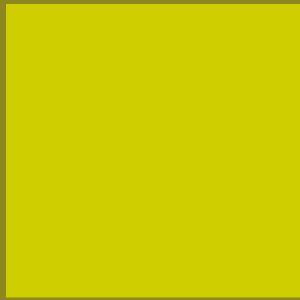
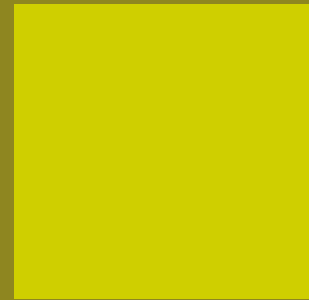
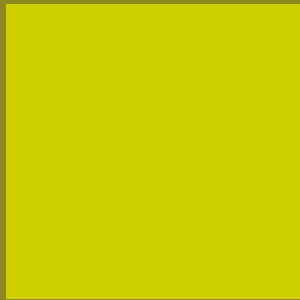
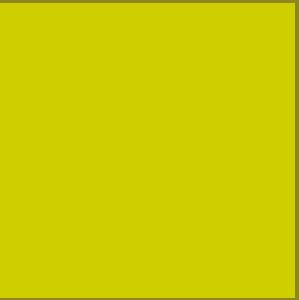


# Global Compact

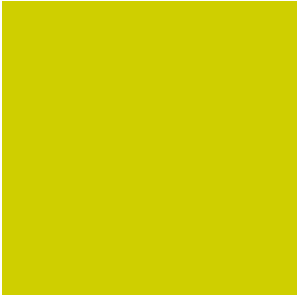
Communication on progress



PricewaterhouseCoopers France

June 2005

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# Chairman's message



In January 2004, PricewaterhouseCoopers France joined the UN's Global Compact, and in doing so expressed its steadfast commitment to the ten principles that the Compact exhorts. Compliance with these principles is without doubt one of the cornerstones for the democratic and cohesive existence of both companies and society as a whole.

On an international level this commitment bears witness to values and objectives that have been close to our hearts in France for many years.

It also underscores PwC France's readiness to tackle present-day concerns such as environmental protection and the fight against corruption, and our willingness to help our clients follow suit.

It is therefore with particular pride that I present our first "Communication on Progress", which describes how our signature of the Global Compact has paved the way to tangible, long-term actions both within our company and on behalf of our clients

Paris, June 10, 2005

A handwritten signature in blue ink, consisting of stylized initials and a surname, positioned above the printed name.

Pierre-Bernard Anglade  
Chairman of PricewaterhouseCoopers France

# PricewaterhouseCoopers France: an overview

With 3,700 employees in France, PricewaterhouseCoopers provides audit and advisory services to public and private clients of all sizes, with a strong focus on quality, responsiveness, and professional ethics.

Operating out of 25 offices, PricewaterhouseCoopers France is a member of the PricewaterhouseCoopers International Limited network, which is present in 144 countries.

PricewaterhouseCoopers service offerings have been organized into two Lines of Service - Assurance and Advisory - to meet the needs of its clients in the areas of:

- Audit and the certification of financial statements
- Providing ongoing assistance with development
- Performance enhancement
- Risk crisis management

Our industry expertise is consolidated by specific sector-based approaches:

- Manufacturing and Services
- Banking, insurance and financial services
- Technology, Infocomm and Entertainment
- Public sector

Specially dedicated teams work with SMEs and family businesses.

Landwell, also a member of the network, is the legal arm of PricewaterhouseCoopers France, providing tax and legal services.



*Our regional offices*

# PwC France and the Global Compact



PwC France joined the Global Compact in January 2004. In his letter to the Secretary-General of the United Nations, Pierre-Bernard Anglade (President and Chairman of the Board) emphasized the firm's willingness to promote the Global Compact's ten principles both within the company and at client level.

The history of France, the "birthplace of human rights", has ensured that many of these principles have long been respected here, both in society and in the eyes of the law. Respect for human rights, the freedom to form and join trade unions and other organizations, and the elimination of child labor and compulsory labor are fundamental to our culture, and stand as one of the founding notions of our constitution.

Changes in society have nonetheless brought other, more contemporary issues to the forefront: protecting the environment, ensuring genuine equality in the workplace and achieving greater corporate diversity are concrete objectives for our firm, as well as for France as a whole.

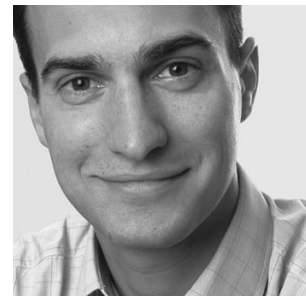
PwC's determination to be a standard-bearer in the promotion of social responsibility and corporate citizenship bears witness to its unflinching commitment to the principles espoused by the Global Compact.

# Professional ethics and Code of Conduct at PwC France

PwC's Code of Conduct was adopted after in-depth discussion on both an internal and international scale, and symbolizes the basis of our responsible action towards clients, partners and employees alike. PwC France's entire workforce is engaged in implementing the behavioral standards and guidelines laid down by this code.

**The Code of Conduct is anchored in our three founding values:**

- Excellence
- Teamwork
- Leadership



**The Code of Conduct outlines our main behavioral standards, which incorporate the principles of the Global Compact**

- Behaving professionally
  - We comply with legal standards
  - We are a trustworthy competitor
  - We respect confidentiality and privacy
  - We respect independence and avoid conflicts of interest
  - We do not receive or pay bribes and we are active in the fight against corruption
- Respecting others
  - We treat others with respect, fairness and courtesy
  - We take pride in the diversity of our workforce
  - We are committed to maintaining a work environment that is free from discrimination or harassment
  - We try to balance work and private life
  - We provide a safe working environment
- Corporate citizenship
  - We support human rights
  - We minimize the detrimental environmental impacts of our business operations
  - We encourage the support of charitable activities
  - We support efforts to eliminate corruption



**Procedures have been implemented to ensure compliance with the Code of Conduct**

- An Ethics and Compliance Officer has been appointed by our Chairman. He is a member of the Board's Ethics committee and contributes to the work of the Human Resources and Risk Management committees.
- In conjunction with PwC's international network of ethics and compliance specialists, he monitors the implementation of the Code of Conduct, the development of training initiatives and the penalties imposed for any breaches of the Code's guidelines.
- All employment contracts now make explicit reference to the Code of Conduct, and each employee therefore agrees to comply with its principles.



# Human resources and diversity in the workplace at PwC France

PwC France naturally upholds all of the Global Compact's recommendations on freedom of expression and freedom to form and join trade unions, which have played such an essential role in the history of France. But PwC is determined to go beyond mere compliance with the law, and since 2004 has crafted four actions that are particularly representative of its commitment to the Global Compact.

## **The *career deal*: working towards diversity**

For PwC France cultural and social diversity in the workplace is both a market and social imperative. We believe that such diversity is also a way for us to attract and retain the best talent.

### Gender diversity

- We make sure that no gender discrimination takes place within PwC France and we regularly monitor gender equality indicators in terms of recruitment, promotion and salary. In France, over 40% of PwC's senior managers and directors are women, as well as over 16% of its partners. These are significant numbers for the audit profession.
- A women's network, *Women in PwC*, has been set up at European level in order to share best practices in the area of gender diversity
- We meet requests from experienced female employees for part-time hours – more than thirty of our female managers are employed in a part-time capacity.
- We have set up an employee services department in order to assist women - and men - with any family-related constraints they may be experiencing.

### Ethnic diversity

- In 2004, we recruited employees of 16 different nationalities.
- We encourage mobility within our international network: 101 French employees are currently working in PwC offices abroad, and 72 employees from other countries are working with us in France.

### Personal diversity

- Our human resources policy is based on contact. All employees are provided with ongoing career development assistance within the framework of

a career deal, which endeavors to take account of individual skills and ambitions. Staff meet with a careers advisor at least twice a year to identify career development needs.

- We encourage our employees to play an active role in the firm by involving them in annual perception studies and working groups on relevant topics.

## **Training program**

The training program plays an instrumental role in upgrading staff skills and employability. In 2004, 225 instructors provided over 150,000 hours of training to employees. Satisfaction levels among participants are high and constantly on the increase: the average score awarded was 1.6 on a scale of 1 to 5, with 1 being the highest score.

A specific training program to increase awareness of business ethics and the Code of Conduct was launched in 2004, aimed at four different categories of employees: new recruits, juniors, new managers and new partners.

## **The office move: strong employee participation**

Three focus groups helped to steer the imminent relocation of the Paris offices. They did this by monitoring the concerns of employees regarding daily life and activities, and jointly drawing up a life-style charter.

## **Ethics alert procedure**

We have devised an "ethics alert" procedure, aimed at enabling employees to confidentially report any concerns they may have regarding ethics and professional conduct..

# PwC France and the environment

PwC France is well known for its promotion of environmental and social issues. It has a 30-strong team dedicated to sustainable development, with over ten years' experience in the field.

## Wide-ranging initiatives

- We have a close association with FEDERE, the European forum for the development of corporate social responsibility, which has been organized by a French financial daily for the last four years.
- In 1993 PwC France set up the Trophées Entreprise Environnement award in partnership with a monthly business publication. For the last seven years a panel of French experts has awarded the trophies in question to large companies and SMEs in recognition of their performances in the field of environmental management. The panel of experts includes the Chairpersons of Ademe (the French agency for environment and energy management), Eco-Emballage, Orée, Comité 21, WWF France, and the association Entreprises Pour l'Environnement.
- A Carbon Factor study ([www.pwc.com/fr/dd](http://www.pwc.com/fr/dd)) is published each year, which reports on CO<sub>2</sub> emissions by Europe's main energy producers.
- In 2004, AFNOR, the French standards association, published PwC France's report L'analyse du cycle de vie d'un produit ou d'un service – applications et mise en pratique ("Analysis of the life cycle of a product/service – application and implementation").
- We regularly give presentations on sustainable development and environmental issues in French business schools.
- We also take part in conferences and symposiums, and maintain a strong media presence.



## Life cycle analysis: the crucial point of our assignments

PwC France's sustainable development department helps to ensure that sustainable development and environmental issues are receiving the attention they deserve from businesses and public authorities (see [www.pwc.com/fr/dd](http://www.pwc.com/fr/dd) and [www.ecobilan.com](http://www.ecobilan.com)).

The department is responsible for over 150 projects each year, aimed at improving the environmental impacts of some 100 French industrial companies through the implementation of life cycle analyses.

Our specialist teams help public authorities to assess various national and international policy options and partner industrial companies in their investment and strategic environmental management decisions.

We adopt a quantified approach to the management of natural resources and the reduction of environmental impacts, and apply our knowledge of life cycle analyses to areas such as eco-design, waste management, environmental cost management and sustainable technologies.





## Managing environmental impacts at our new premises

The nature of PwC France's business means that its impact on the environment is minimal, and is limited mainly to impacts caused by the use of our offices.

Later this year, all of our Paris offices will relocate to the Crystal Park building in Neuilly-sur-Seine. We chose the office furniture and fixtures for these new premises on the basis of several environmental criteria, including the absence of exotic wood in the raw materials; the level of recyclability; and compliance with environmental standards on toxic emissions as regards both the manufacture and every-day use of the fixtures.

Other actions introduced by PwC France to limit environmental impacts include:

- installing lighting controlled by optical cells
- paper recycling: an estimated 10 tons of paper will be recycled each year
- collecting printer cartridges for recycling by a specialist company
- collecting used batteries in specially provided receptacles
- recycling light bulbs and fluorescent tubes
- monitoring ozone emissions from printers

*Crystal Park, PwC's new premises in Neuilly-sur-Seine*



# Social action by PwC France

PwC has earned a reputation in France for the strength of its commitment to Corporate Social Responsibility (CSR), namely in its promotion of human rights, compliance with environmental standards, and respect for stakeholders' expectations.

We have made a notable contribution to CSR efforts in France, including making proposals on how initiatives in the field can be improved. We are also involved in a number of charitable works.



## PwC France, a major CSR player

PwC France is a founding member and Vice-President of ORSE, the French study center for corporate social responsibility. ORSE is one of the key French think tanks for CSR issues and brings together major French companies, the main trade unions and professional organizations, and NGOs such as Amnesty and Transparency International. It carries out research, often at the request of the French government, and promotes CSR through the organization of debates, conferences and various publications ([www.orse.org](http://www.orse.org)).

We are also a member of Comité 21 ([www.comite21.org](http://www.comite21.org)) and Orée ([www.oree.org](http://www.oree.org)), associations responsible for encouraging sustainable development and social responsibility.

## PwC and charitable works

We provide funding for voluntary work by PwC France employees involved in humanitarian projects in Africa, through the association *Terres Solidarité*. As one of the original sponsors of *A Child is born*, an initiative founded by one of our employees, we also provide financial backing for research into rare diseases.



# PwC and the ten principles of the Global Compact – reference table

## Human Rights Pages 5, 6, 7 and 10

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure they are not complicit in human rights abuses.



## Labor Standards Pages 6 and 7

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labor;

Principle 5: the effective abolition of child labor; and

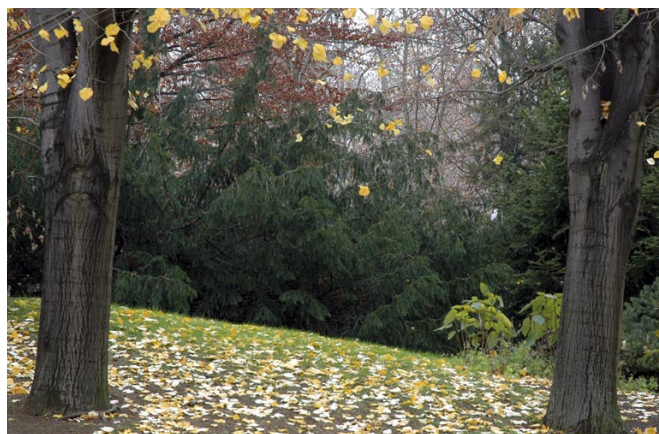
Principle 6: the elimination of discrimination in respect of employment and occupation.

## Environment Pages 8, 9 and 10

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies.



## Anti-corruption Pages 6 and 10

Principle 10: Businesses should work against all forms of corruption, including extortion and bribery.

## PricewaterhouseCoopers

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