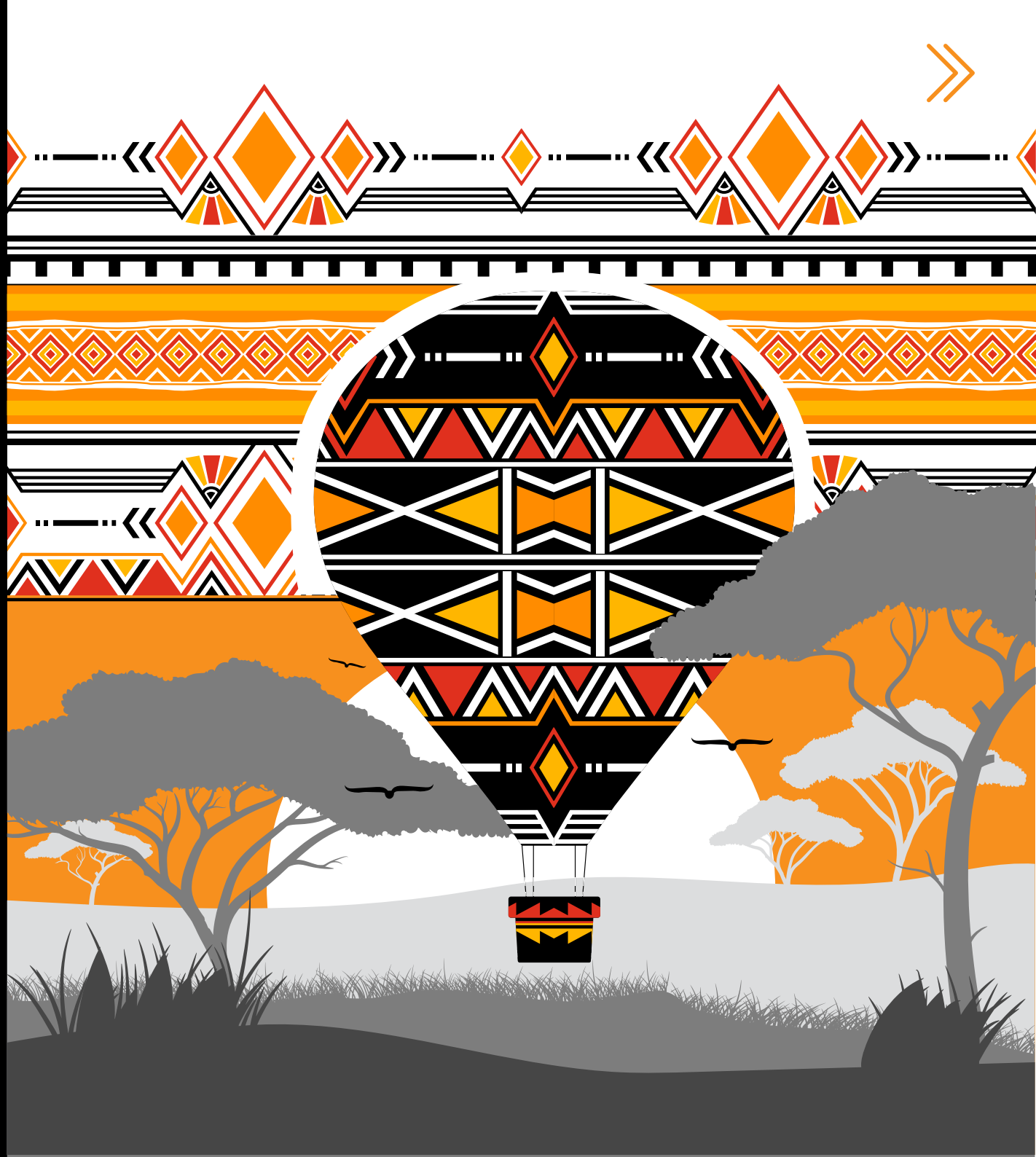




Africa Annual Review 2024

Translating our humanity: Inspiring our people

www.pwc.co.za



Inspiring our people

‘Our Deal’ for our people supports our strategy of creating trust as we aspire to deliver sustained outcomes. It offers our people opportunities for growth, to be valued, to make a difference and to be empowered.

Our clients, people and communities need us to focus on the world’s most critical problems and build trust in all we do. We must evolve to keep pace with a rapidly changing world. To evolve, we need new skills, new ways of thinking and different behaviours, which will result in the evolution of the ‘PwC Professional’. Trusted leadership and distinctive outcomes are essential to how we live our purpose and strategy.

Delivering on our strategy are over 10,000 solvers across 15 countries. They are led by over 400 partners across the East, West and South Market Areas. Reinforcing the message, we are only half the story. We inspire our people to thrive as a community of solvers who deliver on The New Equation.

We value our people. Significant time has been invested in developing new skills at all levels as we introduced the concepts of trusted leadership and embedded the behaviours—inspire, evolve and empower. Partners, team leaders, new managers and future associates are all excited to change the firm with this fresh outlook on how we show up as we deliver on Our Deal and our firm strategy.

Our brand is our pride and has also grown. Our success at recruiting top talent shows the attractiveness of the profession and the firm. Creative university programmes across the continent that include coaching support, financial workshops, transition programmes, academic support, mentorship, campus takeover events and more, make PwC a household name as a future employer and increase our talent pipeline at all levels. Awards won by the firm and the large graduate intake of over 1,000 trainees across Africa make us one of the largest trainers of accounting students and shows our commitment to cultivating future talent. We have sourced and recruited over 1,800 experienced hires across PwC Africa in the past year.

Global People Survey insights

Our annual Global People Survey empowers our people to share their feelings and help us understand and improve their work experience. The survey provides insights into our areas of success and potential improvement.

Metric	Details
Participation rate	90% participation rate for the second year in a row
Engagement score	80% engagement score
Priority areas of improvement	<ul style="list-style-type: none">• How our people work with us• How their personal lives are affected by their work• What impacts the quality of their work.
Outcome	Data has guided strategies and initiatives at all levels, ensuring we continue to value and support our people

The importance of holistic well-being was supported by setting wellness goals for all our people. We support our people’s physical, mental, financial and emotional well-being through year-round well-being initiatives and bespoke employee assistance programmes. These initiatives encourage our people to take proactive steps towards their welfare and continuous personal development. We foster a culture of well-being where our people are empowered to manage their holistic well-being and contribute to the firm.

Our firm’s culture is deeply rooted in quality and ethics. We use systems and tools like our ethics hotline, awareness campaigns, quality behaviours and ethics champions to help us uphold these values. Consistent and fair employee relations practices ensure that our work environment remains transparent and equitable. This unwavering commitment to ethics has built a foundation of trust and integrity within the firm.

Case study: 'Be well, work well'—mental health is an ongoing journey

We provide various opportunities for individuals, teams, leaders and firms to show how they integrate both work and life. Mental health issues are in the top five well-being problems raised among our people, similar to the industry average.

Initiative	Details
Green Light to Talk	<ul style="list-style-type: none"> • 45 sessions over four weeks • 3,875 employees participated • Topics: Burnout, finances, managing chaos, time management, eating habits, coaching, poetry, comedy, games, exercises and more.
Leadership engagement	<ul style="list-style-type: none"> • A candid conversation between Africa Territory Senior Partner and Africa People Partner • Audience of 2,925 people • Now a quarterly conversation with different leaders.

We are working towards a future where most of our people feel that it is possible to have a healthy lifestyle and be successful at PwC.



Contacts



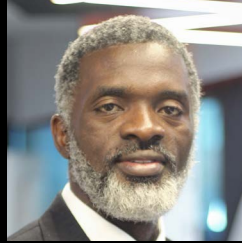
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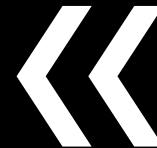
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At PwC, our purpose is to build trust in society and solve important problems. We're a network of firms in 149 countries with more than 370,000 people who are committed to delivering quality in assurance, advisory and tax services. Find out more and tell us what matters to you by visiting us at www.pwc.com

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

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