PwC's COVID Navigator: FAQs

Where is your client in their readiness and response journey?

Why did we create PwC's COVID-19 Navigator?

Client conversations and PwC's recent PwC COVID-19 CFO Pulse Survey on the impacts of COVID-19 indicate that many companies are struggling with similar issues and are looking for guidance. In addition, our past experience with helping clients respond to viral outbreaks such as Ebola and SARS highlighted the types of pain points companies face as they navigate through their crisis response. Finally, PwC's Global Crisis Survey provides data-driven insights about what works and what doesn't when responding to a crisis.

To live our purpose of building trust in society and solving important problems, we made the decision to rapidly capture these insights as well as the relevant expertise of PwC specialists into a web-enabled digital tool and make it available for free to clients and non-clients alike.

Who contributed the content for this tool? Was my LoS consulted?

We consulted with LoS leadership from Assurance, Tax, and Advisory who nominated subject matter specialists to develop customized content for each of the six response areas. A team of nearly 20 partner specialists collaborated to develop the Navigator's content. The 6 response areas are:

1. Crisis Management
2. Workforce
3. Operations and Supply Chain
4. Finance and Liquidity
5. Tax and Trade
6. Strategy and Brand

These areas align to pain points identified through discussions with clients around the globe and the insights of our own x-LoS subject matter specialists.

Is PwC's COVID-19 Navigator relevant to companies in my sector?

The navigator is industry and sector agnostic. To account for sector and business model differences, we included an impact assessment tool to help companies assess how significantly their business may be impacted across four critical areas:

1. Workforce
2. Operations and Supply Chain

3. Finance and Liquidity
4. Strategy and Brand

For example, a professional services firm like PwC is likely to be significantly impacted in the workforce area, yet only moderately impacted with respect to operations and supply chain. Conversely, a retailer may be significantly impacted in both workforce and supply chain.

How long will it take my client to complete the COVID-19 Navigator?

The Navigator takes approximately 20 minutes to complete. Clients can complete the questions alone or share their personalized link with colleagues.

How long will it take for my client to receive their report?

Your client will receive their report instantly, assuming they accept our privacy and information sharing policy. It can be viewed by the client online, exported to pdf, or accessed via their personalized link.

The report will provide insight into where their company stands in regards to crisis management; workforce; supply chain and operations; finance and liquidity; tax and trade; and strategy and brand. It will also provide:

1. A link to our COVID-19 website to explore our thought leadership in these six business areas
2. A "Connect with PwC" button that will initiate contact with appropriate PwC teams

What type of questions are asked and can I see the questions in advance?

The questions fall into the following categories:

1. Organizational profile
2. COVID-19 impact
3. Response areas:
    - Crisis management and response
    - Workforce
    - Operations and supply chain
    - Finance and liquidity
    - Tax and trade
    - Strategy and brand

Can I see a sample of the report my client will receive?

Click HERE to see a sample report.

When will benchmarking data be available?

We will make benchmarking data available when we have received a sufficient number of client responses to provide statistically valid comparisons. Sector or sub-sector benchmarking will become available when 50 or more companies complete the Navigator. You can help us achieve these numbers by encouraging your clients to complete the Navigator.

My client did not receive the survey. Can they still participate?

Yes! Anyone can complete the survey. PwC's COVID-19 Navigator can be found on pwc.com.

How will I know if my client completed the survey and will I have access to their results?

The GEP will be notified via Salesforce chatter once your client has completed the Navigator. A link to your client's report will be available in Salesforce. Please note, if different individuals at your client complete the survey in its entirety you will see multiple reports. Please note that the results are based on the individual answers provided so results may differ depending on the knowledge and perspective of the respondent.

Can restricted clients complete the survey?

Yes! Completions of PwC's COVID-19 Navigator by restricted clients is not considered a service and there is no requirement for an AFS and audit committee pre-approval (where applicable). This is because:

- The diagnostic is made available for free to the business community at large (via the pwc.com/us website and/or the wide distribution by our partners to our broad base of clients);
- Results provided are generic recommendations in a non-customized format (i.e., the same format and information, depending how the questions are answered, for each participating company); and
- Future benchmarking reports will only include the relevant benchmark responses compared to the client's responses and this is not considered a customized report.

Independence guidelines should be followed relating to the manner in which any results would be shared with restricted clients. To the extent meetings/conversations to deliver results are akin to thought leadership discussions - and do not address client-specific matters - audit committee pre-approval would generally not be required. However, specific observations and recommendations targeted to the client's environment would require an AFS and audit committee pre-approval (where applicable). It may be prudent to obtain an AFS and audit committee pre-approval (where applicable) because in many instances it may be difficult to limit the discussion to thought leadership and PwC's interactions with the client may extend to client specific discussions. Further, audit teams should consider the expectations of their respective audit committees when providing a diagnostic/survey such as this tool.

If you receive questions from restricted clients about whether this is a service, whether audit committee pre-approval is needed, or other independence-related considerations, please refer to Independence Technical Advisory 2006-1 questions 3 and 5 for guidance.