

The Deal and Empowered Flexibility at PwC



What is The Deal at PwC?

At PwC we want all of our people to feel empowered to be the best that they can be.

Which is why we have 'The Deal' - our firmwide Employee Value Proposition. It clearly articulates what a career with PwC really looks and feels like and sets out what our people can expect from the firm, and what is expected in return.

The Deal provides a framework to support self reflection and to help our people have meaningful conversations about why they work here, what's important to them and to support them make the most of their experience at PwC.

Why have we updated The Deal?

Whilst we've long had a Deal for our people, the impact of the pandemic on where and how we work created an opportunity for us to take a step back and review what it really means to work at PwC.

The accelerated change we've all experienced during the pandemic highlighted the art of the possible in terms of working in different ways and whilst we've long promoted flexible working, we wanted to evolve the Deal to make it much more the norm rather than the exception.

We conducted a Future of Work survey completed by over 15,000 of our people, which informed us that our people have different expectations of the future world of work, and this was also reflected in the many conversations that we've had with clients.

We worked with smaller focus groups across our business, to ensure we co-created and validated a framework that would work for all our people and would support what a career with PwC really looks and feels like in a post-pandemic world. A career where our people feel trusted and empowered.

"These changes are in direct response to soundings from our people, who've said they value a mix of working from home and in the office. We want to help enshrine new working patterns so they outlast the pandemic. Without conscious planning now there's a risk we lose the best bits of these new ways of working when the economy opens up again. The future of work is changing at such a pace we have to continually evolve how we do things to meet the needs of our people and our clients."

Kevin Ellis
Chairman and Senior Partner

Why The Deal matters?

The Deal recognises that the world of work has changed and that we all have a unique set of skills, circumstances and priorities. It builds on the hard work, commitment and agility that our people have demonstrated, particularly throughout the global pandemic. Ultimately, the Deal is based on trust and the concept of two-way flexibility, giving our people more freedom to work in a way that works better for them, but also meets the needs of their teams, the wider firm and our clients.

While not everyone is able to work flexibly all of the time, we want to make it as easy as possible when they do. From discussions with our people and clients, we believe these changes will make a real difference, helping support greater work life balance and giving our people more confidence to work flexibly.'

Laura Hinton
Chief People Officer

The Deal - Be you at PwC

Create a career that matters, where your uniqueness and innovation is valued. Be part of something special, as a member of a highly engaged team, we ask you to live our values in all that you do and share knowledge and insights to help make a difference to our people, clients and communities. We have high expectations and trust you to be agile and curious, and to work hard to support our teams and meet the changing needs of our business. You will be inspired to deliver exceptional value and share our commitment to high quality in everything we do.

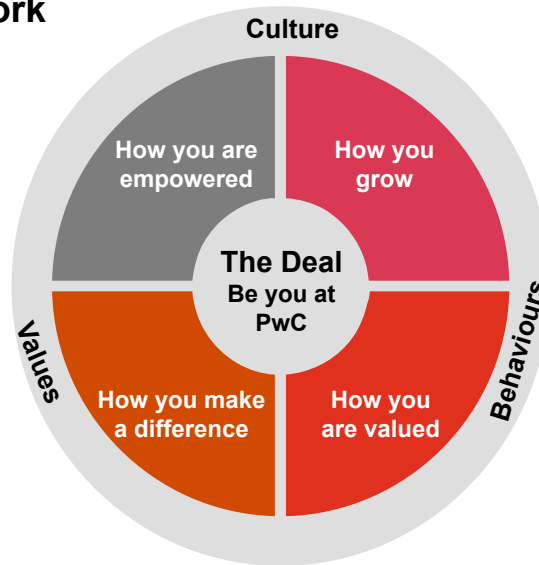
The Deal Core framework

How you are empowered

- Where you work
- How you work
- When you work

How you make a difference

- Living our purpose
- What you do



How you grow

- What you learn
- How you develop

How you are valued

- What you get paid
- How you are recognised
- Who you work with

The Deal - Empowered Flexibility

Core to the new framework is the principle of 'Empowered Flexibility, which reflects how we are working in the new world of work. It's built on two-way flexibility and the trust that each of us will work in a way that suits us as individuals, but that also meets the needs of our teams, the wider firm and our clients. As part of this we have:

Introduced the Empowered working day

So our people can decide the most effective working pattern on any given day, it's our commitment to empowering our people to work in a way that works best for them. Hours can be worked at any time and as part of a blended working approach, allowing wellbeing routines such as physical movement and rest and recovery practices to be built in too.

Provided more clarity on where we work

With the expectation that on average between 40-60% of time will be spent co-located with colleagues in an office or on a client site. This was based on feedback and recognises the importance of time spent together to learn, collaborate and socialise.

Introduced Summer working hours for 2021

Where it's possible, during July and August our people have the opportunity to condense working hours in the week and finish at lunchtime on a Friday.

We know the future of work will continue to evolve as we emerge from the pandemic and we are committed to remaining constantly agile with how we work.

