

**Deloitte.**

# Forward with Purpose

**DELOITTE CANADA  
2024 IMPACT REPORT  
EXECUTIVE SUMMARY**





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## LAND ACKNOWLEDGEMENT

We acknowledge that Deloitte offices reside on traditional, treaty, and unceded territories that are now known as Canada.

We acknowledge this land is still home to many First Nations, Inuit, and Métis Peoples.

**We are all Treaty people.**

[Learn more about Deloitte Canada's renewed commitment to Indigenous reconciliation.](#)

## MAKING AN IMPACT THAT MATTERS

Our report was created to measure Deloitte Canada's impact and its progress on sustainability during our 2024 fiscal year, considering business, environment, society, and governance.

This executive summary aims to provide a snapshot of our performance, with links to information that expands on initiatives and actions. For more details, visit our [Impact Report hub](#).

## MEASURING OUR IMPACT

### [FY2024 Business, environmental, society, and governance \(BESG\) highlights](#)

BESG performance offers a more holistic view of corporate performance beyond the traditional financial metrics.

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Although Deloitte Canada and Deloitte Chile operate as one entity, this report reflects only Deloitte Canada. Deloitte Chile's report can be accessed at [Deloitte.com/cl](https://deloitte.com/cl) (available in Spanish only).



## EXECUTIVE MESSAGE



**At Deloitte, we have a responsibility to build a better future for our people, clients, communities, and country.**

I am confident that together, united by a shared vision for a brighter future, we will achieve big things.

Serving others is the foundation of who we are and why we exist. Our 166-year history in what would become Canada—and the Deloitte network’s overall 179-year history—is shaped by our mission to inspire and empower all to thrive, especially during times of change, ambiguity, and adversity. I’m proud of our [We’re Working on Big Things](#) campaign, in which we share stories of how our work with clients is creating meaningful change where our country needs it most.

Our report highlights a [few of those stories](#), as well as some of our incredible teams that make our communities stronger.

Guided by our legacy of service, our Purpose, and the collective aspirations of our people, we are focused on tackling the greatest challenges of our time to make life better for all Canadians. By working together, we can amplify our impact to build a world where everyone can thrive.

A handwritten signature in green ink, appearing to read 'Anthony Viel'.

**Anthony Viel**

*Chief Executive Officer, Deloitte Canada and Chile*

## OUR PURPOSE



**Our Purpose is to make an impact that matters.**

Our Purpose guides every action and every decision we make. We have a responsibility—and we’re uniquely positioned—to make a broader societal impact through the work we do and the people we serve. For our clients, it’s by delivering innovative solutions to their most complex challenges while building trust and confidence in the marketplace. For our people, it’s by creating an inclusive and equitable environment where their well-being and careers can flourish. In society, it’s through our *WorldImpact* initiatives, building a more sustainable and prosperous world where everyone can thrive.

These commitments, rooted in our Purpose, empower us to make an impact that matters—where it matters most.

A handwritten signature in green ink, appearing to read 'Sheri Penner'.

**Sheri Penner**

*Managing Partner, Purpose & Sustainability, Deloitte Canada*



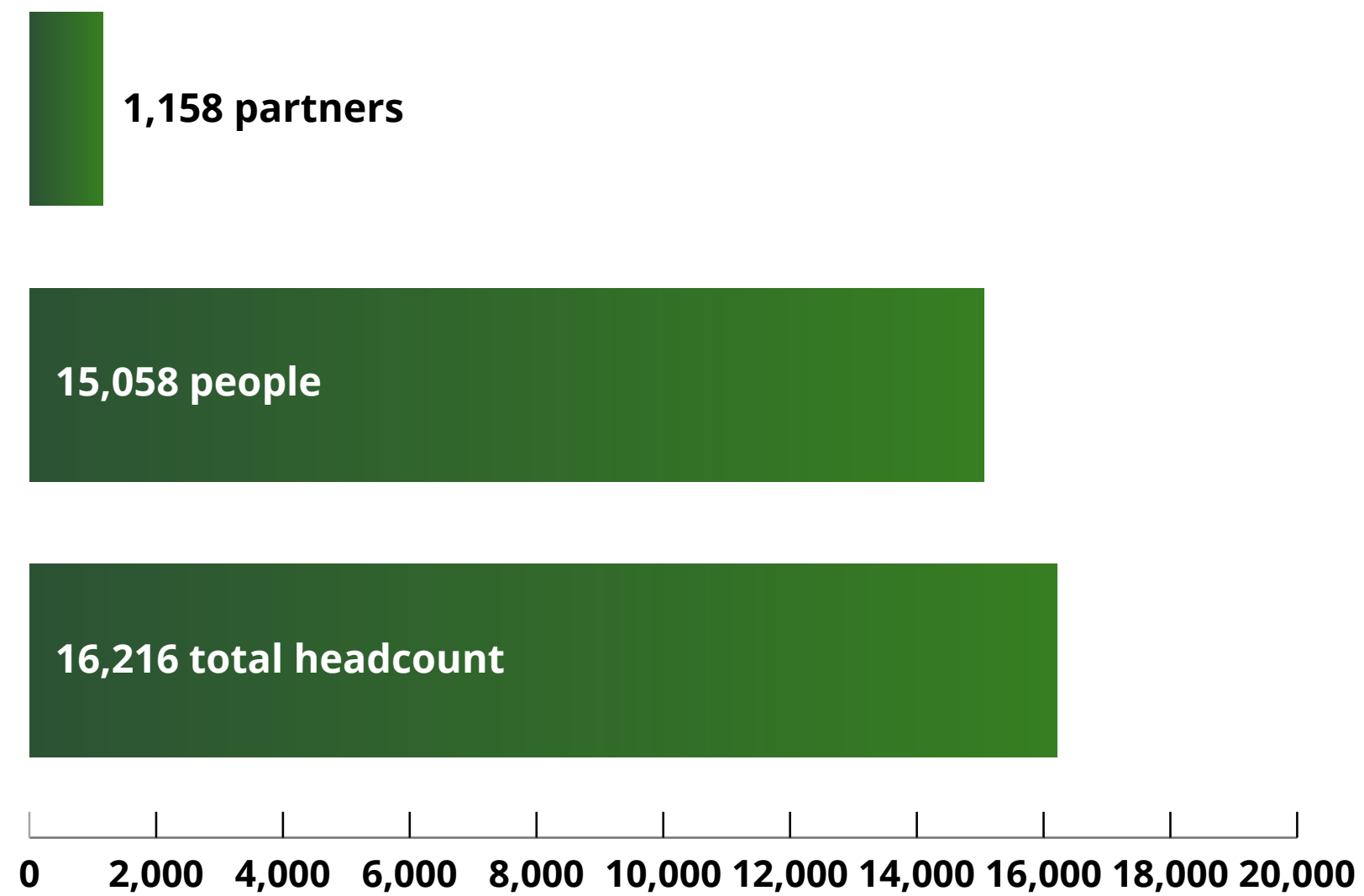
# Business

**The world faces pressing economic and societal challenges.** Deloitte is positioned to make a deep impact by contributing to meaningful solutions. By bringing our insights and vision to address complex issues, and by making astute investments, we're focused on unearthing new opportunities.

With Purpose-led work as a priority, our people, clients, and communities are all well positioned to profit. We're making an impact through our work—today and every day—to support an improved tomorrow for all of us.

## HEADCOUNT AND REVENUE

### Headcount

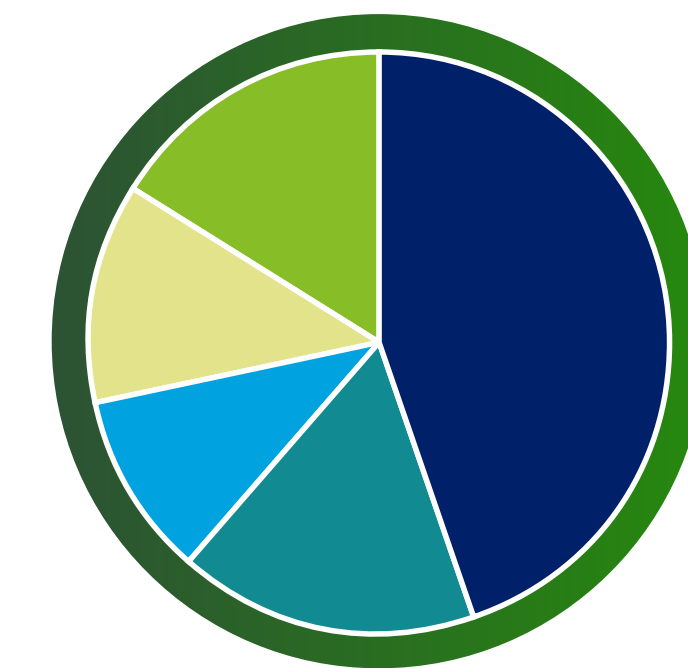


### RECOGNITION

We have an award-winning culture, and in FY2024 [these accolades](#) underscored our dedication to being a top employer and a trusted institution.

### Revenue

**FY2024, CAD, in thousands (000s)**



Consulting	\$1,735,210
Audit & Assurance	\$666,348
Risk Advisory	\$395,592
Financial Advisory	\$489,237
Tax & Legal	\$629,071
<b>Total</b>	<b>\$3,915,458</b>

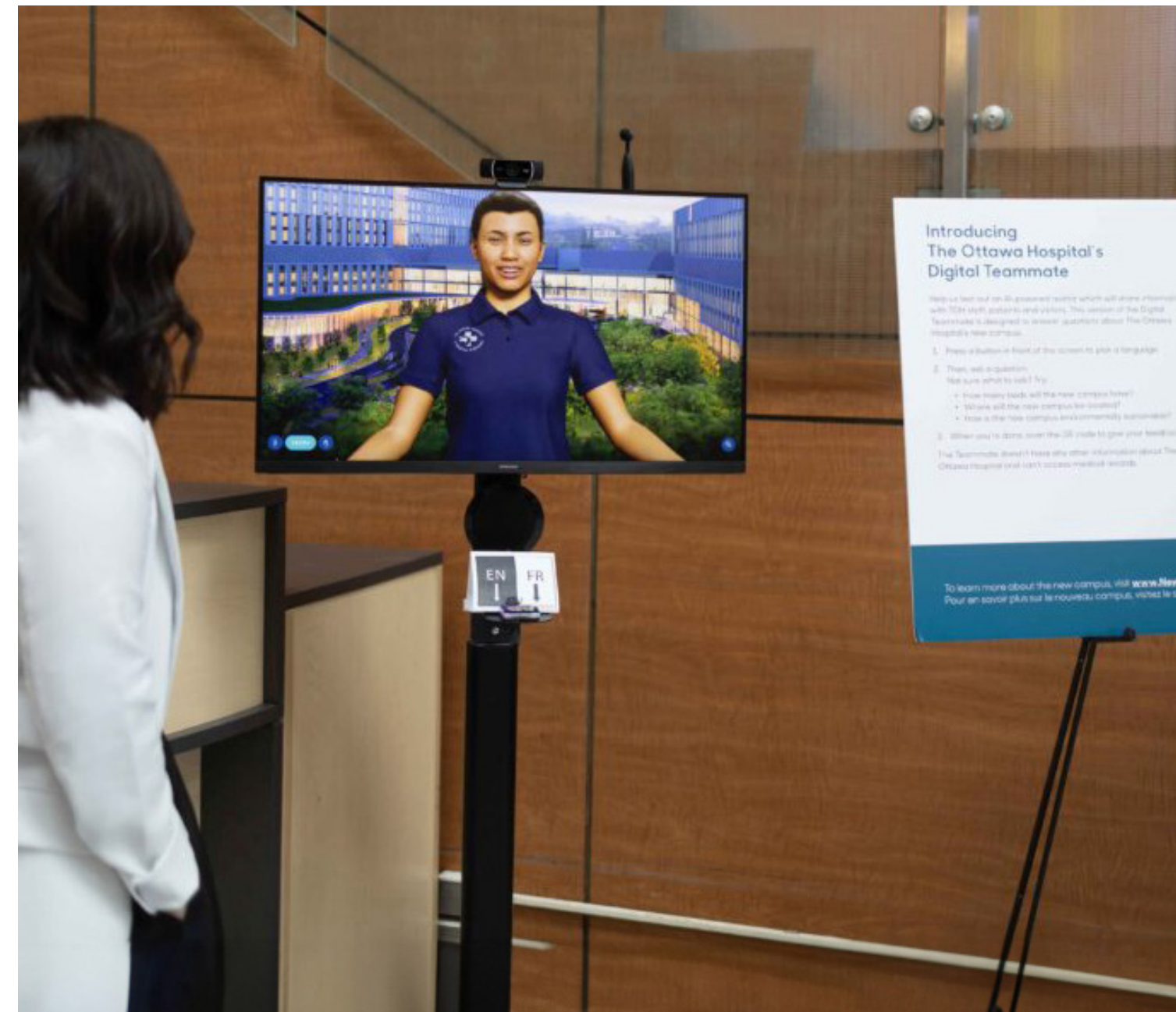


## BUSINESS | PURPOSE-LED WORK

**We are working on big things at Deloitte to build a brighter future for our clients, our country, our people, and our business.**

That's evident in [Deloitte Ventures](#), our venture-capital initiative in which we make minority equity investments in emerging technology companies.

It's also evidenced by [Wonder](#)—a business incubator—Deloitte's forward-thinking approach to expanding beyond traditional professional services and diversifying our revenue streams.



Throughout the 2024 fiscal year, our engagements demonstrated our capacity to help clients find new and better ways of operating. For example, we worked with [The Ottawa Hospital](#) to create their AI-powered Digital Teammate. We made another impact on health care by supporting [Canadian Blood Services](#) in developing their new strategic plan. We also worked with [United Way Centraide Canada](#) to enhance digital capabilities across the non-profit sector.

Our [We're Working on Big Things campaign](#) shares stories of how our work with clients is creating meaningful change where our country needs it most.

These stories demonstrate how we're helping clients solve major challenges and seize new opportunities.



# Environment

**While the climate crisis has emerged as one of the defining challenges of our time, there are many reasons for optimism.** Deloitte's [WorldClimate strategy](#) is one way to inspire and enable action.

We're enhancing our decarbonization efforts with the aim of meeting near-term and long-term net-zero goals through the introduction of internal carbon pricing (ICP), and by supporting high-integrity market solutions.

Beyond making progress internally, we're advising clients on driving their sustainability journeys and aligning those with their business strategies.

At Deloitte, addressing the climate crisis is a priority. In FY2024, we continued our work to help balance environmental stewardship with economic prosperity.

## WORLDCLIMATE

**Deloitte is committed to reaching net-zero in accordance with the Science Based Targets initiative (SBTi) Net-Zero Standard. Through WorldClimate, we work to spur progress at a systems level. In FY2024, we continued to make progress toward reducing our carbon footprint and making our own business more sustainable.**

	Emissions category	Near-term SBTi targets	FY2024 progress
Scope 1 (direct emissions from activities)	Natural gas	By 2030: 70% reduction in absolute emissions, compared to base year 2019.	76% reduction: Since FY2020, we have sourced renewable energy certificates to compensate for 100% of our electricity, in line with our commitment to the global corporate renewable energy initiative RE100.
	Electricity		
Scope 2 (indirect emissions from electricity, heating, cooling or steam purchased)	Business travel	By 2030: 55% reduction in business travel emissions per full-time employee (FTE), compared to base year 2019.	55% reduction: Although travel volumes decreased, airplanes operated at lower capacities, thus increasing the emissions intensity of our flights.
	Purchased goods and services	By 2025: Engage with our major suppliers, with the goal of having the top 67% (in terms of emissions) set science-based targets.	19% set, additional 11% committed: We will continue our engagement with high-emissions suppliers to close the gap, and thereafter aspire to work with suppliers that have set science-based targets.

We're managing our carbon portfolio with meaningful market solutions. That includes entering into a multi-year agreement with CarbonCure Technologies to [purchase high-quality carbon credits and investing in sustainable aviation fuel](#). We're also investing beyond our value chain via Indigenous-led climate solutions like the Great Bear Forest Carbon Project.

Beyond our efforts at a corporate level, we also [empower people and the ecosystems we are part of to catalyze climate action within Deloitte and beyond](#).





**We're dedicated to supporting Canadian organizations in meeting their sustainability ambitions.** We help clients align their sustainability efforts and business strategies, and work with them to help them understand uncertainties, evaluate trade-offs, and make decisions that enable long-term business resilience and growth.

Prime examples this past fiscal year include working with clients in the [aviation industry](#) on ethical sourcing practices, and helping clients across the country transform their energy future by spearheading energy-system infrastructure modelling using our [ElectrifiedGrid](#) and Energy Systems Pathways (ESP) advanced modelling tools.

With our clients, we're helping to foster a sustainable economy that balances environmental stewardship with economic prosperity and equity, working to ensure a brighter future for generations.

**Visit [Deloitte Sustainability](#) to learn more.**



# Society

**Deloitte is dedicated to fostering and maintaining a workplace where everyone feels they belong and can thrive.**

We are dedicated to being a positive force. For one, we're proud to offer a leg up to students from equity-seeking groups via our [Bloom Scholarship Program](#). Beyond the workplace, we're dedicated to [community-building](#) via our WorldClass initiative and volunteerism.

Moreover, we seek to be an active voice in conversations of national importance—from [reconciliation with Indigenous Peoples](#) and digital transformation to insights on the very [future of Canada](#). In striving to make a meaningful impact every day, we're helping to build a better, more prosperous, and more caring world.

## OUR PEOPLE



## TALENT VALUE PROPOSITION

Deloitte is where potential comes to life. This [Talent Value Proposition](#) (TVP) is what we stand for and what our people can expect in return for all they contribute. This promise is underpinned by four key pillars: purposeful work, flexibility, inspiring leaders, and career growth.

## BENEFITS, WELLNESS, AND TOTAL REWARDS

To foster a culture of well-being and drive the best outcomes for all, we offer strong and comprehensive [benefits](#), [wellness programs](#), and [total rewards](#).

Together, these offerings help create a thriving organization that prioritizes our people, helps them be their best, and rewards them for their dedication.

## LEARNING AND DEVELOPMENT

We believe potential is limitless, and that [learning and development](#) is never-ending. In support of our firm's strategy, priority skill-building for fiscal year 2024 focused on generative AI (GenAI) fluency, new-hires onboarding, milestone programs, and development experiences at Deloitte University North.

**We believe we can achieve our Purpose by living our [Shared Values](#)—which are at the core of all of our decisions and actions.**



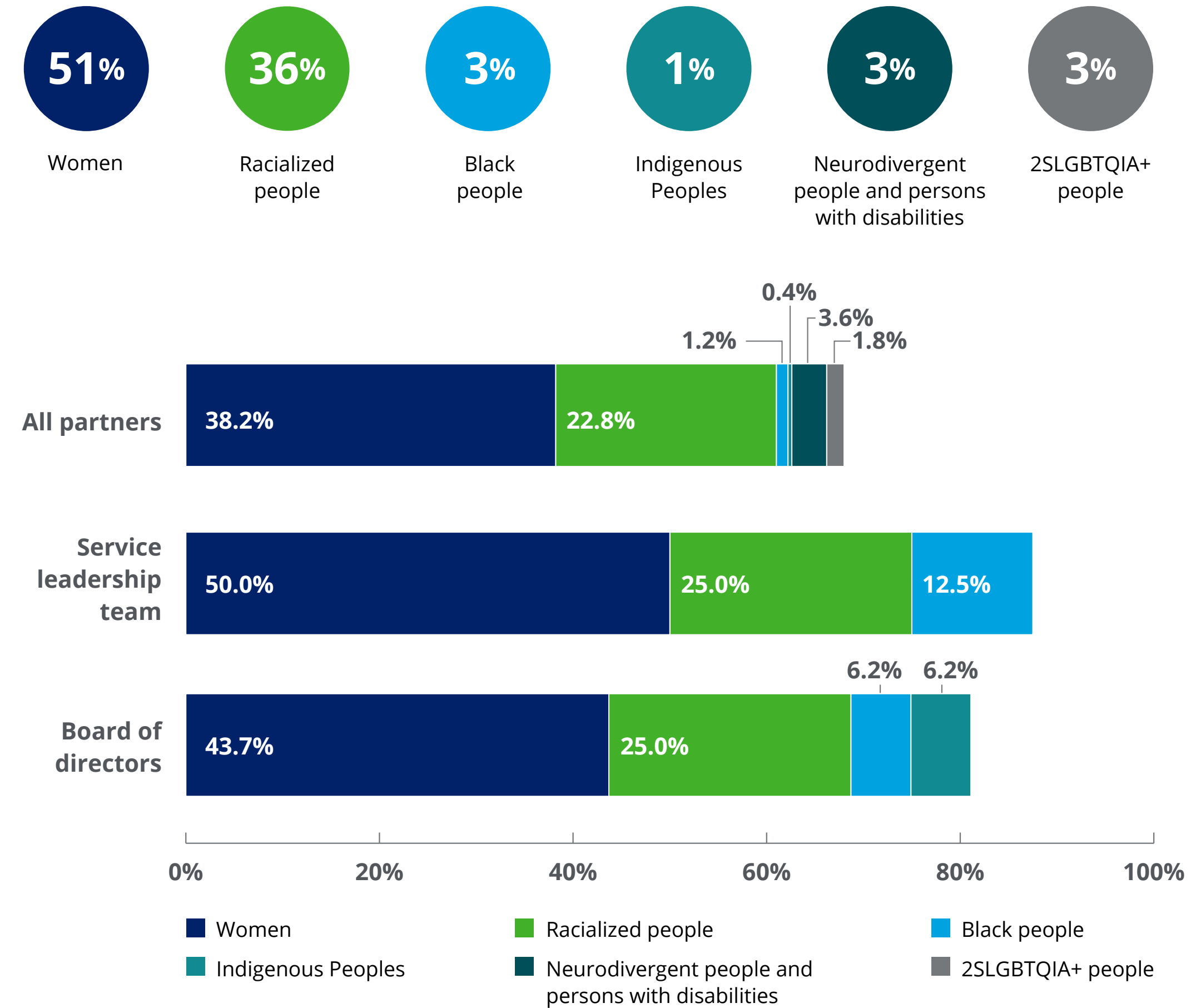
**DIVERSITY, EQUITY, INCLUSION, AND ACCESSIBILITY**

**Diversity, Equity, Inclusion, and Accessibility (DEIA) is entrenched in everything we do.** We've made significant progress in aligning our policies and frameworks with our goals of creating a space where everyone can thrive, regardless of background or identity. We also reinforced our [public commitment](#) to ensuring our workforce will reflect contemporary society.



**Deloitte is for everyone**

**CURRENT FIRM-WIDE TALENT GROUPING**







### BLACK ACTION COUNCIL

We continue to amplify the council's efforts to build an [inclusive environment for Black professionals](#). Progress this year included a program in which senior leaders sponsor Black managers to help accelerate careers, and the launch of an anti-Black-racism course.



### EMPLOYEE RESOURCE GROUPS

[Our Employee Resource Groups \(ERGs\)](#) play an important role in fostering inclusion and belongingness, providing networking opportunities, and supporting business imperatives through education and awareness.



### RECONCILIATION ACTION PLAN

In November 2024, we released [Expanding Horizons: Deloitte's Renewed Reconciliation Action Plan](#).

It identifies 15 renewed commitments under the plan's four pillars: inclusion, education, employment, and economic empowerment.



### ACCESSABILITY ACTION PLAN

Our [AccessAbility Action Plan](#) is our path to supporting and welcoming neurodivergent people and people with disabilities.

It includes four pillars: inclusive environment, education and awareness, employment, and marketplace.



### HUMAN RIGHTS

We're committed to advancing human rights at Deloitte.

Our [Supplier Code of Conduct](#) defines our expectations of suppliers, while our [Commitment to responsible business practices](#) outlines our approach to our business relationships.

Read more about [Deloitte's global Human rights statement](#) (available in English only).



**WORLDCLASS**

Deloitte's WorldClass initiative is our commitment to delivering impact through education and skills development.

We empower our people to share their knowledge and skills in underserved communities.



Our WorldClass impact as of FY2024:

**754,384** people

reached by our WorldClass initiative



**2,403,282** people

In Canada and Chile benefiting since the program's inception, surpassing our goal of supporting two million lives in these regions by 2030

**PRO BONO: OFFERING OUR SERVICES TO OUR COMMUNITIES**

Our pro bono strategy focuses on helping charities and non-profits address their critical issues and drive lasting impact and transformational outcomes for a healthier society. Through our Society Partnerships and our Social Innovation Fund, we provide multi-year and short-term pro bono support to deliver large-scale WorldClass impact. Our volunteer Community Advisory Projects (CAP) connect our people's skills and passions with local needs.

**IMPACT EVERY DAY**

We support our people to make an Impact Every Day through volunteering and workplace giving. In October 2023 on Impact Day, more than 2,700 of our people volunteered, from organizing beach cleanups, to preparing meals, to facilitating financial literacy workshops in high schools.

**SOCIAL IMPACT BY THE NUMBERS**



**12,814 hours** devoted to pro bono services, including Society Partnerships, Social Innovation Fund projects, and CAP programs

**\$5.6 million** (in kind) contributed to communities via pro bono services and volunteering

**\$8.1 million** donated by the firm (including in-kind donations)

**22,562 hours** volunteered through Impact Every Day (not including pro bono work)

**\$3.4 million** donated by Deloitte people and our retired Partners through workplace giving



## FUTURE OF CANADA CENTRE

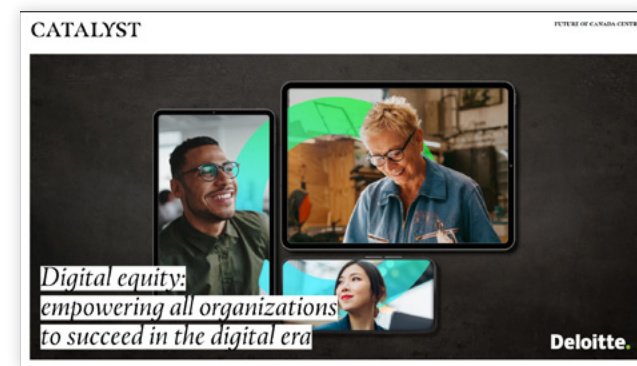
Our [Future of Canada Centre](#) develops insights that position the firm as a leading voice on matters of national interest, and spur conversations among our client community and key policymakers to advance thinking on these fundamental issues. The following are some areas in which we're leading dialogue on big issues:



In collaboration with Indigenous youth leaders, we produced two significant reports this year: [Breaking colonial legacies and mapping new pathways to mental wellness](#) and [Reconciling our relationships to preserve Mother Earth for future generations](#).



We signed a three-year commitment with [Indigenous Youth Roots](#), we're also investing in the development of future Indigenous leaders.



In our ongoing focus on equitable digital transformation, we published the report [Digital equity: empowering all organizations to succeed in the digital era](#).



Our work on the report [Global disruption in 4D: Exploring intersecting forces impacting Canada's future](#) seeks to inspire business and government leaders.



To help public sector organizations in Canada optimize how they manage and use data, we released the report [Government data: A key to Canada's prosperous future](#).

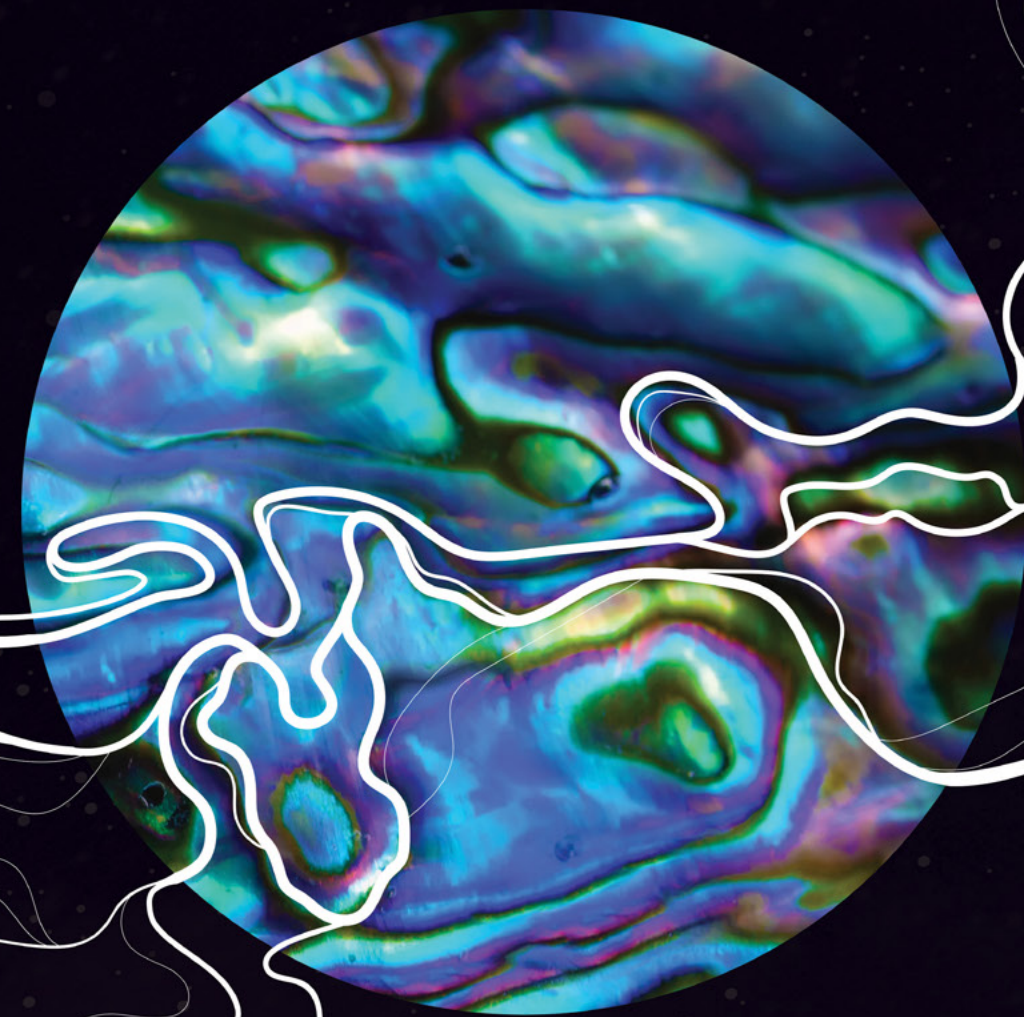


To enhance our clients' understanding of Canada's budget, we released the report [2024 federal budget analysis: Navigating Canada's productivity and housing challenges](#).



## NATION BUILDING

Since initiating our Reconciliation Action Plan, we've engaged with hundreds of Indigenous Peoples, communities, businesses, and organizations across Canada. We sought their guidance to understand the frameworks required to deliver holistic solutions to three signature issues: jurisdiction, economic empowerment, and community infrastructure. From these insights and relationships, we created our [Indigenous-led Nation Building practice](#).





# Governance

**Our commitment to maintaining transparency and the highest ethics and professional ideals is the cornerstone of our governance practices.**

We implement comprehensive risk, compliance, and data-privacy measures—and have established strong guidelines for how we operate as individuals—to foster a culture of excellence, responsibility, and accountability.

## ELEMENTS OF GOOD GOVERNANCE



**To embrace good governance, manage risk, ensure our continued quality, and strengthen the trust placed in us, we focus on these five areas:**

- 1. Maintaining ethics and transparency.** Our Code of Conduct and our Supplier Code of Conduct are ethical compasses for everything we do and for the companies with which we do business. Our people train on ethics topics; and, to reinforce a speak-up culture, we have an ethics helpline. The [2024 Deloitte Canada Transparency Report](#) details our governance, ethical, and independence principles, as well as our quality-control procedures.
- 2. Protecting our brand, upholding public trust.** Upholding public trust requires us to maintain unwavering independence, professionally and personally, and meet regulatory expectations. As we expand into new business areas, we employ detailed processes to assess the acceptability of client engagements, ensuring alignment with our Purpose and the public interest.
- 3. Public Interest Committee.** This committee plays a crucial role in guiding Deloitte’s leaders through ethical and brand-related considerations, ensuring that our work aligns with the public interest and our “company we keep” principles.
- 4. Business continuity and emergency services.** Proactive management of our infrastructure, events, and travel is the building block of our business continuity protocols. We review our supply chain regularly and strengthen it appropriately, to minimize dependencies and help create alternative sources of goods and services.
- 5. GenAI and data protection.** In the rapidly evolving landscape of GenAI, our commitment to protecting personal information and ensuring the confidentiality of client data remains paramount. Our [Privacy Statement](#) describes how Deloitte protects personal information.





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#### **About Deloitte**

At Deloitte, our Purpose is to make an impact that matters. We exist to inspire and help our people, organizations, communities, and countries to thrive by building a better future. Our work underpins a prosperous society where people can find meaning and opportunity. It builds consumer and business confidence, empowers organizations to find imaginative ways of deploying capital, enables fair, trusted, and functioning social and economic institutions, and allows our friends, families, and communities to enjoy the quality of life that comes with a sustainable future.

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