

Deloitte China Gender Impact Report





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Introduction

Foreword by our Chairman

The butterfly effect illustrates how small changes in weather conditions can cause major systemic ecosystem changes. In this report, we extend this theory to celebrate how Deloitte female leaders' actions have impacted others positively. Deloitte has always been committed to upholding a shared belief in cultural diversity and inclusion by recognizing gender differences and striving to bring parity between men and women in the workplace.

Our first China Gender Impact Report demonstrates how our female colleagues have excelled in their positions, achieved work-life balance, and gone above and beyond to contribute to our community. We hope these stories are as an inspiration for you to pursue your dreams and make changes in your own sphere of influence.

Che che ha

Dennis Chow Chairman, Deloitte China

Foreword by our CEO

Gender equality in the workplace has always been an important topic for discussion. It is a key element of Deloitte China's "4+1" Culture of Courage, Innovation, Inclusion, Well-being + Integrity, and Deloitte Global's core values. We are committed to promoting a culture of diversity and inclusion, and to providing equal career and development opportunities for women to realize their fullest potential.

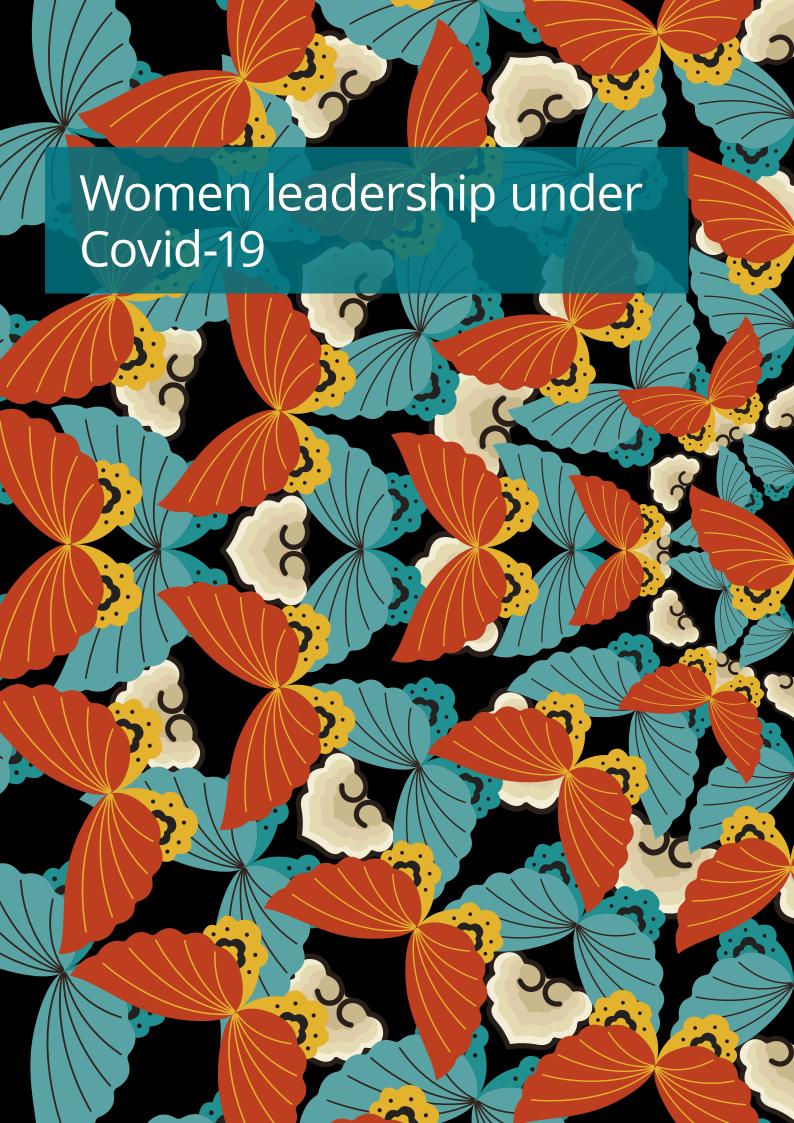
Through this report, we share with you the personal journeys of some of our female colleagues and how they have courageously responded to the opportunities and challenges they have faced at work and in life. We hope that, while reading their stories, you will be inspired to do the same.

Congratulations to the editorial team for publishing Deloitte China's inaugural gender impact report!

M

Patrick Tsang
Chief Executive Officer, Deloitte China







People first



Constant Tse
Professional Environment Service
National Leader
Global Delivery Center Managing
Partner

At the beginning of 2020, when China faced a severe shortage of face masks amid the COVID-19 pandemic, Deloitte colleagues in offices across China received disposable masks issued by Deloitte Professional Environment Service (PES) teams. The Deloitte Global Delivery Centre (GDC) Sourcing & Evaluation (S&E) Team was able to make the last bulk purchase in Chongqing's pharmaceutical wholesale market available at that time, supported by Constant Tse, National PES Leader and GDC managing partner.

When the S&E Team was ordering the masks, the vendor insisted on "delivery upon payment", yet according to Deloitte's procurement policy, a vendor evaluation report is required for every purchase and prepayment is not allowed. Once this issue was raised to Constant, she said decisively, "Go through the special approval process immediately! Get the masks first, and we will handle the rest then." With Constant's commitment, the S&E Team made the first and perhaps only procurement in Deloitte's history to be settled via prepayment and without a vendor evaluation report first being completed.

To ensure timely delivery of the purchased masks, the S&E Team completed the delivery themselves. Constant arranged a room in the GDC office for storing the masks. When the masks arrived. Constant and the team packed them for couriers to deliver to PES teams in Deloitte offices across China. Meanwhile, Constant urgently led PES to introduce numerous measures to respond to the outbreak. The GDC distributed the purchased personal protective equipment to PES teams, who immediately took action to disinfect offices and distribute masks. From the start of the outbreak to today, Deloitte China employees have been able to obtain masks from their local PES.

Constant showed her leadership and demonstrated care for employees during the outbreak, which makes her a role model in Wellbeing of Deloitte's 4+1 culture. To support Constant to implement mask procurement and distribution, Deloitte allocated resources accordingly to meet the special needs arising from the pandemic. An employee who works closely with her says, "Constant is decisive yet easy-going, making us feel appreciated and cared for. She has been a role model from whom I have learned much as a female leader."

Enjoy the journey



Melissa Wang Consulting Partner

On 3 March 2020, there were 125 newly confirmed cases and 129 newly suspected cases of COVID-19 in China. That same day, Melissa Wang, a Consulting Partner from Deloitte Western Region office, took off on her first business trip since the pandemic began.

"While I was filling the business travel application form, my colleagues kept asking whether I really had to go." Melissa recalls with a smile. "My client had returned to their office half a month ago. They had to complete communication and sign-off on performance by the first quarter, and had encountered implementation challenges. As a key part of the solution, it made sense for Deloitte to be present and solve these problems alongside the client. However, after considering everyone's safety, the team decided it should minimize travel frequency, so I went by myself and the project members provided support remotely." As a result, Melissa completed most of the required travel alone throughout March.

With many years' experience in Life Sciences & Health Care Consulting, Melissa possessed a better understanding of the risks of contracting and spreading COVID-19 than many other colleagues. Colleagues' safety was the first thing that came to Melissa's mind. "No one had ever encountered this situation before. My first reaction was to ensure everyone's safety," she explains. "We had to follow the safety guidelines issued by Deloitte, and since I had related knowledge and experience from my Life Sciences & Health Care work, I was able to share research and reports on the epidemic to raise awareness, such as how to effectively prevent the virus and which anti-epidemic materials needed to be prepared."

"After ensuring the safety of colleagues, I started to think about and plan how to continue projects amid COVID-19. Having agreed to meet clients after Chinese New Year, I needed to negotiate with them about whether we should adjust to remote working

or suspend projects." By mid-to-late February, the pandemic had been partially controlled in China. To reduce the impact on client projects, Melissa started business trips on 3 March. "Although clients understood the imposed travel restrictions during this period, my inability to present to them would have still affected work to some extent. This was particularly true in human resources consulting, which involves a large amount of communication, and where not all project work can be conducted remotely. To minimize the impact, I decided to travel by myself and be the only member of the team on site."

Her attention to the safety of colleagues and prudence in completing reporting and preparation work during the outbreak show Melissa's female leadership. "As a mother, I understand the struggles of many women to

achieve a balance between work and life. I have also witnessed many female colleagues leave their jobs half way through their careers," Melissa says. "Having been in consulting for 20 years, I always advise women not to deliberately pursue perfection, or set a certain level of work-life balance. Life is not a sprint, and no matter how hard life is, we must learn how to enjoy the fun that work and life bring, so our journeys will be valuable."

Melissa also advises female colleagues who have just entered the workplace to think about what kind of people they want to be, and take a longer-term perspective when handling day-to-day work during a project. With the growth and learning work brings, women can make each day rewarding. They should always remember how they have grown, and learn to enjoy the journey.



During the peak of the pandemic, when taxis were out of service, Melissa had to call a Lalamove van to send her to the airport



Don't hold yourself back



Ella Zeng Financial Services Industry Risk Advisory Western China Region Managing Partner

Ella Zeng has been with Deloitte Risk Advisory for 16 years and is now Financial Services Industry Risk Advisory managing partner for Western Region. She is at the forefront of the evolution of fintech regulation and has helped enhance Deloitte's reputation in the industry.

Ella shares her insights on why she joined the industry, saying, "My profession in information security was convenient when Deloitte was starting its information security service line. This has brought about many new opportunities in the industry, and we have been committed to helping clients solve multiple challenges. We help clients meet their financial regulatory requirements, address challenges from various threats such as hackers and data breaches, and help corporates better manage their regulatory costs. A job like this, which adds value to our clients, gives me great career satisfaction."

In early 2016, competitors had acquired large market shares in Western China. With the support of leaders and the business development team, Ella helped Deloitte establish a solid market position. In her opinion, to become successful in the technology arena, "you must keep an open mind, since the industry develops rapidly, you must be constantly prepared to accept

challenges and learn quickly. Females are particularly strong in tech research and system design, consolidating Deloitte's leading position in this arena."

In 2020, Ella was appointed as a cybersecurity subject matter expert by the Network Security Working Group of the Information Technology Working Committee of Sichuan Banking Association. She is responsible for providing guidance and expertise to regulatory authorities and financial institutions to ensure cybersecurity resilience, one of the critical factors in assuring a secure digital transformation. In the midst of the COVID-19 pandemic, Ella assisted the China Banking and Insurance Regulatory Commission (CBRIC) in



Letter appointing Ella as subject matter expert of the Network Security Working Group of the Information Technology Working Committee of Sichuan Banking Association in 2020.

Sichuan to optimize its business continuity management system and provide emergency planning and an implementation blueprint for cybersecurity topics. As a result, she has contributed to and cemented Deloitte's expertise and thought leadership in the new normal. For instance, Deloitte assisted financial institutions to strengthen their service resilience and customer experience using technology.

Behind her success, Ella's progression has not always been smooth. Looking back, she has experienced setbacks in her career, which has inspired her to self-reflect and to go the extra mile. "This experience has helped me to understand myself better. I have benefitted from feedback from my clients and the company and realized what I needed to work on," she explains. "Self-reflection has enabled me to recognize my strengths, weaknesses and goals, and take charge of my career transformation."

As a pioneer of her profession and an example of a successful female leader, she adds, "I believe the most important mind-set is to never perceive yourself at a disadvantaged position because of your gender. The best way for females to get respect and equality is to ask for resources and leadership support, and this is also a powerful way to eradicate unconscious prejudice." Having personally experienced the Deloitte culture, Ella feels Deloitte is a truly open and inclusive firm: "As long as you are capable, the firm will provide the resources you need to progress to the next level. In recent years, an increasing number of female leaders have been celebrated and promoted, including through the Deloitte Diversity & Inclusion Council."

Challenge the impossible



Lins Tang
Deloitte Global Delivery Centre
Information Technology Manager

In 2018, Lins Tang made the decision to transform her career and joined Deloitte as a Microsoft Cloud DevOps engineer.

"Prior to joining Deloitte, I had been managing software testing. However, I was able to join the firm as a Microsoft Cloud DevOps engineer at the forefront of technology," she recalls. "Friends were surprised by my new position, as I was able to switch from a business-focused career to a technical path. Since there is a high technical knowledge requirement, and as a female with few foundations in cloud technology, it was seen as 'Mission Impossible'!"

Their concerns in one sense were legitimate as Lins found herself surrounded by male colleagues after starting her new job. She was one of just five females in a team of 30 developers, and her colleagues were all very experienced developers, which inevitably put pressure on her. Soon enough, however, she was able to turn her insecurities into positive motivations: "I've grown to realize that we each have our strengths and weaknesses, for example, my learning and language abilities are stronger than those of many of my peers. On top of this, my colleagues have been

extremely proactive in sharing their knowledge and experiences, and I have always been able to navigate through difficulties with their help."

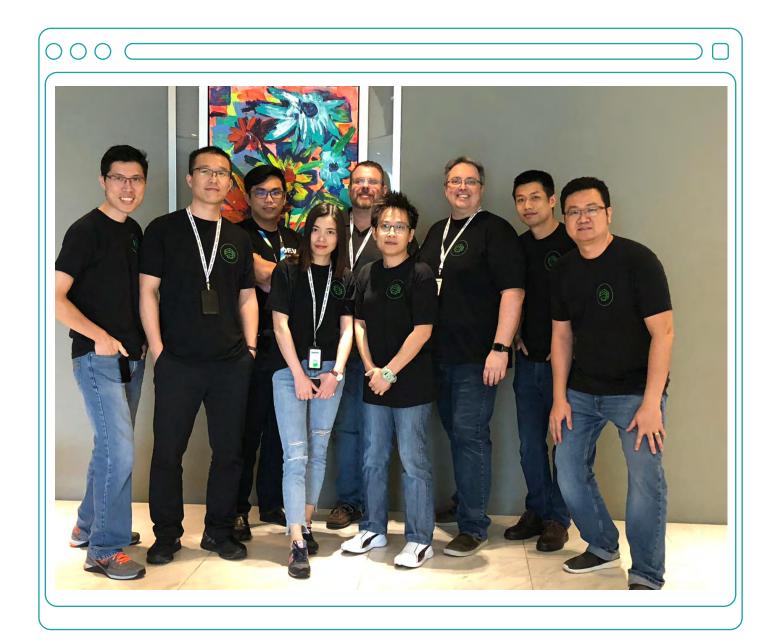
Despite her lack of coding experience, Lins took the chance to train in Malaysia, after which she undertook a series of job-specific training. Having taken part in global projects for Deloitte Audit & Assurance, she has met many colleagues from different backgrounds and from across the world. She is thankful that they not only taught her how to do certain tasks, but also explained the reasons and logic behind doing so. "Within just two years, I have acquired abundant experience in the topic and feel confident in my job," she says.

Lins has realized that females can play an important role in a team of developers, as they are able to bring teams together to achieve great results. She is particularly proud that she has been able to influence her male colleagues to take part in team events and witnessed how females bring color and energy to the workplace, powering stronger teams: "We have always been labelled. Phrases like 'males are better in tech' have brainwashed everyone and been a barrier to females to entering

this realm. I hope to use my personal experience to show fellow female colleagues that we are capable, powerful and have the ability to excel."

Lins has leveraged Deloitte's global network and proactively sought help when needed. She encourages female colleagues who want to become a part of the tech industry to learn proactively to improve their competitiveness: "We

should never set limits for ourselves and tell ourselves what we cannot do. As long as one is willing to learn and challenge the impossible, the sky is the limit!"



Lins Tang and her team attend training in Malaysia in March 2019.

Talking tech



Wei Ling, Low Yang Chan & Jamison LLP Paralegal

On hearing the words – "lawyers will be replaced by AI" – during a seminar on artificial intelligence, Wei Ling, a lawyer by training, felt the threat posed by technology. Yet rather than be deterred, the moment marked a turning point in her life, which inspired her to reflect on her career choice.

Having begun her career at a start-up, she did not pursue the typical legal career path as the rest of her cohort did. Having concerns that technology will one day replace lawvers, she decided to study Al and technology instead. It was then that she discovered her passion for legal tech. Wei Ling has been drawn closer to tech by joining Deloitte Hong Kong's new legal team, charged with bringing the latest technology to a traditional legal practice and driving technological transformation in a traditionally non-tech industry.

In Hong Kong, legal tech is a relatively new arena, and Wei Ling

aspires to become one of its future leaders. She envisions new elements and aspects of Hong Kong legal practice through working with colleagues in Europe and North America, where legal tech is mature. Wei Ling faced many challenges in the beginning, with friends and colleagues saying it was foolish for her to give up on a more predictable path to success. "But when the outbreak of the pandemic accelerated the use of technology in our everyday lives," she says. "My parents began to realize the importance of technology in today's world and became more supportive of my career choice."

As a junior member of the Firm, Wei Ling hopes to make an impact and help the Hong Kong legal team become "the law firm of the future". Through leveraging her knowledge and network, she is able to bring new tools to eliminate repetitive and redundant processes. Despite facing many obstacles, she always adopts an optimistic

attitude: "It is not easy to bring change to a team, as people are accustomed to their everyday routines rather than wanting to learn new technologies." She also acknowledges that "it is difficult for lawyers to understand technology due to the nature of the role. Lawyers are more invested in their own profession. If it were not for special requirements in parts of their jobs, many lawyers would have limited spare time to understand other industries." Wei Ling convinces her colleagues by emphasizing the measurable benefits to users and replacing technical terms with common language that can be easily understood.

She has been inspired by entrepreneurs such as the founders of Haidilao, Zhang Yong, and Spanx, Sara Blakely. What these entrepreneurs have in common is that they did not come from affluent backgrounds, but identified challenges in our daily lives and built good products to address the problems at hand. Wei Ling believes, "these are good examples that show that to succeed, you do not need a technology solution for every problem, you just need to find a good solution to a real issue".

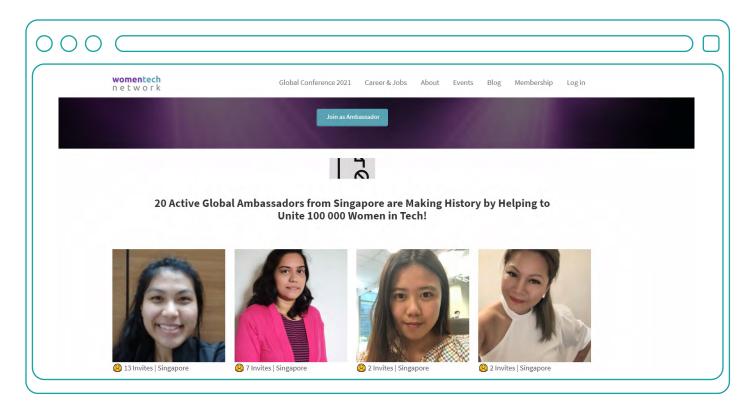
For those female colleagues who are looking to pursue a career in technology, Wei Ling has some advice: "Talk to as many people working in the field as possible, participate in crash courses or talks and read up on the latest industry trends. Also, it is important to always have your credentials ready and showcase a compelling story about why you want to be in tech and why you have the qualities and skills to succeed. Opportunities are always there for those who are prepared, so hold on to your opportunity when it comes. In addition, there are risks in a changing industry, so you should always have a back-up plan, just in case things don't work out as planned." Joining Deloitte has given Wei Ling the chance to navigate the legal and the business worlds, where she has learned how industries are changed by technology. She views her move into legal tech as one of the greatest career choices she has made, and hopes to be able to share her story with the aspiring female leaders of the future.





Wei Ling gives a presentation in Singapore at "Women Who Code" on how non-tech professionals can transition into tech roles (2019)

Wei Ling views a participant's APP as a judge for the Young Founders Summit 2019 start-up competition in Beijing



She also serves as a global ambassador of WomenTech Network, connecting with women leaders in technology across the globe to help women in technology and drive women entrepreneurship.



Build up confidence and set clear career goals



Ms Charlotte Lu **Deloitte China National Education Industry Lead Partner**

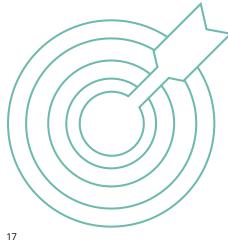
Charlotte joined Deloitte audit in Shanghai in 1994. Over the past 26 years, she has become prominent in the education and TMT industries and is one of Deloitte's outstanding female leaders in these sectors.

"When I first joined the TMT industry 10 years ago, only 30% of TMT employees were women, and now female representation has doubled," she reflects. Charlotte believes women are not disadvantaged in the industry, but rather that TMT is multifaceted and requires talent with soft skills. The nature of female professionals makes them suitable for management positions in this industry, she suggests, "There are many outstanding female leaders in this sector, such as Li Fei-Fei at Google and Sheryl Sandberg at Facebook. This proves that women can perform equally well as men in technical fields. Moreover, women have many advantages, such as talent in communication and coordination, being more approachable and paying attention to employee welfare. All of these are important for corporate development, showing the indispensable role of women in the workplace."

Similar to other female leaders, Charlotte has encountered various challenges at different stages of her career at Deloitte. However the leaders

and colleagues she has met over the years have supported her to tackle these challenges. When Charlotte was a manager, Deloitte provided a secondment opportunity for her to work in the San Francisco office. This new environment presented an opportunity to refresh her work and life experience, she recalls, "We face different challenges at different stages of life. People around me give me a lot of inspiration, and I always keep an open mind to others' opinions and advice, even from people who are younger than I am."

When talking about gender equality in the workplace, Charlotte shares, "I started serving as a board member three years ago. Over the years, I never perceived myself as incapable due to my gender. At the same time, male colleagues around me gave me a lot of support and inspiration." Charlotte raises the importance of being "gender blind", that is, downplaying gender differences to dispel stereotypes. Women should eradicate thoughts of incompetence due to their gender and be more confident and proactive in attaining high performance. "One should utilize career planning to outline their career goals, understand their potential, and eventually be willing to make changes to achieve these goals." Charlotte reminds female colleagues



not to compare themselves with their male counterparts or colleagues, and not measure the value of women in the workplace based on traditional equality measures.

Even though Charlotte has been devoted to her career and attained great successes over the years, she also prioritizes her family. She advocates for women not to neglect their families because of work, and shows respect for women who have different priorities at different life

stages: "It is important for us to have clear priorities on what we want at each life stage and strive for our goals." Speaking of role models, Charlotte said that her role model "has her own approach to balancing work and life. I really admire her mindset of long term planning for her career. We should not pursue getting to places too quickly, but rather how far we can go."

"When we are no longer using words such as gender equality, then we have really achieved equality. Women should not hold the view that they are disadvantaged compared to men. Instead, we should eradicate stereotypes, play to our advantages, and set clear goals at every stage of our lives to seek long term career development and contribute towards the commercial environment."

These are the words of wisdom that Charlotte Lu, a women of influence, wants us to remember in our personal and professional journeys.



Charlotte attends Deloitte China National Partners Conference in Beijing



Charlotte attends the Forth i-EDU Summit



Charlotte is learning to make Thai cuisine at Deloitte China Management Team and China Board retreat.

Shine your brightest light



Sally Chen
Deloitte China Tax Director

"I am inspired by what Calvino wrote in Hermit in Paris – 'I don't believe in anything that is easy, quick, spontaneous, improvised, rough and ready. I believe in the strength of what is slow, calm, obstinate, devoid of fanaticisms and enthusiasms. I do not believe in any liberation either individual or collective that can be obtained without the cost of self-discipline, of self-construction, of effort."

Reflecting on 2020, the COVID-19 outbreak had an unprecedented impact on people's work and lives. Deloitte China Tax Director, Sally Chen, saw this challenge as an opportunity for self-development and self-liberation.

Last September, Sally, the only female in the Global Japanese Services Group (JSG) leadership team, was invited to host the Global JSG Asia Pacific conference. This was also the first time JSG had conducted the conference remotely.

As the pandemic continued to affect the world of work, Sally kept exploring new ways to adapt, "Externally, we maintained client relationships through webcast meetings, and as the epidemic stabilized, we held roundtable meetings to allow more offline communication. Internally, to fully mobilize and engage team members, everyone was expected to contribute their ideas to the action plan for this year. From novel products to unique promotion methods, our team worked closely together to formulate the action plan. In addition, we conduct regular discussions and ensure our plans are implemented in an effective manner."

As a female leader, Sally has not only makes a mark on the professional stage, but also shines in social welfare and in her personal and family life. As she says, "Female leaders should be diverse, strong and flexible."

As a new Deloitte WorldClass Ambassador, Sally recorded night time stories for children in rural areas during the outbreak and helped special needs teenagers in Shanghai to integrate into everyday life. She has transformed from a volunteer into an organizer of social impact events. On this journey, Sally has been especially grateful for Deloitte's support.
"Deloitte has always encouraged flexible working. The firm has also considered the impact of the pandemic and carried out remote training to facilitate public welfare projects while ensuring staffs' health and safety," she says.

As a member of Deloitte's Running Club, Sally last October represented Deloitte as a participant in a running event for foreign company executives and foreigners in Shanghai.

As a mother of two children, Sally cares about team members' lives, helping colleagues who encounter professional bottlenecks by sharing her own experiences and thoughts. She strives to become a role model for young female colleagues.

"As the German writer Hesse wrote, 'in the face of the roaring wheels of the times, we must run faster'. This can leave some individuals behind. For female employees who have just joined Deloitte, I want them to know that they will become better versions of themselves only by continuing to move forward."

In an age of uncertainty, Sally calls on all women to overcome their fears, step out of their comfort zones, and embrace their unique capabilities through different platforms.



Sally represents Deloitte in a running event for foreign company executives and foreigners in Shanghai



Sally records night time stories for children in rural areas as part of WorldClass



Give and grow

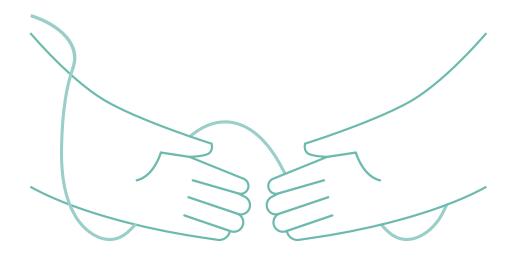


Rachel Chen
Consulting Manager

The Deloitte Children Care Program was created and organized by the Deloitte Foundation, with the purpose of providing companionship and support to left-behind children in rural China. At the start of her involvement, Rachel planned to volunteer for just a year. However, she gradually became a team leader of the Children Care Program in Beijing. After three years, whenever someone asks Rachel whether she will keep supporting the program, she replies firmly and joyously: "Absolutely!" A heart of dedication and perseverance lies behind such a simple word.

Doing charity work for children is not as easy and pleasant as others might imagine. It requires volunteers to sacrifice much of their personal time and energy to take care of children who are sensitive, fragile and distant from their parents. This requires volunteers to be persevering, responsible and passionate.

One of the children matched with Rachel, who we will call 'Xiaogiu', is a shy little girl. At first, Rachel always dominated their conversation, while Xiaoqiu listened carefully and rarely spoke. One day, Xiaogiu suddenly began to confide in her "big sister" about her troubles, which she had never shared with outsiders. Rachel felt her companion had finally begun to play a part in their relationship, and was accepted by Xiaogiu as a close friend. Children yearn for care and attention, and left-behind children are usually more sensitive and lack self-confidence due to a lack of family companionship. Rachel's companionship has become Xiaoqiu's emotional support. This outcome has fulfilled Rachel, who, during her days accompanying Xiaoqiu, has realized their influence goes both ways. Her interactions with Xiaogiu have made Rachel more empathetic and insightful, equipping her with the ability to communicate with new young colleagues more empathetically and skillfully.



When it comes to prospects for future charity activities, Rachel says that as part of Deloitte Consulting, she hopes to explore more opportunities in non-profit consulting projects and use her abilities and expertise to help charity organizations or charities within large enterprises become more

transparent and efficient. We extend a big thank you to all of Deloitte's female volunteers, like Rachel, for helping others with their love and kindness, giving back to the society with their professional skills, and demonstrating the power of women.



ice of Deloitte: Rachel and other volunteers record a bedtime story for students at rural boarding schools



The Deloitte Children Care Program: Rachel and other volunteers work with schools to organize cross-cultural fairs that combine fun with learning

Create and spread positivity



Sally Wu
Consulting Clients, Industries and
Markets Director

It has been 14 years since Sally Wu joined Deloitte Consulting in Shanghai. The changes in her role in life, and physical condition, have made Sally realize that the problems she has faced are not unique to her, but shared by many Deloitters. The gap between personal expectations and the reality of work, and difficulties in people management, cannot be solved only by organizational approaches such as compensation, but also require mutual understanding and support among all Deloitters. Sally has received support from colleagues and friends when she has had difficulties, and now passes on this warmth to more Deloitters.

As Deloitte Foundation Ambassador in Shanghai and founder of the Deloitte

Employee Decompression Club, Sally's life experience has been full of ups and downs. A serious illness caused her to experience hardship and pain between 2017 and 2018, and she had doubts about whether she could survive. With the help of friends, family and colleagues, she eventually felt warmth again and recovered. On the way to healing herself, Sally participated in psychological counselling, group therapy, psychological courses, and social welfare programs.

After returning to Deloitte in 2019, Sally tried her best to coordinate resources and methods to promote care for more Deloitters with psychological needs. Sally believes that a great working environment only



Deloitte Employee Decompression Club: During regular club gatherings with vegetarian food and tea, club members enjoy yoga, share stories and encourage one other

exists when every one of us cares about our physical and mental health, gets along with and is friendly to colleagues, and offers others tolerance and assistance. A great working environment is essential to maintain Deloitte's "4+1" Culture and Deloitters' loyalty. The Deloitte Employee Decompression Club is one effective way of transmitting and influencing the Deloitte culture.



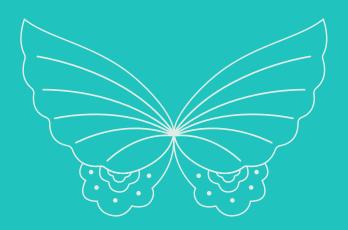
Deloitte Employee Decompression Club: Club members participate in an excursion and have a great time kayaking and meditating along the river in the sun and the breeze. The members found inner and external peace during the trip

There are two sources of stress, pressure from the external environment and internal insecurities or uncertainties. Resolving internal causes of stress is critical. The Decompression Club focuses on the mental health of Deloitters, aiming to dissolve psychological pressure by influencing inner cognition. Unlike taught programs, the Club uses group activities, meditation to music,

chatting and sharing, and employee interactions that allow participants to face up to their emotions, destigmatize their feelings and eliminate cognitive biases towards psychological issues such as depression.

What Sally and the Decompression Club hope to preach is to open your heart, let go of the past and embrace the future.





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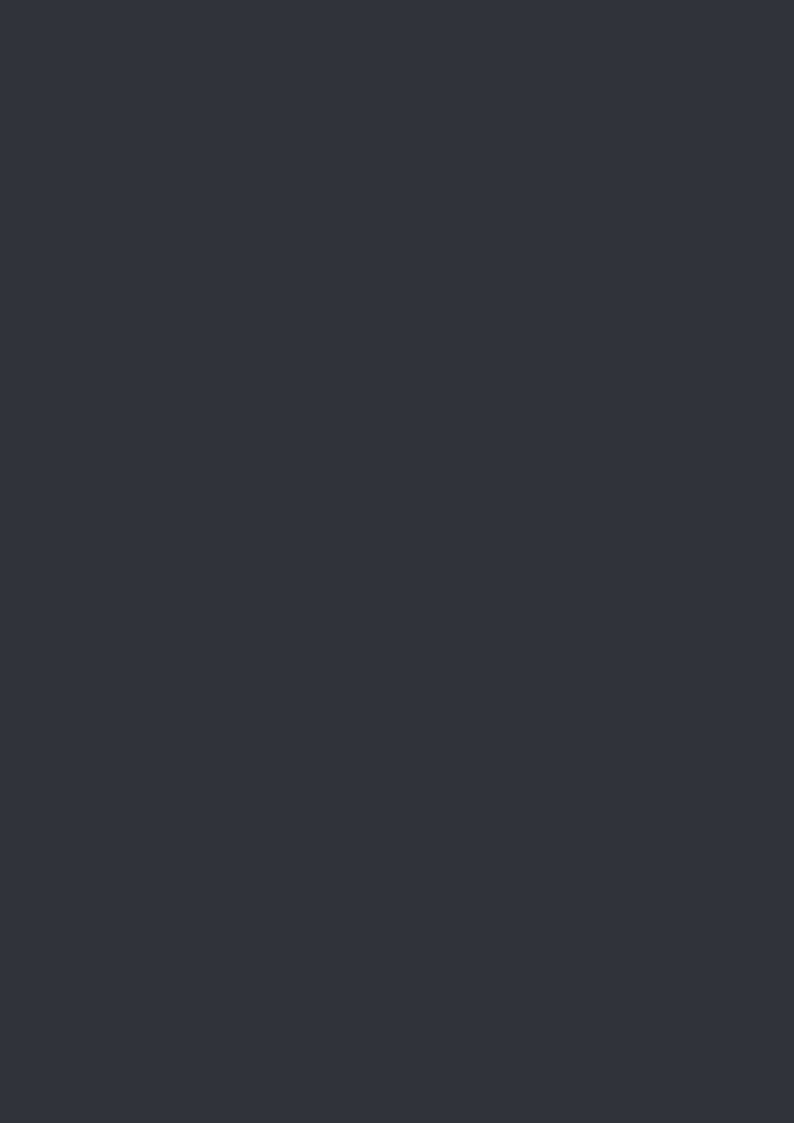
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