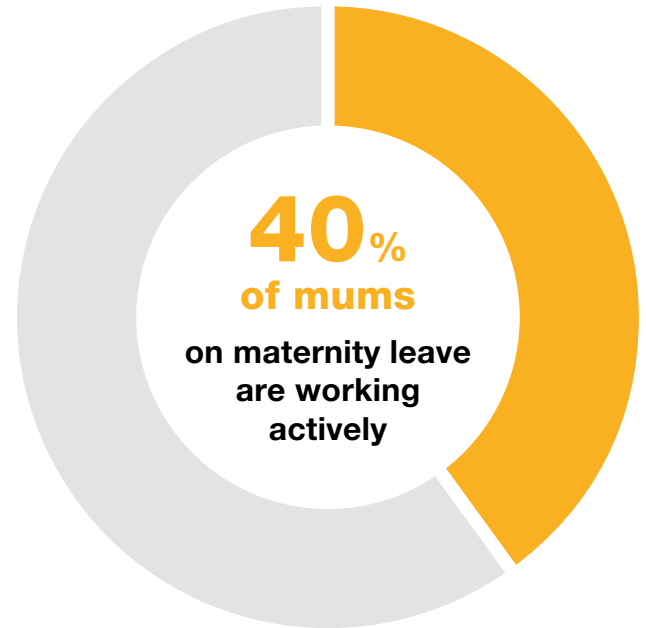
We have a completely individualised approach to our employees going on maternity leave. We have open discussions on when they wish to come back and whether they wish to cooperate with us during their parental leave. Based on their individual preferences, we create a working scheme – a schedule suitable for the given parent. We even stay in touch with parents on maternity or parental leave through various trainings in which they can participate.

Parents can be offered part-time work and, thanks to technologies, also quite a lot of flexibility and freedom. A special brochure is available summarising their options related to work, professional development, education approach, and individual mentoring. Parents coming back from parental leave have the opportunity to attend special trainings enabling them to get back on track with things.

Our employees were also offered the membership in the online platform called Hlidacky.cz, providing babysitting as well as assistance with cleaning and household chores, or company and social contact for the elderly.

PwC has been globally ranked among the 100 most working-mother-friendly companies.*

* “2020 Working Mother 100 Best Companies“ award



121 of our employees are on maternity leave

Professional and Personal Development of Employees

We place emphasis on the continuous development of our employees as well as upskilling in the field of modern technologies, which can then be mediated through our services to our clients. We encourage our employees in their personal as well as professional growth.



Comprehensive continuous learning programme

We ensure that the given courses and trainings attended by our employees as part of continuous learning reflect their professional focus, aiming to prepare them to use the acquired knowledge directly with our clients. Moreover, new joiners attend a series of initial trainings that are to help them more confident about their new work role. Within PwC's Academy, our employees can acquire important professional qualifications, such as ACCA or PMP, and become top specialists in more than just the area of accounting and finance.

Digital Upskilling

Great emphasis is also put on innovation and modern technologies. Our employees have the opportunity to attend several training courses focussed on data processing and visualisation or on data robot creation. They are able to learn the advanced functions of programmes, such as SW Alteryx, Power BI or UiPath and, within the Data Analytics Academy project, they can use the newly acquired theoretical knowledge to work on real projects, thus seeking solutions to help them make their work even more efficient. Every employee can also use our global Digital Fitness App offering a well-organised overview of nearly sixty areas, including artificial intelligence, virtual reality, cybersecurity, design thinking, smart cities, social media, and many others.



At the very beginning, we considered it important for our Digital Upskilling programme to have an impact on everyone. Every employee must know what modern technologies are and how they can be used for work. As a matter of course, we have specialists developing their digital skills at the highest level possible, but it is crucial for everyone at PwC to be aware of the technologies, to understand the individual digital tools, and to be able to use them to find new and better solutions for their everyday tasks and issues, ultimately helping themselves as well as the entire company.



Jiří Zouhar
Partner
PwC Czech Republic

Average number of hours dedicated to upskilling according to positions per 1 employee

Position	Number of hours
Partner	46
Director	63
Senior Manager	48
Manager	59
Senior Associate, Specialist, Consultant	93
Associate, Specialist, Consultant	114

The continuous learning process contributed to the increase in average hours dedicated to education compared to last year, especially for senior positions.



Talent Programme

Talent and potential development support constitute key focusses with respect to our company as well as our employees. Our Talent Programme is a development and learning programme designed for employees with exceptional work performance – the ones who can do their jobs in an excellent way and who wish to work hard on their skills and have a potential to become leaders. We realise various trainings and workshops for them focussed on developing their ability to be a good leader; during the Talent Breakfast, they have the opportunity to meet inspirational personalities from all walks of life. What constitutes another important part of the programme is networking where the participants can share their experience with other colleagues and learn from each other, and mentoring – either in the form of mentoring with PwC partners or within internal mentoring programmes.

Global Mobility Programme

We offer our employees the possibility of work experience and internships at PwC offices abroad where they can get to know a new working environment and culture and acquire priceless experience working with local clients. Typically, secondment abroad is arranged for one to three years, and this year that opportunity was used by 31 of our colleagues who were able to get experience at PwC branches in Germany, the USA, New Zealand or the UAE. While our employees do secondments abroad, colleagues from our foreign offices come to work for PwC Czech Republic. We have welcomed 16 colleagues here in total coming from Australia, South Africa, Great Britain, and other countries.

Feedback Culture

We encourage a feedback culture and motivate our partners and employees to perceive feedback as a positive telling us what we should improve and what to build on. We consider feedback to be a tool for personal growth, as a means of evaluation.

We have launched a debate arena called Hard Talks with our partner Jiří Zouhar for all our Assurance colleagues. The meetings are held twice a year and serve as an opportunity to have an open discussion with the partner concerning anything considered important by the employees. Within the so-called Junior Leadership, our Assurance colleagues may hold regular talks with the leadership on topics of importance on behalf of our junior employees. The employees appoint their representatives who meet with the management on a monthly basis and resolve any current issues. Within all our departments, we hold regular meetings between the management and employees - so called all-hands meetings.

What's new this year is our One Firm webcast: an online meeting between employees and the company leadership, where they can find out all about company news and have the opportunity to ask the top management about anything they need to know.

At the same time, we perceive feedback as a means of improving our work performance and mutual relationships. Feedback constitutes an integral part of the yearly appraisals of all our employees and a significant steppingstone in their further growth. To make feedback truly efficient and constructive, we offer regular trainings focussed on upskilling in this exact area.

Employee satisfaction survey

Another important feedback tool is the yearly employee satisfaction survey. It enables us to identify any problematic areas and start working on improving them. In 2020, due to the events associated with the COVID-19 pandemic outbreak, we did not conduct this survey; however, we intend to do so for the year 2021.

Employee satisfaction is what we look into on a regular basis. Within the individual teams of Assurance, Consulting (Advisory), and Tax&Legal, a so-called "Mood Monitoring" is carried out. We always pay attention to negative feedback provided by our employees. In cooperation with our internal coaches, we work on improving the given situation.

Employee performance evaluation

The performance of all our employees is evaluated annually throughout all levels. The evaluation criteria are based on PwC's five professional factors reflecting the expected skills, competences, and attitude to ethical principles.

Young Talent and Student Development

University students constitute important stakeholders, and, on an annual basis, we organise a number of programmes to help them develop their talent and potential and to offer them support at the start of their careers.

We participate in job fairs and student workshops and, within the PwC Consulting Challenge, university students and new graduates have the opportunity to try technology consulting in practice. Within the regular workshops held at universities, such as Audit naživo or Speed Taxing, students led by our professionals can try to work on an actual audit or tax job.

We regularly offer job opportunities to interns, and so we already cooperate with young talents during their studies. We are even ready to help them with their diploma theses.

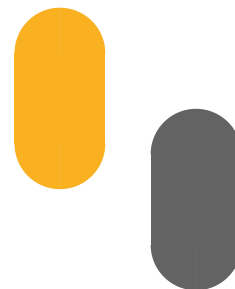
University lectures

Twenty of our colleagues give lectures at Czech universities; therefore, they help the next generation grow. A platform called the Teachers Club has been created for such colleagues, where they can record the hours spent teaching as working hours, or where they can use the internal coaching services or production support and share their experience at regular meetings of the Club.

Step by step

A 3-year trainee programme designed for university students (as of their 2nd year). The programme enables young people who are still studying to acquire:

- necessary work experience,
- professional education in various fields of business,
- valuable contacts,
- personal approach of a PwC mentor, helping them develop their skills and build their self-confidence step by step.



More about these activities can be found on [page 61](#) in the chapter called Non-profit Sector – Support of Education, Potential and Talent Development.

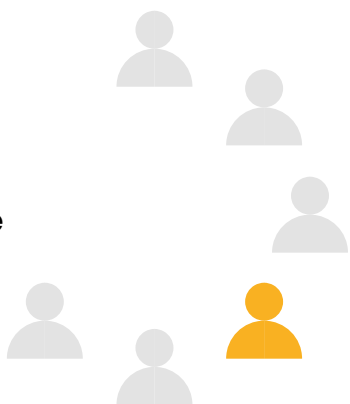
Employee Care

We wish to create healthy and motivating working conditions for our employees and an environment where they feel good both physically and emotionally at work and afterwards. We help them find and maintain their own work-life balance.

Flexible working conditions and part-time work

We provide our employees with the opportunity to work part-time; working from home is an automatic option for them, as well as flexible working conditions where the working hours are divided in such a way that allows them to harmonise their duties with family life.

140
employees
work part-time



Be Well, Work Well programme

We launched our Be Well, Work Well programme, the purpose of which is to encourage all of our employees to maintain a healthy lifestyle and wellbeing and to help them resolve work-related or private issues. We prepared the so-called 10 Commandments of Be Well, Work Well, reminding everyone of ten simple rules contributing to making people feel good. Using internal communications, we share some useful tips on these topics with our employees. Within the programme, our employees can use the services of uLekare.cz or Hlidacky.cz, or the support of internal coaches, get a massage or a regular vitamin bomb in the form of apples at our offices.

Support provided by our internal coaches

We offer our employees a shoulder to lean on in any situation they may face, where they feel unwell or go through a difficult professional or personal period of time. That's why we established the PwC Coaching Centre, enabling our employees to seek the support of professional internal coaches who can be contacted anytime. The coaches are there for them, and not just during crises; they also help them in the areas of their professional or personal growth. This year, the services of the Coaching Centre were used by 60 employees.



Creating a strong, wellbeing-focussed company culture arises directly from the PwC mission – ‘to build trust in society and solve important problems’, which includes the burnout syndrome as well as depression. Our programme is based on four dimensions of energy – physical, emotional, mental and spiritual. It has been proven that employees who are well taken care of are demonstrably more creative, more productive, and they feel a part of the organisation.



Martina Kučová
Human Capital Director
PwC Czech Republic

Supporting healthy lifestyle

Health Day

Within the all-day event, our employees had the opportunity to go to a morning yoga class, get a massage, go jogging with the rest of the team, attend a lecture entitled “Psychosomatics / Burnout syndrome”, or have an eye examination.

Massage

On a regular basis, we invited visually impaired masseurs from Studio Světélko, a social enterprise, to provide massages in our Prague office. Employees could thus enjoy a 30-minute massage and a bit of peace and quiet while at work.

Yoga

Yoga classes organised twice a week were offered to our employees to help them recharge their batteries and stretch their backs.

As the COVID-19 pandemic progressed, the activities included in our Be Well, Work Well programme were focussed on how to help our employees handle this situation and everything linked to it. More can be found on [page 38](#) in the chapter entitled Our Response to COVID-19 Pandemic.

Benefits for employees

As of 2009, we use a system of elective employee benefits called PwC Choices. Each employee receives an annual virtual account in the form of points usable for services and products from over 2,000 providers according to their own

preference. The benefits include meal vouchers or the MultiSport Card supporting active leisure time. Moreover, our employees can donate their benefit points to non-profit organisations with whom we cooperate on a long-term basis. This year, the organisations received the amount of over CZK 90,000 from us. Our employees can also use discounts provided by our contractual partners or the possibility of cheaper rent or the purchase of a vehicle within the PwC Cars programme.

Events for employees

On a regular basis, we hold formal and informal events for our employees to give them an opportunity to meet other colleagues from other teams from across the entire firm (Afterwork) and to find out information on interesting projects they all work on (InBusiness Forum).





Non-profit Sector

We focus on training development and on passing on our know-how within those areas where we have conducted long-term activities.

Key Focus

Professional volunteering

We help non-profit organisations and social startups by sharing our knowledge, experience, and know-how in the form of professional volunteering. We intend to help startups kick off their successful and sustainable businesses through which they can have a positive impact on the society we live in, and to help non-profit organisations manage their operating issues so that they can invest their funds and energy into meeting their goals of helping people in need.

Passing on know-how concerning digital and modern technologies

We take part in the global initiative entitled “PwC New World. New Skills” within the scope of which we focus on upskilling in the area of digital and modern technologies. Modern technologies continue to increasingly influence our lives, and the COVID-19 pandemic has accelerated this trend even more. We strive to enable all our employees to learn how to use digital technologies and take advantage of all the benefits they offer them, both personally and professionally.

Support training and development of potential and talent

Training constitutes a crucial prerequisite for people’s success which, subsequently, companies and non-profit organisations can benefit from. We aim to support young people to fully develop their potential and talent, which will better equip them to succeed in this fast-changing world.

High-priority SDG Targets of PwC



Quality education

Target 4.4

/ New World New Skills
/ Digital Fitness App
/ Economic Olympiad



Decent work and economic growth

Target 8.3

/ Social Impact Award
/ Pro bono audit services

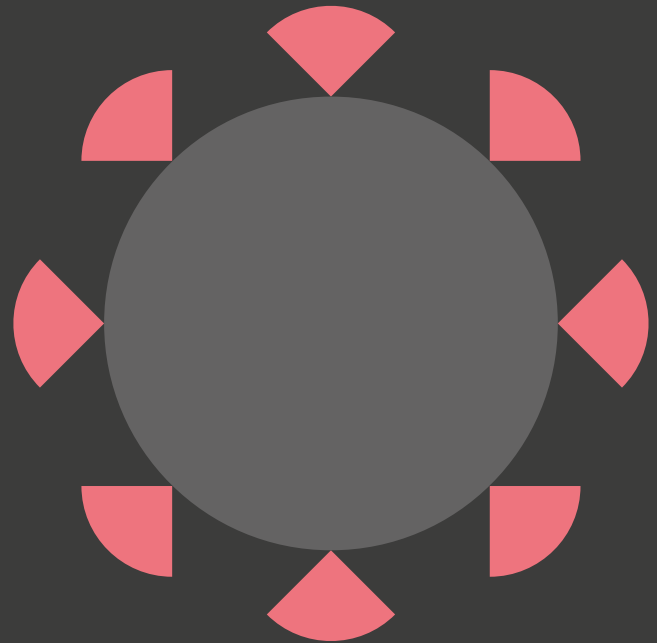
Our Response to the COVID-19 Pandemic

Okoronaviru.cz

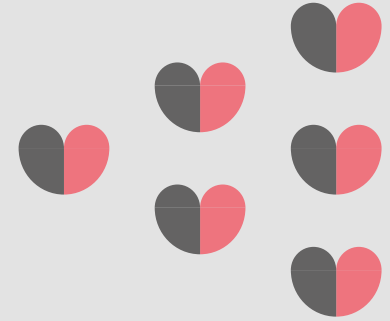
In spring 2020, PwC became a partner of the okoronaviru.cz website to fight against disinformation associated with the uncertainty caused by the spreading of COVID-19 throughout our society. The website brings understandable and verified information provided by a team of specialists in the field of epidemiology, infectology, pathophysiology, biochemistry, immunology, and also a team of webmasters and copywriters who ensure that the texts are generally comprehensible.

Smart Quarantine

Another project launched in the spring of 2020 was the so-called “Smart Quarantine” intended to capture, test, and quarantine/isolate as many potentially infected persons in as timely a manner as possible. Smart Quarantine uses, for instance, data provided by mobile operators and banks to ensure that the data was only used based on the express consent of the given person and to prevent data abuse; PwC technology specialists and lawyers from PwC Legal provided pro bono consulting services on how to handle sensitive data.



Volunteering & Philanthropic Activities



Physical volunteering

- Each employee has the possibility to spend one work day volunteering for non-profit organisations.
- Due to the restrictions associated with the COVID-19 pandemic, it was not possible to organise volunteering activities in the second half of the year 2020.
- 46% of our employees would like to get actively involved in physically volunteering for projects^{*}. Once the pandemic situation allows, we expect to re-launch our volunteering projects.

Professional volunteering

- We provide non-profit organisations with pro-bono audit and other professional services.
- We are mentors of the founders of social startups.
- 44% of our employees^{*} would like to get involved in professional volunteering and help by sharing their know-how and work experience. Their interest in these projects demonstrates their support.

Philanthropic activities

- Within the Christmas Charity, we support those nominated by the employees themselves as well as non-profit organisations we cooperate with on a long-term basis.
- Our employees can donate their benefit points from the Benefit Plus employee programme to non-profit organisations.
- On a regular basis, we support the Remembrance Day collection.
- 51% of our employees would like to donate funds within our philanthropic activities^{*}.

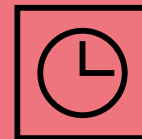
Learning activities

- Twenty of our colleagues give lectures at Czech universities.
- Representatives of non-profit organisations are offered the opportunity to attend our internal trainings.

^{*} Employee CSR Survey, see [page 14](#).

Our employees spent

2,435 hours volunteering



134

SIA mentoring

242

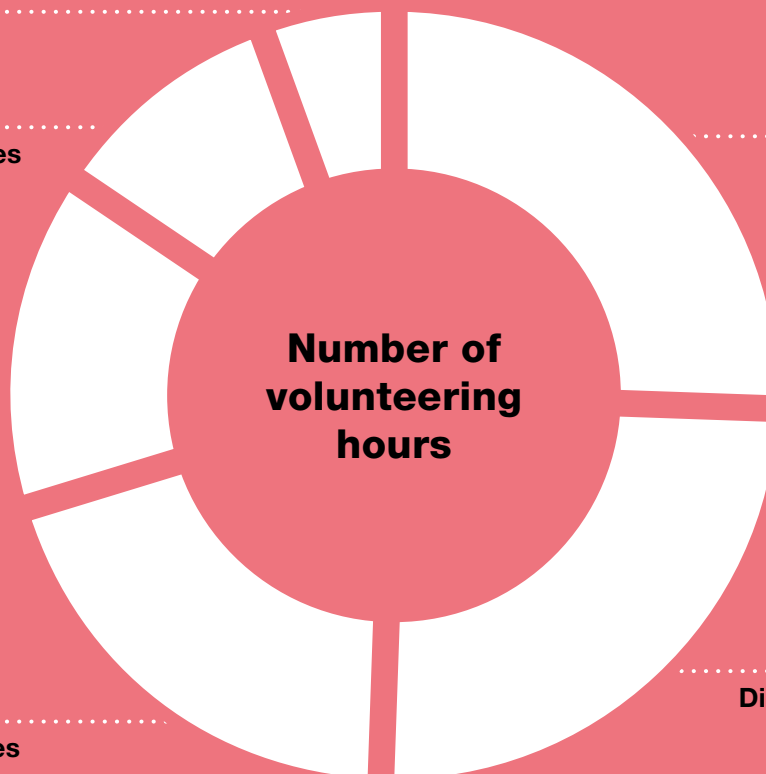
Teaching at universities

341

Blood donation

485

Pro bono audit services

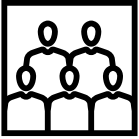


625

Manual volunteering
(green, social)

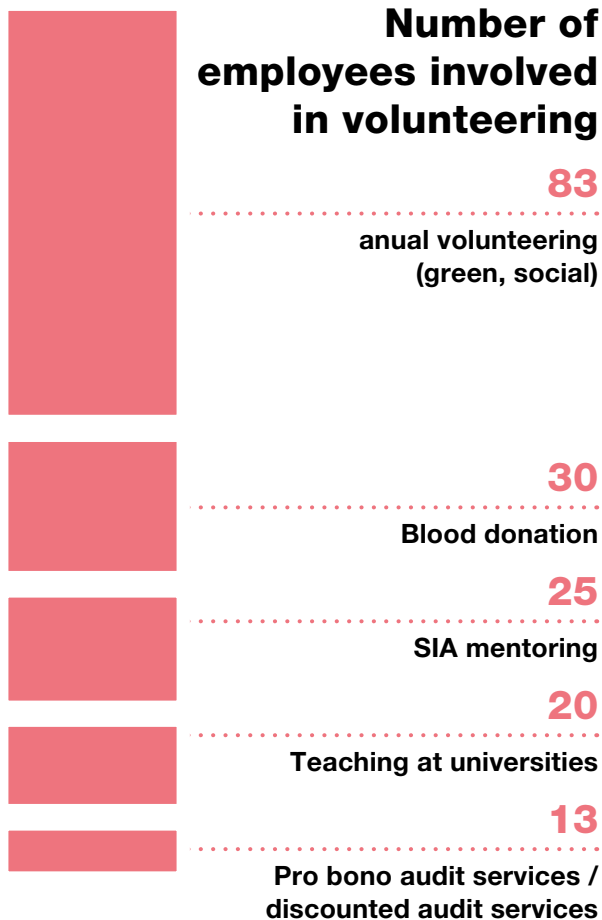
608

Discounted audit services



171 employees

did volunteer work



CZK 851,586

is the total amount donated to support non-profit organisations

Gifts and sponsoring

CZK 331,195

Financial and material contributions of PwC

CZK 238,201

Christmas Charity – employees

CZK 187,380

Christmas Charity – PwC

CZK 94,810

Donated employee benefit points

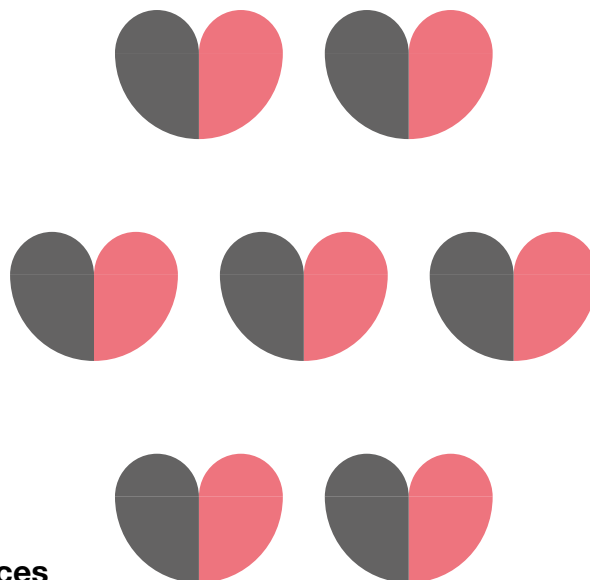
Pro-Bono Audit Services

Our audit services are provided to non-profit organisations completely free of charge or at a price reduced sufficiently to suit their financial situation.

We also provide a pro-bono audit of the results of the Global Teacher Prize Czech Republic (organised by EDUin) that aims to support and praise quality teachers, to motivate the current as well as future ones to perform their work, to help them enhance the prestige of a teacher's job, and to change the perception of the job by the Czech society.

1,093 hours

dedicated to pro bono and discounted audit services



Social Impact Award

Mentoring of social startups

For the 8th year now, we have been a partner of the Social Impact Award (SIA) project supporting young founders of social start-ups. This programme provides overall support to ten finalists to develop their world-changing projects into sustainable businesses. Besides a number of workshops, young participants can rely on the support of mentors – PwC employees. Together they deal with the funding, legal form, taxes, project management, and other issues. The programme culminates with the announcement of three winning projects that the expert jury considers the most progressing; these projects also obtain financial support to help them to further develop.

“We perceive the Social Impact Award 2020’s cooperation with PwC as one of the key elements of success of this project. Every mentor is responsible for helping the projects determine and keep their direction and reach the set goals. We are grateful that, for the 8th time, PwC mentors have dedicated their time, energy, experience and know-how to help our innovative projects improve themselves as well as the world around us.”

Patrik Feňuš

Project Manager, Social Impact Award

8 years

of cooperation
with the Social Impact Award

65 social startups

have been helped by PwC
through its cooperation with the SIA

PwC and Social Impact Award 2020

Being mentors, 25 PwC employees shared their know-how and experience from the business world with the SIA participants. A team of two or three mentors was available for each of the project teams, helping them set their business plans, legal form, means of funding, and find solutions to problems brought into the projects by the restrictions and changes associated with COVID-19.

Moreover, the forced transformation of the Social Impact Award from in-person to the online world was also handled successfully – after the initial bootcamp, i.e. the only opportunity for everyone to meet in person, most of the other mentoring meetings took place online.

PwC and Social Impact Award 2020

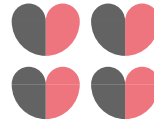
25 mentors



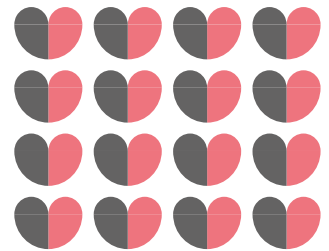
3
directors



2
senior managers



4
managers

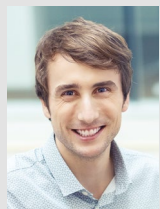
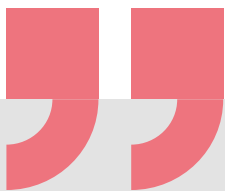


16
senior associates
and associates

134 hours

dedicated to mentoring

Cooperation with young founders of social start-ups is beneficial even to the mentors themselves. By being able to use their work experience and know-how in the area of social entrepreneurship, they can look at their work from a different perspective and get out of a rut, embracing new ways of thinking. What's more, they are able to improve their management and communication skills.



Matěj Procházka
Senior Associate, Assurance
PwC Czech Republic

Being a mentor of the SIA is a great opportunity to be involved in the initial stages of new businesses which, moreover, have a positive social impact. Young people, the founders of these projects, infect you with the amazing energy they devote to their jobs, and, even as mentors, you certainly feel enriched.

Digital Fitness App

Winning projects Social Impact Award 2020

EMOTER

A non-profit organisation bringing medical care to Uganda. The organisation puts together missions of doctors and attempts to improve the local quality of life and availability of healthcare. It also aims to connect the Czech and Ugandan community.

Indiánky

A non-profit organisation dealing with infertility, polycystic ovary syndrome, endometriosis, premature menopause, and hormonal imbalance.

Neo.way

A project providing dilators helping women who have undergone neovaginal operations due to the MRKH syndrome and other gynaecological problems. The project aims to raise awareness of this issue and to stop making it a taboo.

Dressibly

The winner of the public vote. This project is dedicated to sustainable clothing and responsible consumption, and attempts to improve the quality of life and working conditions of people in textile industry.



Digital Fitness App is a mobile application developed by PwC that enables upskilling in the area of modern and digital technologies and practices new ways of working and thinking. Originally, it was only available free of charge to our employees, but as of 2020 it can be used for free by anyone; the app is available at the Apple App Store as well as Google Play Store.

The application offers a well-arranged overview of nearly sixty areas, including artificial intelligence, virtual reality, cybersecurity, design thinking, smart cities, social media, and many others.

Christmas Charity

The Christmas Charity has a long tradition at PwC, and its concept had remained unchanged; therefore, we decided this year to modify it significantly with the aim of supporting specific projects and enabling better involvement by our employees – by allowing them to choose which projects should be supported, and making the contributions in the easiest way possible. In order to simplify the contribution process, we started cooperating with the Via Foundation and used its donating platform “Darujme.cz”.

Christmas Charity in a new style

Fundraising for specific purposes

Support ten stories of people who are opposing their destiny or who have an extraordinary talent, but lack the funds to be able to develop their skills; or stories of those looking for a way to make their dream come true. And the support of two non-profit organisations that PwC cooperates with on a long-term basis.

Employee involvement

Our employees had a direct opportunity to nominate stories to be supported by the Christmas Charity.

Easily-made donations

Gifts can be donated online through a donation website that also provides an overview of the amount that has been raised so far.

CZK

421,581

is the amount raised within the Christmas Charity

That's nearly 2.5 times more than in the year before. 280 employees got involved, i.e. four times more than in the year before.



Support by PwC

PwC supported each of the nominated stories by providing CZK 10,000.

Supported projects

- Tereza's trip to Carnegie Hall
- Adjustable rehabilitation bed for little Samuel
- Medical equipment for little Sofie
- Spa and rehabilitation for little Johan
- Laptop for the talented Kubík
- Internet and satellite TV for Petr
- Rehabilitative care for Marek
- Wheelchair for little Kryštof
- Bátor camp for paediatric cancer patients

Supported non-profit organisations

- Linka bezpečí
- Fond ohrožených dětí

Support of Education, Potential and Talent Development

Economic Olympiad

The Economic Olympiad is the greatest competition in the field of economics and finance in the Czech Republic. For the third year, PwC has been its partner, aiming to support the secondary school students in their interest in the economy, to offer them room for further development, and to show them in practice how theoretical knowledge can be used in the everyday world. Along with our partners, we organise lectures covering hot topics so that the participants can see, for instance, how we helped firms during the COVID-19 pandemic. Successful students are offered the opportunity to attend some of our internal development courses focussed on improving presentation skills, flow management, feedback, etc.

Connecting students with real-world professionals

We support young people at the start of their career and adult life to develop their talent and potential to prepare them for the future.

Within the **PwC Consulting Challenge**, university students and new graduates have the opportunity to try technology consulting in practice. Teams

of two to four need to write a specific case study seeking a solution to a real problem the company is facing. This year, the teams were to help the Twisto company with its planned expansion abroad. During the task solution, they could consult our professionals and test their own presentation skills while presenting their solutions to an expert jury. The best team wins a financial reward, but, above all, it has the opportunity to work on real solutions which firms are actually ready to implement rather than just leaving them on a piece of paper.

Within the regular workshops held at universities, such as **Audit naživo** or **Speed Taxing**, students led by our professionals can try to work on an actual audit or tax job.

Twenty of our colleagues give lectures at Czech universities; as university teachers, they share their theoretical knowledge with the students while bringing the context of client work, introducing new technologies used in their work, and allowing the students to try to find a solution to real-life issues.

The activities in this area will be enhanced next year by our partnership with the **DofE (The Duke of Edinburgh International Award)**, a global non-formal education programme for young people aged 14–24.

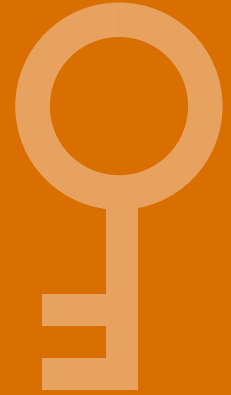




Environmental Protection

We are committed to managing and decreasing all of the environmental impacts of our business and, through the services provided, we help our clients do the same.

Key Focus



Carbon footprint reduction and handling resources

We aim to reduce our carbon footprint through all the relevant factors, such as consumption of energy, paper, travelling, waste production, etc.

Our services in the area of a company's impact on the environment

We aim to provide our clients with services that will help them manage and mitigate the impact of their businesses on the environment. More information on our sustainable entrepreneurship services can be found on [pages 33–35](#) of this Report.

High-priority SDG Targets of PwC



Responsible consumption and production

Target 12.6

/ Sustainability reporting and our services in the area of sustainable entrepreneurship



Climate action

Target 13.1

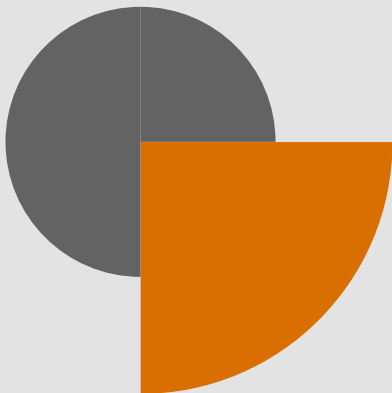
/ Energy consumption reduction, carbon footprint reduction, paperless office

We Reduce Our Carbon Footprint

Our main area of interest and activities through which we intend to reduce our environmental impact

Energy consumption and CO₂ emission production measurement

On a long-term basis, we have been monitoring our consumption and investing in technical innovations especially in our Prague office – the City Green Court – which has achieved the LEED Platinum certification: Eco-Friendly Company Seat. Besides that, we use the air circulating from the office spaces to heat the garage.



Electrical energy consumption

Year	Electricity consumption (kWh)
2017	1,251,747
2018	814,632
2019	828,897
2020	725,955

Thanks to the installation and optimisation of a new efficient cooling device, we managed to reduce electricity consumption of the City Green Court building significantly in the years 2017 and 2018 and to keep it at a low rate even in the following years. This year, the reduction in consumption was mainly caused by the transition to working from home.

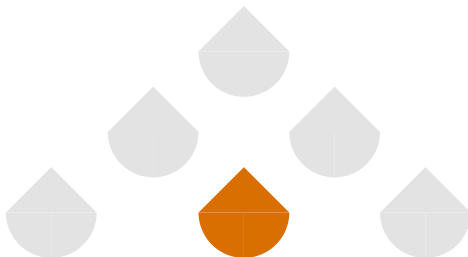




Water consumption

Year	Water consumption (m ³)
2017	6,710
2018	1,566
2019	1,564
2020	1,358

The significant reduction in water consumption between the years 2017 and 2018 was achieved by implementing a highly-efficient irrigation system. Even in this case, the reduction in water consumption was caused by the fact that our employees worked remotely.



Carbon footprint measurement

We have already been monitoring our carbon footprint for several years. In cooperation with our colleagues from the Sustainability team, this year we created a new software tool for emission monitoring. In association with its implementation, we reviewed the background data, increased the accuracy of our calculations, and updated the emission factors used. To maintain the continuity and offer the opportunity to make a comparison in terms of time, our data from the year 2019 was also recalculated. That's why the data for the year 2019 provided in this Report differs from the data disclosed in our previous report.

We managed to reduce our carbon footprint per employee between the years 2019 and 2020 by 11%.

Year	CO ₂ e carbon footprint per employee
2019	1.146
2020	1.018

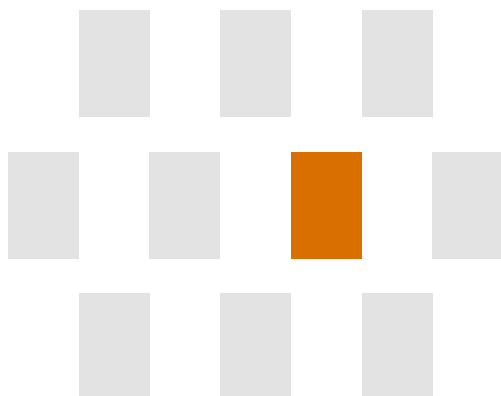
All energy consumption measurements can be found on [page 77](#). Details on emission production can be found on [page 78](#).

Transition to a paperless office

Our long-term goal is to eliminate the need to use printed documents in all areas of our activities. We have been successful at reducing our paper consumption significantly thanks to the ongoing digitalisation of our internal and external processes. Such digitalisation includes, for instance, expense reports or client invoices which we send solely electronically. Moreover, we have been successful at reducing the use of printed materials by using the G Suite tools, enabling the simple sharing of documents with other colleagues.

Paper consumption

Year	Paper consumption (pcs)
2017	3,706,000
2018	3,285,183
2019	3,372,179
2020	2,888,103



Collecting recyclables in offices

We keep looking for ways to reduce the amount of waste, and to motivate our employees to recycle, for instance, by providing a well-organised navigation system right in our kitchens. On a long-term basis, we have been collecting recyclables and sending paper, plastics, glass, batteries, light bulbs, metal, and now also bio waste such as coffee grounds, and beverage cartons to recovery facilities. The collection and disposal of recyclables is taken care of by our supplier with whom we cooperate on the measurement and recording of the amount of waste for each of our offices. 50% of our total waste is sent for further processing; this is an increase of nearly 12% compared to the previous year.

All data related to the waste production and processing can be found on [pages 78 and 79](#).

Support of eco-friendly travelling

We encourage our employees to use alternative means of transport; all our offices are easily reachable by public transport. When planning our work based at our client's offices, the distance and means of commuting constitute one of the criteria for team formation. Our building has a bicycle shed, changing rooms and showers available for cyclists.

Business trips by plane or car are optimised to the maximum extent; wherever possible, travelling is replaced with online meetings. Due to the COVID-19 pandemic, associated with a number of major travel restrictions, this means of communication became very much needed.

Green volunteering

Our employees do regular volunteering work with the aim of protecting nature and the environment. Some of their activities included planting trees, cleaning the area around the Hostivař reservoir, or removing wormwood in the vicinity of Děvín. More about our volunteering activities can be found in the Non-profit Sector on [page 54](#).

Internal communications and marketing

Topics related to environmental protection and, above all, ecological activities performed directly at our offices constitute a regular part of our internal communications. We encourage sustainable consumption within the selection of our promotional items, currently including, for instance, glass water bottles.

Activities in the area of our carbon footprint reduction will, furthermore, be expanded in connection with the adoption of our net zero commitment by the year 2030.



About the Report

As a global network of companies, PwC is the signatory of the voluntary initiative programme entitled the United Nations Global Compact, incorporating the Ten Sustainability Principles in the area of anti-corruption, human rights, labour, and the environment. On an annual basis, PwC Czech Republic publishes a report on its corporate responsibility activities. We are dedicated to topics we consider to be the most significant from our point of view as well as from the perspective of our partners. The electronic version of the Report can be found at www.pwc.cz/odpovednost.

Information contained in this Report only concerns our activities carried out in the Czech Republic. More on corporate responsibility activities of the international PwC network can be found at www.pwc.com/globalcommunities. All qualitative and quantitative data included in this Report concerns the financial year 2020 (from 1 July 2019 to 30 June 2020).

Reporting process

Unless otherwise provided, quantitative information has been gained from measurements using the international central system, including financial records. Our reporting process is based on data arising from the specific measurement of the individual departments (energy consumption measurement, paper consumption measurement, employee records, records of workload or training)

which is subsequently passed on to the CSR specialist. Our carbon footprint is measured in compliance with the international methods of the Greenhouse Gas Protocol. This report has been prepared in accordance with the GRI Standards: Core option. Based on the nature of our business and consultations with stakeholders, we have defined the material topics to be included in this Report. Quantitative indicators describe the impacts occurring inside the organisation, in direct association with our activities. We also report our management approach to impacts occurring outside of the organisation, resulting from our services and business relationships.

Our report is prepared on an annual basis and includes all legal entities

- PricewaterhouseCoopers Audit, s.r.o.
- PricewaterhouseCoopers Česká republika, s.r.o.
- PricewaterhouseCoopers Legal s.r.o.
- PricewaterhouseCoopers IT Services, s.r.o.
- PricewaterhouseCoopers IT Services Limited, odštěpný závod.

Address

City Green Court
Hvězdova 1734/2c
140 00 Prague 4

GRI Index

GRI Standard	Disclosures	Page	Comment
GENERAL DISCLOSURES			
GENERAL DISCLOSURES (GRI 102: GENERAL DISCLOSURES 2016)			
Organizational Profile			
102-1	Name of the organization	6, 68	
102-2	Activities, brands, products, and services	6, 8 – 9	
102-3	Location of headquarters	68	
102-4	Location of operations	6	
102-5	Ownership and legal form	68	
102-6	Markets served	6, 8 – 9	
102-7	Scale of the organization	6, 10	
102-8	Information on employees and other workers	75, 79 – 81	
102-9	Supply chain	26	
102-10	Significant changes to the organization and its supply chain	68	No significant changes between the individual periods.
102-11	Precautionary Principle or approach	26	
102-12	External initiatives	28 – 30	
102-13	Membership of associations	27 – 28	
Strategy			
102-14	Statement from senior decision-maker	2 – 3	
Ethics and integrity			
102-16	Values, principles, standards, and norms of behavior	7, 12, 25	
Governance			
102-18	Governance structure	11	
Stakeholder engagement			
102-40	List of stakeholder groups	16	
102-41	Collective bargaining agreements	39, 45	Our employees are not organized in unions.
102-42	Identifying and selecting stakeholders	14, 15, 16	

GRI Standard	Disclosures	Page	Comment
102-43	Approach to stakeholder engagement	14, 15, 16	
102-44	Key topics and concerns raised	18, 19	
Reporting practice			
102-45	Entities included in the consolidated financial statements	68	Each legal entity prepares its own financial statements independently. This Report presents the information summary.
102-46	Defining report content and topic Boundaries	16, 18 –19, 68	
102-47	List of material topics	18, 19	
102-48	Restatements of information	–	We have revised the method of our carbon footprint calculation. The associated indicators GRI 305-1 to 305-4 for the prior period are restated to ensure year-on-year comparability.
102-49	Changes in reporting	57, 79, 80	<p>We adopted early the new standard GRI 306: Waste (2020). Comparable data for prior periods is presented in a new structure.</p> <p>We added new internal indicators: New employee hires and Parental leave, supplementing the management approach for GRI 401 by adding data we have been monitoring due to its significance for management.</p> <p>The description of the management approach to Employee care is not based on the requirement of the new GRI 403 (2018) standard; it presents substantial information with respect to the nature of our business.</p> <p>Data on our cooperation with the non-profit sector has been united under the GRI 203-2 indicator and will no longer be provided separately under GRI 413.</p>
102-50	Reporting period	68	
102-51	Date of most recent report	68	July 2020
102-52	Reporting cycle	68	
102-53	Contact point for questions regarding the report	84	
102-54	Claims of reporting in accordance with the GRI Standards	68	
102-55	GRI content index	69 – 73	
102-56	External assurance	–	This Report is not subject to external assurance.

GRI Standard	Disclosures	Page	Comment
MANAGEMENT APPROACH (GRI 103: MANAGEMENT APPROACH 2016)			
103-1	Explanation of the material topic and its Boundary		Material topics are explained in the relevant chapters where we also describe our approach to their management. Topic boundaries are summarised in the overview on page 18 and 19 .
103-2	The management approach and its components	–	
103-3	Evaluation of the management approach	–	Outcomes (indicators) for the given material topics are provided in the relevant chapters and in the section “Detailed Measurement of GRI Indicators”. On page 21 , our awards are presented.
MATERIAL TOPICS			
GRI 200: ECONOMIC			
103	Management Approach	23	See also the Global Annual Review at: https://www.pwc.com/gx/en/about/global-annual-review-2020.html
ECONOMIC PERFORMANCE (GRI 201: ECONOMIC PERFORMANCE 2016)			
103	Management Approach	6	
201-1	Direct economic value generated and distributed	6, 10	A complete overview of our financial performance is available in the Annual Report disclosed in the Commercial Register (www.justice.cz). This Report contains the selected key financial indicators.
MARKET PRESENCE (GRI 202: MARKET PRESENCE 2016)			
103	Management Approach	6, 8, 9	
202-2	Proportion of senior management hired from the local community	40, 81	
INDIRECT ECONOMIC IMPACTS (GRI 203: INDIRECT ECONOMIC IMPACTS 2016)			
103	Management Approach	12, 13, 51 – 53	Description of our sustainability strategy.
203-2	Significant indirect economic impacts	12, 13, 53 – 61, 76	Cooperation with the non-profit sector.
ANTI-CORRUPTION (GRI 205: ANTI-CORRUPTION 2016)			
103	Management Approach	25	
205-2	Communication and training about anti-corruption policies and procedures	25, 77	
ANTI-COMPETITIVE BEHAVIOUR (GRI 206: ANTI-COMPETITIVE BEHAVIOR 2016)			
103	Management Approach	25, 27, 28	
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	–	No sanction for the breach of policy on the protection of economic competition has been imposed.

GRI Standard	Disclosures	Page	Comment
GRI 300: ENVIRONMENTAL			
MANAGEMENT APPROACH (GRI 103: MANAGEMENT APPROACH 2016)			
103	Management Approach	63	
MATERIALS (GRI 301: MATERIALS 2016)			
103	Management Approach	66	
301-1	Materials used by weight or volume	66, 77	
ENERGY (GRI 302: ENERGY 2016)			
103	Management Approach	64, 65	
302-1	Energy consumption within the organization	77	
EMISSIONS (GRI 305: EMISSIONS 2016)			
103	Management Approach	63 – 65	
305-1	Direct (Scope 1) GHG emissions	78	
305-2	Energy indirect (Scope 2) GHG emissions	78	
305-4	GHG emissions intensity	65, 78	
305-5	Reduction of GHG emissions	65, 78	
WASTE (GRI 306: WASTE 2020)			
103	Management Approach	66	
306-1	Waste generation and significant waste-related impacts	66	
306-2	Management of significant waste-related impacts	66	
306-3	Waste generated	79	
306-4	Waste diverted from disposal	79	
306-5	Waste directed to disposal	79	
SUPPLIER ENVIRONMENTAL ASSESSMENT (GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT 2016)			
103	Management Approach	26	
308-1	New suppliers that were screened using environmental criteria	26	
GRI 400: SOCIAL			
MANAGEMENT APPROACH (GRI 103: MANAGEMENT APPROACH 2016)			
103	Management Approach	37, 51	
EMPLOYMENT (GRI 401: EMPLOYMENT 2016)			
103	Management Approach	37, 41	
PwC indicator	New hires	79	Information on new employee hires is provided pursuant to our internal indicator; not the full scope of GRI 401-1.

GRI Standard	Disclosures	Page	Comment
PwC indicator	Parental leave	41, 80	Information on parental leave is provided pursuant to our internal indicator; not the full scope of GRI 401-3.
HEALTH AND SAFETY AT WORK (OWN PWC TOPIC)			
	Employee care – healthy lifestyle and wellbeing	47, 49	We monitor and report the information that is important in respect to the nature of our business. It does not include the full scope pursuant to the requirements of the GRI 403 standard and 403-6 indicator.
TRAINING AND EDUCATION (GRI 404: TRAINING AND EDUCATION 2016)			
103	Management Approach	37, 42	
404-1	Average hours of training per year per employee	44, 80	
404-2	Programs for upgrading employee skills and transition assistance programs	42, 44	
404-3	Percentage of employees receiving regular performance and career development reviews	45	
DIVERSITY AND EQUAL OPPORTUNITY (GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016)			
103	Management Approach	37, 39	
405-1	Diversity of governance bodies and employees	40, 75, 81	
NON-DISCRIMINATION (GRI 406: NON-DISCRIMINATION 2016)			
103	Management Approach	39	
406-1	Incidents of discrimination and corrective actions taken	–	No case of discrimination has been reported.
LOCAL COMMUNITIES (GRI 413: LOCAL COMMUNITIES 2016)			
103	Management Approach	51 – 53	
413-1	Operations with local community engagement, impact assessments, and development programs	54 – 61	Data on our cooperation with the non-profit sector has been united under the 203-2 indicator and will no longer be provided separately under GRI 413.
SUPPLIER SOCIAL ASSESSMENT (GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016)			
103	Management Approach	26	
414-1	New suppliers that were screened using social criteria	26	
CUSTOMER PRIVACY (GRI 418: CUSTOMER PRIVACY 2016)			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	–	No case reported.
SOCIOECONOMIC COMPLIANCE (GRI 419: SOCIOECONOMIC COMPLIANCE 2016)			
103	Management Approach	25, 27	
419-1	Non-compliance with laws and regulations in the social and economic area	–	No case reported.

Detailed measurement of GRI indicators



GRI 102-8 | Information on employees

Total employee numbers at all times as at 30 June of the relevant year.

Total employee number is calculated based on employment contracts excluding interns and contractors.

Line of Service	Total number of employees				Female				Male				Part-time			
	Financial year															
	2020	2019	2018	2017	2020	2019	2018	2017	2020	2019	2018	2017	2020	2019	2018	2017
Assurance	488	471	418	384	230	221	204	193	258	250	214	191	55	54	40	39
Consulting	208	211	205	199	77	74	73	55	131	137	132	144	19	22	22	17
Tax and Legal	173	181	177	165	129	136	132	104	44	45	45	61	44	47	52	38
Internal Firm Services	171	177	182	147	101	97	101	73	70	80	81	75	22	24	22	13
Total	1,040	1,040	982	895	537	528	510	425	503	512	472	471	140	147	136	107

Line of Service	Prague				Brno				Ostrava			
	Financial year											
	2020	2019	2018	2017	2020	2019	2018	2017	2020	2019	2018	2017
Assurance	395	380	334	319	58	54	49	37	35	37	35	28
Consulting	207	211	205	199	1	0	0	0	0	0	0	0
Tax and Legal	146	156	153	145	25	23	23	20	2	2	1	0
Internal Firm Services	165	171	176	141	5	5	5	0	1	1	1	1

GRI 202-2 | Proportion of senior management

Year	Leadership (partners) by nationality								Total
	Czech	British	Australian	Slovak	American	German	Romanian		
2020	20	2	0	0	0	0	1	23	
2019	19	2	1	1	0	0	0	23	
2018	17	2	1	1	0	0	0	21	
2017	14	2	2	1	2	1	0	22	

Volunteering

Activity	2020		2019	
	Hours	Number of employees	Hours	Number of employees
Manual volunteering	625	83	1,210	83
University teaching	242	20	104	14
Blood donation	341	30	243	20
Pro bono audits	485	13	n/a	
Discounted audits	608			
SIA mentoring	134	25	reported in manual volunteering	
Total	2,435	171	1,557	117

Note: Decrease in the number of hours dedicated to manual volunteering was caused by the more accurate division of this category into individual volunteering categories, and by restrictions associated with the organisation of volunteering events due to the COVID-19 pandemic.

Donations and sponsorship

Activity	Unit	2020	2019	2018	2017
Financial and material contributions by PwC		331,195	437,500	615,100	678,000
Donated benefit points by employees		94,810	-	-	-
Christmas charity	CZK				
PwC		187,380	Reported in contributions by PwC		
Employees		238,201	180,000	98,800	218,500
Total		851,586	617,500	713,900	896,500

GRI 205-2 | Anti-corruption action

	Unit	Financial year			
		2020	2019	2018	2017
Annual confirmation of independence	% of employees	100	100	100	100

GRI 301-1 | Paper consumption

	Unit	Financial year			
		2020	2019	2018	2017
Paper consumption at the office	pcs	2,888,103	3,472,179	3,285,183	3,706,000
Per tree calculator	pcs	245	295	279	314

Note: We have been successful at reducing our paper consumption thanks to the ongoing digitalisation of our internal and external processes. Such digitalisation includes, for instance, expense reports or client invoices which we now send solely electronically. Moreover, we have been successful at reducing the use of printed materials by using the G Suite tools, enabling the simple sharing of documents with other colleagues.

GRI 302-1 | Energy consumption within the organisation

Energy	Office	Unit	Financial year			
			2020	2019	2018	2017
Gas	Ostrava	kWh	73,048	74,012	73,048	77,468
Heat	Prague	GJ	1,555	1,376	1,259	2,788
	Brno		282	271	275	305
Electricity	Prague	kWh	677,989	797,113	782,964	1,217,585
	Brno		42,087	25,774	25,788	27,516
	Ostrava		5,880	6,010	5,880	6,646
Water	Prague	m ³	599	891	987	6,168
	Brno		389	301	209	114
	Ostrava		370	372	370	428

Note: Significant reduction in water and energy consumption in our Prague office was caused by the transition to working from home due to the COVID-19 pandemic. The significantly lower number of employees working from the office also resulted in higher heat energy consumption; due to the reduced number of employees, the area could not be heated sufficiently, thus resulting in a higher need for the use of heat energy. At our Brno office, this year we had the reading of electricity consumption done on a monthly basis, resulting in more accurate measurements, which thus affected the energy billing within the entire building and was reflected in the total consumption.

GRI 305 | CO₂ Emissions

Carbon footprint	Indicator (t CO ₂ e)	Emissions source	2020	2019 (recalculated)
305-1	GHG direct (Scope 1)	Gas	14.9	15.1
		Scope 1	14.9	15.1
305-2	GHG indirect (Scope 2)	Electricity	431.9	503.1
		Heat	88.1	80.5
		Scope 2	520.0	583.7
305-3	GHG indirect (Scope 3)	Business travel by plane	402.7	412.5
		Business travel by car	120.5	179.9
		Water	0.5	0.5
		Scope 3	523.6	592.9
	CO ₂ emissions in total*		1,058.5	1,191.7
305-4	Intensity of GHG	Conversion to one employee	1.018	1.146
305-5	Decrease GHG emissions	year on year	-11.2%	-

Notes: *Greenhouse gases emissions include CO₂ emissions. Due to the nature of our business, other emissions are insignificant. We do not monitor business trips by train. Their impact on total CO₂ emissions is insignificant. We do not use company vehicles for business trips. Scope 3 emissions only include emissions produced by the activities of our organisation, excluding the emissions produced within the supplier-client chain. Data for the year 2019 differs from the data disclosed in our previous report, see explanation on [page 65](#) of this Report.

GRI 306-3, 306-4, 306-5 | Effluents and waste within the office

Material	Office	Unit	Financial year				Method of disposal
			2020	2019	2018	2017	
Paper	Prague	tons (t)	8.24	7.12	7.32	10.30	recycled
	Brno		6.00	5.40	5.39	5.72	
	Ostrava		0.27	0.37	2.86	2.64	
Plastic	Prague	tons (t)	3.03	2.91	2.88	2.75	recycled
	Brno		0.12	0.18	0.01	0.03	
	Ostrava		0.09	0.09	0.05	0.05	
Glass	Prague	tons (t)	0.52	0.10	0.38	0.38	recycled
	Brno		0.03	0.05	0.02	0.05	
	Ostrava		n/a	n/a	n/a	n/a	

GRI 306-3, 306-4, 306-5 | Effluents and waste within the office

Material	Office	Unit	Financial year				Method of disposal
			2020	2019	2018	2017	
Beverage cartons	Prague	tons (t)	0.17	n/a	n/a	n/a	recycled
Bio waste	Prague	tons (t)	0.14	n/a	n/a	n/a	composted
Mixed waste	Prague	tons (t)	18.54	25.86	25.92	30.29	municipal waste (collection, burning)
	Brno		n/a	n/a	n/a	n/a	
	Ostrava		n/a	n/a	n/a	n/a	
Total		tons (t)	37.15	42.08	44.83	52.21	

Note: At our Prague office, we newly collect beverage cartons and biowaste. Reduction in the mixed waste production is caused by the employees' transition to working from home as well as by more thorough waste separation. The volume of mixed waste in Brno and Ostrava is not monitored separately, the collection of municipal waste takes place jointly for all tenants of offices in the building.

		Unit	Financial year			
			2020	2019	2018	2017
GRI 306-4	Waste diverted from disposal	tons (t)	18.61	16.22	18.91	21.92
		% of total amount of waste	50.10	38.50	42.20	42.00
GRI 306-5	Waste directed to disposal	tons (t)	18.54	25.86	25.92	30.29
		% of total amount of waste	49.90	61.50	57.80	58.00

New hires (internal indicator)

	Unit	Age			Gender		Office			Total
		<30	30-50	>50	Female	Male	Prague	Brno	Ostrava	
New hires	number of employees	146	77	2	119	106	209	12	4	225
	%	64.9	34.2	0.9	52.9	47.1	92.2	5.3	1.8	-

Parental leave (internal indicator)

	Jednotka	2020	2019	2018
Parents on maternity leave	number of employees	121	116	118
Working parents on parental leave	%	40	37	41
Parents on maternity and parental leave	number of employees	28		n/a
Parents coming back to work from maternity and parental leave	number of employees	14		n/a

GRI 404-1 | Average hours of training per year per employee

Grade	Number of hours devdicated to training			Number of employees			Average number of hours dedicated to training		
	Financial year								
	2020	2019	2018	2020	2019	2018	2020	2019	2018
Partner	1,063	1,012	1,137	23	23	21	46	44	54
Director	1,563	1,516	1,871	25	27	25	63	56	75
Senior Manager	2,658	2,306	2,098	55	55	43	48	42	49
Manager	10,338	9,572	10,255	175	174	168	59	55	61
Senior Associate, Specialist, Consultant	33,460	26,600	23,572	358	362	346	93	73	68
Associate, Specialist, Consultant	45,322	45,173	42,522	397	394	372	114	115	114
Asistant, Support	15	49	63	7	5	7	2	10	9
Total	94,419	86,228	81,518	1,040	1,040	982	426	395	430

GRI 405-1 | Diversity of governance bodies and employees

Total employee numbers at all times as at 30 June of the relevant year.

Total employee number is calculated based on employment contracts excluding interns and contractors.

Proportion of Leadership by nationality, see GRI 202-2 | Proportion of senior management.

Grade	Number of employees				Female				Male				Part-time			
	Financial year															
	2020	2019	2018	2017	2020	2019	2018	2017	2020	2019	2018	2017	2020	2019	2018	2017
Partner	23	23	21	22	3	3	2	2	20	20	19	20	0	0	0	0
Director	25	27	25	36	6	6	4	5	19	21	21	31	2	2	2	4
Senior Manager	55	55	43	58	22	22	17	19	33	33	26	39	9	10	4	4
Manager	175	174	168	137	80	86	97	64	95	88	71	73	39	38	36	30
Senior Associate, Specialist, Consultant	358	362	346	215	188	184	167	97	170	178	179	118	52	49	45	26
Associate, Specialist, Consultant	397	394	372	275	231	222	216	129	166	172	156	146	38	48	49	17
Asistant, Support	7	5	7	83	7	5	7	73	0	0	0	10	0	0	0	15

	Financial year			
	2020	2019	2018	2017
Employees by age				
<30	424	438	396	358
30–50	575	564	524	501
>50	38	37	34	36
not stating age	3	1	28	0
Total	1,040	1,040	982	895
Leadership (partners) by age				
<30	0	0	0	0
30–50	15	15	14	14
>50	8	8	7	8
Total	23	23	21	22
Leadership (partners) by gender				
Female	3	3	2	2
Male	20	20	19	20
Total	23	23	21	22

We will teach you how to create your company Sustainability Report

Contact



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Sustainability Reporting



Why to read the Report and what to learn from it

The Report is aimed for everyone who wants to know more about connecting business strategies with the corporate responsibility concept, or who wants to get to know us better or get inspired.

We look forward to your feedback and comments, as they constitute an important source of information helping us improve our future activities. Thank you in advance for your feedback.

Contact



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