

# Empowering innovation and impact together



# Materiality Assessment and Index

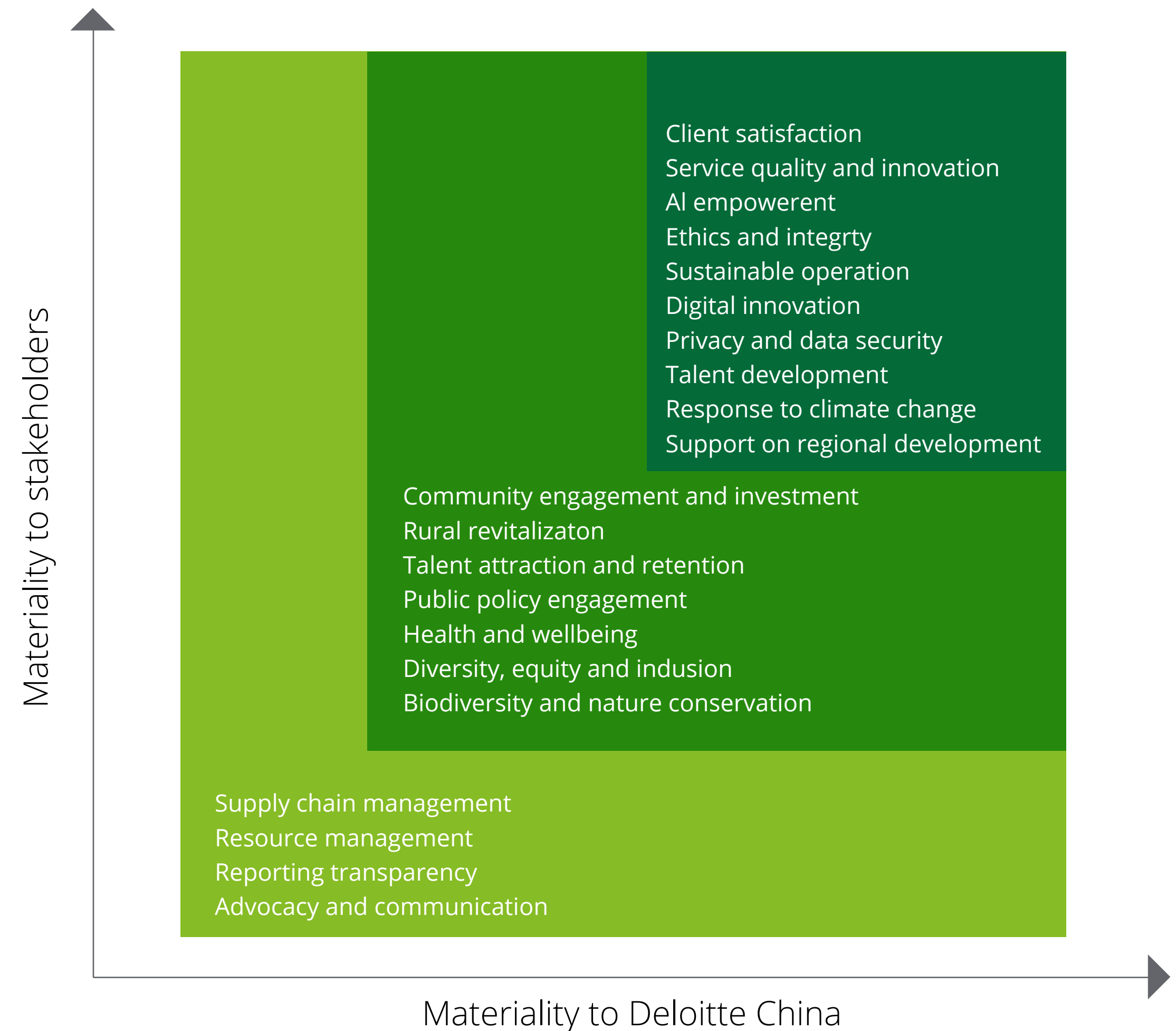
## Material issues and communication with stakeholders

### Materiality Matrix

In FY2024, Deloitte China continued to assess stakeholder expectations by identifying material issues of great influence from the perspectives of “significance to Deloitte China” and “significance to stakeholders.” This process led to the optimization of this fiscal year’s materiality matrix, which serves as a guide for determining key disclosures in this report and shaping the focus areas for Deloitte China’s future societal impact initiatives.

### Communication with Stakeholders

Deloitte China highly values its communication with stakeholders and continuously improves communication mechanisms to understand and respond to the needs of all parties. By actively listening and taking concrete action, Deloitte China fosters mutual growth and collaboration with its stakeholders.



Stakeholders	Ways of communication		Key topics of interest	
<b>Clients</b>	<ul style="list-style-type: none"> <li>• Interactions during contract period</li> <li>• Client satisfaction programs</li> <li>• Business development activities</li> <li>• Client meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Client questionnaire</li> <li>• Client labs and/or hosted conferences</li> <li>• Proposal responses and follow-ups for lost bids</li> </ul>	<ul style="list-style-type: none"> <li>• Ethics &amp; integrity</li> <li>• Client satisfaction</li> <li>• Governance, risk, &amp; compliance</li> <li>• Public interest protection</li> <li>• Anti-corruption</li> <li>• Commitment to corporate responsibility</li> <li>• Privacy &amp; data security</li> </ul>	<ul style="list-style-type: none"> <li>• Environmental performance</li> <li>• Supply chain risks</li> <li>• Value of services</li> <li>• Sustainable operations</li> <li>• AI empowerment</li> <li>• Community engagement and investment</li> </ul>
<b>Deloitte employees, their families &amp; future talent</b>	<ul style="list-style-type: none"> <li>• Social networking platforms (external &amp; internal)</li> <li>• Recruitment activities</li> <li>• Internal discussions</li> <li>• 24/7 support &amp; emergency hotlines</li> <li>• Confidential ethics hotline</li> <li>• Professional development meetings</li> <li>• Mentorship programs</li> <li>• Performance check/review</li> </ul>	<ul style="list-style-type: none"> <li>• Community engagement &amp; volunteer opportunities</li> <li>• Exit interviews</li> <li>• Deloitte alumni network</li> <li>• Career development talks</li> <li>• Townhall meetings</li> <li>• Leadership videos</li> <li>• Deloitte China annual talent survey</li> </ul>	<ul style="list-style-type: none"> <li>• Career development</li> <li>• Diversity &amp; equal treatment</li> <li>• Inclusive leadership</li> <li>• Ethics &amp; integrity</li> <li>• Client satisfaction</li> <li>• Privacy &amp; data security</li> <li>• Governance, risk, &amp; compliance</li> <li>• Commitment to corporate responsibility</li> <li>• Public interest protection</li> <li>• Public policy position</li> <li>• Environmental performance</li> </ul>	<ul style="list-style-type: none"> <li>• Health &amp; well-being</li> <li>• Community engagement</li> <li>• Labor rights</li> <li>• Compensation</li> <li>• Work-life balance</li> <li>• Professional standards</li> <li>• Work performance</li> <li>• Sense of happiness</li> <li>• Sustainable operations</li> <li>• AI empowerment</li> <li>• Community engagement and investment</li> </ul>
<b>Government &amp; regulatory authorities</b>	<ul style="list-style-type: none"> <li>• Active engagement with regulators &amp; decision makers on industry &amp; capital market issues</li> <li>• Contributions to new regulations</li> <li>• Participation in policymaking</li> </ul>	<ul style="list-style-type: none"> <li>• Responses to regulatory &amp; public policies</li> <li>• Quality/performance check &amp; review</li> <li>• Work meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Public interest protection</li> <li>• Ethics &amp; integrity</li> <li>• Future development of audit</li> <li>• Innovation &amp; disruptive technologies</li> <li>• Privacy &amp; data security</li> <li>• Standardized models</li> <li>• Governance, risk, &amp; compliance</li> <li>• Anti-corruption</li> <li>• Environmental performance</li> <li>• Health &amp; well-being</li> <li>• Community engagement</li> </ul>	<ul style="list-style-type: none"> <li>• Labor rights</li> <li>• Compensation</li> <li>• Work-life balance</li> <li>• Professional standards</li> <li>• Work performance</li> <li>• Sense of happiness</li> <li>• Sustainable operations</li> <li>• AI empowerment</li> <li>• Community engagement and investment</li> <li>• Biodiversity and nature conservation</li> </ul>

Stakeholders	Ways of communication		Key topics of interest	
<b>Industry associations</b>	<ul style="list-style-type: none"> <li>• Participation in committees &amp; working groups</li> <li>• Leading &amp; representing committees</li> <li>• Attending meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Co-development of industry white papers</li> <li>• Speaking engagements</li> <li>• Participation in standards development</li> </ul>	<ul style="list-style-type: none"> <li>• Public interest protection</li> <li>• Ethics &amp; integrity</li> <li>• Governance, risk, &amp; compliance</li> <li>• Professional standards</li> <li>• Work performance</li> <li>• Career development</li> </ul>	<ul style="list-style-type: none"> <li>• Public policy position</li> <li>• Open market</li> <li>• Digital economy &amp; technology</li> <li>• Future development of business</li> <li>• Information disclosures &amp; reporting</li> <li>• AI empowerment</li> </ul>
<b>Non-profit organizations &amp; local communities</b>	<ul style="list-style-type: none"> <li>• Engagement in local activities</li> <li>• Pro bono activities</li> <li>• Collaboration</li> <li>• Volunteer services</li> </ul>	<ul style="list-style-type: none"> <li>• Social media</li> <li>• E-mails</li> <li>• Meetings</li> <li>• Speaking engagements</li> </ul>	<ul style="list-style-type: none"> <li>• Youth education &amp; employment</li> <li>• Diversity &amp; equal treatment</li> <li>• Ethics &amp; integrity</li> <li>• Anti-corruption</li> <li>• Human rights</li> <li>• Transparency</li> <li>• Commitment to corporate responsibility</li> <li>• Public policy position</li> </ul>	<ul style="list-style-type: none"> <li>• Privacy &amp; data security</li> <li>• Environmental performance</li> <li>• Community engagement</li> <li>• Public interest protection</li> <li>• Social progress &amp; equality</li> <li>• Community engagement and investment</li> <li>• Biodiversity and nature conservation</li> </ul>
<b>International organizations</b>	<ul style="list-style-type: none"> <li>• Participation in international initiatives</li> <li>• Conferences and forums</li> </ul>	<ul style="list-style-type: none"> <li>• Discussions on international standards</li> </ul>	<ul style="list-style-type: none"> <li>• Human rights</li> <li>• Community engagement</li> <li>• Physical safety</li> <li>• Social progress &amp; equality</li> <li>• Trade &amp; investment</li> <li>• Inclusive growth</li> <li>• Open market</li> </ul>	<ul style="list-style-type: none"> <li>• Future development of business</li> <li>• Digital economy</li> <li>• Sustainable operations</li> <li>• AI empowerment</li> <li>• Community engagement and investment</li> <li>• Biodiversity and nature conservation</li> </ul>
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>• Negotiations</li> <li>• Meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Industry conferences</li> <li>• Ongoing supply chain management and procurement</li> </ul>	<ul style="list-style-type: none"> <li>• Ethics &amp; integrity</li> <li>• Anti-corruption</li> <li>• Diversity &amp; equal treatment</li> </ul>	<ul style="list-style-type: none"> <li>• Privacy &amp; data security</li> <li>• Sustainability implementation</li> </ul>
<b>Industry &amp; market analysis firms</b>	<ul style="list-style-type: none"> <li>• Global engagement strategies involving Deloitte executive leadership, subject matter experts and other stakeholders of all geographies, businesses and industries</li> </ul>		<ul style="list-style-type: none"> <li>• Pros &amp; cons of digital development</li> <li>• Technology &amp; emerging technologies</li> <li>• Client experience</li> <li>• Business transformation</li> <li>• Cyber security</li> </ul>	<ul style="list-style-type: none"> <li>• Cultural change</li> <li>• The future of advisory</li> <li>• Sustainable operations</li> <li>• AI empowerment</li> </ul>
<b>Educational institutions</b>	<ul style="list-style-type: none"> <li>• Project participation</li> <li>• Cooperation</li> </ul>	<ul style="list-style-type: none"> <li>• Recruitment</li> <li>• Guest lectures &amp; speeches</li> </ul>	<ul style="list-style-type: none"> <li>• Education</li> <li>• Ethics &amp; integrity</li> <li>• Diversity &amp; inclusion</li> <li>• Staff development</li> </ul>	<ul style="list-style-type: none"> <li>• Anti-corruption</li> <li>• Human rights</li> <li>• Sustainable operations</li> <li>• Community engagement and investment</li> </ul>

## Supporting United Nations' Sustainable Development Goals (SDGs)

SDGs	Deloitte's supporting initiatives	SDGs	Deloitte's supporting initiatives
	• P22		• P42-P49
	• P42-P46		• P10-P12
	• P25-P26		• P39
	• P28, P33		• P30-P34
	• P17-P24		• P52-P55
	• P6-P12		• P13-P15

## Global Reporting Initiative (GRI) Content Index

No.	Content	Page(s)
<b>GRI 2: General disclosures</b>		
<b>Organization and reporting practice</b>		
2-1	Organizational details	10
2-2	Entities included in the organization's sustainability reporting	60
2-3	Reporting period, frequency, and contact point	60
2-5	External assurance	60
<b>Activities and workers</b>		
2-6	Activities, value chain, and other business relationships	39
2-7	Employees	16-26
<b>Governance</b>		
2-9	Governance structure and composition	52
2-12	Role of the highest governance body in overseeing the management of impacts	52
2-14	Role of the highest governance body in sustainability reporting	52
<b>Strategy, policies and practices</b>		
2-22	Statement on sustainable development strategy	3
2-23	Policy commitments	3
2-27	Compliance with laws and regulations	53-54

No.	Content	Page(s)
<b>Stakeholder engagement</b>		
2-29	Approach to stakeholder engagement	Materiality Assessment and Index
<b>GRI 3: Material topics</b>		
3-1	Process to determine material topics	Materiality Assessment and Index
3-2	List of material topics	Materiality Assessment and Index
3-3	Management of material topics	Materiality Assessment and Index
<b>GRI 201: Economic performance</b>		
201-2	Financial implications, risks and opportunities due to climate change	32
<b>GRI 203: Indirect economic impacts</b>		
203-1	Infrastructure investments and services supported	12, 42-49
203-2	Significant indirect economic impacts	42-49
<b>GRI 205: Anti-corruption</b>		
205-2	Communication and training about anti-corruption policies and procedures	54
<b>GRI 302: Energy</b>		
302-1	Energy consumption within the organization	58
302-3	Energy intensity	58
302-4	Reduction of energy consumption	58

No.	Content	Page(s)
<b>GRI 304: Biodiversity</b>		
304-2	Significant impacts of activities, products and services on biodiversity	35
<b>GRI 305: Emissions</b>		
305-1	Direct (Scope 1) GHG emissions	58
305-2	Energy indirect (Scope 2) GHG emissions	58
305-3	Other indirect (Scope 3) GHG emissions	58
305-4	GHG emissions intensity	58
305-5	Reduction of GHG emissions	58
<b>GRI 306: Waste</b>		
306-1	Waste generation and significant waste-related impacts	36
306-2	Management of significant waste-related impacts	36
306-3	Waste generated	36
306-4	Waste diverted from disposal	36
306-5	Waste directed to disposal	36
<b>GRI 308: Supplier environmental assessment</b>		
308-1	New suppliers screened using environmental criteria	39

No.	Content	Page(s)
<b>GRI 401: Employment</b>		
401-1	New employee hires and employee turnover	57
401-2	Benefits provided to full-time employees (excluding temporary or part-time employees)	22
<b>GRI 403: Occupational health and safety</b>		
403-3	Occupational health services	22
403-6	Promotion of worker health	22
<b>GRI 404: Training and education</b>		
404-1	Average hours of training per year per employee	57
404-2	Programs for upgrading employee skills and transition assistance programs	19-23
<b>GRI 405: Diversity and equal opportunity</b>		
405-1	Diversity of governance bodies and employees	25
<b>GRI 413: Local communities</b>		
413-1	Operations with local community engagement, impact assessments, and development programs	42-49
<b>GRI 418: Customer privacy</b>		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	55



#### About Deloitte

Deloitte China provides integrated professional services, with our long-term commitment to be a leading contributor to China's reform, opening-up and economic development. We are a globally connected firm with deep roots locally, owned by our partners in China. With over 20,000 professionals across 31 Chinese cities, we provide our clients with a one-stop shop offering world-leading audit, tax and consulting services.

We serve with integrity, uphold quality and strive to innovate. With our professional excellence, insight across industries, and intelligent technology solutions, we help clients and partners from many sectors seize opportunities, tackle challenges and attain world-class, high-quality development goals.

The Deloitte brand originated in 1845, and its name in Chinese (德勤) denotes integrity, diligence and excellence. Deloitte's global professional network of member firms now spans more than 150 countries and territories. Through our mission to make an impact that matters, we help reinforce public trust in capital markets, enable clients to transform and thrive, empower talents to be future-ready, and lead the way toward a stronger economy, a more equitable society and a sustainable world.

Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited ("DTTL"), its global network of member firms, and their related entities (collectively, the "Deloitte organization"). DTTL (also referred to as "Deloitte Global") and each of its member firms and related entities are legally separate and independent entities, which cannot obligate or bind each other in respect of third parties. DTTL and each DTTL member firm and related entity is liable only for its own acts and omissions, and not those of each other. DTTL does not provide services to clients. Please see [www.deloitte.com/about](http://www.deloitte.com/about) to learn more.

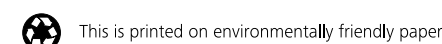
Deloitte Asia Pacific Limited is a company limited by guarantee and a member firm of DTTL. Members of Deloitte Asia Pacific Limited and their related entities, each of which is a separate and independent legal entity, provide services from more than 100 cities across the region, including Auckland, Bangkok, Beijing, Bengaluru, Hanoi, Hong Kong, Jakarta, Kuala Lumpur, Manila, Melbourne, Mumbai, New Delhi, Osaka, Seoul, Shanghai, Singapore, Sydney, Taipei and Tokyo.

This communication contains general information only, and none of DTTL, its global network of member firms or their related entities is, by means of this communication, rendering professional advice or services. Before making any decision or taking any action that may affect your finances or your business, you should consult a qualified professional adviser.

No representations, warranties or undertakings (express or implied) are given as to the accuracy or completeness of the information in this communication, and none of DTTL, its member firms, related entities, employees or agents shall be liable or responsible for any loss or damage whatsoever arising directly or indirectly in connection with any person relying on this communication.

© 2024. For information, please contact Deloitte China.

CQ\_036\_CN\_24



This is printed on environmentally friendly paper