

At PwC, we encourage our people to be agile, to pursue diverse experiences, and to strengthen their skills and knowledge. For example, PwC Senior Manager Jeannelle Menezes, from our Tax & Legal practice, is just one of the 23 per cent of people who have taken up an agility opportunity, and is currently working in the International Tax Services team in PwC Amsterdam. The secondment represents professional and personal development, and allows Jeannelle to build relationships with different clients and teams across the PwC global network.

PwC and the University of Melbourne's Faculty of Business and Economics have launched a world-first study to measure the agility of organisations and their ability to adapt to change. Up to 130 Australian and New Zealand organisations will analyse sectors ranging from banking and manufacturing through to professional services as well as not-for-profits, to find out what makes some organisations better able to survive, adapt and thrive than others, including how employees can be kept productive and engaged during both upturns and downturns.

Ensuring the best quality

Companies must continue to focus on ensuring quality while striving for growth. PwC's co-sourced relationship with Coca-Cola Amatil's (CCA) risk and audit team is a good example. Our approach has been to work to create an internal audit function that is integrated with CCA's risk management framework. We have regular conversations with their people across the business to understand their goals and ambitions, help them identify challenges, and provide a framework for them to understand and mitigate the impact of risk in the parts of the business for which they are responsible.

“We value our partnership, which is making a significant difference to our efficiency and outcomes, and indirectly benefitting thousands of people in poverty.”

Audette Exel, Co-Founder, ISIS Group

At PwC, quality is the foundation on which we have built our business and it continues to be of paramount importance. We have maintained our investment in training our people and building the technologies that support them. Our Risk & Quality team plays a key role in helping to manage the standard of engagements across our business, embedding risk and quality measures in everyday activities. This allows each practice to concentrate on providing services to their clients, while at the same time giving clients the comfort of knowing we comply with rigorous standards and policies.

We are learning that our employees, clients and the market are hungry for opportunities for self-development.

Neil Perry Owner Rockpool Group
Rockpool Bar & Grill, Sydney

Reflecting quality in the restaurant industry

In 1989, when the Sydney restaurant scene was in its infancy, two ambitious childhood friends, Trish Richards and Neil Perry, saw an opportunity to create something unique for food lovers. With Neil's distinctive skills as a chef and Trish's head for figures, Rockpool was opened in The Rocks – and today, more than 22 years later, is known across the globe.

From a standing start to worldwide recognition, Rockpool Group's 'passion for perfection' is clearly making an impact. According to Trish and Neil, if you focus on the quality of product, the rest will follow.

The group is expanding rapidly, with new restaurants opening across the country.

These opportunities for growth are exciting, however the challenge now is to manage this growth while maintaining the level of quality synonymous with the Rockpool brand.

Having worked with PwC in the past, Trish has developed a long-standing affiliation with our firm. Based on the strength of this relationship and PwC's reputation in the market, Rockpool Group recently engaged PwC to conduct its audit.

A team from PwC Private Clients is now helping to ensure Rockpool Group's systems are up to date and relevant – and, in providing fresh insights and industry best practice, helping the group realise significant growth without compromising its signature dish: quality.



“For me, value is about the independence of thought, objectivity and new insights that can be offered through business relationships and networks.”

Trish Richards, Partner, Rockpool Group

Inspiring our people, changing lives

In 1997, finance lawyers Audette Exel and Sharon Beesley were at the top of their profession and enjoying the benefits of their career success. But these talented women wanted to have a broader impact in the community, and their travels had opened their eyes to the daily struggles faced

by children in poverty. So they struck an idea to use their business backgrounds to make a difference in the world and established the ISIS Foundation (ISIS), dedicated to improving the lives of women and children in Nepal and Uganda.

The foundation is part of ISIS Group, which works to ensure 100 per cent of project donor

funds are directed towards community needs, making it one of the earliest examples of social entrepreneurship. Today, the support ISIS provides is immense. From helping improve health outcomes by providing clean drinking water, smokeless stoves and pit latrines, to rescuing trafficked children and supporting people living with HIV, the organisation works across a spectrum of needs.

PwC employee Petronela Kizekova is seeing firsthand the impact ISIS has on communities. She is our most recently selected PwC ISIS Ambassador, joining the ISIS team in 2011 as the senior accountant and working with the foundation on a range of financial management projects.

PwC's five-year partnership with ISIS creates value for both teams: it equips the foundation with a senior accountant to support its finance team and engages PwC ISIS Ambassadors in a unique work experience – while helping to touch the lives of more than 11,000 people each year.

For our people, the PwC ISIS Ambassador program is the very essence of agility. It presents opportunities to hone existing skills, learn new ones, experience new cultures, and see the world in new and different ways. And our people are realising this value, with the number of applicants growing every year.



Petronela Kizekova PwC ISIS Secondee
ISIS Foundation Headquarters, Sydney