

Appendix I – PwC Network Integrated Security (NIS)

The information below is accessible to all staff through internal systems.

At PwC we consider the safety and wellbeing of our people to be paramount, and view security as an integral – and integrated – part of every facet of our Network’s business.

Proactive risk analysis and security operations

In a world beset by increasing threats, from terrorism to natural disasters, any effort at safeguarding our people must begin with identifying and assessing such threats even before they materialise. That’s why NIS works with both internal and external sources to keep a cautious eye on world events, and proactively works to develop the strategies and tactics that can help PwC partners and staff steer clear of, or mitigate, the risks when they appear. A key example is travel security for our people, NIS and the other security professionals in our network of member firms consistently go above and beyond the basics of ‘duty of care’ by emphasising pre-travel advice, providing briefings, tracking travel to enable real time contact with our people as needed, and working to ensure every employee is aware of the 24/7 medical and security assistance that is available to them through our arrangements with the world’s leading provider for such services. Every traveller has access to both web based security information, as well as a mobile app that delivers information and services to their mobile devices. NIS also devotes considerable resources to supporting our people working in higher risk locations, enabling them to meet their obligations to clients through the application of carefully considered security protocols and risk mitigation procedures. In addition to these operational, day-to-day activities, NIS produces periodic longer term assessments on key issues and trends, helping give the PwC network leadership a holistic view of the global risk environment.

Incident management and business continuity

Regardless of the emphasis on prevention, there will always be unforeseen events that require careful response and management. For example, in the aftermath of the Japan earthquake, and subsequent tsunami and nuclear disaster, NIS developed a clear set of incident management protocols to enable the network to deal with a wide range of possible incidents, including cyberattacks. Our member firms have developed similar approaches, tailored to their individual circumstances. Most recently, NIS has helped improve incident management around the network, by supporting the establishment of the Security Operation Centre, which provides 24/7 assistance to PwC’s business travellers. Additionally, member firms have also stepped up efforts to further refine their existing business continuity plans to ensure that future incidents have minimal impact on our operations.

Integration

Security works best when it is involved early and often in almost every aspect of the business, and security solutions are the most effective (and cost effective) when developed in tandem with the full range of stakeholders to a given issue. In this regard, NIS works closely with colleagues in functional areas across the network, as well as with client engagement teams. In addition, NIS chairs the PwC Security Group, consisting of the security professionals across our member firms, to share best practices, leverage experience, and ensure consistency of approach to issues of risk and security. To better serve our member firms in the farthest reaches of the globe, NIS is continuing to build out a regional security architecture that aims to have security professionals placed in key strategic areas, where they can be closer to the people they serve and can do so with greater speed and efficiency.