

Responsible Technology Policy

Statement of Intent

Introduction

Technology, which is increasingly sophisticated and interconnected, is being adopted at pace and is having an unprecedented impact on businesses, society and individuals. At PricewaterhouseCoopers LLP (henceforth "PwC"), technology is a key element in our strategy. Indeed, we aim to 'be a technology-enabled innovator' and see technology as a force for societal good in line with the Sustainable Development Goals. We acknowledge, however, that technology can potentially have negative impacts, too. Therefore, as we adopt and use technology and help our clients to do the same, we're committed to a responsible technology approach, as set out below, and which considers all the impacts of technology, good and bad, on our people, society and the environment, as far as is reasonably practical.

Commitments

- Showcase the societal contribution of technology whilst raising awareness of negative impacts and how to mitigate them
- Collaboratively play our part to enhance digital access, so the benefits of technology are shared equitably across all of society
- Support our people in developing the skills they need to adapt to new technology and the future of work
- Help protect our people's health and wellbeing as they use technology
- Maintain best-in-class processes to protect client and personal data
- Lead the way in reducing environmental impacts of technology, in our operations as well as in our supply chain and at disposal
- Promote and maintain human rights in the production of our technology
- Comply, as a minimum, with all relevant legislation around technology

Actions

Our actions are aligned under four themes: **1) jobs and skills; 2) health and wellbeing; 3) privacy, security and integrity; 4) the environment.** They build on and update our existing Human Rights, Health and Safety, Information Security, Data Privacy, Environment, Energy and Responsible Procurement policies. To meet our commitments we will:

Jobs and skills

- Invest in training to help our people to develop digital and technology-related skills suitable for the future world of work
- Encourage equality of opportunity in technology roles, including diversity of gender, ethnicity and social background
- Support our people in identifying new opportunities if their jobs are impacted by automation in the future
- Seek to build digital skills in society as part of our commercial and community activities

Health and wellbeing

- Promote the healthy use of technology to our people, including the importance of healthy digital consumption
- Adopt new technologies, as appropriate, to support our people's mental and physical health and those with disabilities
- Expect our main technology suppliers to adhere to our Third Party Code of Conduct in their core and upstream operations

Privacy, security and integrity

- Collect, store, use and dispose of personal data lawfully and ethically, respecting the people behind the data
- Provide privacy and data security training to all of our people and build awareness through communications
- Invest in best-in-class standards, infrastructure and technology to protect from cyber-attacks and uphold information security
- Encourage truthful and respectful use of social media which upholds our values

Environment

- Harness new technologies to minimise the environmental impacts of our operations and achieve net zero emissions
- Engage with data centre providers, moving towards 'clean and circular' technology enablement
- Work with our suppliers to develop circular solutions for IT equipment, reducing material, energy and water impacts upstream
- As an interim step, reuse or recycle all 'end of life' IT equipment and, at a minimum, adhere to the EU WEEE Directive

Implementation

Jon Andrews, Executive Board member and Head of Technology and Investment, is responsible for this policy. Our Corporate Sustainability team will review it annually for relevance and effectiveness and make improvements as necessary. It is accessible to our staff and partners via the PwC Portal, and to other interested parties via our Corporate Sustainability website.



Jon Andrews

Partner

PricewaterhouseCoopers LLP

July 2019

