



On the 2023 not-for-profit audit committee agenda

January 2023



Spurred in part by major donors, many U.S. not-for-profit (NFP) entities experienced stronger operating results in 2022, despite headwinds from inflation, workforce disruption, and a changing political landscape. Heading into 2023, NFPs face geopolitical instability, surging costs, less favorable credit markets, lingering workforce and supply chain issues, and the prospect of a global recession. Given these challenges, as well as long-standing pressures around mission impacts, efficiency, and digitization, NFP boards and audit committees will once again need to refine their risk-driven agendas.

NFP audit committees can expect their organizations' financial reporting, compliance, risk, and internal control environments to be tested by an array of challenges in the year ahead, from cyber risks to continued stress in attracting and retaining talent. The increasing complexity and fusion of risks—and their unexpected interconnectedness—put a premium on more holistic organizational risk management and oversight. In this volatile operating environment, demands from donors, grantors, and other stakeholders for action and increased transparency will continue to intensify.

Drawing on insights from our interactions with NFP audit committees and senior executives, we've highlighted several issues to keep in mind as audit committees consider and carry out their 2023 agendas:

- **Maintain a sharp focus on leadership and talent in finance and other key functions.**
- **Understand how the organization is managing and reporting on environmental, social, and governance (ESG) risks.**
- **Keep a watchful eye on the organization's management of cybersecurity risks.**
- **Sharpen the organization's focus on ethics, compliance, and culture.**
- **Help ensure internal audit is focused on the organization's key risks—beyond financial reporting and compliance—and is a valuable resource for the audit committee.**
- **Reinforce audit quality and set clear expectations for frequent, candid, and open communications with the external auditor.**
- **Take a fresh look at the audit committee's agenda, workload, and capabilities.**



Maintain a sharp focus on leadership and talent in finance and other key functions.

NFP executives face a very challenging environment today. To increase efficiency and strengthen stakeholder connections, many organizations are implementing new enterprise resource planning (ERP) applications to enhance a variety of core business processes, from budgeting and financial reporting to donor relationship management and grant reporting. At the same time, organizational leaders are contending with talent shortages in key financial, IT, risk, compliance, and internal audit roles as they try to forecast and plan for fundraising and other activities in an uncertain economic environment. It is essential that the audit committee devote adequate time to understanding risks related to transformation strategies and personnel constraints—to help ensure that the finance and administration organization has the leadership, talent, and bench strength to execute those strategies while maintaining its core operating responsibilities.

In 2022, NFPs experienced unprecedented demands for greater workplace flexibility and equity, higher compensation costs, and in some cases, significant attrition in specialized administrative positions. An aging demographic in senior administrative roles and historically leaner staffing models have only intensified pressures on recruitment and retention. While the competition for talent in finance, accounting, internal audit, and IT roles has abated in some parts of the country—as well as in certain competing sectors—personnel turnover and unfilled positions in a sector that generally offers lower salaries and provides less work-life balance than in the past have left some NFPs struggling to appropriately staff certain roles and functions. To mitigate further attrition, many organizations have had to recalibrate remote work policies, find new ways to promote employee engagement and collaboration, strengthen recruiting efforts, provide stay bonuses, or renegotiate compensation.

To help monitor and guide the organization's progress as it refines the business model in a resource-challenged environment, we suggest the following areas of focus for the audit committee:

- To address staffing issues in the near term, higher compensation and benefit expectations and costs may place additional strain on the organization's budget and could

adversely affect decisions around hiring and organizational roles. Does the audit committee understand how the organization is coping, particularly as to specialized resources needed to manage mission-critical processes and controls, and the mitigation of fraud risks?

- The tax, compliance, and cultural ramifications of remote work arrangements and benefit program changes are complex and evolving. Does the organization have the appropriate infrastructure to monitor and manage these requirements, as well as potential increased cyber risks?
- As finance and internal audit functions combine strong data analytics and strategic capabilities from new ERPs with traditional financial reporting and auditing skills, their talent and skill-set requirements must change accordingly. Are these functions attracting, developing, and retaining the talent and skills necessary to match their needs? Are personnel embracing and accelerating available automation solutions—especially in traditionally labor-intensive areas such as accounts payable and payroll? Has management taken a fresh and holistic look at business processes and controls that may be overly burdensome relative to the risks involved?
- Do the chief business officer, chief compliance officer, chief audit executive, and chief information security officer have the appropriate internal authority and stature, organizational structures, resources, and succession planning to be effective moving forward?



Understand how the organization is managing and reporting on environmental, social, and governance (ESG) risks.

ESG involves integrating environmental, social, and governance risks and opportunities into an entity's strategy to build long-term financial sustainability and value. In today's increasingly competitive and transparent operating environment, ESG has become a board-level imperative reflecting and aligning with an entity's mission, values, goals, and reputation.

The environmental, health, education, and other societal missions of many NFPs inherently have an ESG focus. Yet, beyond describing

mission accomplishments in annual reports, these organizations face increasing stakeholder demands—from donors, grantors, board members, and other constituents—for more visible and higher-quality information about the organization's specific ESG risks, opportunities, and outcomes. How is the organization managing its own carbon footprint and other ESG goals, including diversity, equity, and inclusion (DEI) efforts? Beyond mission-related activities, ESG factors into virtually all the NFP's operations, such as fundraising, investment management, supply chain, international activities, and alliances. And while cyber risk management may not jump to mind as an ESG imperative, it is considered critical to effective governance. For NFP healthcare providers, additional considerations may include health equity and charity care. Indeed, the integration of many ESG-related risks into the organization's enterprise risk management (ERM) profile is increasingly evident.

The NFP sector is still in the early stages of the ESG reporting journey. In our experience, while many NFPs do not have a formal ESG strategy, most have long had ESG initiatives within their organizations. In some cases, these connect directly to the NFP's charitable purpose and may be critical to the organization's brand, reputation, and alliances. For example, staff diversity at voluntary health and welfare organizations frequently reflects the communities in which those entities fulfill their missions—and may also be intrinsic to programmatic goals or investments. Corporate sponsors and grantors may supplement or meet some of their own ESG objectives by supporting, allying, and co-branding with such NFPs. We have also seen NFPs sharpen their focus on DEI within affiliates, suppliers, and grantees, and several larger NFPs have announced climate action plans or committed to avoid or divest of fossil fuel holdings in their investment portfolios. In addition, board diversity and advocacy on public policy matters are critical strategic imperatives for many NFPs. However, data relating to these and other ESG efforts may not be consistently gathered, evaluated, or highlighted in published reports. Aligning on and understanding ESG definitions is essential, as is the need for quantitative, reliable data. Still, for most NFPs (and for entities in other sectors), the absence of a generally accepted ESG framework and lack of consensus around key industry performance indicators remain major obstacles to progress.

The extent to which NFPs may ultimately be subject to ESG disclosure requirements is uncertain. ESG reporting is a priority for public companies regulated by the SEC, which in 2022 issued rulemaking proposals for climate and cybersecurity disclosures and is anticipated to issue additional rulemaking on human capital disclosures. Although the SEC does not directly regulate the NFP sector, its oversight of public debt markets includes conduit offerings by higher education and healthcare entities, as well as other NFPs. To date, the SEC's rulemaking has not applied to such offerings. Nevertheless, some NFPs have begun to provide sustainability data in their offering documents, while others have published reports containing DEI data on their investment managers. In addition, S&P and Moody's recently reaffirmed that ESG factors will continue to influence credit quality for NFP issuers (including colleges and universities)^{1, 2} by incorporating ESG scoring in their methodologies and explicitly discussing ESG considerations in ratings reports.

As to other standard setters, the Financial Accounting Standards Board has acknowledged and deliberated the intersection of ESG matters with financial reporting standards (although it has not established ESG disclosure requirements). In addition, the American Institute of Certified Public Accountants (AICPA) has issued guidance on sustainability reporting and related attestation by auditors, evidencing the marketplace's interest on the integrity of ESG disclosures more broadly.

Although standards are still evolving, audit committees should encourage management to inventory and fully assess the scope, quality, and consistency of the organization's ESG internal and external disclosures, as well as safeguards to ensure data utilized in reporting is reliable. This evaluation should include consideration of the available methodologies and standards; how the organization is defining metrics, as well as understanding the expectations of creditors, donors, and other stakeholders; and the appropriateness of the ESG reporting framework(s) for the organization.

While ESG reporting in the NFP sector is nascent and likely to evolve over the next several years—including as it pertains to the role of governance in the process—oversight of an entity's ESG activities is a formidable undertaking for any board and its committees. In the corporate sector, the nominating or governance committee

¹ Source: S&P, *Outlook for Global Not-for-Profit Higher Education*, January 20, 2022.

² Source: Moody's Investors Service, *Macroeconomic challenges to exacerbate ESG credit risks*, January 3, 2023.

often takes the coordinating role, and the audit committee is beginning to look at the company's ESG disclosures, whether or not in SEC filings.

The audit committee should ask:

- Consider where ESG information is currently disclosed, e.g., annual reports, the organization's website, etc. Who are the stakeholders using such information? What mechanisms exist for them to provide feedback and ask questions about our data? What internal controls and procedures are in place to ensure the quality of data used, and is it reviewed with the same rigor as financial results?
- Do we understand and receive reports on the basis for the disclosures and the processes used to generate them?
- How can (should) our ESG strategy tie into achieving and reporting on outcomes evaluated by our stakeholders? How does our ESG story fit into and enhance our brand? Have we maximized opportunities to partner with corporate sponsors and other grantors to the extent our programs align with their ESG objectives?
- Does the organization have an ESG or similar strategy, and who is responsible for its execution?
- How are material ESG risks identified? Are these risks integrated into the ERM profile?
- Does or should the organization utilize an ESG reporting framework?
- Have we tapped board members with ESG experience or other ESG experts to help us think through our strategy and framework?
- What metrics are used to measure progress against stated goals, and how are such metrics defined? Who within the organization will be responsible for generating and tracking such data and ensuring its conformity with applicable standards?
- Clarify the role of the audit committee in overseeing the organization's reporting of ESG risks and activities, particularly the scope and quality of ESG/sustainability reports and disclosures. How are the full board and other committees involved in overseeing ESG initiatives?

- Does (or should) the organization obtain assurance from internal or external auditors about certain ESG information to provide internal and external stakeholders with a greater level of comfort?



Keep a watchful eye on the organization's management of cybersecurity risks.

Our experience suggests that cybersecurity continues to rank at or near the top of the NFP audit committee agenda. In today's increasingly distributed technology environment, it is almost inevitable for a company or organization to experience a significant cyber event. And the threat landscape is only expanding, with cybercriminals employing increasingly sophisticated tactics and technologies to wreak havoc on their targets. Their motives may vary, with some cybercriminals working on behalf of nation states to create chaos on U.S. soil, and others seeking monetary compensation, intellectual property, or other sensitive data. While NFPs are working diligently to improve their cybersecurity infrastructures, bad actors are moving more quickly.

Indeed, several NFPs have succumbed to high-profile attacks, resulting in data breaches, network outages, and ransom payments to regain control of data or networks. A recent report by S&P³ indicates average weekly cyberattacks per organization in all industries are growing, and that education and research entities experienced 1,600 weekly attacks in 2021—the highest of any industry. At the center of the NFP cybersecurity landscape are three common themes: (1) NFPs—particularly entities with education, research, and healthcare activities—are high-value targets; (2) the sector continues to lag others with respect to cyber spending, staffing, and expertise at the board level; and (3) the stakeholder landscape for many NFPs can be wide-ranging—board members, donors, researchers, patients, international affiliates, the federal government and associated regulatory bodies, among others.

Although NFP stakeholders make important and wide-ranging financial and strategic contributions to the organizational mission, their varied interests can make quick decision-making a challenge. Fulfilling the needs and expectations

³ Source: S&P Global, *Cyber Risk in a New Era: U.S. Colleges and Universities Go Back to School on Cyber Security Preparedness*, September 29, 2022.

of so many constituents may give rise to more cybersecurity concerns. To mitigate these, NFPs must be willing to embrace cutting-edge security solutions to manage the growing volume and sophistication of threats they face. It is therefore imperative that organizations accelerate the implementation of robust security processes and controls that continuously assess and mitigate cyber vulnerabilities. As no organization wants to fall victim to a breach while cybersecurity policies await revision or proactive measures need sign-off, every second counts.

The complex and rapidly changing cybersecurity and data governance regulatory environment includes several security and privacy frameworks potentially applicable to NFPs, including, among others, the National Institute of Standards and Technology (NIST), which may apply to federal and other grants, and the EU's General Data Protection Regulation (GDPR), a data protection law for EU citizens. Establishing processes to monitor and map the various requirements of applicable cybersecurity and data privacy frameworks—which will continue to change and expand—to the organization's enterprise-wide cybersecurity program is vital.

In addition to approaching cybersecurity with a heightened sense of urgency and staying on top of regulatory changes, NFPs can enhance protocols by:

- Implementing regular training, awareness campaigns, tabletop exercises, and phishing simulations for administrators, staff, volunteers, and other key stakeholders.
- Narrowing the scope of access to secure systems. NFPs should be mindful to limit system access only to those who truly need it.
- Diligently deploying, tailoring, testing, and refining baseline tactics. This may mean increasing the frequency of penetration testing, "red teaming" (which tests how the security team responds to various threats), and system backups, as well as refreshing incident response playbooks on a more regular basis.
- Developing a comprehensive response playbook for ransomware. It is essential that organizations have a firm stance on their willingness to pay (or not pay) ransom before their systems are compromised. Purchasing ransomware insurance is a key aspect of this preparation, as is identifying who will make the ultimate payment decision in the event of a breach.

- Establishing minimum cybersecurity standards for all vendors and regularly monitoring them.
- Understanding third-party vendor risks associated with cloud-based systems that create new access points to sensitive data. Such vendors need regular vulnerability assessments, and their internal controls require independent assurance from auditors through service organization controls (SOC) reports.

With so much data and high-value information at stake, NFPs are at an inflection point and should focus on adopting a Zero Trust mindset toward cybersecurity. The Zero Trust security model is increasingly viewed as a viable security approach in the postpandemic world. Zero Trust represents a significant mindset shift in which cyber teams assume their systems will be compromised, and thus make security decisions based on that assumption, with a focus on the identity, device, data, and context of each entry into the system.⁴ Of course, adopting such a dynamic response protocol is costly and will require some NFPs—many of which are already resource-constrained—to allocate additional funds for cybersecurity technology and personnel. To ease this burden and allow security professionals to prioritize matters requiring human intervention, mitigation of lower-level threats and routine testing should be automated.

To help ensure the organization has a rigorous cybersecurity program, the audit committee should consider the following questions:

- Do we have clear insights into our cybersecurity program's maturity, gaps, and threats? Does leadership have a prioritized view of additional investments needed? Are the organization's most "valuable" assets adequately protected?
- Do we have the appropriate leadership, talent, and bench strength to manage cyber risks? What are the risks to the organization in the event of unexpected turnover or inability to fill key positions?
- Does the organization regularly test its incident response plan? How frequently are penetration and red team testing performed, and is there a formal process to address findings?
- How often are data and systems backed up, and how accessible are the backups? Resilience is crucial to restoring operations after an attack.

⁴ Source: *Cyber security considerations 2022*, KPMG International, November 2021. <https://home.kpmg/xx/en/home/insights/2021/11/cyber-security-considerations-2022.html>.

- Do we have a robust organization-wide data governance framework that makes clear how and what data is collected, stored, managed, and used and who makes related decisions?
- Is security training for staff and other users regularly provided? Is training completion monitored and enforced? How is security awareness periodically assessed?
- Do security and privacy terms in agreements with third-party IT providers meet the organization's criteria for adequate protections? Does management regularly review SOC reports and evaluate the organization's complementary controls to flag possible issues? Do such vendors carry cyber insurance?
- How are we monitoring evolving and expanding federal, foreign, and other regulations governing data security and privacy to ensure our cybersecurity program and data governance framework reflect the latest requirements?
- Do we understand the coverages, limits, and underwriting criteria of our cyber insurance policy?
- Who reports on cyber to the audit committee and board? Is it a chief information security officer or similar position who speaks in business terms and understands that cyber is an enabler as well as a risk?



Sharpen the organization's focus on ethics, compliance, and culture.

The reputational costs of an ethics or compliance failure are higher than ever, particularly given the increased fraud risk due to employee financial hardship, pressures on management to meet enrollment and other budgetary goals—as well as rankings and other nonfinancial targets—and increased vulnerability to cyberattacks. Fundamental to an effective compliance program is the right tone at the top and culture throughout the organization, including its commitment to stated values, ethics, and legal and regulatory compliance. Reinforcement of these imperatives is especially critical at large, multinational NFPs, where implementation of enterprise-wide policies and procedures may be complicated by cultural and other operational differences.

With the radical transparency enabled by social media, the organization's culture and values, commitment to integrity and legal compliance, and brand reputation are on full display. The audit committee should closely monitor the tone at the top and culture throughout the organization with a sharp focus on behaviors (not just results) and yellow flags, considering the following:

- Is senior management sensitive to ongoing pressures on employees in the hybrid work environment, employee health and safety, productivity, engagement and morale, and normalizing work-from-home arrangements?
- As we've learned, leadership and communications are key, and understanding, transparency, and empathy are more important than ever. Does the organization's culture make it safe for people to do the right thing? It can be helpful for board members to get out into the field and meet employees and other constituents to get a better feel for the culture.
- Help ensure that regulatory compliance and monitoring programs remain up to date, cover all vendors in the global supply chain, and clearly communicate expectations for high ethical standards. Does the organization have a clear and current code of conduct, and are annual acknowledgments or certifications of the code required for faculty and staff?
- Focus on the effectiveness of the organization's whistleblower reporting channels and investigation processes. Are all available reporting channels clearly and regularly communicated to the community to ensure awareness and use? Does the community utilize those channels? Does the audit committee receive regular information about whistleblower complaints, understand how such complaints are resolved, and receive data that enables the committee to understand trends? What is the process to filter complaints that are ultimately reported to the audit committee?



Help ensure internal audit is focused on the organization's key risks—beyond financial reporting and compliance—and is a valuable resource for the audit committee.

At a time when audit committees are wrestling with weighty agendas—and issues like cybersecurity and burgeoning regulations are putting risk management to the test—internal audit should be a valuable resource for the audit committee and a crucial voice on risk and control matters. For those NFPs with internal audit functions, this means focusing not just on financial reporting and compliance risks, but also on critical operational and technology risks and controls. Is the internal audit plan risk based and flexible, and does it adjust to changing business and risk conditions? This is an increasingly common question that audit committees are (or should be) asking the chief audit executive. Internal audit must be able to effectively pivot to address unanticipated issues and risks as well as ongoing organizational risks highlighted in the original audit plan.

The audit committee should work with the chief audit executive and chief risk officer to help identify those risks that pose the greatest threats to the organization's reputation, strategy, and operations, such as tone at the top and culture; fraud risks; data governance; research compliance; international activities; third-party risks; and the integrity of data available to the public and regulatory bodies. Financial and nonfinancial data can vary by type of NFP but may include, for example, data included in indirect cost proposals, creditor requests, the IRS Form 990, and reports on mission outcomes. Whether or not the NFP has an internal audit function, audit committees should understand the controls that management has in place to verify the scope, accuracy, and consistency of such data.

Expect the latest internal audit plan to reflect the organization's ongoing and emerging risks and reaffirm that the plan can adjust to changing operational or risk conditions. Mapping internal audit's areas of focus to the organization's key business processes and risks, how does the current plan compare to last year's plan? What has changed or is expected to change in the organization's operating, data, and related control environments? What is internal audit doing to be a valued business adviser to other departments?

Set clear expectations and ask whether internal audit has the resources, skills, and expertise to succeed—especially as the tight labor market may impact recruitment and retention. Clarify internal audit's role in connection with ERM and ESG risks more generally—which is not to manage risk, but to provide added assurance regarding the adequacy of risk management processes. With the tight labor market, does internal audit have the talent it needs? Recognize that internal audit is not immune to talent pressures. In addition, help the chief audit executive think through the impacts of digital technologies—including routines and dashboards used by internal audit for risk assessment and real-time auditing, as well as systems used by the organization generally—on internal audit's workload and effectiveness.



Reinforce audit quality and set clear expectations for frequent, candid, and open communications with the external auditor.

Audit quality is enhanced by a fully engaged audit committee that sets the tone and clear expectations for the external auditor and monitors auditor performance rigorously through frequent, quality communications and a robust performance assessment.

In setting expectations for 2023, audit committees should discuss with the auditor how the organization's financial reporting and related internal control risks have changed given changes in the macroeconomic, industry, and organizational risk landscape. Regulatory and federal funding changes, workplace and supply chain disruptions, inflation, higher interest rates, executive transitions, investment volatility, changes in donor credit profiles, the risk of a global recession, and other factors all have the potential to affect the organization's significant judgments, estimates, and disclosures, as well as related controls.

Set clear expectations for frequent, open, candid communications between the auditor and the audit committee—beyond what's required. The list of required communications is extensive and includes matters about the auditor's independence as well as matters related to the planning and results of the audit. Taking the conversation beyond what's required can enhance the audit committee's oversight, particularly

regarding the organization’s culture, tone at the top, and quality of talent in the finance and compliance functions.

Audit committees should also probe the audit firm on its quality control systems that are intended to drive sustainable, improved audit quality—including the firm’s implementation and use of new technologies. In discussions with the external auditor regarding the firm’s internal quality control system, consider the results of external and internal inspections and efforts to address any deficiencies. Remember that audit quality is a team effort, requiring the commitment and engagement of everyone involved in the process—the auditor, audit committee, internal audit, and management.



Take a fresh look at the audit committee’s agenda, workload, and capabilities.

Keeping the audit committee’s agenda focused on its core responsibilities—oversight of financial reporting and compliance, internal controls, and internal and external auditors—is essential to the committee’s effectiveness. Beyond these duties, audit committees at NFPs oversee a growing plethora of other organizational risks, compounding the workload challenge and making efficiency paramount. As the role and responsibilities of the audit committee continue to expand and evolve, the committee should regularly reassess its composition, independence, and leadership to ensure they are keeping pace and to mitigate the risk of “agenda overload.” The committee—with input from management and auditors, as appropriate— should conduct self-evaluations annually.

In our interactions with organizations across the country, we sometimes hear that evaluating the audit committee’s effectiveness in the context of each NFP’s unique mission and operating environment can be difficult. Compared with corporate audit committees—which are often highly regulated and for whom industry benchmarking, executive education, and networking opportunities are commonplace—NFP audit committees have a nontraditional focus and scope (e.g., not-for-profit accounting, research compliance, etc.) and are generally unregulated and more insular, complicating the determination of what is “optimal.” External and internal auditors, as well as industry organizations such as the AICPA, may offer relevant and objective

guidance. Moreover, there may be opportunities to learn from and collaborate with audit committees at similar NFPs.

We recommend the following areas to probe as part of the committee’s annual self-evaluation:

- Does the committee’s charter align with and reflect the actual goals and work of the committee?
- How many members have direct experience with financial reporting, compliance, and internal controls? Is the committee relying too heavily on one member to do the “heavy lifting” in overseeing these areas?
- Does the committee include members with the experience necessary to oversee emerging areas of risk that the audit committee has been assigned—such as cyber and data security? Is there a need for a fresh set of eyes or deeper (or different) skill sets? Should other board committees take on or be created to address certain risks?
- Does the committee spread the workload by allocating oversight duties to each audit committee member, rather than relying on the committee chair to shoulder most of the work?
- Are committee meetings streamlined by insisting on quality premeeting materials (with expectations they have been read), using consent agendas, and reaching a level of comfort with management and auditors so that certain activities can become routinized (freeing up time for more substantive issues facing the organization)?
- Is sufficient time spent with management and auditors outside the boardroom—to get a fuller picture of the issues and enhance the productiveness of committee meeting time?
- Are executive (nonpublic) sessions with management, internal and external auditors, and members only at the beginning or end of meetings scheduled? Establishing a regular cadence of such meetings helps ensure that sensitive matters, if any, can be addressed and allows for more open sharing of ideas and perspectives.
- Do members have access to robust orientation and continuing education programs? Are they provided with relevant industry information sourced from outside the organization? Are mechanisms available to network with counterparts at comparable organizations?

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