

31 August 2023

PricewaterhouseCoopers LLP  
1 Embankment Place  
London  
WC2N 6RH

Our Ref: RYK/CC/LOZ08040

Dear Sirs

### **Independent Limited Assurance Report to the members of PricewaterhouseCoopers LLP**

We have been engaged by PricewaterhouseCoopers LLP (hereafter 'PwC') to provide independent limited assurance on PwC UK's 2023 non-financial metrics. (The metrics relevant to this report are included in the attached appendix)

#### **Our conclusion**

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the non-financial metrics for the year ended 30 June 2023 is not prepared, in all material respects, in accordance with the Reporting Criteria.

This conclusion is to be read in the context of what we say below.

#### **Selected information**

The non-financial data included within the scope of our assurance report is included as an appendix to our report.

It includes:

- all baseline and 2023 performance data for all metrics
- data relating to let area and full time equivalent employees for 2023 used in performance related ratios

The scope of our work does not extend to any other information, although assurance was also gained in 2012-2022 inclusive, for the relevant data presented in those years. Details can be found within the assurance statements published in the Corporate Sustainability Annual Updates/Annual Reports for those years.

#### **Professional standards applied and level of assurance**

We conducted a limited assurance review in accordance with International Standard on Assurance Engagements 3000 - 'Assurance Engagements other than Audits and Reviews of Historical Financial Information' ('ISAE 3000'); and, in respect of the greenhouse gas emissions information, in accordance with International Standard on Assurance Engagements 3410 - 'Assurance engagements on greenhouse gas statements' ('ISAE 3410'), issued by the International Auditing and Assurance Standards Board. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement. It does not include detailed testing of source data nor the operating effectiveness of processes and internal controls.

### **Independence and quality control**

We have complied with the Institute of Chartered Accountants in England and Wales ('ICAEW') Code of Ethics, which includes independence and other requirements founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour. We apply International Standard on Quality Control (UK) 1 and accordingly maintain a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements. Our work was conducted by an independent and multi-disciplinary team with experience in sustainability reporting and assurance.

### **Understanding reporting and measurement methodologies**

The Selected Information needs to be read and understood together with PwC's Reporting Criteria. The absence of a significant body of established practice on which to draw, and hence to evaluate and measure non-financial information, allows for different, but acceptable, measurement techniques and can affect comparability between entities and over time. The Reporting Criteria used for the reporting of the Selected Information are for the 2023 reporting year.

### **Work done**

We are required to plan and perform our work in order to consider the risk of material misstatement of the Selected Information. In doing so, our procedures consisted primarily of:

- Reviewing PwC's material issues and reporting boundaries
- Making enquiries of relevant members of management at PwC
- Evaluating the design of the systems of internal control for capturing and reporting the source data
- Performing sample tests on a selection of the data prepared by PwC: this included 14 sites, selected on the basis of their inherent risk and materiality to PwC
- Analytically reviewing the data included within the scope of our report: this included limited substantive testing of the Selected Information at corporate head office to check that data had been appropriately measured, recorded, collated and reported
- Assessing the disclosure and presentation of the Selected Information for the intended stakeholders

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether the non-financial metrics for the year ended 30 June 2023 has been prepared, in all material respects, in accordance with the Reporting Criteria.

### **PwC's responsibilities**

The Executive Board - on behalf of the members - are responsible for:

- designing, implementing and maintaining internal controls over information relevant to the preparation of the Selected Information that is free from material misstatement, whether due to fraud or error
- establishing objective Reporting Criteria for preparing the Selected Information
- measuring and reporting the Selected Information based on the Reporting Criteria

### **Our responsibilities**

We are responsible for:

- planning and performing the engagement to obtain limited assurance about whether the Selected Information is free from material misstatement, whether due to fraud or error
- forming an independent conclusion, based on the procedures we have performed and the evidence we have obtained
- reporting our conclusion to the members of PwC

This report has been prepared to assist PwC in reporting its non-financial performance, to enable the members to show they have addressed their governance responsibilities by obtaining a sustainability assurance report. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than PwC and PwC's members as a body, for our work, for this report, or for the opinions we have formed.

*Crowe U.K. LLP.*

Ryan Ketteringham

For and on behalf of Crowe U.K. LLP Chartered Accountants, London

1 September 2023

## Non-financial metrics

### Principles of governance

<b>Ethics &amp; integrity</b>	<b>Units</b>	<b>2023</b>	<b>2022</b>	<b>Base</b>	<b>Base Year</b>
Employee perception of purpose	Percentage	82%	86%	20%	2016
Breaches of external auditor independence regulations	Percentage	0.17%	0.18%	0.24%	2012
Staff perception of ethical culture	Percentage	79%	81%	73%	2013
Issues raised via our Speak Up channels	Number	145	124	32	2017
Dismissals for misconduct	Number	26	15	14	2011

<b>Information protection</b>	<b>Units</b>	<b>2023</b>	<b>2022</b>	<b>Base</b>	<b>Base Year</b>
ISO 27001: major non-conformities raised	Number	0	0	0	2011
ISO 27001: minor non-conformities raised	Number	2	0	10	2011

<b>Pay transparency</b>	<b>Units</b>	<b>2023</b>	<b>2022</b>	<b>Base</b>	<b>Base Year</b>
Average partner pay vs average staff pay	Multiple	13.8	15	12.8	2016
Average supplier payment days	No. of days	29.2	26.5	29	2013

### Our People

<b>Talent attraction and retention</b>	<b>Units</b>	<b>2023</b>	<b>2022</b>	<b>Base</b>	<b>Base Year</b>
People engagement score	Percentage	79%	80%	78%	2007
Voluntary turnover	Percentage	11%	17%	14%	2008
Spend on learning and development	£ per FTE	2,273	1,899	913	2010

<b>Diversity</b>	<b>Units</b>	<b>2023</b>	<b>2022</b>	<b>Base</b>	<b>Base Year</b>
<i>New Hires</i>					
Women	Percentage	46%	42%	41%	2009
Minority Ethnic Groups	Percentage	47%	39%	21%	2009
Lower socio-economic background	Percentage	15%	17%	9%	2020
<i>Partners</i>					
Women	Percentage	26%	25%	19%	2017
Minority Ethnic Groups	Percentage	13%	12%	7%	2017
Lower socio-economic background	Percentage	17%	17%	11%	2020
<i>Pay Gap</i>					
Women (median)	Percentage	7.1%	10.3%	18.7%	2017
Minority Ethnic Groups (median)	Percentage	-0.05%	-3.0%	11.7%	2017
Lower socio-economic background (median)	Percentage	12.0%	13.4%	12.1%	2021

<b>Employee wellbeing</b>	<b>Units</b>	<b>2023</b>	<b>2022</b>	<b>Base</b>	<b>Base Year</b>
Absence through sickness	Percentage	2.80%	3.00%	3.30%	2009
Work-life balance	Percentage	69%	71%	67%	2008

### Prosperity

<b>Community contribution</b>	<b>Units</b>	<b>2023</b>	<b>2022</b>	<b>Base</b>	<b>Base Year</b>
Total community contribution	£ million	10.1	8.5	4.3	2007
Volunteered time	Hours	77,903	54,242	37,400	2007
Proportion of people volunteering	Percentage	28%	24%	25%	2011

	Percentage of volunteered time	37%	47%	58%	2011
Skills-based volunteering					
Community: beneficiaries	No. of people	31,500	23,500	19,559	2012
Social Mobility: School students supported with skills development	Number	17,539	10,590	5300	2016
Workplace experiences provided	Number	219	195	28	2015

### Our Supply Chain

Supply chain assessment and risk management	Units	2023	2022	2019
Spend with suppliers assessed through our third party sustainability assessment platform	Percentage	61%	-	-
Spend with suppliers obtaining silver+ status through our third party sustainability assessment platform	Percentage	32%	-	-
Assessed key suppliers who operate in high risk sectors have taken actions to prevent child labour, forced labour & human trafficking	Percentage	83%	-	-
Spend in supply chain modern slavery hotspots	Percentage	7%	-	-
Assessed key suppliers with a Human Rights policy	Percentage	97%	-	-
Payments to social enterprises	£	2,259,672	-	-
Employees who have completed modern slavery training	Percentage	100%	-	-
Assessed key suppliers with a publicly announced GHG reduction target	Percentage	83%	-	-
Assessed key suppliers reporting carbon reduction performance in line with targets	Percentage	60%	-	-
Assessed key suppliers whose GHG emissions report has been verified by a third party	Percentage	65%	-	-

### Corporate Sustainability

ESG governance and accountability	Units	2023	2022	2019
External rating of business sustainability performance	Percentage	81%	81%	-
External certification of net zero progress	Percentage	73%	73%	-

Near term SBT Net Zero performance		Progress	2023	2022	Baseline 2019
Reduce absolute scope 1 and 2 GHG emissions by 50%	Percentage	-87%	376	582	2,980
Reduce absolute scope 3 business travel GHG emissions by 50%	Percentage	-51%	36,436	15,493	74,094
Suppliers with a science-based target	Percentage	42%	42%	17%	5%
Residual carbon emissions offset	Percentage	100%	100%	100%	100%
Residual carbon emissions removed	Percentage	0%	0%	0%	0%

Carbon emissions: intensities	Units	2023	2022	2019
Revenue emissions intensity	Tonnes CO2e/ £m revenue	9	5	23
Employee emissions intensity	Tonnes CO2e/ FTE	1.4	0.7	3.4
Business travel emissions intensity	Tonnes CO2e/FTE	1.4	0.7	3.7
Supply chain emissions intensity	tCO2e/£m	71	76	89

Energy transition and responsible consumption	Units	2023	2022	2019
PwC office EUI	kWh/m2	198	197	248
Energy consumption	Million kWh	55	56	39
PwC office energy consumption	Million kWh	30	30	35
PwC WFH energy consumption	Million kWh	25	26	4
Electricity from renewable sources	Percentage	100%	100%	77%
Energy from renewable sources	Percentage	95%	93%	73%

Sustainable behaviours	Units	2023	2022	2019
Number of enhanced sustainability offerings accessed by employees	Number	1,849	-	-
Proportion of PwC's car fleet that are hybrid or EV	Percentage	82%	-	-

Regenerative and circular consumption	Units	2023	2022	2019
% PwC water use in high water stress areas	Percentage	61%	61%	70%
Water supply	m3 (k)	93	80	115
Paper procured	Tonnes	55	55	239
Total waste	Tonnes	911	791	2,278
Waste recycled or reused	Tonnes	838	713	2,059
Incineration	Tonnes	73	79	219
Proportion waste recycled or reused	Percentage	92%	90%	90%

Nature Positive	Units	2023	2022	2019
Proportion of PwC floor plate area in or adjacent to KBAs or PAs	Percentage	20%	20%	18%
PwC offices with a green roof	Percentage	35%	-	-
Proportion of offsets that support nature	Percentage	100%	100%	100%

### Greenhouse Gas (GHG Inventory)

	Units	Variance against baseline	FY23	FY22	2019 base
<b>Scope 1 (Total)</b>	<b>Tonnes CO2e</b>	<b>-55%</b>	<b>376</b>	<b>582</b>	<b>841</b>
Stationary combustion of fuels	Tonnes CO2e	-57%	305	361	716
Renewable - Biogas consumption	Tonnes CO2e	100%	2	2	1
Renewable - Biodiesel combustion	Tonnes CO2e	-100%	0	0	19
Non renewable - Natural Gas consumption	Tonnes CO2e	-56%	303	359	696
Fugitive emissions	Tonnes CO2e	-43%	71	221	125

	Units	Variance against baseline	FY23	FY22	2019 base
<b>Scope 2 (total market based)</b>	<b>Tonnes CO2e</b>	<b>-100%</b>	<b>0</b>	<b>0</b>	<b>2,139</b>
Electricity consumption (market based)	Tonnes CO2e	-100%	0	0	2,139
Renewable	Tonnes CO2e	0%	0	0	0
Non renewable	Tonnes CO2e	-100%	0	0	2,139
Electricity consumption (location based)	Tonnes CO2e	-42%	4,002	4,590	6,879
Renewable	Tonnes CO2e	-25%	3,987	4,537	5,290
Non renewable	Tonnes CO2e	-99%	15	53	1,589

	Units	Variance against baseline	FY23	FY22	2019 base
<b>Scope 3 (total)</b>	<b>Tonnes CO2e</b>	<b>-50%</b>	<b>38,151</b>	<b>17,439</b>	<b>76,214</b>
Fuel and energy related activities	Tonnes CO2e	-18%	1,699	1,931	2,076
Waste generated in operations	Tonnes CO2e	-64%	16	15	44
Recycling	Tonnes CO2e	-64%	14	13	39
Incineration	Tonnes CO2e	-57%	2	2	5
Landfill	Tonnes CO2e	0%	0	0	0

Business travel	Tonnes CO2e	-51%	36,436	15,493	74,094
Air	Tonnes CO2e	-49%	29,910	12,029	58,531
Rail	Tonnes CO2e	-32%	1,461	745	2,149
Road	Tonnes CO2e	-43%	2,497	1,098	4,371
Accommodation	Tonnes CO2e	-72%	2,568	1,621	9,043

	Units	Variance against baseline	FY23	FY22	2019 base
Total Scope 1, 2 and 3 emissions (market based)	Tonnes CO2e	-51%	38,527	18,021	79,194
Total Scope 1, 2 and 3 emissions (location based)	Tonnes CO2e	-49%	42,529	22,611	83,934

	Units	Variance against baseline	FY23	FY22	2019 base
Scope 3 (extended)	Tonnes CO2e	1%	65,929	58,079	65,392
Purchased goods and services	Tonnes CO2e	3%	53,002	46,316	51,627
Purchased goods and services from external suppliers	Tonnes CO2e	-3%	48,402	44,507	49,932
PwC Service Delivery Centres	Tonnes CO2e	171%	4,600	1,809	1,695
Employee commuting and working from home	Tonnes CO2e	-6%	12,927	11,763	13,765
Employee commuting	Tonnes CO2e	-47%	6,739	5,279	12,785
Employee working from home	Tonnes CO2e	531%	6,188	6,484	980
Investments	Tonnes CO2e	-	-	-	-
Capital goods	Tonnes CO2e	-	-	-	-
Upstream transport and distribution	Tonnes CO2e	-	-	-	-