

How can leading with purpose create long-term value?

EY UK 2023 Impact Report



The better the question.
The better the answer.
The better the world works.



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Making a difference every day

At a recent event, I was asked what advice I would give to a young person beginning their career in an organisation like EY.



My response? Recognise when to say “Yes”. Opportunities will come in waves, and you should pick the right wave for you, see where it takes you, reflect on what you’ve learned, and then be ready to ride the next one.

Do this with the right mindset, and you will be amazed how far you progress, both personally and professionally. But saying “Yes” isn’t just about advancing your career; it is also about developing as an individual and making a difference. Opportunities can be seen as a way to lead with purpose and to create a positive impact on the people around you; whether that is your team, your clients, the communities you live and work in, or wider society.

If every person working at EY does this, across the breadth of the UK from Aberdeen to Manchester, Belfast to Southampton, our contribution becomes enormous. This report is part of a [suite of reports](#) that reflect our progress during FY23. This annual Impact Report highlights the extent of our collective impact, and from national programmes to local grassroots initiatives, they are all efforts of which we can be proud.

As someone who has spent their entire career at EY, having joined as a graduate trainee, one of the highlights of my year is when I look at this report and observe the difference we have made to people’s lives. It fills me with immense pride and a real sense of optimism for the future of our firm.



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Hywel Ball
EY UK Chair

In making that difference, we are fuelled and guided by our purpose, *Building a better working world*. It is a goal that is integral to our organisation's DNA and drives each of us in our everyday work and behaviour. Part of it is delivering the best possible outcomes for clients and achieving our own long-term business growth. But an equally important aspect is embracing the opportunity - and our responsibility - to accelerate and expand our impact on the wider society around us.

We measure that impact through four long-term value lenses: **people, society, clients, and financial**. In the following pages, we share stories of how EY people are leading with purpose to create impact across the UK and inspiring others to do the same.

Creating a positive impact is not only a good thing to do; it gives us a platform for sustained growth and continued contribution to the UK economy. Every day, we face questions from business partners, clients, regulators, policy makers and our own people about the actions we are taking to achieve goals such as improving sustainability, reducing waste, maximising the potential of emerging technologies, or creating a more diverse and inclusive workforce. We must answer those questions openly, in ways that fulfil our stakeholders' expectations, reinforce our people's pride in working for us, and strengthen trust and confidence in our business.

The increasing focus, in this country and around the world, on environmental and social metrics reflects the fact that all businesses - including our own - are now measured on their creation of much more than financial value. It is increasingly important that the measures used to report non-financial impacts are both reliable and comparable across companies and sectors. In addition to supporting the development of global standards to enable this, we have aimed to reflect that imperative in this report.

We have a clear ambition to improve social inclusion and drive prosperity and growth by focusing on a skills and development agenda. We are committed to creating a pipeline of diverse talent and to creating the conditions and culture for lifelong learning.



Our School-leavers and Apprentices programme is open to a larger and more diverse talent pool than ever before, as part of our continued efforts to offer an equitable and inclusive workplace, fulfilling careers and an exceptional experience, while also fostering equality of opportunity. Through partnerships with charity organisations like the Refugee Employment Network, we focus on developing a culture of inclusion and support.



We continue to make a difference through volunteering and internal peer support initiatives, including a programme we call our Counselling Connect Groups. The EY Outreach programme is enabling us to reach members of our communities who need extra support, including helping ex-offenders find employment.

The EY Foundation has also continued its incredible work helping young people from low-income backgrounds get paid work experience, employability skills training and career guidance. You can read more about its programmes and success in the [EY Foundation Impact Report](#).



Meanwhile, our environmental impact is reviewed in depth. Across our business operations, we continue to become more sustainable through reducing air travel, making our offices more energy efficient and building greater awareness of green initiatives among our people. With clients, we have been advising on a forward-thinking plan to reduce carbon emissions through the innovative use of carbon capture technologies.

I am delighted to present this year's report, offering an insight into our people's relentless efforts to create long-term impact and the results they have achieved through their shared passion and commitment to build a better working world.

A handwritten signature in black ink, appearing to read 'Hywel Ball'.

Hywel Ball
EY UK Chair



A holistic approach to sustainability

Emissions reduction in numbers

Total gross location-based GHG emissions tCO₂e (Scopes 1 + 2 + 3)



Total net location-based GHG emissions tCO₂e (Scopes 1 + 2 + 3)



Across the EY Impact Report 2023, you will find detailed examples of our sustainability efforts.

We believe sustainability is about more than simply cutting carbon emissions: it requires a wide-ranging set of measures that touch on almost every aspect of our work.

Here, we wanted to provide an overview of those measures to give a full picture of the breadth of EY UK's commitment to not just building a better working world, but a more sustainable one too.

EY UK is committed to achieving our global net zero emissions target by the end of financial year 2025. Last year, we launched our UK Net Zero Strategy, comprising six key actions to support our [Global Carbon Ambition](#).

This year, we achieved our interim air travel emissions reduction target, and are on track to **reduce air travel emissions by 36% by 2025**.

Recent investments in energy efficiency, for example at our largest UK office in London, continue to deliver significant savings. We've also taken additional actions such as switching off all decorative perimeter lighting and focusing on running site engineering systems at maximum efficiency. We engaged a Building Management System (BMS) specialist to survey our BMS controls and will review their recommendations for improvements during FY24.

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The highlight of Eco-Innovators for me was definitely the network's circularity innovation session in June, bringing together EY people from around the world to workshop how we can recycle every part of various products and consider how EY can support this.

Alwyn Hopkins
AM&M Sustainability Leader,
UK&I and EI internal sponsor

Eco-Innovators
Eco-Innovators is an employee-led environmental change movement that has inspired thousands of EY people to help our firm become a market leader in sustainability.





Across the wider UK estate where the firm’s offices have relocated to new sites, our related energy systems and processes have been aligned to EY minimum technical standards for engineering services. These dictate our energy efficiency standards and reflect best practice.

EY UK has a 10-year fixed-price Power Purchase Agreement to purchase 61% of the zero-carbon electricity generated by **Thornham Solar Farm** in Norfolk.

Our financial commitment enabled funding for its construction, with EY UK receiving renewable energy guarantees of origin (REGO) certificates via Ofgem for the power we purchase. The remaining electricity generated is fed back into the national grid, helping to decarbonise the wider UK energy market.

The farm also employs a range of biodiversity enhancement projects, including new wildflower meadows, woodland and hedgerow planting, and bird and bat boxes, which have improved the land on the site and delivered natural capital gains.

An ethical imperative
While we strive to deliver against our key metrics, achieving net zero is an ethical imperative. **Doing the right thing for our environment and taking our people on this journey is just as important as meeting targets.**

Allison Walker, UK Environmental Sustainability Lead, focuses on making our business operations as sustainable as possible and delivering against our environmental commitments.

Along with a wider team, she looks for opportunities to reduce all types of environmental impacts – from cutting business travel, energy, waste and water consumption to enhancing biodiversity and resource circularity. Indeed, in the UK, EY sends zero waste to landfill by employing a range of solutions for our waste streams. Allison is clear that while a focus on significant and rapid emissions reduction is vital, it’s also important to address wider sustainability issues and that our people are key to achieving this.

She says, “Our people understand the net zero imperative, including the need to shift how we work to tackle climate change. But they’re also passionate about other environmental challenges, like reducing waste and single-use plastics. Their calls for EY UK to operate as sustainably as possible helps fuel our constant drive to find improved solutions and reduce our environmental impact.”

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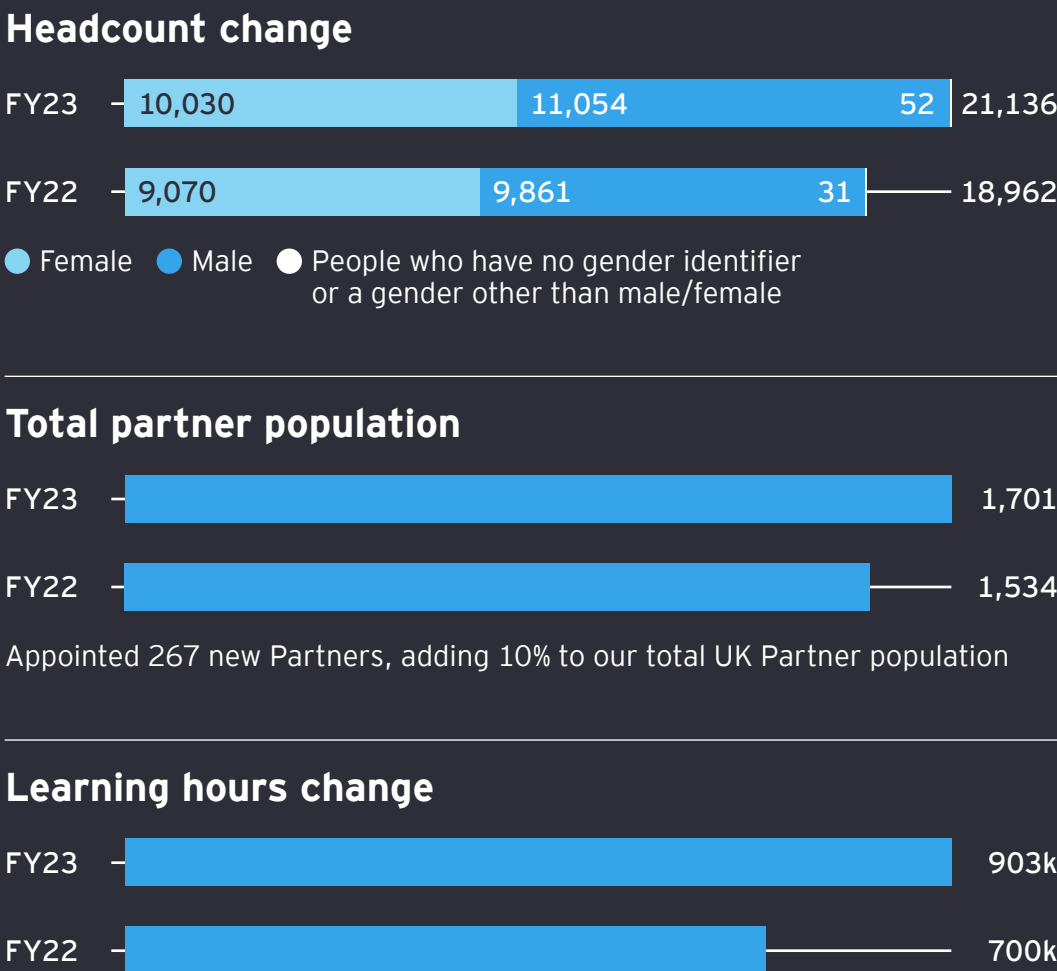
We are proud of the progress we’ve made in community engagement through events such as Team London Bridge and clayscape, engaging members in events including Innovation Week, fashion circularity and Pinwheel, along with communicating up-and-coming sustainability initiatives. Next up is the further roll-out of office eco-assessments and developing out the regional chapters.

Sarah Messer
Eco-Innovator Co-Chair, Advisor, Tax, UK&I

From purpose to impact

01 | People

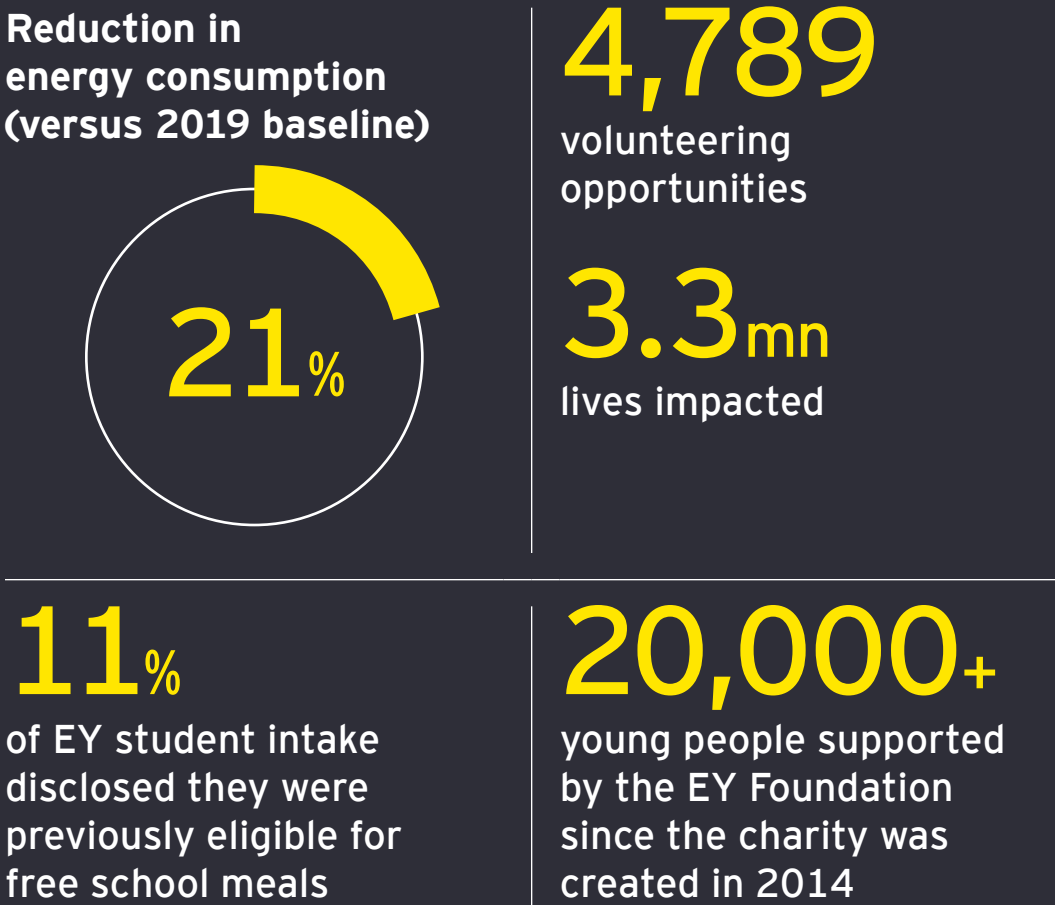
We invest time and effort into creating and sustaining a diverse and inclusive workplace, delivering fulfilling careers and an exceptional experience for our people.



Discover more on page 08

02 | Society

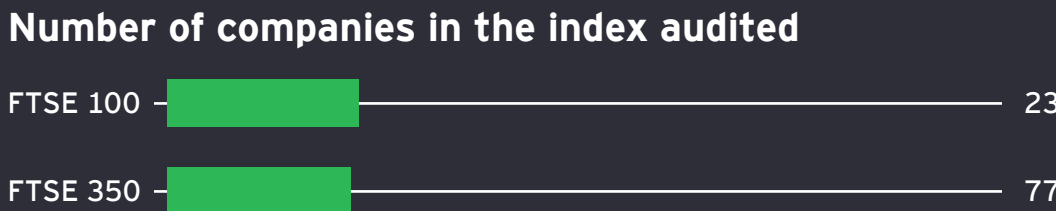
We are proud of the role we play in the communities in which we live and work, and invest in delivering a positive and credible societal impact.



Discover more on page 20

03 | Clients

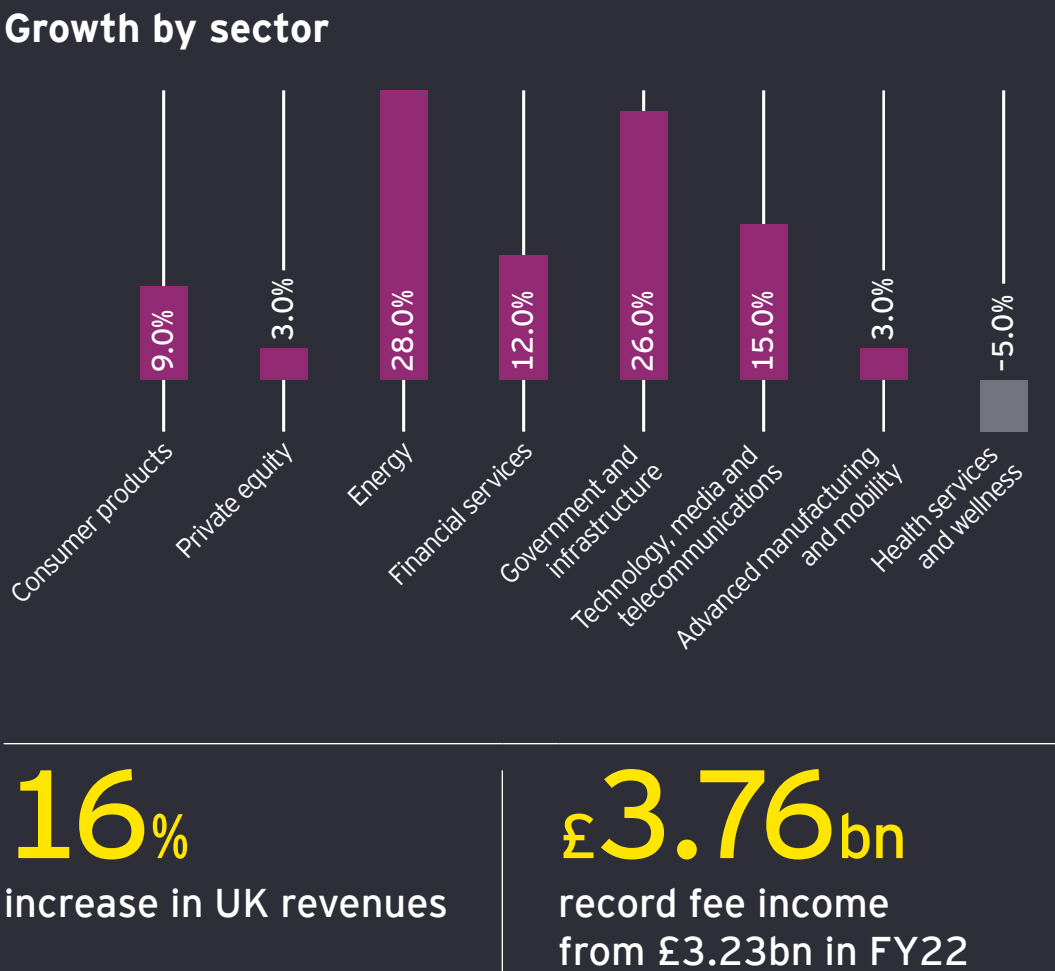
We harness the power of our collective expertise, sector knowledge, data, technology, and strategic relationships to provide world-class services, solutions, products, and platforms to help our clients succeed.



Discover more on page 31

04 | Financial

We are proud to have delivered our second year of double-digit revenue growth and third year of market leading growth in the UK. The long-term investments we've made in the business have underpinned our growth and position us well to continue this trajectory.



Discover more on page 38

01 | Creating value for our people

Cambridge

The EY organisation is proud to be an established and well-connected member of Cambridge's business community.



Leading with purpose for our people

We are a people business, and our people are our most valued and valuable strategic asset. We are making continued efforts to create and cultivate a diverse and inclusive workplace, offering fulfilling careers and an exceptional experience, while fostering equality of opportunity.



We embrace innovation and collaboration and by listening to what our people need, and expect, we will continue to attract and retain outstanding talent, creating the platform for future growth and even more far-reaching societal impact.

We encourage our people to drive their own experiences, from volunteering with one of our partner charities or organisations to holding wellbeing events with their colleagues. As our people create ripples, big or small, we believe this can lead to waves of change in other areas of our business and the wider world. Whether our initiatives and programmes are on a national scale or small and local, they are all important to us.

I am EY

Building and maintaining a diverse, equitable, and inclusive workplace is one of the ways EY is helping to build a better working world from the inside out. It is also one of the ways in which we continue to attract and retain so many talented people.

We employ more than 21,000 people across the UK, with 36% based outside of London. EY has further strengthened the UK business by adding 267 new Partners this year, marking a 10% increase in EY total Partner population in the UK. 42% (112) of the new appointments were Equity Partners and around a quarter (62) of all the new Partner appointments are based outside of London. The total number of UK Partners is now 1,701.

In 2023, we recruited 5,326 people, 39% of whom were outside London, and we promoted another 3,232.

We have, as part of our recruitment efforts, ensured our processes safeguard and recognise the importance of attracting talent from a diverse range of backgrounds alongside business priorities.

We welcomed 1,803 student hires into the UK business this year, which includes 1,206 graduates. Around 11% of EY student intake disclosed they were previously eligible for free school meals, which is a result of our commitment to social equity and targeted steps to close the recruitment gap by attracting talent from low-income backgrounds.

Of the total student hires this year, 50% are women and 55% are from an ethnic minority heritage. Of the ethnic minority hires, 7% identity as black. Almost 40% are based outside London in our regional offices.



A holistic approach to wellbeing

Our health and wellbeing strategy forms part of a broader approach aimed at improving everyone's awareness about the importance of mental wellbeing by promoting positive behaviours. Our goal is to create a holistic wellbeing culture.

Steered by six new guiding principles introduced in 2023 (essential, holistic, good work, responsibility, flexible, inclusive) and three intersecting strategic pillars (culture, mental health, wellbeing advocacy), our strategy focuses on mental health, stress coping and resilience, and tiered wellbeing support. We are already seeing impressive results. For example, we have seen more than 1,000 people managers attend new counsellor snapshot sessions and nearly 4,000 people have attended World Mental Health and World Menopause Day webinars.

That's why, EY.

Our people are empowered to drive their personal and professional growth, enabling them to seek out the experiences, the learning, the skills, the impact, and the leadership behaviours that will help them build the career they want.

This year, we invited a cross-section of people from across our service lines to take part in shaping a powerful new UK & Ireland recruitment campaign called "That's why, EY". In a series of multi-platform films, outdoor advertising, podcasts, and articles, each person offers an individual perspective on the way they have flourished at EY.

The campaign not only demonstrates the potential EY has to offer those looking for a career in the organisation, but also highlights how engaged people feel throughout the business. The aim is to broaden appeal and access to roles within EY.

[Watch the film here](#)

Kareena

Kareena Atmaramani joined the global EY organisation in 2012. She is a senior manager in the Banking and Capital Markets (BCM) team with responsibility for driving the BCM people strategy. Her pathway and experiences over the last 11 years show the breadth of opportunities offered by an EY career.



Although I was keen to join one of the big accountancy firms for my university work placement, I only applied to an EY role because my parents wanted me to remain near my home city in India. I secretly hoped I would be rejected and instead be placed at another firm.

Luckily for me, my EY interviewer had other ideas. He spoke of a great "people culture" that brought opportunities to expand your horizons through global secondments. Within 18 months of joining, I got the chance to move to London for six months - my risk had paid off.

I arrived in London and worked in the Banking and Capital Markets team. I had the opportunity to meet and work with many people who had different experiences and backgrounds.

"This is where I want to pursue my career long term," I thought - so the decision to relocate permanently was easy and I moved to London as a qualified senior in 2015.

Just three years later, I was seconded to Canada as part of the EY Global New Horizons Programme - an initiative for high-performing individuals. EY member firms actively seek to encourage and recognise people's efforts, so candidates can pick any global office to work in. I was fortunate that the partner group in London nominated me, and my three-month secondment was an amazing and invaluable learning experience.

EY people culture really is at the forefront of the firm. I'm a strong believer that if you don't get the right people, you can't get anything right.

We encourage our people to thrive and take up opportunities to live rich and full lives. If people feel that they're contributing to society, they feel motivated in other areas.

Within Banking and Capital Markets (BCM), our people strategy is also styled as "BCM".

B is for "Balance" - where we want employees to strike a healthy work-life balance, taking care of themselves mentally and physically.

C is for "Cultivating Leaders" - using soft skill training, empowering our people to lead teams or gain confidence to talk to C-suite members externally like CFOs and Audit Committee Chairs and have the confidence to present internally to the Partner Group. People from overseas offices might be nervous at voicing their opinions, but we continuously strive to encourage participation and inclusion.

M is for "Making a Difference" - giving back to society. Recently, I was at Battersea Dogs Home, painting the walls and raising funding through selling raffle tickets.

This approach inspires me outside work too. My neighbours' teenage daughter asked me who I worked for, and I've told her a lot about EY culture and the school-leavers programme. Last summer, she came and visited our offices and now she is keen on joining. I'm pleased I have given someone else a glimpse into EY life and why, 11 years on, I am still here, loving my career and looking forward to whatever's next. If you're inspired by my story, why not reach out to me and make a new connection?

Rewarding careers,
rewarding people

To help create exceptional experiences and promote wellbeing for our people, we have curated a suite of flexible benefits called MyReward, accessible through a dedicated digital platform.

As part of the programme, we introduced the Spend Account which offers all UK employees £500¹ that can be used by individuals to promote their own wellbeing. Choices are personal and could range from buying fitness equipment or taking lessons in an activity, to pet insurance or tickets for the theatre, a musical or comedy gig. This unique and ground-breaking offering exemplifies our vision of providing personalised choice so people can tailor their benefits to their wellbeing preferences - and it has been received very positively.

This year, we launched four new pillars that support the MyReward programme:

- MyBody
 - MyMind
 - MyImpact
 - MyMoney
- MyBody and MyMind focus on health and wellbeing
- Enables our people to pursue their passions and social values, as well as providing recognition for their achievements
- Helps with financial understanding and goals

1 Subject to UK tax and National Insurance

Ethical leadership

Promoting and delivering ethical leadership across the organisation is a vital part of our DNA and reinforced in our Global Code of Conduct.

We actively encourage our people to **speak up and speak out** if they experience something that doesn't align with our values.

Unethical behaviour risks undermining the outstanding work we do for our stakeholders, impacts our commitments to our people, and devalues our contribution to society. That's why we created a mandatory training intervention that empowers us all to nurture a dynamic ethical culture where we all take responsibility for our actions.

Developed in collaboration with behavioural change specialists MindGym, it has provided interactive training, insights and tools to more than 96% of our UK Partners and business support Directors, enabling us to improve and adapt our behaviours to today's rapidly changing environment.

To reinforce this culture, we also launched the Culture Shift™ Report and Support tool which provides a new anonymous route for people to report cultural concerns. It complements the existing suite of reporting options for those - including our clients and contractors - who may experience or witness behaviours they believe are unacceptable, in a more accessible, less formal approach.

As well as widening the routes to report issues, describe incidents and receive appropriate guidance and support, the platform also provides data on themes of behaviour. This data will fuel better analytics to better shape our strategic response.



“An internal survey showed that 91% of our UK&I people value the flexibility that hybrid working brings.”

EY Connected Working

Connected - or hybrid - working delivers both cultural and commercial benefits.

An internal survey showed that 91% of our UK&I people value the flexibility that hybrid working brings. The EY Connected Working Framework was developed to support both our people and our clients in a hybrid working world. This approach was shortlisted for the “Best Flexible Working Initiative” category in the CIPD People Management Awards 2023, shining a spotlight on how we are leading the way with our culture of belonging at EY.

Putting diversity, equity & inclusion in focus



An overwhelming degree of success

The EY organisation is one of only two government-accredited employer providers delivering apprenticeship training directly to school leavers studying for a masters equivalent Level 7 apprenticeship in Accountancy & Taxation. Our dedicated Student Experience team provide 1-2-1 coaching and pastoral care support for our students with a particular focus on ensuring they make progress and develop the skills they require to be successful, while also supporting their wellbeing and mental health.

This year, our school-leaver apprenticeship degree programmes also saw 59 degrees awarded. Across UK&I Assurance, Strategy and Transactions, Tax and People Advisory Services, we had 19 graduates with a BSc degree in Digital and Technology Solutions from the University of Roehampton - eight with First Class Honours. Digital degrees were awarded to 21 graduates from BPP University - of whom eight attained First Class Honours. We also saw 19 apprentices in Financial Services Consulting awarded a BA degree in Business Leadership and Management Practice from Northumbria University, 10 with First Class Honours.

Improving social mobility

The school-leaver apprenticeship programme is a great example of how we are helping to improve social mobility. We passionately believe in the opportunities apprenticeships can offer, and the scale and reach of our organisation presents the chance to make a real difference for young people and for wider society.

Our commitment is to create an environment where everyone has a place and feels included. Research shows us that over 80% of EY people feel that they belong here. This is supported by commitment through senior sponsorship and leading by example across the business landscape. This includes EY being a founding member of the City of London Taskforce, which is looking to improve socio-economic diversity at senior levels in the UK. The Taskforce conducted hundreds of hours of round tables and engages firms at various stages of the socio-economic diversity journey.

In partnership with [StandOut](#), we are helping people to develop employability skills and find employment as part of our commitment to employ more people leaving prison and further diversify our workforce.



The UK charity, based in London, supports people leaving prison to develop the skills and knowledge to realise their potential on release and return to work. So far, in less than a year, more than 60 EY people have volunteered to support men in HMP Pentonville, HMP Wandsworth, and HMP Wormwood Scrubs.

Volunteers have worked with people preparing for release to build their confidence, boost their capabilities and improve their employability through focused sessions on CV writing and mock interview preparation.

Volunteering with StandOut is one of the ways in which EY Ripples is helping to support people and equip them with transferable skills for the future of work through a programme of mentoring, coaching and education.

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We passionately believe in the opportunities apprenticeships can offer, and the scale and reach of our organisation presents the chance to make a real difference for young people and for wider society.

My EY career began in 2010 straight from college in Zimbabwe. Being so young and stepping into a professional space for the first time, I thought, “Am I really ready for this?” but the support structures for new joiners are really helpful. It was 10 of us that started our EY journey on that day forming my “peer group”. All these years later, we are spread out all over the world and I’ve landed in Edinburgh. However, we keep in touch, encouraging and celebrating each other on our varying career paths. I’m really very proud of all of us.

In addition to my peer group, I was allocated a buddy who joined the year before me and so their joining experience was still very fresh and relevant. They helped me with me day-to-day onboarding challenges and they could still relate to being new, so they took time to help me navigate EY culture, ensuring I felt like I had a friend from the moment I arrived.

I was also assigned a counsellor to help with career development, act as an advocate and advisor. I shared my interests, desired experiences, or career aspirations with them, and they worked to guide me in building the career I wanted.

I’ve now been a counsellor for several years and Counsellor Connect Group (CCG) lead for a year, in addition to being a People Champion.

The reward for me is that I feel like I’m actively contributing to people’s experience and development the way that many people have contributed to my own. I appreciate the opportunity to give back.

My work on the Diversity, Equity, and Inclusiveness (DE&I) team is important to me. EY member firms are extremely diverse – employing people from all over the world. A big part of nurturing successful teams is the need to make a conscious effort to understand different people’s experience and ensure they have equitable access to opportunities.

Reverse mentoring is an initiative of the DE&I agenda that I helped to roll out at the request of the Partner Group. It’s an opportunity for individuals willing to share their lived experience within the firm to sit down with and mentor EY partners over the course of a year. The discussions cover several DE&I pillars such as faith, the LGBTQ+ community, race, ability and gender.

So, we asked our people, “Would you be willing to sit down and have open and honest conversations on DE&I with an EY Partner?” The response was amazing.

I think what most people love about an EY career is the people. I’ve always found people that inspire me, and I have grown so much through those I have met here. When I see what they have achieved, it continuously challenges my own ideas of what I am capable of. I have also worked with people who have identified strengths within me and have taken the time to nurture those strengths or offered opportunities for me to develop them. I’ve loved this journey so far and am relishing the next chapter – whatever that may be.

Nyasha

Nyasha Kambarami joined the global EY organisation in 2010. She is a senior manager in FSO Insurance Audit and is also a People Champion.



Great minds don’t think alike

Our neurodiversity agenda continues to evolve as we foster an environment where thinking differently is valued and supported, and people can play to their strengths. An estimated one in five people are neurodivergent, covering those with ADHD, Autism, Dyslexia, Dyspraxia, Dyscalculia and Tourette’s Syndrome. We know how much this matters to our people, our clients and society. To drive change and create a culture of belonging across the EY organisation, we are working to increase awareness of neurodiversity and challenging our systems and processes to create a more neuro-inclusive business.

EY’s [Value of Dyslexia reports](#) show neurodiverse skill sets mirror the World Economic Forum’s future skills needs, and we see this as an important investment.

Our employee-led EY Neurodiversity Community has grown

300%
in the past year and now has more than

1,700 members
from around the world – with more than

800 from the UK

The EY UK Neuro-Diverse Centre of Excellence (NCoE) is based in Manchester and currently employs Technology Consultants with neuro-cognitive differences, including autism, ADHD, dyslexia and dyspraxia, who have a passion for using their unique strengths in technology, innovation and data science to help EY clients solve complex business problems.

As part of our wider Diversity, Equity, and Inclusiveness (DE&I) strategy, we aim to expand the number of Neurodivergent technologists working with our existing client teams in areas such as People Advisory Services (PAS) and Technology Consulting among others, to help us broaden our capabilities for clients in emerging technology projects, including blockchain, quantum, artificial intelligence, cloud computing and cyber.

In order to employ neurodivergent individuals via the NCoE, we have adapted our recruitment process to include a three-day work simulation experience, as opposed to a hybrid video interview, during which candidates can showcase their technology and problem-solving skills. Candidates also receive information and questions well in advance in various formats (text, audio, and infographic), to ensure they receive the information in a format that is best for them. Lessons learned from our current cohort are being reviewed and implemented across the wider talent team.

Monthly discussion groups and business awareness sessions have encouraged open conversations and increased understanding, as we build a more neuro-inclusive working environment.

In November, we hosted 20 different conversations across EMEIA, the Americas and Asia Pacific talking about neurodiversity and sharing lived experiences, and in March we held nine events to recognise Neurodiversity Celebration Week. All told, we attracted over 2,000 people across the course of the year.

We tackled the impact of neurodiversity on business and challenged ourselves to [#RethinkThinking](#) by exploring neurodiversity and the pathways from education to work. We also collaborated with the ADHD Foundation Neurodiversity Charity on the “Umbrella Project”, suspending 70 umbrellas in the entrance of our London office to raise awareness and drive action.

Through our long-term partnership with [Made by Dyslexia](#), we are proud to help build next generation talent by supporting educators through their [Learn Dyslexia campaign](#), offering free online training to schools around the world. This will help students of all thinking styles realise their full potential and challenge companies to think about their [talent pipeline](#). At the [World Dyslexia Assembly](#) in New York City, EY people joined panellists to launch their [Employ Dyslexia campaign](#), with workplace training that will give every organisation the tools to unlock the [value of dyslexia](#).

We began to build a programme which recognises the potential and contribution of neurodiverse individuals both in enriching our incoming talent pool and supporting people already within the business.



Empowering quieter voices

This year, we continued to champion people who stammer through our EY Stammering Network (EYSN). The EYSN provides a community for those who stammer including regular community drop-in sessions, the provision of stammering therapy and running community workshops on topics such as microaggressions, disclosure and intersectionality. We partnered with [50 Million Voices](#), to support the latest Practice Interview event, providing a safe space for interviewees with a stammer to practise and build confidence. One of the interviewers who got involved was Sarah Smith, Sustainability Talent Director who said ***“I have just had the privilege to be an interviewer at this event and the humbling opportunity to meet a group of interviewees who have so much value and potential to offer any organisation. To all the people I met who stutter, you inspire me. Thank you EY for supporting me to get involved through our EY Ripples programme. I highly recommend following 50 Million Voices on LinkedIn or go to their website and get involved - you will not be disappointed!”***

The Network continues to build awareness within the EY team and hosted a webinar on “Empowering Quieter Voices” as part of International Day of Persons with Disabilities (IDPD). The event attracted 170 people from across the UK business to discuss society bias, the strengths of quieter leaders, and examine how we can further adapt to be more inclusive of all leadership types.

The EY Stammering Network is one of seven important communities which form part of our Ability EY Network, supporting those with physical and neuro differences. As well as stammering, the communities include hearing, long-term health, mental health, mobility, neurodiversity, and the visually impaired. These communities support our people and help inform the way we progress DE&I and create an environment where everybody is supported to perform at their best.

Will

Will Earthy joined the global EY organisation in 2020. He is a transaction tax advisor and has been involved in some EY corporate social responsibility initiatives since he started.



When I left university, it was 2020, during COVID-19. As a candidate with a stammer, job interviews became more challenging for me as that personal connection of a face-to-face interview had gone.

From the start, the difference with an EY job application was definitely the lengths they went to with respect to the stammering community. Iain Wilkie is a former EY partner who helped to establish the EY Stammering Community, and who I met through his “50 Million Voices” initiative.

Iain and this initiative helped me by practising interviews, as they paired an interviewee with a stammer with several interviewers working in their desired industry.

The quality and nature of support from the large EY contingent at the practice sessions reassured me greatly and I knew that if I was eventually offered a role it would not simply be the result of a box-ticking exercise. So, an EY career was top of my list when applying for the big accountancy firms - I received other offers, but I chose here because of the level of awareness and commitment to supporting the stammering communities.

My interviewers, both from EY Talent and in the business, were incredibly supportive, making adjustments for me and showing patience and kindness even when I needed to do a phone interview, which are the most challenging when I know someone can’t see my speech delays.

Since joining, I’ve been lucky enough to be presented with some great opportunities and have been keenly involved with CleanupUK. This started when my Transaction Tax team got involved in a CSR day where we worked to clear up a park. Because I was in the right place at the right time, I ended up organising the 50-person clean-up crew. So, when someone from the CSR team saw our efforts, they asked me to be the CleanupUK EY Ambassador. I’ve been fortunate to be interviewed on Good Morning Britain along with Ed Balls, as well as be involved in a BBC documentary around stammering.

The last 10 to 12 years haven’t been without difficulties - it’s not easy being from Essex and not having the gift of the gab. With a stammer, you still go through peaks and troughs in motivation and expanding your comfort zone, never truly knowing when the words will flow naturally and when they won’t. It helps to consolidate a good support network and when you think you may face discrimination, look for a good community outreach, like our former partner, and then ask for advice.

At EY, I had support from the outset. I got allocated my counsellor and I informed him about the speech impediment, because I always find it best practice to do that. He was very accommodating and a great source of support.

In the future, because I’m part of the graduate scheme, moving from staff to senior is contingent on new professional qualifications. Then to proceed further, you go through further interviews, with numerous candidates trying to get just two or three spots. Given the foundations I have and having a good connection with the team, I don’t feel like the practical side of my speech will hold me back from promotion. In terms of aspirations, I want to come home from work and feel like I have achieved something. Working with the charities and CSR, I feel like I have done something useful. I’m in a huge team, so I know I can move around and do those things that are as rewarding to me as my day-to-day job.

My family have always been supportive, telling me that you make your own luck and that the struggle is what makes you - so don’t run from it. Having EY support, too, I now believe more and more that these instances of being in the “right place at the right time” are actually the rewards for refusing to back down from adversity.

Creating a more equitable working world

Recognising and celebrating women’s achievements within EY have been core to our strategy for a number of years.

We hold ourselves to account to deliver on this partially through the quantitative targets we set and crucially the breadth and depth of the initiatives and events we support as well as the lived experience of our people.



EY Women's Network

Engaging more than 3,500 members across the firm – including a growing male allyship programme – the EY Women's Network (EYWN) is the largest of our DE&I networks. Established by women across the organisation, it advocates for issues that continue to impact women at home, in the workplace and in society. As well as national events and programmes, there is a strong thread of local activity run by our regional offices, addressing topical issues and developing networking and career support for all our women. In addition, the network runs a mentoring and networking workstream for members and promotes the advancement of gender equality within our organisation.

Now in its 10th year, the network continues to support the powerful work of the Female Entrepreneurs Network whose members are female business founders and CEOs, as well as Entrepreneur of the Year Alumni and Entrepreneurial Winning Women.

The network also supports a number of reports including the fifth annual Gender Networks Report which addressed “How do Gender Networks’ members differ?” An EY benchmarking report on behalf of Gender Networks, it included survey findings based on the input from 50 organisations across different sectors, to broaden understanding and help all networks identify opportunities where we can add more value to the organisations and the communities we serve.

The EYWN also acts as a disruptive voice to help champion inspirational women and role models. One of the ways we have done so this year is through a focus on mentoring and the launch of PowerUp, a new training initiative.

More than 40 members of the Women's Network from across service lines joined the UK pilot of PowerUp. The four-hour workshop focused on some of the key barriers to gender equality and how developing personal leadership skills and understanding is a powerful tool in aligning allies to empower women in the workplace.

Feedback from the event was positive, where 90% of those taking part found the content useful or very useful. Attendees particularly enjoyed taking part in the small group sessions which created a strong array of actionable ideas. Given the success to date, this programme will continue going forward.

A highlight in the calendar is International Women's Day (IWD) celebrated through our annual IWD Awards event. These awards recognise the contributions that women and allies make throughout our organisation – with Baroness Floella Benjamin as keynote speaker. The awards were watched by almost 2,000 people, both virtually and at regional viewing parties across the EY organisation. This year, we received close to 900 nominations for colleagues who have made outstanding contributions to gender equity – a record number for the six award categories. These nominations showcase the fantastic work taking place across EY as we strive towards equity, creating a fair and equal world, and providing visible recognition and thanks to those who contribute their own time and efforts to delivering change.

Following on from the success of the previous year, we hosted Women's History Month. The theme for 2023 was Celebrating Women Who Tell Our Stories and the network embraced this theme throughout a number of events hosted during March.

We also collaborated with other networks and communities and invited members to events hosted by EY Arts and the EY Muslim Community. The 11 joint events were very well attended and warmly received by members with strong, positive feedback on the content.

“

The EY Women's Network acts as a disruptive voice to help champion inspirational women and role models.



Women in Fintech

Barriers to success for women still exist within the FinTech space. As such, promoting gender diversity in the UK's FinTech industry and closing the gender discrepancy is an important step for us. From our research, we estimate the FinTech gender pay gap to be approximately 22%, though limited public reporting makes it difficult to make precise estimates. Also, only 28% of FinTech employees are women, compared with 44% in UK financial services¹.

In collaboration with **Innovate Finance and the Women in FinTech Programme**, the EY team has been working hard on changing the face of FinTech.

Moreover, we have invested in [research](#) dedicated to understanding the critical role that women play in the sector.

There are several key actions we believe will help promote a more diverse and inclusive FinTech sector, one of which is more detailed reporting to address the persistent gender pay gap. At present, only 17 of the UK's most funded FinTech companies are required to report this. More visible female leaders and more diverse talent will also help the FinTech sector to realise its full growth potential, as 65% of women surveyed as part of the Innovative Finance Women in Fintech PowerList identified a lack of transparent promotion processes as the main obstacle on their own FinTech career journey.

1. [Gender pay gap in the UK - Office for National Statistics \(ons.gov.uk\)](#).

Celebrating women in business

We were delighted that two colleagues, Fiona Ghosh and Tanya Thourani, were recognised at the Innovate Finance Women in FinTech Powerlist Launch Event. Fiona has enabled us to provide an ambitious FinTech offering to our clients, encompassing consulting, tax and now law advisory services, while Tanya is the founder and author of fincuts, which simplifies sector insights and has over a million footprints.

In addition, Anita Kimber, Partner and author of the Women in FinTech Report, recently won the "award for achievement" at the Women in Banking and Finance Awards. The award recognised Anita's outstanding contribution towards diversity and inclusion.

Three EY people were recognised in the prestigious Northern Power Women Awards 2023, the largest event celebrating gender equality in Europe - where we have been the headline sponsor for the last three years.

Rebecca Rennison, Strategy and Transactions Partner in Manchester, was featured in the Power list, while Georgina Knockton, People Advisory Services Partner in Leeds, and Reshma Mahapatra, Tech Consulting senior manager in Manchester, made the Future list.

They were selected from more than **1,500 nominations of women who work tirelessly** to create a fairer and more equal community.

More than a job - a way to make a difference

The desire to help drives so many EY people, that's why we're able to offer so many ways to build a better working world. Whether it's marking important events, connecting with colleagues through shared sporting interests or faith, or helping ensure children get the education they need, there's a way for EY people to get involved.

Improving health and wellbeing through sporting passions

The London Sports Network seeks to deliver an exceptional employee experience, encourages improved health and wellbeing, and fosters a strong and inclusive community by connecting people through their sporting passions. Although it is currently London-only (covering 15 sports and with around 500 active members), there are plans to roll it out nationally and embrace the many EY sports clubs playing across the UK.

The network provides opportunities to learn a new sport, as well as for those that wish to compete at the highest level - recognising that many EY people have a strong sporting background. For example, the Touch Rugby Gala brought together over 140 EY employees to give the game a go for the first time and raise money for charity, at the same time as the wider club saw a number of the team represent England at National level.



At its heart, the network exists to give our people the chance to meet, exercise and find a sense of sporting community.

The Curated Experiences team run Live Sports streaming events for tournaments such as the Men's and Women's Rugby League, Rugby Union, and Football World Cups, and bring the network together for charity quizzes and events to encourage community-building among sports fans. This is not just about those who play but those who are avid spectators too.

“
London Sports Network encourages improved health and wellbeing, and fosters a strong and inclusive community by connecting people through their sporting passions.

Access to life-enhancing services

Bhumijo is a social enterprise based in Bangladesh providing accessible public sanitation to local people, with a goal to end the public toilet crisis permeating the country by 2030. Since beginning operations in 2017, Bhumijo's initiatives have helped over 700,000 people. The initiative is supported by TRANSFORM, a public-private partnership between EY UK, Unilever and the UK's Foreign, Commonwealth and Development Office, which aims to help 150 million people access life-enhancing products and services by 2030.

EY UK colleague Hussain Rahim, Senior Manager, Financial Accounting Advisory Services (FAAS), whose family originates from Bangladesh, discovered the project through EY Ripples. Hussain has advised on the social enterprise and involved the EY Dhaka team to help with local tax and legislative advice. He also connected with the EY 7 Drivers of Growth team and used the framework (people, technology, operations, customer, finance, transactions and risk) to conduct a series of workshops with Bhumijo opening up better discussions and ideas.

700,000+

people helped since 2017

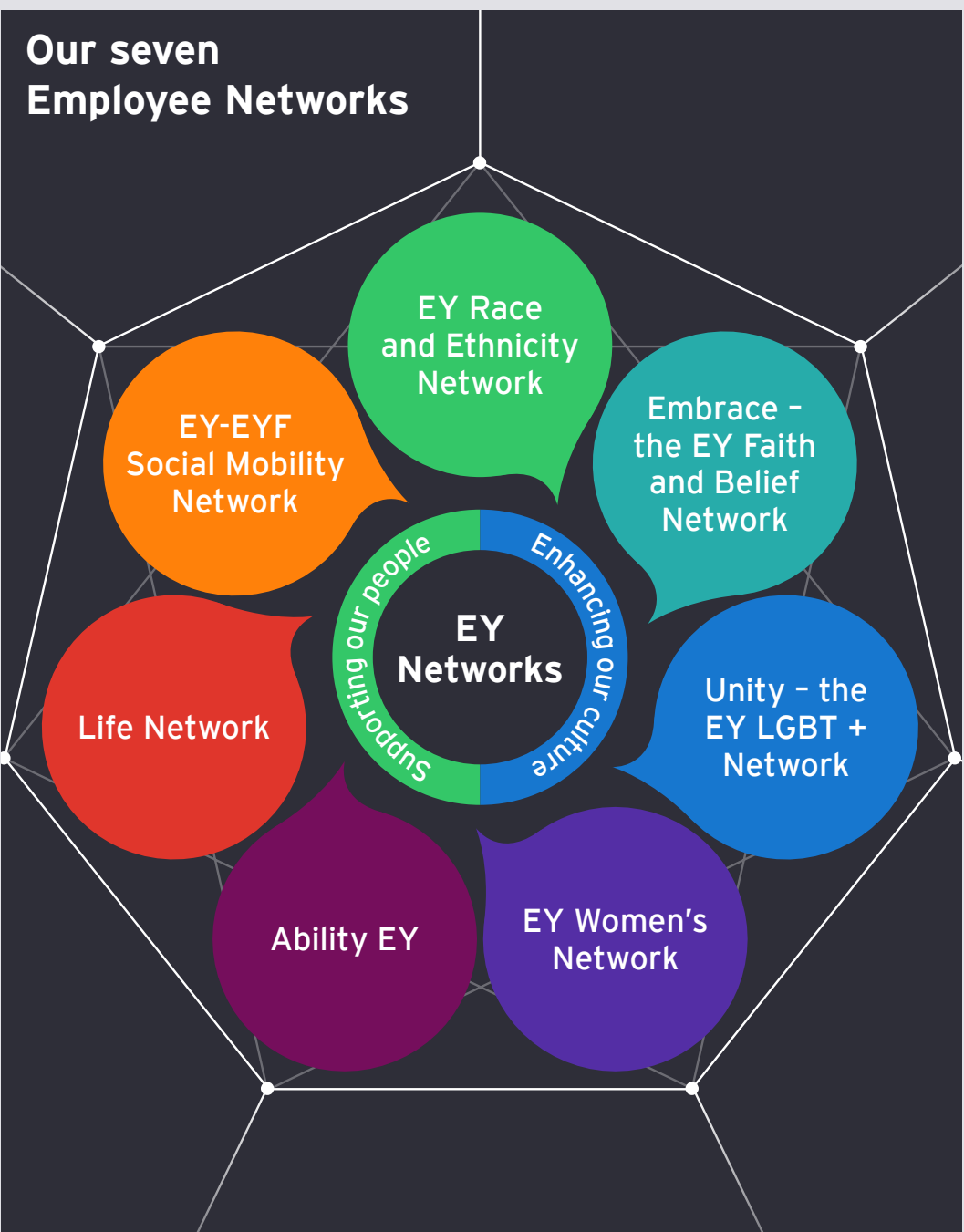
Supported by TRANSFORM which aims to help

150mn

people access life-enhancing products and services by 2030

Creating an environment where everyone's diversity and faith is respected

Our seven Employee Networks house more than thirty communities across EY, actively creating awareness and providing a culture of inclusion and belonging for all. These are voluntary groups of EY people that come together based on shared identity, experiences, and background. Within these, our Embrace Network is focused on faith and belief.



International Holocaust Memorial Day

In January 2023, the EY Jewish communities in the UK and the US came together to host a Remembrance Day webcast which honoured and remembered the victims of the Holocaust and reflected on one of the darkest chapters in history. We were privileged to be joined by Mala Tribich MBE, who shared experiences of her life in the Ghetto as a hidden child, as a slave labourer and in two concentration camps.

Broadcast from our Canary Wharf and Manhattan offices, this was a far-reaching event bringing together our UK, US and EMEIA family.



EY Christian Community

The EY Christian Community provides a social setting for current and past EY Christian professionals, and all others interested in Christianity, to come together to support one another in their faith, work, and lives.

The network runs community activities, such as a buddy service, and with more than 160 people involved, community is key. Indeed, lasting friendships have been formed through the network.

A highlight this year was a virtual event entitled "True Success". We hosted a Rugby World Cup winner who spoke about how he sees true success, winning and his faith. The call was attended by more than 100 people, with several feeding back that the call had come at just the right time for them.

Street Child

Street Child is a unique organisation with a network of local partners in Africa, Asia and Europe. Its mission is to see all children safe, in school and learning, especially among the most marginalised populations. We supported Street Child by fundraising during the month of Ramadan, and in particular, as part of the EY Fasting Challenge. This is a set day where non-Muslim colleagues fast alongside their Muslim colleagues and participants are encouraged to donate their coffee or lunch money to charity. For 2022, the EY Muslim Community raised a total of £3,463 for the Fasting Challenge and pledged a further £10,000 at the charity iftar (the evening meal during Ramadan) which was held by Street Child.



Case study

A new pathway into the EY team

By introducing a thoughtfully constructed new entry route into EY for school leavers, we have widened the talent pool in key skill areas, developing programmes which focus more sharply on behaviours, knowledge and skills acquisition – and the results to date are excellent!

“

Joining EY as a Business Apprentice was a significant decision and a step into the unknown. Throughout my journey, opportunities for learning alongside the extraordinary people have been amazing. This isn’t just a path to a career; it’s a journey you can tailor to your ambitions.

James Cunningham
London



We offer two types of programmes to school leavers: first, where training is provided in-house by us as an employer provider and participants work towards a Masters equivalent accountancy qualification; second, where participants study with a third-party Apprenticeship Provider, such as Northumbria University.

The EY organisation is one of only two employer providers accredited by the government in this sector. Being an accredited employer provider allows EY to tailor the full apprenticeship experience for each student, which is vital – we believe school leavers need a different type of programme to one that a graduate might join. This makes our offer to school leavers even more appealing. Becoming an accredited Provider is a significant investment, requiring continual internal oversight and, as such, we are regulated and inspected by Ofsted.

Our drive for an expanded school-leavers programme was to create new entry routes into the profession, and, to do so, we undertook further reviews with our service lines to really understand the future skill sets needed outside our traditional accountancy and taxation requirements – for example, we have a growing need for data analytics. This led to our Degree Apprenticeship programmes in Digital and Technology Solutions, and Leadership and Management. We also saw the opportunity to create our Software Developer Apprenticeship which is aimed at career changers – whose previous careers have been as diverse as fashion retail, professional childcare and manufacturing.

We have an open-access policy meaning that candidates who don’t have the results that other companies require can still apply to EY. This further opens up our pool of new talent.

Our programmes access the many school leavers who have talent and enthusiasm to offer – and who feel that full-time university study is not right for them. We want to harness that enthusiasm. Indeed, school leavers have proven to be loyal to the business and stay with EY after completing their programme at a higher rate than their graduate peers. For example, two-thirds of those school leavers who joined in 2018 are still working at EY.

And our apprentices are also our keenest ambassadors, returning to their old schools and telling others about the wealth of long-term opportunities at EY.

We believe our programme of **apprenticeships at EY will grow, as the demand for different skill sets and different experiences also grows.** It’s a challenge we embrace.



The EY organisation is proud of its apprentice and school leavers programme and so, for the third consecutive year, we have sponsored the National Apprenticeship Service’s “Apprentices in Action” campaign and awards, with the 2023 theme focusing on breaking down barriers. Two of our apprentices have been nominated – Walla Mohammed-Ali and Amaan Baig. Both have faced obstacles on the journey to EY. Walla’s family arrived in Hull as refugees from Sudan, while Amaan, who grew up in Luton, had expectations from his family to be the first male to attend university.

19

apprentices in Financial Services Consulting have been awarded a BA degree in Business Leadership and Management Practice by Northumbria University

10

of whom achieved this with First Class Honours

“

I love being a business apprentice in a regional office. We get all the benefits and opportunities of working for a huge global firm, while also obtaining valuable support and recognition on a local level.

Izzy Furness
Leeds

02 | Creating value for society

Sustainability and the energy transition

In 2022, EY UK was carbon negative for a second consecutive year, and the global organisation is on track to reach its target of becoming net zero in 2025.

Leading with purpose for society.
We believe we have a duty to act responsibly
and in the long-term interests of all stakeholders.

The EY organisation is committed to delivering sustainable growth and creating positive long-term impact in communities across the UK.

We also encourage and facilitate debate and action about the future issues that matter to our society, and through our nationwide office network, we are able to deliver direct impact across the country.

Using the skills and commitment of our people, we have delivered positive change in many areas - just some of those achievements are showcased here.

The EY Foundation

Built on a promise to help young people from low-income backgrounds to attain the jobs they want and careers they deserve, the independent [EY Foundation](#) has social impact at its heart.

Set up in 2014, the Foundation has a 10-year ambition to ensure that the two million young people eligible for free school meals have an equal opportunity to succeed in the workplace. Working across the country, they are achieving real change by bringing young people from low-income backgrounds and employers together. They do this by delivering paid employability skills programmes and by influencing the actions of businesses and government.

The charity operates out of four regional hubs based in London, Glasgow, Birmingham, and Manchester to tackle the significant variation in income and opportunity across the UK. This ensures they support young people living in some of the country’s most deprived communities.

Over the past nine years, the charity has supported more than 20,000 young people and social enterprises and created over 17,000 volunteer opportunities. EY people also get the opportunity to contribute to the Foundation, whether through fundraising or lending their expertise and experience. This year, Zara Hussain was one of 37 people who took part in a 177km expedition across the Sahara to raise more than £53,000 for the EY Foundation. [Zara](#) is a Foundation Alumni and was a participant in an EY Foundation programme, prior to joining EY as a Consulting Service Delivery Associate.

EY Ripples

EY Ripples is the firm’s global corporate responsibility programme. The programme aims to mobilise EY people and networks, making the most of our unique skills and knowledge, to have an impact on the wider community. Its three key focus areas are supporting the next generation workforce, working with impact entrepreneurs, and accelerating environmental sustainability.

Since 2002, we have pledged to increase the number of EY volunteers involved in supporting the programme by 75%. Over the past financial year, EY Ripples contributed to a range of projects that positively impacted more than 3mn people in the UK. As well as community projects, the programme supports the next generation workforce by promoting social mobility.



“
I joined the trek to help provide someone else with their first steps into their career just as I did as part of the Smart Futures programme.
Standing on top of a sand dune, watching the sunset, was a magical feeling and something I will cherish forever. Truly felt like my full circle moment.

Zara Hussain
Foundation Alumni

Did you know?

The EY Foundation is promoting the need to ensure the fast-emerging metaverse is inclusive for young people from low-income backgrounds.

To do this, they worked in partnership with EY Metaverse Lab, Ofcom, the School of Digital Arts at Manchester Metropolitan University, award-winning visual artist Alina Akbar, and young people from the North West region.

Focused on the lived experience of young people in Greater Manchester, the project builds on the “humans@ center” approach developed by the EY team in the US, harnessing innovative thinking and the direct experiences of young people to help build an inclusive Metaverse. The project has culminated in [a report](#) that identifies key actions for policymakers and employers to take. In addition, Alina will be producing a piece of artwork to bring these issues to life.

Supporting social mobility

Social mobility is important to us at EY, not only because it helps drive benefits in wider society but because it’s vital for business success. We want to recruit the best people, from diverse backgrounds, and help them succeed in an environment where they can bring their whole selves to work. Social mobility is one of our key priorities to help us become a more inclusive and equitable workplace and we are proud to champion social mobility both within the EY organisation and throughout the UK.

We have been deeply involved in a number of initiatives to help support social mobility across the UK. We are a founding partner of [Progress Together](#), set up to drive socio-economic diversity at a senior level across UK financial services. We are also a founding member of [Access Accountancy](#), dedicated to improving access to and progression within the accountancy profession in the UK as well as [RISE](#) whose vision is to equip the hardest to reach young people with the skills they need to succeed in life and work.

This year, we also launched our joint EY and EY Foundation Social Mobility Network which aims to create a sense of community for people from lower socio-economic backgrounds and their allies. By promoting education, collaboration, advocacy and allyship, the network contributes to driving a more inclusive workforce and belonging across the firm. In addition it will harness the skills, experience and expertise of EY people to enable the Foundation to support more young people and help drive systemic change.

At one of this new network’s first events, they hosted a **Social Mobility Awareness Session** in recognition of national Social Mobility Awareness Day. This session explored the meaning of social mobility, and sought to raise awareness promoting wider conversations to bring about positive change.

Improving recruitment

We partnered with [Rare Recruitment](#) to introduce interview training that has a specific focus on social mobility. This training has been rolled out to all recruiters and hiring managers, and 100% of our recruiters have completed it. We also work with Rare to apply contextualised recruitment to our application process, giving students from lower socio-economic backgrounds extra points in our process if they have the flags that Rare use to measure disadvantage.



Overcoming hidden hurdles

Some 30,000 young people from low-income backgrounds risk being excluded from jobs in Greater Manchester. To tackle the issue, the EY Foundation brought both sides of the labour market together to better understand the often-hidden barriers facing young people and how to help empower them.

In a series of workshops in partnership with Young Manchester, employers explained their recruitment requirements to 50 potential employees. In turn, young people shared their views about the challenges they've experienced in accessing employment opportunities. This was followed by a summit where delegates discussed ways to remove the barriers.

30,000

young people from low-income backgrounds risk being excluded from jobs in Greater Manchester

The outcome and actions from the event are now being used to support employers across the region and to support Greater Manchester's Local Skills Improvement Plan (LSIP). As a result, the EY Foundation has unlocked a wealth of new talent opportunities and helped providers, careers services, and other agencies better support young people from low-income backgrounds.

Our partnership with [Sigma Labs](#) is another example of our commitment to accelerating and promoting DE&I within the workplace. Sigma Labs' mission is to find outstanding talent based upon their potential, ambition and effort, rather than their socio-economic background. Then, through exceptional education, they provide high trajectory technology career paths, such as software, data, cloud and platform engineering.

EY UK is proud to support these ambitions, having provided 12 Sigma Labs trainees with a two-year development opportunity within the Digital Enterprise Transformation team. As they approach the end of their two years, they will now have the opportunity to transition into full time employment with us.

Data¹ shows that over 35% of Consulting FTEs come from ethnic minority backgrounds, of which the impact of Sigma Labs and other initiatives have made a clear and demonstrable impact.

1 FY23 P11 Ethnicity disclosure data

Breaking barriers

In Scotland, EY UK is working to create equality across those accessing higher education opportunities. In 2023, we partnered with ENABLE Scotland and Edinburgh Napier University to support the Breaking Barriers programme.

While 45% of all Scotland's school leavers go to university, only 8.6% of them with a learning disability go on to higher education. ENABLE Scotland's [Breaking Barriers programme](#) supports those with a learning disability to ensure they have the support required to access university life, can undertake work experience opportunities, and graduate with a university qualification from a world-class academic institution.

Following a placement at Edinburgh Napier University Business School, seven young neuro-divergent students joined the EY team for a six-week placement in our Edinburgh office. Working with staff across all service lines, they learned about what we do and what skills are needed to do it. They were also tasked with working on relevant assignments and later came together to discuss their findings.

Feedback from the students - and their parents - was extremely positive and highlighted increased confidence extending from the classroom and office settings all the way through to their home and personal life. We look forward to continuing this highly impactful initiative in 2024.





We are also committed to breaking down gender barriers. This year, we continued helping female entrepreneurs to achieve success through our [Entrepreneurial Winning Women™ programme](#). In 2023, we worked with more than 30 UK-based women to help them realise their ambitions and grow local economies.

This included access to local support, including an EY UK mentor and becoming part of the UK alumni community to share experiences and support.

The programme, launched in 2008, is for women entrepreneurs, owners, and founders in the UK and elsewhere who have built profitable companies but need access to a wider entrepreneurial system and support in scaling sustainably. It provides access to the EY organisation's vast resources, rich networks, and know-how, helping them to think bigger and strengthen their abilities to become market leaders.

Entrepreneurial Winning Women programme

Our research shows that since participating in the Entrepreneurial Winning Women programme, entrepreneurs experienced an average compound annual growth rate of

35%

and an average headcount growth of

166%

And more broadly, this programme's reach has expanded from one country and five women to

55 countries

and over

800 alumni

A route into STEM

We are taking steps to help address the low representation of women in Science, Technology, Engineering, Mathematics (STEM) industries. This year, we launched the EY STEM app to inspire the next generation of young women aged 13-18 to pursue a career in STEM, where only 26% of roles are undertaken by women.

The app offers more than 450 activities and learning modules from world-renowned institutions. Since launching in March 2022, we have seen over 1,100 downloads on the app. Users earn points for each task they complete and can choose to exchange them for rewards, such as digital vouchers, charitable donations, access to a rich reading library and even mentorships. The 10,000 free licenses available have also helped to boost the scale of impact this app can have.

As well as increasing the number of young women choosing STEM-focused careers, the initiative also helps to build a better working world by providing STEM-related industries with a richer talent pool from which to choose.

Driving change from the top

A year and a half ago, we formed the CEO Action for Black Equality Forum with the aim of finding like-minded CEOs to work together on driving change. CEO commitment is fundamental to accelerating the progress of change for our Black employees, and indeed all our under-represented communities.

This was a response to the EY Foundation report [‘Getting in and getting on’](#).

Investment in our Black talent

Strengthened our Black representation in our total workforce by around

1% to 5.2%

Black employee hires are up by

6.3%

Black employee attrition has decreased by

1.8% since 2021

We have also made changes to how we grade elements of our selection tests for all candidates to include a “consider” range rather than a pass/fail metric. This addresses systemic barriers to entry we have identified which disproportionately affect applications from Black and mixed heritage applicants.

Promoting belonging

As part of our DE&I strategy, we created a powerful 10-episode podcast series drawing on individuals’ stories and lived experiences to inspire conversations around creating a more inclusive workplace. The [Strong When We Belong](#) podcast is hosted by Dr Mona Bitar, EY UK&I Vice Chair, Shaun Scantlebury, a Partner within People Advisory Services, and Dr Fatima Tresh, EY DE&I Strategy & Implementation Lead. It also features a guest speaker or panel in each episode.

Released every month, the episodes cover topics such as ability (including neurodiversity), belonging, gender, and race. Produced entirely by an internal team, season one of the podcast series averaged at 98 listens per episode and prompted 323 unique page visits from people who wished to learn more about DE&I.

Season two of the Strong When We Belong podcast series is now live, and available on all leading platforms including [Spotify](#), [Apple](#), and [Amazon](#).

Meanwhile, we continued to support the [Refugee Employment Network \(REN\)](#) to ensure that refugees in the UK can access appropriate, fulfilling, paid employment or self-employment. REN works across the UK with all refugees and has a network of over 360 members, including local councils, charities and employers. In 2022, more than 200 volunteers across EY UK have donated between four and 200 hours each. We have helped an estimated 4,000 people through job fairs and another 1,350 on job boards.



“
The EY Ripples team currently supports students in student-led consultancy societies or organisations from seven universities across the UK: Bath, Bristol, Leeds, Manchester Metropolitan, Edinburgh, Brunel and UCL.

University Community Consulting

University Community Consulting (UCC) is an [EY Ripples](#) initiative that aims to provide university students with consulting experience by enabling them to work on pro-bono projects for real clients, typically charities or small local businesses. The EY team currently supports students in student-led consultancy societies or organisations from seven universities across the UK: Bath, Bristol, Leeds, Manchester Metropolitan, Edinburgh, Brunel and UCL.

As part of the UCC programme, students at Bath university provided support to the One Acre Fund to enhance their mission of supplying Rwandan smallholder farmers with financing and training.

Bristol students also received customised mentoring sessions over the last year, and six EY people also hosted a two-and-a-half hour case study event attended by 25 students that focused on client decks and presentations.

We have increased our EY UCC team to nine team leads, working alongside 76 colleagues to deliver individual mentoring, project mentoring and training sessions to over 500 direct beneficiaries, including students, professors and 25 local businesses.

Anthropy - a new Vision for Britain

The EY organisation is a headline sponsor of Anthropy - a three-day event that aims to bring together the nation’s leaders and influencers of positive change from across all sectors of society.

The event was first held In November 2022 at the Eden Project in Cornwall, arising from a need to help tackle the economic and social challenges presented by the COVID-19 pandemic. It aimed to move the conversation beyond traditional fault lines and towards inclusive longer-term thinking with the design of a new “Vision for Britain”.

Throughout the event we led and participated in 13 sessions covering sustainability, neurodiversity, future skills, levelling up and female leadership, with great representation from across the firm. Following the success of last year’s event, EY UK will again be the headline sponsor for Anthropy 2023 in November.

Accessible banking

The EY Accessible Banking Outcomes Forum was formed with the purpose of creating dialogue between banks, charities and organisations to make the banking experience more inclusive and drive a banking industry that is accessible to all. The forums are co-sponsored by UK Finance, the banking industry body.

At times, accessibility is overlooked when products and services are designed, so our forums are looking at ways to drive improvements. That included going beyond regulatory compliance and aiming for innovative transformation to better meet customer needs. It also involved getting banks to hear directly from consumers in different accessibility groups, and defining what excellent customer outcomes look like across those groups, now and in the future. Not only is enabling accessibility the right thing to do, but the spending power of people with disabilities and their families is estimated to be £247bn per year.

In April, the first event brought together 17 banks and five charities, which included the RNIB, the RNID, Whizz-Kidz, Money and Mental Health Policy Institute and the Business Disability Forum. Charities were able to directly engage with our clients to provide tangible insights into how a lack of bank accessibility can be a barrier to customers leading normal lives. Feedback has been overwhelmingly positive, and we are working to expand the group and drive meaningful industry change.

The second event was held in September, which saw us reconnect with the charities, including the Alzheimer's Society, to explore some real life problem statements with them. The focus of the event was moving towards shaping real solutions that can be implemented across the industry. The final forum will be hosted in 2024.

Giving back

The EY Charity Group brings together more than 50 current and former partners and staff passionate about continuing to have an impact on society beyond their time at the firm. Now in Trustee or Non Executive Directors roles, they use the knowledge and experience they gained as part of the EY team to work with various charities in the UK, from small local groups to national organisations. The group is a powerful peer-to-peer support network, helping to support members to use the skills and experience learnt at EY and then deploy them for the social good, adding value in the third sector.

We are privileged to have been Comic Relief's honorary accountant since 1999. Each year, EY helps process all donations received from the public following the nationally televised event in March and general fundraising, bringing together a wide group of volunteers from across the firm.



Bringing pedal power to more people

Bikeworks is a social enterprise that aims to lead and inspire a legacy of lasting social value and positive environmental impact through making cycling inclusive and accessible.

In FY23, EY UK worked with [Bikeworks](#), investing over 255 days' worth of time to lay the foundations for the organisation's future growth as a social enterprise. We helped to develop a new operating model blueprint and communication strategy, and created new communications assets, supported by a new Employee Value Proposition, all of which set Bikeworks up for success in its future ambition.

Did you know?

EY has worked with the Department for Transport on the delivery of the £2 bus fare cap scheme. By collaborating across our own organisation and working closely with our client team, the EY team has supported the design and delivery of the scheme, which has grown to include more than 140 participating bus operators across England since its launch. Early evidence suggests a significant economic, social and environmental benefit to the general public, with many towns and cities seeing increased passenger numbers.



Supporting young wheelchair users

Seven years ago, the AbilityEY team launched a partnership with Whizz Kidz, a charity working to transform the lives of young wheelchair users by providing equipment, support and life skills to help them live independently.

Over the years, the initiative has delivered some key outcomes, helping Whizz Kidz through fundraising and supporting them in key activities, as well as contributing to the EY Ripples initiative and raising awareness of the mobility agenda among EY colleagues. In 2023, we helped with a number of programmes, such as hosting an Employability Skills Sessions for around 30 young people from Whizz Kidz. These sessions were delivered in person and covered CV writing and interview skills. Following a pause through the pandemic, the working group resumed the annual EY UK Charity Football Match. Collectively, the team raised almost £9,000 for Whizz Kidz, which was over three times the amount raised in the last tournament before 2020 and 150% of the target for the 2023 instalment.

“

It’s been amazing to see the EY partnership with Whizz Kidz go from strength to strength over the last seven years. For me, the value of the partnership comes not only from the huge impact that we’re able to make on the lives of young wheelchair users, but also the way that it contributes to building disability-confident teams across the whole of EY – in line with our purpose of *Building a better working world*.

Alison Hay

AbilityEY Co-Chair, Senior Manager

Cool storage solutions

Koolboks is an impact enterprise with a strong operational base in Nigeria. Through harnessing the natural energy of the sun, they provide a sustainable solution to refrigerated storage for individuals and businesses. Koolboks is able to generate continuous refrigeration for up to four days and, by being completely off grid, helps to tackle the challenges of rising energy costs, environmental impacts, and power disruptions.

The EY UK-based Transfer Pricing team provided invaluable pro-bono support to Koolboks, supporting with the design of an appropriate Transfer Pricing Model for its intercompany transactions. Through using the power of business and experience to support Koolboks with its ambitions, the team’s efforts have indirectly contributed to a positive impact on approximately 40,000 people.

Sustainability and the energy transition

The EY organisation was named a Financial Times Europe Climate Leader for the second time. The annual listing, [compiled by the Financial Times and Statista](#), recognises European companies that have met the climate emergency head on by achieving the greatest reduction in greenhouse gas (GHG) emissions.

The accolade reflects our focus on reducing carbon emissions across the organisation and the bold global targets we have implemented to ensure further progress. In 2022, EY UK was carbon negative for a second consecutive year, and the global organisation is on track to reach its target of becoming net zero in 2025.





Thanks for nothing

We made significant progress in our [UK Net Zero Strategy](#) this year, comprising six key actions to support the [EY Global Carbon Ambition](#) of being net zero by 2025.

Our goal is to reduce air travel emissions by 36% by FY25 (versus FY19 baseline) and in FY23 we achieved a reduction of 63% (equivalent to 43,814 tCO₂e). To support this goal we are deploying internal tools to help EY people reduce business travel emissions. Meanwhile, our energy consumption fell by 21% (versus FY19 baseline) which was achieved by measures including replacement LED lighting and an upgraded building management system. We are also committed to championing renewable energy - all power consumption in the UK is backed by renewable energy certification. In a world where we measure success by positive numbers, this time we are aiming for nothing.

Supporting UK entrepreneurship

The EY organisation is a long-standing supporter of entrepreneurship. The EY Entrepreneur Of The Year™ programme was founded 37 years ago to recognise entrepreneurial achievement among individuals and companies that demonstrate vision, leadership and success, and who work to improve the quality of life in their communities, countries and around the world.

The 81 regional finalists in this year's UK programme represent a combined **revenue of £2.1bn and employ over 13,000 people in the UK** across 16 industry sectors.



Timo Boldt, Gousto, EY Entrepreneur Of The Year 2022 UK overall winner, with Matthew Scullion, Matillion, EY Entrepreneur Of The Year 2021 UK overall winner and June Sarpong.



Smaller footprints

For the last 25 years, EY UK has been supporting and celebrating entrepreneurs. The EY Entrepreneur Of The Year Award for 2021, 2022 and 2023 were delivered by Chorus, one of our preferred event suppliers for event production. Chorus assessed our events for environmental sustainability using TRACE, a carbon measurement platform for sustainable events.

It was revealed the overall carbon footprint had increased in 2022, despite efforts to reduce it. This was largely due to a bigger delegation and difficulties with travel. The average carbon footprint per attendee, however, reduced from 213.60 kg CO₂e to 154.02 kg CO₂e. Some of the efforts to reduce the carbon footprint included the catering team using less red meat and more plant-based food - but waste was proportionately higher due to increased guest numbers. The travel footprint also increased because a rail strike meant delegates opted to drive instead.

For future events, decisions made about efficiency and location of venue will be key, alongside increasing plant-based food options, reducing air travel, and operating a designed waste management policy.

EY and the arts

At EY UK, we have been supporting the cultural sector since 1994. We recognise the significant role the arts play in the prosperity of the UK as driving forces of creativity and innovation - two essential pillars of economic growth - and societal wellbeing.

In 2013, we launched the EY Tate Arts Partnership, which has focused on the lead support of exhibitions at Tate Modern and Tate Britain. Over the last decade, EY exhibitions have showcased some of the world's most pioneering artists - innovators and trendsetters who have shaped the future of culture and creativity.

In October 2022, The EY Exhibition: Cézanne celebrated the 10th consecutive exhibition supported by us, a major milestone in The EY Tate Arts Partnership. Presenting many works never before seen in the UK, the show explored Paul Cézanne's ground-breaking impact on twentieth-century art.

Between 2013 and 2023, over 2.5 million people attended the diverse exhibitions that EY supported. The EY Tate Arts Partnership, as well as our patronage of other galleries, such as the V&A in 2022, drove benefits for EY people, our clients, and the communities across the country within which we work.



Case study

Helping young people make a difference

EY Outreach is an ambitious venture to integrate early intervention, diversion and preventative methods into mainstream education, alternative provision, prisons, and other out-of-school settings.

Using an innovative and creative approach, the programme aims to unlock latent skills within the young people we work with.

This year, we began work with YOI Brinsford, a young offenders' prison near Wolverhampton. With just under 600 prisoners aged 18 to 25, governor Amanda Hughes wanted to create a positive prison community based on education and personal choices, guiding young offenders to achieve positive outcomes in and out of prison.

To make a lasting difference, she and her senior team decided to transform the culture of the prison and put resettlement at the heart of their service. They turned to EY Outreach, which partnered with The Invested Man, and the West Midlands Violence Reduction Unit. The Invested Man is a social enterprise that specialises in providing positive reformation through the medium of mindset education and introspection workshops, which ultimately helps reconnect the most vulnerable young people to their purpose. Together, they designed a cultural change programme that would build personal resilience and confidence, channelling entrepreneurial talent to achieve positive outcomes for the prison, young men, their families and the communities in which they live.

Yeshua Carter, creator of the EY Outreach programme said: ***“We realised that by helping young offenders apply their skills to positive economic activities, we could contribute to creating more equal life chances, as well as reducing recidivism and the cost of late interventions”.***

With the aim of rehabilitating and resettling young offenders, we developed a programme which:

- ▶ Engaged families in the support of the young people as they sought to move away from crime
- ▶ Empowered staff at the prison with extra knowledge and skills to support transformational change
- ▶ Supported the young people to build a positive sense of self through coaching delivered by Goldmine Coaching, mentoring, employment readiness, vocational training, and life skills development
- ▶ Established a support network at the point of release
- ▶ Helped staff and prisoners collaborate to create a short film, showcased to the families of the prisoners at a celebration event

⇒ [Watch the wrap up video created by Jordz Visuals to see the results](#)

“

Before, we were just in our rooms, counting our time and then this EY Outreach and Invested Man programme showed us how to make our time count instead. It's helping us unlock our full potential, change our lives for the better and seize opportunities that will come to us when we're out.

M, aged 21,
YOI Brinsford

EY Outreach also linked up with Compass 4 Life, a charity led by a former SAS operative that supports people in identifying their purpose and translating it into a roadmap for personal growth. The programme helped a young prisoner connect to various public opportunities and also helped him form his own business initiative that aims to steer young people away from crime.

It's encouraging to see such positive outcomes from our collaboration with The Invested Man. One participant of the programme was the first person at the prison to be released on a temporary licence scheme and secure paid work experience. At the same time, he launched his own business and is now sharing his experience with other prisoners to improve mental health and resilience.

EY Outreach highlights

20

level 1 coaching qualifications achieved (EY and 18-24-year-old Future Leaders)

42 out of 47

young people have graduated from EY Outreach programmes

15+

local businesses amplified through collaboration and financial investment

1

Management Consultancy Award winner

500

lives impacted

60+

EY volunteers

6

clients supported

5

social value initiatives delivered

Case study

“

Initially she was “very resistant” to the course, and occasionally threatened to leave the programme. She was also easily distracted by her peers.

It seems clear, however, that as her interest in the content of the programme grew, and her relationship with the adults developed, her level of focus and engagement also increased and the delivery team “began to see a different side” to her.

Warwick University
Assessment of young person who engaged with the 10-week arts programme

“

I think for almost all of them, there’ll be an impact later in life when they reflect back on what they got from this.

Comments from a teacher
who observed the 10-week arts programme

Early intervention supports prevention

Following a pilot programme with a school, and our work with the government of Jersey and the prison system, we recognised the importance of addressing key societal challenges – in particular improving public confidence in policing.

This year, we collaborated with West Midlands Police and Birmingham City Council to deliver a 10-week early intervention programme with a group of 14-year-old students from Birmingham. With support from various social enterprises like JordzVisuals, More Talk More Action (Led by the Pride of Britain, Hezron Brown), Inhouse records, Saltmine Trust and Living Without Limits, we used arts and creative workshops to create short films that address issues around violence and societal challenges – something we also do in all our prison programmes, with guards, staff and inmates working collaboratively. The scheme was evaluated by the School of Law at the University of Warwick. Their report concluded:

“The Outreach programme offered some significant benefits – both to the young people who took part and to the wider community. In particular, the near-unanimous declaration from the young people that they would happily take part in the programme all over again and would recommend it to their friends, is testament to their engagement and investment in the course. The strength of relationships built with the adults on the programme was clear, as was the development of all eight young people’s self-confidence and self-assurance.”

We are also planning to offer paid work experience to prison leavers and young people who are NEET (Not in employment, education or training), broadening the diversity of our talent pool and creating real opportunities for those that successfully complete the programme.

Mike Cook, Partner Sponsor of EY Outreach, believes there is an equally positive outcome for our people: “Enabling our people to use their professional skills to help others on a different path creates shared values and broadens mindsets – both of which are vital to delivering long-term value for society (and EY).”

You can watch a [CHOICES short film](#)¹ and [wrap up video](#)² for the project to see the impact of this successful programme.

EY Outreach aims to impact **200,000 lives by 2030.**

1 Produced by Bartley Green Students.
2 Produced by bgs promo.

03 | Creating value for clients

Leading with purpose for our clients

By harnessing the power of our collective expertise, sector knowledge, data, technology, and strategic relationships we provide world-class services, solutions, products, and platforms that help our clients generate long-term value.



Leading with purpose for our clients.

At EY UK, we believe our approach is what makes us different. It's also what helps us make a difference, delivering the outcomes our clients need to enjoy success.

From climate change to the aftermath of the pandemic, from shifting consumer habits to an upcoming election cycle, and from the war in Ukraine to high inflation and interest rates - the business environment in which we are all operating is complex and nuanced.

We tackle these challenges of the corporate landscape through client partnership and innovation. By harnessing the power of our collective expertise, sector knowledge, data, technology, and strategic relationships we provide world-class services, solutions, products, and platforms that help our clients generate long-term value.

Our expertise, scale and experience allows us to bring the right people together to not only serve our clients, but also to build stronger connections with the wider communities that are impacted by our work.

Advancing skills

In conjunction with the London School of Economics and Political Science and Apolitical, the learning platform for government, we have developed a first-of-its-kind modular learning programme to raise digital literacy across the [UK Civil Service](#). This innovative programme, developed with the Central Digital & Data Office, and supported by the Government Skills and Curriculum Unit in Cabinet Office is designed to promote digital and data skills at scale.

The first three courses from the programme were trialled with

400 senior leaders

across the civil service. Feedback was strong, with high completion rates and satisfaction scores. The programme, which has been hailed as an important tool for the recently announced Government Reform Bill to meet its digital and data upskilling objectives, is now being rolled out to a further

3,000 leaders





Driving cultural change

When the [English Cricket Board](#) set out to deliver a game-wide 12-point plan to address allegations of racism and discrimination in cricket, they chose EY Lane4 to help them to conduct culture reviews across 29 professional dressing rooms.

To provide a path to systemic change, we designed and developed a bespoke methodology using our research-backed cultural model and thought leadership in diversity, equity, and inclusion. This cultural review was rolled out across the professional men's and women's domestic and international teams.

The reviews identified conditions within the dressing rooms that supported high performance and inclusion, recognised any inhibiting barriers and practices, and uncovered changes required for the sport's culture to progress.

Along with the individual reports and feedback workshops for each of the 29 environments, EY Lane4 produced a game-wide report for the ECB to help encourage them to consider principal focus areas to progress high performance and inclusion within the game.

Contributing to Scotland's energy transition

EY UK's Philip Milne explains how he and his team helped to shape Scotland's energy future.

Providing an independent evidence base to inform the work of the Scottish government to through its Energy Strategy and Just Transition Plan is a great example of how we can make a positive contribution to our clients and the communities we work in.

We already had a strong relationship with the Scottish government's energy directorate through our work in the low-carbon and energy sectors and were thrilled when asked to contribute to the Draft Energy Strategy and Just Transition Plan. The project - Project Ninian - was the first time this has been done at a national level.

Ninian was split into three components: a detailed baseline review of the oil and gas sector, an assessment of what drives fossil fuel demand, and an economic analysis of the transition across the key energy production sectors and supply chains.

Our analysis provided an evidence base of how Scotland's energy requirements and production capacity align with its climate change targets and the goal of the Paris Agreement as the country transitions to net zero.

Our conclusions informed the Scottish government's Draft Energy Strategy and Just Transition Plan, published in January 2023. Our reports and data books were published in March 2023 as part of the consultation process. Since publication, we have helped with stakeholder engagement by holding a series of workshops to run through our work and conclusions.

I'm really proud of the work we did and that we provided a politically independent and comprehensive evidence base to support the development of the Energy Strategy, Just Transition plan and wider energy policy. What an opportunity.



Case study

At the forefront of net zero

In 2019, the UK government set ambitious targets for reductions in net carbon emissions and for hitting net zero by 2050.

The set-up of a UK Carbon Capture and Storage industry was a key element in the government's strategy.

EY UK are supporting the Department for Energy Security and Net Zero (DESNZ) in the creation of a new regulated industry of Carbon Capture, Utilisation and Storage (CCUS). As well as helping the UK achieve its net zero targets, this will stimulate investment and position the UK as a world leader in this new industry.

CCUS entails capturing CO₂ at source from manufacturing and industrial processes and transporting it via pipeline to offshore natural underground reservoirs where, over hundreds of years, the CO₂ will dissolve back into the rock formations.

The UK has rights to many of the geological areas capable of storing CO₂, particularly in the North Sea, and has the capacity to store around 40% to 60% of European carbon emissions. This makes the creation of the CCUS industry particularly important to the UK, not only to store its own CO₂, but because of the wider economic opportunities that exist from CO₂ imports.

With a team of around 60 people on the project, EY UK has been helping to design and implement the business model that will oversee and regulate the first two carbon capture clusters in the UK, which are set to be operational by the late 2020s.

We are heavily involved in supporting the engineers who will be working on this project as significant infrastructure needs to be designed and tested. The core of our support role has been transaction support and negotiations, financial structuring and finance raising, modelling and regulatory economic advice.

The UK will continue to manufacture and produce goods and therefore emit CO₂. Where CO₂ can't be eliminated, the alternative is to store it and CCUS presents a viable method for dealing with these unavoidable emissions.

Equally, the UK has seen a downturn in the North Sea oil gas industry, with a migration of engineers and loss of talent. CCUS is likely to revitalise the UKs engineering industry as work is undertaken to utilise existing gas and oil pipelines that have a limited lifespan in their current usage.

With the move towards net zero, the UK has an opportunity to impact the global environment by using CCUS and being the forerunner of the industry. Even where fossil fuels continue to be used around the globe, the UK can still make an impact to mitigate the effect. Indeed, we have already seen inbound enquiries particularly from the Middle East and North Africa region, and Asia-Pac as the potential of CCUS is recognised.

There are, however, obstacles to progress, such as increasing the number of carbon stores and issues dealing with the London Protocol that outlines strict monitoring and safety measures for the transnational export and storage of CO₂. These must be dealt with as movement of hazardous waste between countries will continue to be a topic for debate. EY UK's work with DESNZ in the UK, and with many corporates in the US under the Inflation Reduction Act, sees us as the forefront of the development of a new and exciting industry that could promise far-reaching benefits for our clients, our people and the planet.

Net zero highlights

20-30

million tonnes of CO₂ could be captured, transported and stored annually across UK clusters by 2030

The UK Continental Shelf (UKCS) can boast

25%

of Europe's CO₂ storage potential

“

Business and government – putting the UK economy on the path to growth.

Leveraging our convening power

EY Convene is an initiative where we bring together clients, politicians, business leaders and special interest groups to discuss and hopefully progress opportunities and solutions to challenges that face society today.

In February, EY hosted leaders of the Labour Party including Leader Sir Keir Starmer MP, Shadow Chancellor Rachel Reeves MP and Shadow Secretary of State for Business and Industrial Strategy Jonathan Reynolds MP. Together, we convened two roundtable discussions with UK business leaders to explore a wide range of issues and real-world challenges, from nurturing growth and unlocking skills, to harnessing technology within the public sector.

In March, EY hosted the Chancellor of the Exchequer Jeremy Hunt MP, with leaders from the UK’s foremost businesses and entrepreneurs driving innovation and investment across the country. We shared ideas on long-term economic growth and opportunities with leaders and businesses encompassing all key sectors in the UK including technology, life sciences, energy, consumer products, financial services, retail, manufacturing and the creative industries.

In June, we held a private round table with The Rt Hon. Oliver Dowden CBE MP to discuss the transformative potential of artificial intelligence and quantum technologies on industry, society, and the economy, and how to encourage a thriving technology ecosystem. It was attended by 10 top UK business leaders who discussed democratic technology ecosystems, interventions the government can make and what industry needs to lead on.

“

Create positive change that lasts a lifetime for children and young people.



Early intervention that lasts a lifetime

EY continues to collaborate in a strategic capacity, with the children’s charity, Coram, to support their mission to “create positive change that lasts a lifetime for children and young people”. We do this primarily through supporting the Coram Innovation Incubator which seeks to facilitate innovation and solution development to key challenges facing the children’s social care sector.

A great example of this is how Coram, together with EY Outreach and Birmingham City Council, ran a webinar focused on early intervention and prevention, **which emphasised the importance of providing children, young people and families** with the support they need at an early stage to enable better outcomes.

In addition, we held an “Introduction to Technology” evening for young people who are supported by the Thomas Coram Foundation. They met EY people working in the digital space and learned about the varied career opportunities within the professional services industry and beyond, including different career journeys within EY, for example our school leavers and apprentices pathways.

We have also leveraged our global reach to connect Coram with Think of Us, a US-based organisation working to transform child welfare systems.

Tackling homelessness

Our collaboration with the award-winning [Venture Studio from Crisis](#) - established by the national housing and homelessness charity Crisis UK - is focused on unpicking the systems driving homelessness. The Venture Studio invests in and scales ventures that are working to increase the supply of, or access to, affordable housing, to accelerate the end of homelessness.

By supporting the strategic aims of the studio (e.g., supporting development of the investment thesis), as well as the innovative ventures in their portfolio (e.g., with go-to-market strategy workshops), the EY team has helped develop their vision. This work has expanded their network across public, private and third sectors, and built up their capabilities, improving the Venture Studio's chances of success and their scale of impact.



Since the start of our relationship until June 2023:

90

hours of support has been delivered to impact start-ups

45

business and idea development sessions has been delivered

78

Changing Lives Grant recipients have been awarded £128,461 grant funding, to pursue qualifications, start training and support the creation of new businesses

7

ventures tackling homelessness have been invested in

2,000+

individuals have been engaged with

Leveraging our strategic alliances to deliver better solutions

To further the positive impact of our engagements, EY established strategic alliances with Microsoft to help deliver technology assets to our clients. This alliance enabled us to support our client Barnardo's, in exploring how technology can transform the way the charity delivers front-line services to vulnerable children. In particular, Barnardo's needed to transform the way it worked in finance and HR. In just 12 months, the EY project team delivered a new Finance and HR enterprise resource planning (ERP) system, radically altering how 7,000 users across the charity receive finance and HR services - ultimately reducing the cost of support and freeing up time for front-line staff to spend more time supporting children.

“

From day one, the alignment of the EY culture and the value of the team have helped us achieve the outcomes of the programme and, as a national charity, we did not expect this of a large accountancy firm. They have integrated with our teams seamlessly, treated our staff as equals and have brought the expertise and experiences that we would expect.

Leon Mayfield

Barnardo's Programme Director

We are proud to have submitted this project as a contender for the MCA Awards 2023 *Change and Transformation in the Public Sector*.

Case study

Protecting consumers by solving real-world problems

The EY FinTech Lab is an innovative and strategic initiative that dynamically combines space, people, and ways of working.

“

We take the discussion from just being a presentation to where we’ve engaged banks and FinTechs, and we’re solving real world problems.

We want to keep innovating at scale and pace ... to protect consumers by making real inroads to tackling APP scams.

Mark Janetta
FinTech Lab



We’re proud to have built a new facility in London offering a full suite of best-in-class innovation practices. Established in October 2022, the Lab gives us a clearly differentiated ability to rigorously test market solutions at pace - and to work directly on high value opportunities with our clients. This approach helps to break down silos and encourages a culture of knowledge sharing and collaboration across EY UK, and more widely with our FinTech alliances and clients.

Combining the power of new and emerging technology with our comprehensive approach to data, the Lab is at the forefront of helping design, implement, and solve industry’s biggest challenges.

The first use case we developed was centred around Authorised Push Payment (APP) scams - which caused losses of over £485 million in 2022 alone, distressing and inconveniencing thousands of banking customers. One of the major challenges in loss prevention is the absence of intelligence sharing capabilities between banks and other relevant stakeholders.

From March to June 2023, the Financial Crime & Forensics practice collaborated with Synectics Solutions and Abducere to develop ground-breaking proofs of concept in data and intelligence sharing to help improve APP scam detection and prevention.

We began by looking at business insights and testing Abducere’s software solution which is designed to ensure data never leaves an organisation through its privacy-enhanced technology. Following industry best practice, we set up a trusted network so we could evaluate the software’s security aspects. The main agreed goal was to test the system at scale, deploying many thousands of customer profiles into it.

Over the same period, we provided business insights and tested the proof of concept (PoC) from Synectics Solutions- who maintain the UK’s largest syndicated fraud database - [National SIRA](#) - to explore how intelligence sharing within the industry could effectively reduce APP scams and protect consumers.

With the two FinTechs, we have been successfully able to test and learn how intelligence sharing can assist in reducing the number of scam losses across the UK.

We are simultaneously innovating and future-proofing our technology environment while protecting consumers from ever more sophisticated frauds.

Additionally, we are extremely conscious of the heavy regulatory landscape in which we operate, and so have involved the EY Data Protection practice from the outset. We wanted to ensure that our clients understand the regulatory guidelines and how to address them in advance of any roll out of new products.



The Lab builds on our strong client relationships, so more than being their trusted partner on tax, advisory or audit services, we can now support our clients in their day-to-day activities by collaborating with FinTechs and using our ability to test and explore new solutions for both parties.

We believe the EY FinTech Lab will play a pivotal role in helping our wider business to champion and embed a more innovative culture. Through our “Seasons” model, every three months we will work closely with new teams from different areas of the business to identify opportunities for innovation, and with new FinTech vendors and clients to drive new ways of working. To further develop this knowledge transfer, the Lab runs a range of secondment programmes that provide members of the wider business with direct, first-hand experience of our best-in-class innovation techniques.

APP scam losses reached more than
£485.2mn
in 2022

04 | Creating financial value

EY in Manchester
Manchester has the UK's fastest growing economy outside of London.



Leading with purpose to create financial value.
EY has achieved a second year of double-digit revenue growth, with UK revenues up 16% and fee income increasing to a record £3.76bn.

Hywel Ball, EY UK Chair, comments:

“Our impressive financial results in 2023 mark a third year of market leading growth in the UK. We’ve delivered record UK revenues while continuing to invest for the future. The long-term investments we’ve made in our business have underpinned our continued growth and position us well to continue this trajectory in the years ahead.

Client demand has remained strong, particularly in areas such as technology consulting, sustainability services, Tax and Audit as our clients look to our deep expertise while they transform their businesses in response to the economic and regulatory environment and development of rapidly emerging technologies.”

Our business success helps us make a broader impact across our other stakeholder groups – our people, our clients and society.

We are proud of the financial contribution we make to UK society through employment, investment, opportunity creation and engagement with the communities in which we operate.



Prior year figure is noted below current year data.



Expanding our reach

As part of significant ongoing investments in technology consulting services designed to support our growth and our customers, we acquired whyaye ltd, a consulting services provider for the ServiceNow platform.

Founded in 2019, whyaye ltd is based in Newcastle and employs more than 100 people across the UK. ServiceNow is a market-leading digital platform combining diverse business data and processes into a consolidated, automated services management solution.

The acquisition, which will be known as EY whyaye, will support the growth of EY Technology Consulting services by expanding capacity, capabilities, and market presence around the ServiceNow technology platform. Maureen Robson-Norman, whyaye CEO, will join EY as a Partner.

Helping to power the UK

Since October 2021, our 10-year fixed price UK Power Purchase Agreement (PPA) has provided the firm with Renewable Energy Guarantees of Origin (REGO) certificates via Ofgem, ensuring 100% of our UK energy consumption is backed by renewables certification. EY UK is contracted to purchase 61% of the zero-carbon power generated by the Thornham Solar Farm in Norfolk, which our commitment helped secure funding to build. The remaining energy (39%) is fed back into the National Grid, helping to decarbonise the wider UK energy market. In FY23, our PPA generated 14,407 MWh of zero-carbon power for EY UK operations, backed by OFGEM REGOs. This is the equivalent of powering more than 5,300 typical households in England, Scotland and Wales, according to Ofgem.

Other benefits delivered since the PPA commenced include kWh price stability throughout periods of energy market price volatility (and related significant cost avoidance), as well as a wide range of biodiversity enhancements at the Thornham site.

A more sustainable way of working

We have deployed a powerful set of new engagement tools that has allowed us more sustainable choices when delivering our work.

The tools include:

An emissions estimator

to identify and reduce potential CO₂e from future activities

A sustainable travel approval tool

to compare emissions across travel modes and influence behaviour

A sustainable air travel playbook

to encourage our people to make less carbon-intensive choices

Through our approach to procurement, we are decarbonising our supply chain. We're accelerating the wider adoption of science-based targets (SBTs) by supporting our suppliers in adopting their own SBTs by 2025. This includes dedicated [training](#) delivered through our Global Supply Chain Services and UK Procurement teams. We will continue to provide training to vendors in scope who are yet to begin their net zero journey and ensure all suppliers' objectives align with our net zero ambition. We are on track to ensure that at least 75% of suppliers (by spend) adopt SBTs in the UK by 2025.

Finally, we worked closely with our suppliers and service partners to tackle waste, resource circularity and biodiversity issues. For example, we successfully established honeybee colonies in four UK sites and supported the creation of wild pollinator foraging environments.

Elsewhere, we partnered with a social enterprise to reuse more than 20,000 redundant IT peripherals per year, avoiding three tonnes of Waste Electrical and Electronic Equipment. Our mobile phone fleet now uses 100% recyclable, plastic-free packaging and will be free of plastic SIMs next year.



Helping clients transform their tax functions

We've been helping our clients successfully navigate the biggest change to the tax regulatory landscape in 50 years. Base erosion and profit shifting (BEPS) requires large multinationals to pay a minimum level of tax in each jurisdiction where they operate. This is a complex undertaking for our clients, requiring them to transform their tax functions in time for 2024, when UK headquartered businesses must comply.

Our multidisciplinary BEPS 2.0 team in our Financial Services Organisation (FSO) delivered a single consistent go-to-market approach across EMEIA, making it a highly attractive client proposition under the co-leadership of our International Tax and transaction services, Tax transformation & technology and Managed services leaders. Combining the best of tax, technical, operational, advisory and technology services, we successfully partnered with Consulting and Forensic Assurance Advisory Services, as well as strategic alliance partners, to deliver a flexible, pragmatic and cost-efficient compliance approach, including our future compliance technology suite.

Our solution enables our clients to navigate this regulation, successfully revisit their operating models and appropriately redefine the roles and responsibilities between Tax and Finance.

05 | EY – our numbers

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The EY global organisation remains committed to advancing the principles of stakeholder capitalism through the promotion of ESG reporting standards.

The EY global organisation remains committed to advancing the principles of stakeholder capitalism through the promotion of ESG reporting standards. As a member of the World Economic Forum’s International Business Council (WEF-IBC), we continue to collaborate in this mission to standardise disclosures and improve transparency.

Since FY21, we have taken significant steps in adopting and advancing the WEF-IBC Stakeholder Capitalism Metrics in our ESG reporting. In line with the EY Value Realized, our EY Global Impact report, our updated report measures our impact against the WEF-IBC metrics, providing insights

into the various areas in which we have made a meaningful contribution. We acknowledge that certain metrics may require more context, and we strive to provide a more nuanced understanding wherever possible.

We take pride in our ongoing commitment to promoting stakeholder capitalism and are determined to make a positive difference in the communities in which we operate. Certain metrics may require data that may not adequately measure the EY contribution to stakeholder capitalism. Where applicable, narratives and explanation have been provided in response to the metric.

Reporting against the WEF-IBC Stakeholder Capitalism Metrics

Pillar	Theme	Metric	EY UK disclosure FY23
Principles of governance	Governing purpose	Setting purpose	At EY, our purpose is <i>Building a better working world</i> . We believe a better working world is one where economic growth is sustainable and inclusive. We work continuously to improve the quality of all our services, investing in our people and innovation. And we're proud to work with others - from our clients to wider stakeholders - to use our knowledge, skills and experience to help fulfil our purpose and create positive change. For more information please visit: https://www.ey.com/en_uk/about-us
	Quality of governing body	Governance body composition	<p>In FY22, EY established the UK Country Committee (UKCC), as a committee of the EY UK LLP Board, to manage the operations of the Firm. The UKCC is responsible for the management of various activities of the firm as outlined in the duties in the Terms of Reference. This includes environmental, social and governance (ESG)-related activities for the following:</p> <ul style="list-style-type: none">▸ Societal impact, including environmental sustainability and corporate responsibility▸ Monitoring Diversity, Equity and Inclusiveness (DE&I) strategy development and execution▸ Health and safety▸ People policies and culture, particularly with regard to consistent implementation across regions▸ Conduct, ethics and independence matters <p>For more information on Governance and Leadership, please refer to our Transparency Report.</p>
	Stakeholder engagement	Material issues impacting stakeholders	EY Global completed a comprehensive global reassessment of the material environmental, social, and economic issues relevant to the EY global organisation in FY22. For more details on the global materiality assessment results, please refer to page 52 of our Global Impact 2023 Report .
	Risk and opportunity oversight	Integrating risk and opportunity into business process	Our risk management function considers environmental, social and governance risks and opportunities relevant to EY UK. These topics are managed through a clearly defined governance structure to support and influence the firm's strategy, goal setting, resource allocation and external disclosures. We continue to identify appropriate controls and key risk indicators to monitor performance against the firm's ESG objectives aligned to our governance approach.
	Ethical behaviour	Anti-corruption	<p>In addition to the annual training on the EY Global Code of Conduct, EY has a suite of policies and guidance to address conflicts of interest and financial crime, including the Anti-Bribery Global Policy and the Hospitality & Gifts Global Policy, supported by robust training and communications program. Annual Financial Crime learning is mandatory for all EY people.</p> <p>EY also has a global policy codifying the requirement that EY people report any concerns about corruption or other behaviour that does not comply with the EY Global Code of Conduct or applicable laws and regulations (the NOCLAR policy, or reporting fraud, illegal acts, and other non-compliance with laws, regulations, and the EY Global Code of Conduct).</p> <p>In addition to a strong internal culture, we practice in a highly regulated environment that includes rigorous reporting obligations of unlawful conduct (including self-reporting). The EY Global Anti-Bribery Policy is accompanied by an anti-corruption compliance program, which is reviewed on a quarterly basis, and applicable to all EY partners and employees.</p>
		Protected ethics advice and reporting mechanisms	<p>The EY/Ethics Hotline is a method for reporting conduct that may be unethical, illegal, in violation of professional standards, or otherwise inconsistent with the EY Global Code of Conduct. Our people, clients and communities can make a report to EY using the EY/Ethics Hotline (online or by telephone), which includes information about how EY will respond to the report. From 1 July 2022 to 30 June 2023 there were 138 notifications to the hotline for EY UK.</p> <p>EY UK also have an ethics support tool, Culture Shift. This tool allows individuals to report cultural concerns and also provides guidance resources. The tool complements the existing suite of reporting options for anyone (EY people, clients or contractors) who has experienced or witnessed behaviours they believe are unacceptable.</p> <p>We have committed to updating our partners regularly on ethics cases against partners and the sanctions applied.</p>
		Alignment of strategy and policies to lobbying	The EY organisation is politically neutral. We recognise at the same time that it is important to engage with our regulators, politicians and policymakers on issues which significantly impact business and society.

Pillar	Theme	Metric	EY UK disclosure FY23
Planet	Climate change	Greenhouse gas (GHG) emissions	Information on our greenhouse gas (GHG) emissions performance can be found on page 45. A detailed breakdown of our Scope 1, 2 and 3 GHG emissions can be found on pages 45-47.
		TCFD implementation	TCFD implementation is guided by EY Global on behalf of member firms. For more information on the global EY climate approach, please refer to the EY Global TCFD Report . EY UK LLP reports against TCFD requirements i.e., governance mechanisms, strategy, risk management and targets/metrics/performance in relation to climate-related risks and opportunities. This is in compliance with the Climate-related Financial Disclosure Regulations 2022 and is incorporated into the Energy and Carbon Report section of the Ernst & Young LLP Members' Annual Report and Annual Financial Statement for the period ending 30 June 2023.
		Paris-aligned GHG emissions targets	Our net zero pathway is guided by EY Global with global targets validated by the Science Based Targets Initiative (SBTi) in 2020. We continue to follow the latest SBTi developments on net zero standards and globally we have set an ambition to be net zero in 2025. The EY organisation is delivering its carbon ambition and continues to actively reduce its absolute GHG emissions in line with its SBTi-validated 1.5°C pathway.
	Nature loss	Land use and ecological sensitivity	Annually at a global level, EY conducts an analysis to review EY office locations to understand if they are in or adjacent to key biodiversity areas (KBAs). This year's analysis used the internally developed EY NAT tool to conduct the assessment, which is a geospatial tool that collates data from more than 35 nature-related maps to automate the identification of biodiversity and nature-related impacts. Please refer to Page 74 of our Global Impact 2023 Report for more information on this assessment. The analysis determined that in the UK, 3.4% of EY offices have a direct intersection of key biodiversity areas (KBAs) but 6.9% are within buffer zones (St Helier, Jersey and St. Peter Port, Guernsey). EY locations are predominantly in major urban and business centres. The location selection process is driven by proximity to EY clients, talent pool and business case; key selection criteria includes a Class A office building that is well located within the city and will meet the needs of clients, internal governance and enablement of the workforce.
	Freshwater availability	Water consumption and withdrawal in water-stressed areas	The EY organisation conducts water risk assessment at a global level and the World Resources Institute (WRI) Aqueduct water risk assessment review covered all EY offices globally. This assessment included all EY United Kingdom locations and determined that 27.6% EY offices are in high, or extremely high-risk areas. This also means that 69.5% of EY UK workforce work in high/extremely high-risk areas. For more information on our Global Aqueduct Water Risk Assessment, please refer to page 74 of our Global Impact 2023 report . The UK Firm calculates Scope 3 emissions related to water supply and treatment for its office locations - see page 46.

Pillar	Theme	Metric	EY UK disclosure FY23
People	Dignity and equality	Pay equality, pay gap	For detailed results on our pay gap, please refer to our Pay Gap Report 2022 .
		Wage level	An entry level wage assessment was performed in the UK and confirmed that all employee payments are compliant with the applicable jurisdiction's minimum wage. We have processes in place to ensure that we are paying at or above the national minimum wage.
		Discrimination and harassment incidents and the total amount of monetary losses	Although we do not report specifically on these topics, the EY organisation is committed to creating an environment where differences are respected and valued, and where our people feel safe and have the opportunity to contribute fully. Our EY Global Inclusion and Non Discrimination policy provides consistency and clarifies what is meant by discrimination, intimidation and harassment, and encourages equitable and respectful treatment for our people across borders.
		Human rights review, grievance impact & modern slavery	In accordance with the EY Global Human Rights Statement, we do not tolerate any form of human rights abuse, including modern slavery or human trafficking, in any part of our business or within our supply chains. During FY23, no complaints or concerns were raised regarding modern slavery or human trafficking taking place in our UK business. In FY23, a quarterly risk assessment was undertaken to identify high risk supplier industries against EY procurement spend. Our total spend in high risk industries for FY23 was 17.3%. For more information, please refer to our Modern Slavery Statement .
		Diversity and inclusion	Please refer to page 12 for details on DE&I at EY and page 50 for data on workforce diversity.
		Risk for incidents of child, forced or compulsory labour	We manage these issues through our Global Human Rights Statement , Modern Slavery Statement , Global Code of Conduct and Global Supplier Code of Conduct . For more details on our approach please see page 76 of our Global Impact 2023 Report .
	Health and wellbeing	Health and safety	In FY23, there were no fatalities as a result of work-related injuries, there were no high-consequence work-related injuries, and there were no recordable work-related injuries. Our absenteeism rate due to sickness was 2.0%.
		Employee wellbeing	For more information on our health and wellbeing services offered to our employees, please refer to pages 10-11.
	Skills for the future	Training provided	Information on our training and development by employee rank and gender can be found on page 49.
Prosperity	Employment and wealth generation	Absolute number and rate of employment	Absolute number and rate of employment data are available on page 49.
		Economic contribution	Details of our financial performance and economic contributions can be found on page 39.
		Financial investment contribution	Our investment strategy is founded on the pillars of our NextWave strategy, to not only create financial value, but to create value for our clients, our people, and our society. Information on our business investment can be found on page 39.
		Infrastructure investments and services supported	For more information on our infrastructure investments and services supported, please refer to the sections on Creating value for Society and Creating value for Clients.
		Significant indirect economic impacts	While we do not currently measure our indirect economic impacts, further information on how we create value for society can be found on page 20.
	Innovation of better products and services	Total R&D expenses	As a professional service organisation, our innovation efforts extend beyond the traditional research and development definition. EY invests in innovation to develop better products and services to serve clients and EY people. The operational expenditure for the development of our Wavespace technologies in FY23 was £5.685mn.
	Community and social vitality	Total tax paid	Information on tax paid can be found on page 39.
		Total social investment	Information on our community investments can be found on page 52.

EY UK LLP GHG emissions summary - FY23

Methodology

We measure and report our emissions in line with the methodology set out in WRI/WBSCD The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition), March 2004, including separate guidance on Scope 2 and Scope 3 emissions. Emissions conversion factors used are in accordance with “UK Government Conversion Factors for Company Reporting (Year: 2023, Expiry: 10/06/24, Version 1.1) - DESNZ/DEFRA”. Further details are available via our website.

Data assurance

The GHG emissions data provided in this report was audited on a limited assurance basis by DNV Business Assurance USA Inc. The verification process followed the International Standard on Assurance Engagements (ISAE) 3000 - “Assurance Engagements other than Audits and Reviews of Historical Financial Information” (revised).

In addition, the firm’s Climate Change and Sustainability Services team (who are not directly involved in preparing the GHG data in this report) also conducted a review of all Scopes 1, 2 and 3 emissions measured and reported by the LLP. Their review did not identify any errors or exclusions that would materially affect the accuracy and completeness of the data.

GHG emissions data for EY UK LLP									
		FY20	FY21	FY22	FY23	% estimated data	Specific exclusions	% excluded scope	Notes
Scope 1	Natural gas - consumption	1	0	0	0	0%	None		
	Biogas - consumption	1	1	1	1	0%	None		
	Diesel for generators - consumption	0	0	0	0	0%	None		Diesel used only in MLP back-up generators
	Fugitive emissions (refrigerants)	677	973	457	465	0%	See note 4	<2%	Investigating options to collect excluded data
	Scope 1 total tCO ₂ e	679	973	457	466				
	Scope 1 total tCO ₂ e per m²	0.006	0.009	0.004	0.004				
Scope 2	Electricity - generation	4,445	2,837	3,120	3,468	4%	None		
	Scope 2 (location-based) total tCO ₂ e	4,445	2,837	3,120	3,468				
	Scope 2 (location-based) total tCO ₂ e per m²	0.042	0.026	0.027	0.032				
	Scope 2 (market-based) total tCO ₂ e	2,499	302	0	0	4%	None		Explore full details on our reporting methodology here
	Scope 2 (market-based) total tCO ₂ e per m²	0.024	0.003	0.000	0.000				
Scopes 1 + 2	Scopes 1 + 2 (location-based) total tCO ₂ e	5,124	3,811	3,577	3,934				
	Scopes 1 + 2 (location-based) total tCO ₂ e per m²	0.048	0.035	0.031	0.037				
	Scopes 1 + 2 (market-based) total tCO ₂ e	3,177	1,275	457	466				
	Scopes 1 + 2 (market-based) total tCO ₂ e per m²	0.030	0.012	0.004	0.004				

GHG emissions data for EY UK LLP continued									
		FY20	FY21	FY22	FY23	% estimated data	Specific exclusions	% excluded scope	Notes
Scope 3	Purchased goods and services - paper consumption	374	8	9	14	0%	See note 4	<1%	Calculation aligned to 2023 UK Gov GHG Conversion Factors for Company Reporting - all years restated
	Capital goods		Not quantified			N/A	N/A		We have not tried to quantify these emissions yet
	⁵ WTT - Natural gas	0	0	0	0	0%	None		
	⁵ WTT - Biogas	460	438	338	353	0%	None		
	⁵ WTT - Diesel for generators	0	0	0	0	0%	None		
	Electricity - transmission & distribution	382	251	285	300	4%	None		
	Upstream transportation & distribution		Not quantified			N/A	N/A		We have not tried to quantify these emissions yet
	⁶ WTT - Electricity generation	613	739	746	769	4%	None		
	⁶ WTT - Electricity transmission & distribution	53	65	68	66	4%	None		
	Homeworking (office equipment + heating)	Not quantified	11,994	7,604	7,882	0%	None		EcoAct 2020 whitepaper conversion factors used for FY21 Switched to DEFRA conversion factors in FY22
	Waste generated in operations (activities included: solid waste treatment)	36	5	8	11	0%	See note 8		Investigating options to collect data currently excluded
	Water supply		Not quantified			42%	None		Water supply included for the first time in FY23
	Water treatment		Not quantified			42%	None		Water treatment included for the first time in FY23
	^{1, 2} Business travel - air	41,960	106	21,660	46,513	30%	None		Estimations for directly invoiced air travel and flights booked via non-standard channels via extrapolation
	^{1, 5} WTT - business travel - air	4,594	12	2,372	5,720	30%	None		Estimations for directly invoiced air travel and flights booked via non-standard channels via extrapolation
	² Business travel - rail	731	4	145	329	91%	None		Estimations are via extrapolation process based on known travel pattern data
	⁵ WTT - business travel - rail	140	1	37	83	91%	None		Estimations are via extrapolation process based on known travel pattern data
	^{2, 3} Business travel - road	1,767	94	671	1,004	7%	None		Estimations for directly invoiced taxi travel + car hire booked via non-standard channels via extrapolation
	^{3, 5} WTT - business travel - road	450	25	174	261	7%	None		Estimations for directly invoiced taxi travel + car hire booked via non-standard channels via extrapolation
	Employee commuting		Not quantified			N/A	N/A	N/A	We have not tried to quantify these emissions yet
	Upstream leased assets		Not quantified			N/A	N/A	N/A	Not relevant - we do not lease any assets
	Downstream transportation and distribution		Not relevant			N/A	N/A	N/A	We do not transport or distribute physical products
	Processing of sold products		Not relevant			N/A	N/A	N/A	Not relevant - we do not sell physical products
	Use of sold products		Not relevant			N/A	N/A	N/A	We have not tried to quantify these emissions yet
	End-of-life treatment of sold products		Not relevant			N/A	N/A	N/A	Not relevant - we do not sell physical products

GHG emissions data for EY UK LLP continued									
		FY20	FY21	FY22	FY23	% estimated data	Specific exclusions	% excluded scope	Notes
Scope 3 continued	Downstream leased assets			Not relevant		N/A	N/A	N/A	Not relevant - we do not own assets that are leased to other entities
	Franchises			Not relevant		N/A	N/A	N/A	Not relevant - we do not operate franchises
	Investments			Not relevant		N/A	N/A	N/A	Not relevant - we have no applicable investments
	Scope 3 (business travel only) total tCO ₂ e	49,642	241	25,058	53,911				
	Scope 3 (business travel only) total tCO ₂ e per FTE	3.34	0.02	1.56	2.97				
	Scope 3 (business travel only) total tCO ₂ e per £m revenue	19.338	0.088	7.760	14.357				
	All Scope 3 total tCO ₂ e	51,561	13,740	34,117	63,322				
	All Scope 3 total tCO ₂ e per FTE	3.469	0.866	2.119	3.486				
Total gross location-based GHG emissions tCO ₂ e (Scopes 1 + 2 + 3)		56,684	17,551	37,694	67,256				
Total gross location-based tCO ₂ e per £m revenue (Scopes 1 + 2 + 3)		22.08	6.37	11.67	17.91				
Total gross location-based tCO ₂ e per FTE (Scopes 1 + 2 + 3)		3.81	1.11	2.34	3.70				
Total gross market-based GHG emissions tCO ₂ e (Scopes 1 + 2 + 3)		54,738	15,015	34,574	63,788				
Total gross market-based tCO ₂ e per £m revenue (Scopes 1 + 2 + 3)		21.32	5.45	10.71	16.99				
Total gross market-based tCO ₂ e per FTE (Scopes 1 + 2 + 3)		3.68	0.95	2.15	3.51				
⁷ Outside of scopes		731	695	538	561	0%	None		Measured emissions relate to biogas consumption
Exported renewable electricity reduction		0	0	0	0	N/A	N/A	N/A	Explore full details on our reporting methodology here
Offsets		0	20,921	33,000	98,048	0%	None	N/A	Explore full details on our reporting methodology here
Green tariffs		0	0	0	0	N/A	N/A	N/A	Explore full details on our reporting methodology here
Woodland Carbon Units		0	0	0	0	N/A	N/A	N/A	Explore full details on our reporting methodology here
Total net location-based GHG emissions tCO ₂ e (Scopes 1 + 2 + 3)		57,416	-2,675	5,231	-30,231				
Total net location-based tCO ₂ e per £m revenue (Scopes 1 + 2 + 3)		22.37	-0.97	1.62	-8.05				
Total net location-based tCO ₂ e per FTE (Scopes 1 + 2 + 3)		3.86	-0.17	0.32	-1.66				
Total net market-based GHG emissions tCO ₂ e (Scopes 1 + 2 + 3)		55,469	-5,211	2,112	-33,699				
Total net market-based tCO ₂ e per £m revenue (Scopes 1 + 2 + 3)		21.61	-1.89	0.65	-8.97				
Total net market-based tCO ₂ e per FTE (Scopes 1 + 2 + 3)		3.73	-0.33	0.13	-1.86				

Notes to GHG emissions data for Ernst & Young UK LLP	
Kyoto Protocol listed gases are based on the Intergovernmental Panel on Climate Change (IPCC) Fifth Assessment Report (AR5) over a 100-year period. In some cases AR4, AR6 or estimates presented in the EU F-gas regulations annexes are used instead where AR5 values are not available. Values for the non-carbon dioxide (CO ₂) greenhouse gases - CH ₄ and N ₂ O - are presented as CO ₂ equivalents (CO ₂ e) using Global Warming Potential (GWP) factors. GWP for CO (Carbon Dioxide) = 1, CH ₄ (Methane) = 28, GWP for N ₂ O (Nitrous oxide) = 265. This approach is consistent with the recommendations of the GHG Protocol.	
1	All Scope 3 emissions relating to “Business travel - air” include the effects of radiative forcing (RF), in line with DEFRA/DECC’s recommended approach and provided conversion factors.
2	The “control” approach (as outlined in the “Business travel - land” tab of “UK Government Conversion Factors for Company Reporting (Year: 2023, Expiry: 11/06/2024, Version 1.1) - DESNZ/DEFRA, “Waste disposal” tab and Annex A (“Organisational boundary”) of “HM Government, Environmental Reporting Guidelines: Including streamlined energy and carbon reporting guidance, March 2019 (Updated Introduction and Chapters 1 and 2)”) has been used in order to decide whether to report these emissions as Scope 1 or Scope 3. EY meets neither the financial nor operational control criteria outlined therein, so all emissions from employee travel have been reported as Scope 3 (i.e., these are transport-related activities in vehicles not owned or controlled by EY).
3	Road emissions include the following travel modes: personal car, taxi, motorbike and car hire.
4	EY Jersey, EY Guernsey.
5	“Well to Tank” or “WTT” factors account for the emissions associated with extracting, refining, and transportation of raw fuel to the vehicle, asset or process under scrutiny.
6	“Well to Tank” or “WTT” factors account for the emissions associated with extraction, refining and transportation of primary fuels before their use in the generation of electricity.
7	Outside of scopes account for the direct CO ₂ impact of burning biofuels (i.e., biogas). They are labelled “outside of scopes” because the Scope 1 impact of these fuels has been determined to be a net “0” (since the fuel source itself absorbs an equivalent amount of CO ₂ during the growth phase as the amount of CO ₂ released through combustion).
8	EY Jersey, EY Guernsey, EY Incentives.

EY facts and figures – people

The notes can be found at the end of this appendix.

We are committed to delivering on our promise to all EY people: “The exceptional EY experience – it’s yours to build”. We do that by providing the support, experiences and opportunities our people need to build their careers in EY and beyond.

Formal learning

	FY21	FY22	FY23
Learning hours delivered	664,051	689,936	903,206
Learning hours per person	42	40.6	47.1

Average hours of formal learning per person according to rank

Rank ¹	FY22	FY23
PPEDD ²	39.5	46.6
Senior Manager/Associate Director	29.1	38.7
Manager/Assistant Director	34.1	39.5
Supervisor Associate/Senior Associate/Senior	41.8	44.6
Staff/Assistant/Associate	65.9	74
Intern	34.3 ³	74.7
Administrator	6.2	9.3

Average hours of formal learning per person according to gender⁴

	FY21	FY22
Male ⁵	40.7	47.5
Female ⁵	38	40.7
Overall ⁶	37.5	39.8

Learning hours represent formal learning, delivered by the EY UK&I Learning & Development team, only. Learning delivered by an external provider (e.g., as part of an Accounting Apprenticeship/ Graduate Programme to achieve a professional qualification (such as ICAEW/ICAS)), is not included in the figures and averages shown.

Promotions

	FY21	FY22	FY23
Total promotions	2,260	3,522	3,232
Promotions to Partner ⁷	64	75	117
% of females among new Partners	36%	36%	37%

Headcount - overall and by gender

	FY21	FY22	FY23
Female	8,237	9,070	10,030
Male	9,155	9,861	11,054
Overall ⁸	17,403	18,962	21,136

Attrition rate - overall and by gender

	FY21	FY22	FY23
Female	10.0%	16.1%	11.8%
Male	11.7%	19.8%	12.9%
Overall	10.9%	18.1%	12.4%

Leadership groups by gender and ethnicity

	FY21				FY22				FY23			
	Total number ⁹	% female ¹⁰	% ethnic minority ¹⁰	% ethnic minority Black/mixed Black heritage ¹¹	Total number ⁹	% female ¹⁰	% ethnic minority ¹⁰	% ethnic minority Black/mixed Black heritage ¹¹	Total number ⁹	% female ¹⁰	% ethnic minority ¹⁰	% ethnic minority Black/mixed Black heritage ¹¹
LLP Board	11	73	0	0	10	60	10	0	10	60	10	0

Partners/Principals/Executive Directors/Directors by gender and ethnicity

	FY21				FY22				FY23			
	Total number ⁹	% female ¹⁰	% ethnic minority ¹⁰	% ethnic minority Black/mixed Black heritage ¹¹	Total number ⁹	% female ¹⁰	% ethnic minority ¹⁰	% ethnic minority Black/mixed Black heritage ¹¹	Total number ⁹	% female ¹⁰	% ethnic minority ¹⁰	% ethnic minority Black/mixed Black heritage ¹¹
Equity Partners ¹²	781	24	14	5.7	854	26	16	6.3	930	27	18	6.9
Non-Equity Partners					680	29	15	10.5	771	31	15	10.8
Equity & Non-Equity Partners Combined					1,534	27	15	8.1	1,701	29	17	8.5

Workforce data by role - FY23

	Female	Male	Age						
			Under 25	25-34	35-44	45-54	55-64	65 and over	Unknown
Hires ¹³	45.2%	54.8%	26.3%	49.6%	16.3%	6.0%	1.3%	0.1%	0.3%
Attrition	11.8%	12.9%	Not measured	Not measured	Not measured	Not measured	Not measured	Not measured	Not measured
Ranks - client serving									
Equity Partner ¹⁴	26.9%	73.1%	0.0%	1.4%	29.8%	54.1%	14.7%	0.0%	0.0%
Non-Equity Partner ¹⁴	30.5%	69.5%	0.0%	4.2%	43.6%	37.6%	14.1%	0.5%	0.0%
Executive Director	26.7%	73.3%	0.0%	0.0%	11.1%	40.0%	42.2%	6.7%	0.0%
Senior Manager	41.6%	58.4%	0.0%	28.8%	49.3%	17.3%	4.4%	0.1%	0.0%
Manager	46.9%	53.1%	0.6%	64.3%	26.9%	6.5%	1.7%	0.1%	0.0%
Senior	47.3%	52.7%	10.0%	78.8%	8.5%	1.9%	0.7%	0.1%	0.1%
Staff/Assistant	44.6%	55.4%	61.8%	35.1%	2.1%	0.4%	0.2%	0.0%	0.3%
EY internal support ranks									
Director	47.1%	52.9%	0.0%	0.3%	22.6%	53.9%	21.4%	1.8%	0.0%
Associate Director	59.9%	40.1%	0.0%	7.9%	45.3%	35.5%	10.9%	0.4%	0.0%
Assistant Director	65.9%	34.1%	0.1%	28.9%	45.0%	19.3%	6.3%	0.4%	0.0%
Supervising Associate	62.8%	37.2%	0.9%	40.9%	33.0%	18.6%	6.5%	0.0%	0.0%
Senior Associate	72.9%	27.1%	3.3%	51.8%	23.5%	13.8%	6.4%	1.2%	0.0%
Associate	68.6%	31.4%	17.5%	36.6%	22.0%	11.8%	10.6%	1.6%	0.0%
Admin	95.9%	4.1%	2.2%	8.7%	22.1%	32.7%	30.8%	3.4%	0.0%

People by service line

	FY21	FY23	FY23
Assurance	5,089	5,401	6,134
Tax	3,844	4,137	4,372
Consulting	3,383	4,092	4,998
Strategy and Transactions	1,598	1,773	1,967
Core Business Services	3,489	3,559	3,665
Total	17,403	18,962	21,136

EY facts and figures – social

EY Ripples, the EY Corporate Responsibility programme, is anchored in a long-term goal to positively impact one billion people by 2030. Since EY Ripples was launched in 2018, we have positively impacted 81 million lives globally.

EY Ripples participation and lives impacted

	Lives impacted	Participants
UK&I - UK	3,020,315	3,410
UKI FSO - UK	305,659	1,335
	3,325,974	4,745

Participants by EY Ripples focus area

	Participants
Accelerating Environment	2,050
Impact entrepreneurs	360
Next generation	2,335
Total UK (excluding ROI & Gibraltar)	4,745

Community investment

	FY21	FY22	FY23
Hours invested by EY people (000s) ¹⁵	106.2	86.9	51.7
Value of time contributions (£m) ¹⁶	6.9	5.7	6.1
Cash investments (£m)	2.1	4.1	7.0

Greenhouse gas emissions

	FY21	FY22	FY23
Total gross emissions (tCO ₂ e)	17,551	37,694	67,256
Total net emissions (tCO ₂ e)	2,675	5,231	-30,231
Total gross emissions per employee (tCO ₂ e/FTE)	1.11	2.34	3.70
Scope 1 emissions (tCO ₂ e)	973	457	466
Scope 2 location-based emissions (tCO ₂ e)	2,837	3,120	3,468
Scope 3 emissions (tCO ₂ e)	13,740	34,117	63,322
Emissions per (£m) of revenue (tCO ₂ e/£m)	6.37	11.67	17.91

EY facts and figures – client

To measure how the EY organisation is delivering an exceptional experience to our clients, we use the Global Brand Survey. It tracks brand perceptions among professional services organisations across clients and non-clients.

For the latest survey, more than 200 UK respondents were interviewed. In FY21, we established a clear lead as the most favoured global professional services brand.

Brand perceptions

	2019	2021	2023
Favourability	66% (#1)	70% (#1)	67% (#2)
Builds trust in business	53% (#1=)	49% (#1)	57% (#1)
Builds trusted relationships	54% (#1)	59% (#1)	56% (#1)
Diverse teams and culture	45% (#1)	48% (#1)	45% (#1)

EY facts and figures – financial

Our ability to achieve our ambition and fulfil our purpose depends on our sustained and sustainable financial success.

Revenue by service line

	FY21	FY22	FY23
Assurance	+5.8%	+11%	+17%
Consulting	+9.5%	+33%	+18%
Strategy and Transactions	+12.1%	+10%	+8%
Tax	+4%	+15%	+20%
Total	£2.75bn	£3.23bn	£3.76bn

Notes to EY facts and figures tables

Data does not include interns or contractors unless specifically stated.	
1	Does not include contractors.
2	PPED - Partners/Principals/Executive Directors/Directors.
3	A significant increase in headcount in P12 accounts for the large variance.
4	Average hours of formal learning by gender is based on calendar year reporting (Jan 1-Dec 31 2021, 2022).
5	Data based on total workforce where gender declared.
6	Average hours were for total workforce, including those where gender details were not declared.
7	In keeping with our expanded definition of Partners, FY23 number includes Equity and Non-Equity Partners. Note: EP promotions only = 66 (35% female). Note: overall 117 number does not include those moving from NEP to EP.
8	There are 52 people in our system who have no gender identifier or a gender other than male/female.
9	As new Board make up/Partner promotions take place at the start of our Financial Year, numbers given are based on position of first day of the following year.
10	Based on those that have declared as Male/Female or their ethnicity.
11	Based on % of our ethnic minority Partners that are Black/mixed Black heritage.
12	The term 'Non-Equity Partner' was not in existence during this year, therefore we have included Equity Partners only.
13	There were 28 hires who have no gender identifier or a gender other than male/female in our HR system.
14	Partner data as per first day of FY24.
15	Hours reported include time contributions beyond EY Ripples (e.g., other skilled and traditional volunteering and pro-bono activities).
16	Previous years have been restated in this report due to an updated measurement approach for Corporate Responsibility staff hours in FY23. Staff hours are now classified as a cash investment (non-time-based cost) opposed to previously recorded as hours invested by EY people (time-based investment).

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