



UK Annual Report 2017 Highlights

Highlights

Total revenue

£2,172m

(2016: £2,068m)

Profit before tax and members' profit shares

£301m

(2016: £374m)

Average partner remuneration

£519k

(2016: £582k)

Total tax payable to HMRC

£824m

(2016: £790m)

UK employees

13,969

(2016: 13,112)

Partners

623*

(2016: 615**)

Community support:
Individuals directly supported

17,344

(2016: 16,483)

* Figure as at 1 November 2017

** Figure as at 1 November 2016

Performance indicators

Issue led

Focused on sustainable growth by being as efficient, agile and cost-effective as we can be.

Revenue growth

5.0%

People

People are at the heart of our business and embody what we stand for as a Firm.

Values Day attendance

100%*

Public trust

We are committed to restoring trust in our profession and providing the highest quality of work for investors, clients and all of our stakeholders.

Clients

Our business model depends on recurring relationships and being the clear choice for our clients.

Audit Quality

65%**

Improving Net Promoter Score***

9.0%

* Full attendance at our Values Day for all eligible employees since January 2017

** 65% (15 out of 23) of our engagements reviewed by the Audit Quality Review team of the Financial Reporting Council were rated as good (grade '1') or requiring limited improvements (grade '2a')

*** The Net Promoter Score ('NPS') is an index ranging from -100 to +100 that is used to gauge the loyalty of customer relationships. Figure refers to percentage increase on the NPS index