

Glossary

Time recording

Actual hours worked

The actual hours worked on an engagement refer to hours worked in accordance with our engagement agreement and professional rules.

Engagement economics

Engagement economics involves making an accurate assessment of the profitability of our engagements and client relationships based on how we record our time. It directly impacts how we plan and execute our engagements today and in the future.

Global Code of Conduct at EY

The Global Code of Conduct defines who we are as professionals at EY. On the matter of time recording and billing our clients, it states that we require that the actual hours that we incur must be recorded, and we charge appropriate fees in line with our client agreements and the regulations that govern our industry.

NBD code

The New Business Development (NBD) code is used to record the time incurred before engagement acceptance is completed on activities like scoping, pricing, drafting engagement agreements, etc.

ROCA

Routine On-Call Assistance engagement codes (also known as Routine On-Call Advisory or "ROCA") are generally used for small one-off questions or other limited assistance as defined by local policy that are under a fee threshold set by the member firm.