

# Shoosmiths LLP

## Corporate Responsibility Report

### 2012/2013

20th November 2013



**SHOOSMITHS**

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## INTRODUCTION

## Chief Executive/Chairman Foreword

Welcome to our second annual Corporate Responsibility (CR) report, which covers the period 1 May 2012 to 30 April 2013.

Shoosmiths invests in the corporate responsibility agenda because being seen to behave responsibly is material to the success of our business. Key stakeholders increasingly expect evidence of responsible behaviour.

Clients/potential clients seek innovative solutions to help them deliver their own CR commitments. By proactively offering opportunities and solutions we stand out from our competitors.

There can be an erroneous perception that law firms are only interested in a financial return, whereas running our business is also about showing how we make meaningful contributions to tackling social and environmental challenges faced by our society.

Our people can be motivated by being offered firm supported CR opportunities that facilitate a rewarding and satisfying work experience.

What do we mean by CR? It is all about the voluntary approach adopted by organisations that go beyond regulatory compliance and a 'licence to operate'. It is how we manage our business processes to produce an overall positive impact on society.

Our approach is encapsulated by *Shine: Bright ideas for positive change*.

This report focuses on our strategy to improve performance in the areas of our community, our environment, our marketplace and our workplace.

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Claire Rowe	Andrew Tubbs
Chief Executive	Chairman

## Firm profile

Shoosmiths LLP is a leading UK law firm with 130 partners and partner equivalents, and more than 1,200 personnel at offices in Basingstoke, Birmingham, Edinburgh, London, Manchester, Milton Keynes, Northampton, Nottingham, Reading and Southampton. In Scotland it operates as ACH Shoosmiths. Clients include household name blue chip companies, leading financial institutions, public and private sector organisations and foreign-owned corporates. Shoosmiths is ranked 17<sup>th</sup> in the latest leading UK Law Firm Brands 2013 survey. Its national charity partner for 2013/2014 is Barnardo's. Shoosmiths is a member of the World Services Group, and is an Equal Opportunities Employer.

## Financial performance

Turnover for 2012/2013 was £86.9m and profit was £11.2m.

## Business strategy

Shoosmiths aims to be a major national UK law firm which is known for providing a consistently superb client experience. To achieve this, we listen and respond to our clients because we are really in tune with what is important to them. We will have the people, processes and systems in place to ensure that we can provide a consistent experience for clients, whichever services they buy from us – delivered with our distinctive personal touch.

Our 2012/2015 strategy sets out how we build on our strong foundations; great people, clients and locations to achieve growth across our five practice groups – Commercial, Corporate, Private Client, Real Estate and Recoveries Services Group.

Our five areas of focus relate to:

- Clients
- Our people
- Growth and investment
- Internal efficiency and quality
- Corporate responsibility

## Scope of report

This report was prepared for and approved by the Operations Board on 20 November 2013, providing a summary of Shoosmiths' CR progress between May 2012 and April 2013. It is the second annual CR report produced by Shoosmiths.

The report covers Shoosmiths' entire management systems and operations.

Our websites are at:

<http://www.shoosmiths.co.uk>

<http://www.access-legal.co.uk>

<http://www.ach-shoosmiths.co.uk>



## **2012/2013 HIGHLIGHTS**



## Our highlights include:

- In May 2012, the University of Northampton presented a volunteer award to the students supporting the Shoosmiths/Central and East Northamptonshire Citizens Advice Bureau pro bono clinic.
- In May 2012, we were commended in the Commercial and Business Services Sector in the Royal Society for the Prevention of Accidents (RoSPA) Awards in recognition of our achievements and commitment to raising standards in health and safety management.
- In June 2012, Pennies from Heaven awarded Shoosmiths a gold medal, (we were one of only 13 companies to receive) in recognition of more than 20% of colleagues donating their payslip pennies to charity. (23% Shoosmiths colleagues donate in this way).
- In June 2012, we were awarded a LawWorks Pro Bono Award - Best Contribution by a Regional Firm for the work carried out by our Northampton pro bono clinic operated in conjunction with Central and East Northamptonshire Citizens Advice Bureau and the University of Northampton Law School.
- In June 2012, we were among a number of companies to receive a Business in the Community West Midlands Collaboration Award. A *Dragons' Den*-style competition was won by the Miss Macaroon company, which secured pro bono support from us as a result.
- In July 2012 (and July 2013), we topped the *Legal Week* Employee Satisfaction Survey – Best Employer, and in fact have featured at the top for seven consecutive years.
- In September 2012, we were second in the law sector and 40<sup>th</sup> overall in the Top Companies to Work For rankings. The graduate employer ranking is based entirely on reviews written on [www.TheJobCrowd.com](http://www.TheJobCrowd.com) by employees in their first three years of work at hundreds of UK graduate employers.
- In October 2012, our Manchester office was awarded bronze status by the Manchester City Council Environmental Business Pledge initiative. Our environmental processes and practices were assessed by Groundwork.
- In November 2012, we finished top of the 2012 Black Solicitors' Network (BSN) Diversity League Table (DLT), scoring a diversity quotient of 896 from a possible 1,000. We also finished top in 2011, and before that in 2006.
- In November 2012, we were presented with two awards by *Mortgage Finance Gazette*: Community Services Non-Lenders award for our overall CR strategy; and the Customer Services/Treating Customers Fairly award for our mental health awareness training programme provided by our Recoveries Services Group.
- In March 2013, Pennies from Heaven awarded Shoosmiths a gold medal for the second consecutive year, in recognition of more than 20% of colleagues donating their payslip pennies to charity.
- In May 2013, the operation of our payroll giving scheme was awarded a Payroll Giving Quality Mark – Bronze Award status minimum 1% employee take up – in recognition of the scheme we administer to allow colleagues to donate from their pre-tax salaries to charity.
- In May 2013, we were awarded Best Trainer – National/Large Regional Firm by the LawCareersNetwork.
- In June 2013, our Reading legal advice clinic was shortlisted for the LawWorks Best Contribution by a Regional Law Firm/Organisation award and Jonathan Naylor was shortlisted for the LawWorks Best Partner Level Engagement Award.
- In June 2013, we were awarded a BITC East Midlands Local Impact Award. This was in the Work Inspiration category and recognised the Business Class programme undertaken in our Nottingham office with Top Valley Academy.



Our corporate charity partnerships with Brainwave (completed July 2012) and Macmillan Cancer Support (completed April 2013) both achieved the fundraising targets set. For Brainwave we raised and donated £55,600, providing a year of life-changing therapy for 16 children on the Brainwave programme. £62,545 was raised and donated to Macmillan Cancer Support, which was divided between helping to fund the refurbishment of a new Macmillan haematology suite at Northampton General Hospital, and supporting financial grants for local people with cancer.

As part of our continued focus on improving our environmental management system, we commissioned a second party to audit our environmental legislative register followed by two site visits to audit the effectiveness of our environmental procedures. The process will be repeated during 2013/2014.

# GOVERNANCE



## Board accountability and key committees to deliver CR strategy

Delivering our CR strategy is the responsibility of Corporate Responsibility Director Nicola Ellen – an Operations Board member who reports direct to Chief Executive Claire Rowe. Claire has had ultimate responsibility for CR since she was appointed Chief Executive in August 2009.

The Chief Executive is responsible for ensuring that agreed business objectives – including CR – are achieved by the firm, and is seen as a role model in terms of key behavioural characteristics and values required of colleagues.

Chairman Andrew Tubbs is also our Director of Quality and Risk, and therefore responsible for maintaining the firm's drive and commitment to achieving its strategic aims and goals. Andrew is also responsible for ensuring the firm's positive CR image is portrayed externally, while internally acting as a role model so that partners adopt similar CR behaviours and responsibilities.

The Partnership Council, chaired by Andrew, is responsible for developing and approving the firm's business strategy, including the CR strategy. During 2012/2013 it approved the CR component of our updated business plan for the 2012/2015 period.

The Operations Board is responsible for overseeing and delivering the business strategy, which includes the CR strategy and programme. The four pillars of our CR programme are led by Operations Board members under the chairmanship of our Chief Executive:

- the HR Director, who leads on workplace
- the Business Development Director, who leads on marketplace (clients)
- the HR Director and IS Director, who lead on marketplace (suppliers)
- the Corporate Responsibility Director, who leads on environment and community
- the Chairman, who leads on quality and risk

All members are responsible for embedding CR best practice within their teams.

The Environmental Law Group (ELG) comprises members of the commercial, real estate and corporate practice groups. The ELG's objective is to increase the firm's environmental capability in response to the growing demand for such advice from clients. Sub-groups operate for matters relating to commercial and renewable energy, carbon reduction commitment, real estate and litigation, and regulatory matters.

The firm-wide Health and Safety Committee comprises estates management, health and safety and HR representatives, with a health and safety adviser and links to top management to allow for 360-degree communication, plus expertise from other closely related departments where required. The committee discusses accidents and analyses trends, develops and reviews risk assessments, safe systems of work, and training. There are direct links to the local office Health and Safety Environment (HSE) committees and the Employee Forum.

Each office, supported by a network of CR champions, operates a community investment committee responsible for delivering the CR strategy at local level. The committees coordinate activities to support our firm-wide goals, including fundraising targets for our national charity partners. The committees also build sustainable relationships with local charities and community organisations, for example by organising fundraising and volunteering opportunities for colleagues.

A network of diversity champions was created last year and meets quarterly. The Diversity Champions Group reviews progress against national strategy and shares best local practice and learning.

## Our culture

The way our business has developed means Shoosmiths has a distinct culture and a strong service ethic – clients often say this is the aspect of the firm that ‘blows them away’.

The words clients use most frequently in feedback about Shoosmiths’ lawyers are ‘unstuffy’, ‘friendly’ and ‘pragmatic’. Our culture helps us stand out in a homogenised legal market. Our service ethic is reflected in our values and the way we treat colleagues in our day-to-day lives.

It begins with our values, which guide how we work together and enable clients to experience the Shoosmiths difference, rather than having to say it! These values have been the cornerstone of our people experience for more than 11 years, and we have over 90% recognition and understanding of our values amongst staff. We recruit, appraise and promote our people using these core values:

- Being within reach and responsive
- Pulling together
- Talking business sense
- Taking initiative

As a result, we have a very positive, cohesive and co-operative working environment where everyone is valued on the basis of their contribution – which translates into an attentive, professional and efficient client service. This is recognised in the fact that we were the first top 100 law firm to achieve the Investors in People gold standard, in 2011.

Because of our strong values our people are different from others operating in the marketplace. We have people who think differently and who build great relationships with our clients thereby delivering great results for our clients and therefore us.

On 6 August we launched our new brand. The focus is on our people, the relationships we build and above all the results we deliver for clients every day. Our approach is based on strong relationships, fantastic people and outstanding results.

## Business conduct

Clear procedures are in place, which are communicated and reviewed, setting out how we expect all colleagues to behave as ambassadors of the firm.

## Risk identification and management

We operate to the highest standards set out by both the English and Scottish Law Societies and the Solicitors Regulation Authority (SRA). Our management system and work processes are independently validated by our ISO 9001:2008 certification, which we have held since 1995.

We have detailed policies, procedures, guidance and training in place for our legal advisers and support teams.

The following key principles outline the Shoosmiths approach to risk management and internal controls:

- Shoosmiths' partners have responsibility for overseeing risk management within the firm as a whole
- an open and receptive approach to solving risk issues is adopted by the Risk Management team
- the Director of Quality and Risk will support, advise and implement policies in consultation with the Strategic Board, the Compliance and Risk Officers' Committee and the Partnership Council
- the Director of Quality and Risk is responsible for maintaining an overview of risk management throughout Shoosmiths, but practice group heads and directors, through their report line to the Chief Executive, retain responsibility for risk management within their respective departments and practice groups

Key risk indicators are identified and closely monitored on a regular basis.

Risk is managed by a system of internal control. It encompasses a number of elements that together facilitate an effective and efficient operation, enabling Shoosmiths to respond to a variety of operational, financial and commercial risks. These elements include policies and procedures, comprehensive reporting, business planning and budgeting, high level risk framework, internal audit programme, external audit, third party reports and annual review of effectiveness.

We take pride in being an ethical transparent firm which acts with integrity at all times. We have a zero tolerance approach to bribery and corruption and comply with other statutory obligations. Training is provided to ensure our staff are fully aware of their obligations.

## Business continuity planning

The incident management team comprises senior executives trained in dealing with urgent, sensitive issues. A policy manual defines procedures for a variety of serious incidents. The offices and support functions have contingency plans in place for dealing with emergencies, and these are frequently tested and refined.

## Our CR focus areas

Our 2012/2015 business plan (and in line with our previous 2010/2013 business plan) states that CR is one of five priorities ensuring that CR is integral to who we are as a business. Our two CR aspirations are:

- To more closely align our corporate responsibility activities both to our core business as lawyers and to our business priorities and those of our clients, for the benefit of all our stakeholders
- To be recognised by all our stakeholders as an organisation which strives to be a responsible corporate citizen in all our relationships

During 2012/2013 our focus has been threefold:

- A reduction in the impact of our business on the environment
- Broader selection of opportunities to enable a greater number of colleagues to engage with CR activities including with clients and intermediaries
- Sustainable relationships with our community partners to ensure long term benefit for the recipient organisation and for us with sustained staff engagement

Our work programme – *Shine: Bright Ideas for Positive Change* – is grouped according to the four themes of community, environment, marketplace and workplace. Through the efforts of our people we aspire to have an overall positive impact on society. Our progress is measured in the form of key performance indicators and targets.

We take our employer responsibilities seriously and aim to have a positive influence on the environmental, social and economic consequences of our business practices.

Being in 10 locations across the UK means Shoosmiths has the opportunity to make a difference to many local communities. We combine the best of a national firm's strengths with accessible, local teams tuned into the best of their local economies.

### Our policy statements

We operate to a defined set of policies and procedures. Our policy statements explain our aspirations and principles and are underpinned by procedures that ensure delivery.

The latest policy statements can be viewed on our website [www.shoosmiths.co.uk](http://www.shoosmiths.co.uk)>> about us >> corporate responsibility >>. Our policy statements can be viewed at the bottom of the page.

### Progress against targets and data

Progress against our 2012/2013 community, environment, marketplace and workplace targets can be viewed at appendix one as well as our plans for 2013/2014. Appendix two provides performance data.



## **ENGAGING WITH OUR STAKEHOLDERS**



Our stakeholders are any individual or organisation which affects or is affected by Shoosmiths.

Our stakeholders' view and interests matter to us; we want to listen and learn from them as we engage with them and show that we are responsive to their comments and suggestions. We seek and provide feedback opportunities in a number of ways including meetings, surveys, newsletters, and through our blog [SHOUTback](#).

## Our people

The success of our approach to CR is due to the passion and commitment of our people. Examples are given below about how we have engaged with colleagues on CR matters during 2012/2013.

### Employee Forum

In September 2012, our then corporate charity partner Macmillan Cancer Support talked to the employee forum about the partnership. The charity also led a discussion helping colleagues to consider cancer related scenarios that might occur in the workplace and the resources available to them in the form of Macmillan's cancer in the workplace toolkit. In March 2013, the Corporate Responsibility Director provided an update on our approach to managing environmental impacts and examples of how we have supported the CR goals of a number of our clients.

### Staff votes

During the selection of our 2013 to 2015 corporate charity partners we invited colleagues to take part in a two stage voting process. This helped to shape the tendering process. Colleagues were able to tell us which theme/s they were most interested in supporting – the three most popular being young people, health and/or aged. A number of charities were invited to apply for corporate charity partner status, a shortlist of charities presented to the assessment panel before the final four were put to a staff vote in order that we could select two partners.

### CR champions

Our CR champions help us shape and deliver the CR strategy both in terms of firm wide commitments and also at a local level. A number of virtual meetings were held with our corporate charity partners and there were regular briefings provided via the Corporate Responsibility Director.

### Team brief and meetings

The monthly business updates provide news across the practice groups and support services as well as a view from the top delivered by the Chief Executive. These are followed up with monthly meetings hosted by heads of office. CR news feature every month. Activities in 2012/2013 included the launch of our charity partnerships, our switch off PCs campaign, competitions to support campaigns such as Climate Week and Earth Hour, our pro bono work carried out by individuals and supporting clinics such as the service operated by the Edinburgh Centre for Professional Legal Studies School of Law (ECPLS), case studies of our approach published by third parties such as BITC, annual summary reports on colleagues' support for Pennies from Heaven and payroll giving, case studies on what happens to used computers and other IT equipment which we donate to the charity ComputerAid, progress against CR targets, and the role colleagues play in their delivery.

## Partners' conference

In November 2012, Bernadette Halton, Area Fundraising Manager at Macmillan Cancer Support (and the 'account manager' who managed our relationship) was our special guest at our bi-annual partner conference. The evening was devoted to fundraising with partners and directors raising in excess of £6,000 during a raffle and auction as a result of items kindly donated by clients and Macmillan corporate partners.

## Communication tools

### ***Channel 9, our intranet site***

The front page of Channel 9 is changed twice weekly, providing a way of keeping colleagues up-to-date about achievements and activities. CR-related stories during 2012/2013 included:

- Health challenge launched to coincide with London 2012 Olympics
- CR awards won
- Launch of Macmillan corporate charity partnership and annual silent auction fundraising event
- Hosting seminar on improving health and care by Access Legal, our private client practice group

### ***SHOUTback***

*SHOUTback* is our online blog which we describe as '*CR with a Shoosmiths twist*.' It is designed to showcase and communicate all the fantastic work our people do in the local community. It has examples of fundraising efforts, community investment news, pro bono advice and office events. You can view our stories at

<http://shoutback.shoosmiths.co.uk/>



## Our clients

Clients expect high CR standards from all their suppliers, including law firms. We provide feedback on our approach and performance via supplier evaluations, 360-degree feedback, bids and tenders. We are proud of the opportunities we are given to help our clients achieve their goals.

## Our local communities

By operating in 10 areas of England and Scotland we are able to partner with a number of local and national partners in order to address some of the challenges faced by society. We hold fortnightly reviews with our corporate charity partner, our local charity partners meet our charity committees and colleagues and we invite charities to appropriate Shoosmiths seminars and briefings.

## Media

Shoosmiths' dealings with the media – whether print, broadcast or online are based on an open, honest approach. Proactive PR centres on stories that illustrate the firm's capabilities, specialist knowledge, and its focus on clients and helping them to achieve the very best results for their businesses.

As well as highlighting Shoosmiths' commercial successes, wherever possible we talk about our people and the work they do to help the communities they work in. CR and our employees' role in it are hugely important parts of the firm's culture.

The central message during 2012/2013 showed how Shoosmiths always endeavours to put clients' interests first; by listening to them, understanding their needs and wants and responding in an appropriate way.

CR-related press releases produced during the year have covered for example, charity partner launches, awards won and opening doors to youngsters to introduce them to the world of work.

### Regulators

The introduction of Outcomes Focused Regulations has been the catalyst for a closer relationship between Shoosmiths and our regulator, the Solicitors Regulation Authority (SRA).

We maintain close contact with a dedicated regulatory management team at the SRA, whose role is to understand our business and the challenges we face. Our emphasis is on open and transparent dealings and full compliance with the regulatory objectives.

### Suppliers

Our procurement and supplier management policy sets out our aspirations and standards, not least in the areas of diversity, ethics, environment, and health and safety.

We have day-to-day contact with our suppliers, and regular supplier review meetings.

We foster continual improvement within our supply chain to enhance standards and add value to the services we provide to our clients



## OUR COMMUNITIES

Our community investment committees and our CR champions are key to understanding and acting on local opportunities for change.

They build and maintain partnerships in the hope that as a result of our efforts we will have a positive effect on our local communities. The committees meet representatives of charities and community organisations, attend external events to represent the firm and provide opportunities for representatives to thank colleagues for their support.

### National charity partners and relationships

During 2012/2013 we completed our partnership with Brainwave, which ended in July 2012, then partnered with Macmillan Cancer Support until the end of April 2013.

Charity Partner	Period	Outcome
Brainwave	November 2011/July 2012	£55,600 raised and donated, sufficient to fund a year of life changing therapy for 16 children
Macmillan Cancer Support	August 2012/April 2013	62,545 raised and donated to help fund the refurbishment of a new Macmillan haematology suite at Northampton General Hospital and financial grants for local people with cancer



### Brainwave

Whilst the formal fundraising partnership came to an end in July 2012, the relationship has continued.

In conjunction with Temple Insurance, with whom we have a longstanding relationship, the hydrotherapy pool at the Bridgwater Centre was refurbished and the Brainwave website redesigned.

Richard Clarke, Corporate Fundraising Manager at Brainwave, said: "The Charity of the Year partnership between Brainwave and Shoosmiths was a great success for the charity.

"It gave us greater experience to work with a large employer across a wide range of activities and income sources, while involving several offices and it was our largest single source of income during the year. The partnership was also our largest to date, and we were delighted that it was embraced at the senior level, including a launch during the Senior Partners' Conference and the active participation by both the Chief Executive and Chairman. No other business had

offered such a wide range of sources of income, which has helped us to understand well the full potential of company fundraising.

“The Shoosmiths partnership took place at an important time in the development of the charity. It has given us the confidence to apply to other companies, while referencing the success of working with Shoosmiths, and we achieved a record income during our 30<sup>th</sup> Anniversary year. Subsequent to working with Shoosmiths, Brainwave has formed partnerships with several other organisations. We now raise more than £300,000 per year from companies, which has become vital to the sustainability and success of the charity. We could not have reached this point without the good people of Shoosmiths taking us under their wings and giving us the confidence to ‘think big’.”

## **WE ARE MACMILLAN. CANCER SUPPORT**

### **Macmillan Cancer Support**

With the launch of our partnership with Macmillan Cancer Support we hoped to raise £50,000, and achieved £62,545. A variety of firm wide fundraising activities were organised during the nine month relationship, including:

- The relationship kicked off during the World's Biggest Coffee Morning with all offices taking part, and raising £3,000 through the sale of cakes, teas and coffees. In our Nottingham office a number of clients and contacts joined the celebrations.
- Silent auction in November 2012 raised nearly £4,000 with 150 items (items or promises of time) kindly donated by colleagues, clients and suppliers.
- First hour/half hour salary of 2013 raised over £3,300.
- Local fundraising activities occurred throughout the offices during the period.
- The funding partnership ended in April with all offices supporting Macmillan's the Really Good Night In which raised a further £1,664. Some of the activities to ensure we went out with a bang included raffles, St George's Day cake sales, a quiz night and even samosa and candle sales!

Whilst the partnership's primary goal was to raise £50,000 for Macmillan Cancer Support, the relationship went far beyond this, highlighting the appeal of the charity to colleagues, but also alignment with our respective wider business goals.

During the office launches, we invited colleagues to make pledges to support the work of the charity – 227 were made, ranging from helping at office fundraising events; volunteering; signing up to appropriate e-campaigns launched by Macmillan; completing challenge events or walks; acting as a cancer voice; providing meeting rooms for events, meetings or recruitment interviews. So far, 145 pledges have been completed, and Macmillan has calculated the value of these actions to be worth £41,654 to the charity.

Partner and Northampton head of office David Parton hosted an evening reception at which Macmillan Northamptonshire volunteers were thanked by the charity for their efforts during the last year and informed of forthcoming campaigns.

Our Corporate Responsibility Director joined Macmillan to present a case study on how a partnership with Macmillan is aligned with a company's wider CR strategy. The event was organised for Coventry and Warwickshire Chamber of Commerce members.

Rachel Williams, Regional Corporate New Business Manager Central South West England and Wales said: "We have had a wonderful partnership with Shoosmiths, which has been open to all our suggestions and has seen beyond fundraising to help us achieve other key objectives, such as getting staff involved in volunteering and e-campaigning as well as speaking at our events and facilitating meeting space. The result has been a partnership that for us is now used as an example of best practice, and the knowledge and experience gained by our fundraisers working on this partnership is being shared with the rest of the Macmillan team – a huge thank you from all at Macmillan."

During late 2012 to early 2013, a tendering process took place to select our next two corporate charity partnerships. Four charities reached the final staff vote stage – Asthma UK, Barnardo's, The Fire Fighters, and Winston's Wish.

The charities chosen were Barnardo's, who we are partnering with from May 2013 to April 2014; and Winston's Wish, from May 2014 to April 2015.

Subsequently, advice and suggestions were provided to Asthma UK and The Fire Fighters as to other possibilities for working with Shoosmiths, such as volunteering and our approach to local office charity partnerships.



### **Barnardo's**

Barnardo's transforms the lives of vulnerable children across the UK through projects, campaigning, and research expertise.

As one of the UK's leading children's charities, Barnardo's works directly with more than 200,000 children, young people, and their families, every year, through 900 vital services.

Barnardo's believes it can bring out the best in every child, whether the issue is poverty, sexual exploitation, disability or domestic violence. It believes in the potential in every child and young person, no matter who they are, what they have done, or what they have been through.

Shoosmiths has chosen to support Barnardo's vital work in child sexual exploitation and to help expand the services we provide in the Midlands area. Specifically, the £60,000 we aim to raise will pay for two outreach workers to help rescue and support victims of child abuse.

Children at risk of sexual exploitation are some of the most vulnerable in our society. Many have experienced abandonment or have suffered physical and mental abuse. They need help, but don't know where to look, and younger victims are being targeted. In only a few years, the average age has dropped from 15 to 13, and Barnardo's services have identified children as young as 10 who have been subjected to sexual exploitation. Perpetrators of these crimes are becoming increasingly sophisticated; using the internet to protect their identity, and trafficking children around the country to avoid detection.

The Midlands is an area lacking adequate service for such a large population and is a destination favoured by many children who run away from home. Through our support Barnardo's will be able to:

- protect children through its outreach work and referrals from the local authorities, schools and police
- provide practical and emotional help to turn children's lives around
- provide safe accommodation and a safe place to stay
- conduct preventative work in local schools and other places where we can communicate with children and young people informing them of the dangers and teach them how to stay safe

Allan McLaren, Barnardo's Deputy Director of Fundraising said: "The support of Shoosmiths really will transform children's futures – not just for today, but for a lifetime. Your support will change children's lives and enable them to look to the future with renewed hope and optimism."



### **Winston's Wish**

Also chosen by staff is the 2014 to 2015 charity, Winston's Wish: the UK's largest provider of services to bereaved children, young people and their families.

Founded 20 years ago, Winston's Wish helps young people re-adjust to life after the death of a parent or sibling, and is recognised as the leading organisation in this field, with a helpline that supports around 3,500 families and professionals, benefiting an estimated 7,000 children every year. Demand for its services has increased 30%, and the £60,000 Shoosmiths aims to raise will fund two new 'family service practitioners'.

### **National memberships**

Our approach to CR is shaped in part by membership of a number of organisations committed to furthering CR best practice. Sharing ideas and best practice with organisations and members through networking enables our approach to stay fresh and to identify ways of improving our approach and processes.





### **Business in the Community (BITC)**

BITC has 850 member companies, making it the largest business-led charity of its kind. It works locally, nationally and internationally to transform business and communities building a sustainable future for people and the planet. We have been a corporate member since 2000. Our involvement during 2012/2013 included:

#### **Business Class**

Our Nottingham office works in partnership with Top Valley Academy as part of our commitment to the local community. Business Class is a programme that builds partnerships between schools facing challenging circumstances and businesses, and which help children develop the skills, aspiration and motivation needed to succeed in the world of work.

Employees and students have taken part in mock interviews, the academy's annual Enterprise Day, work shadowing, leadership training, and collecting books for Top Valley's refurbished library. The project is now being extended by introducing an e-mentoring scheme.

Partner and head of office Andrew Pickin explained: "Being involved in Business Class has been a fantastic experience for Shoosmiths' Nottingham office.

"The partnership with Top Valley Academy has enabled students to understand the legal world, while at the same time giving our team the opportunity to contribute to the day-to-day life of the academy. We now look forward to the partnership going from strength to strength in the coming 18 months.

In recognition of the partnership, we were delighted to be presented with a Local Impact Award as part of BITC's 2013 Responsible Business Awards. BITC Chief Executive Stephen Howard said: "The Responsible Business Awards shine the spotlight on an aspect of the business that very rarely gets much public recognition – and that is its ability and willingness to truly transform lives, communities and society for the better."

## **East Midlands Advisory Board**

In 2012, the Corporate Responsibility Director replaced the Chairman as a member of the BiTC East Midlands Advisory Board and in so doing:

- acts as a critical friend or sounding board for BITC, providing feedback on forthcoming campaign plans
- acts as an ambassador by supporting BITC with new member recruitment and business engagement.
- facilitates and encourages greater engagement by sharing best practice examples of responsible business activity.



## **Give and Gain Day**

Give and Gain Day, on 18 May 2012, is the UK's only national day of employee volunteering. Every year since 2008 it has enabled companies to bring community action to life. We were one of 202 UK companies taking part. In Northamptonshire, we were one of five businesses piloting the county's first 'Behind the Scenes' visit. Pupils from Standens Barn and Queen Eleanor primary schools visited our offices, had a tour, interviewed members of staff from different departments to find out what they did at Shoosmiths, and had a fun introduction to what the local world of work can offer them. Children learned: *"What it's like to work in an office."* *"How much can happen in one workplace."* *"That there are so many jobs. And 500 people work here."* *"That no matter how old you are, you can still learn."*

In Nottingham, colleagues took part in a Sports Day organised for three primary schools and 180 children in the Bilborough area. The theme of the day was based on the London 2012 Olympics and activities involved making flags, Olympic quizzes and a sports event in which volunteers coordinated activities such as 'welly wanging' and an egg and spoon race.

## **Northamptonshire Employee Volunteering Network**

Shoosmiths is part of the Northamptonshire Employee Volunteering Network (formerly known as Northamptonshire Cares) supporting programmes designed to result in a positive community impact across the county.

A new model of volunteering was created in 2012/2013, namely the introduction of a pay as you go scheme. It is hoped that this will allow more flexibility for companies and therefore result in an increase in volunteering activities. Shoosmiths created and maintains a LinkedIn group to enable companies to network and use the group to learn and share information.

## **ProHelp**

Details of our support for ProHelp are detailed in our section on pro bono work.

## CSR Legal Network

We have been a member of this network of law firm CR professionals since 2010, attending meetings and training events in order to share best practice and learn from each other. Through the network we became aware, of the Missing People campaign (see appendix three), which we supported in May 2012.

## LawWorks

We joined LawWorks in 2009 and are signatories of the Joint Protocol for Pro Bono Legal Work. LawWorks was instrumental in helping us to set up pro bono clinics in Reading and Northampton. During 2012/2013, we supported the University Of Buckingham School Of Law in its efforts to establish a pro bono clinic, initially for students. Using LawWorks' student-led pro bono clinic model, we provided guidance via our Milton Keynes office. We look forward to the School of Law launching the clinic shortly. LawWorks has also supported us at our clinic annual review meetings.

Our Northampton clinic was recognised by LawWorks at its awards ceremony in June 2012, where our Northampton pro bono clinic was presented with a LawWorks Pro Bono Award - Best Contribution by a Regional Firm. Our win was featured in the March 2013 LawWorks member newsletter as a prelude to the 2013 awards.

## Legal Sector Alliance Acting on Climate Change

The Legal Sector Alliance is an inclusive movement of law firms and organisations committed to working collaboratively on climate change by reducing their carbon footprint and adopting environmentally sustainable practices. We provide an annual progress report as a signatory to the seven climate change principles, being one of 69 members who did so last year. We were also one of 57 members who completed the 2013 LSA Carbon Footprint Protocol Report.

Our carbon footprint 2011/2012 increased versus 2010/2011 for a number of reasons. Our efforts to improve accuracy continue, and whilst gas consumption decreased, we saw increases in other areas, including electricity consumption, there was refrigerant top-up activity during air conditioning servicing, and we saw an increase in travel activity – flights, cars, taxis.

One of our areas of focus 2013/2014 of course is to reduce travel costs by 20% versus 2012/2013, demonstrating a determination to address this matter. We are also investigating energy reduction opportunities within our IS infrastructure.

## Local Charity Partners and Relationships

### Local community programmes

Our commitment to the community is based on a combination of the leverage we can provide as a national law firm in supporting national charity partners and the close connections we are able to establish more locally through our office community investment programme committees.

Colleagues may nominate local charities to benefit from staff fundraising, partner donations or in kind support in the form of volunteering or non-financial donations. A number of offices also nominate local charity partners which colleagues support during the year.

During 2012/2013, more than 100 organisations were supported at a national or office level, and appendix three provides details of our approach. Particularly popular amongst staff was the opportunity to support projects related to young people, employability, education and training, health and social welfare.

Colleagues who fundraise for causes that matter to them as individuals are supported via firm match funding and by being able to use local communication channels to publicise their efforts. They are also able to share their stories on our *SHOUTback* blog.



**Macmillan Cancer Support and CRASH Charities Fundraising**





**(left) Children In Need Fundraising - (right) Easter Egg Collection for Northamptonshire Children**



**Welsh 3000s Challenge for Macmillan Cancer Support**





**Macmillan Cancer Support World's Biggest Coffee Morning**



**Milton Keynes Food Bank Volunteering**



**Movember Appeal**



**Trainee Challenge Fundraising**



## Pro bono legal advice

Last year, we set a target to increase the number of pro bono hours provided by legal advisers by 5% during 2012/2013 compared to 2011/2012. We made good progress with an increase of 2.62% and the provision of 637.7 hours. Our approach during 2013/2014 is to maintain services provided and to support appropriate new schemes as they become available. We will also highlight the impact of pro bono work undertaken for the organisations or individuals we have helped.

Some examples of pro bono work undertaken by colleagues during the year are provided below:

- For Glaisdale Gospel Hall, Nottingham, new trustees were registered as proprietors of a church hall.
- Land was safeguarded for Moulton Guide Hall headquarters, Northamptonshire, by registering the guide hall and car park opposite with Leicester Land Registry Office. Moulton Guiders were very happy with the help received.
- Support has been provided to the Swings & Smiles Charity, based in Newbury, West Berkshire, which is seeking to provide a play facility for children with special needs and their families. Specialist advice was given in relation to their lease of rooms and facilities in the area.

## ProHelp

Through our membership of BITC we have supported the ProHelp scheme since 2005 in the East Midlands and since 2006 in the West Midlands. BITC describes the scheme as 'a network of professional firms who are committed to making a difference in their community by offering their services for free to community organisations in need of support. It now involves more than 400 professional firms across the UK. ProHelp is the UK's only multi-sector professional firm network and as such both provides members with opportunities to meet with and work alongside other professions, and acts as a valuable 'one-stop' resource to community organisations seeking support.'

The ProHelp scheme in the East Midlands is given financial support via the European Regional Development Fund. Pro bono support was provided during 2012/2013 to Tin Hat Centre, Early Years Playgroup, and Hope Springs Horticulture.

As a direct result of this support, Tin Hat Centre has safeguarded four jobs, Hope Springs two jobs, and Early Years Playgroup seven jobs.

Clients said of the service provided:



**Hope Springs Horticulture:** a community interest company was awarded a £168, 204 lottery fund in December 2012 for its Sutton Lawns Project enabling a five year programme of horticultural therapy sessions to be undertaken helping participants to improve their mental and physical wellbeing. Our corporate team provided advice in connection with setting up a Community Interest Company and incorporated the company. Our employment team advised on and drafted



service agreements for the team. Both of these aspects (i.e. an incorporated company and written service agreements) were required for the lottery funding application. Hope Springs Horticulture explained “the support we have received through BITC has made the world of difference to us as an organisation. Shoosmiths not only helped us by preparing all the paperwork to register as a Community Interest Company, but explained each aspect in a way we could understand. The pro bono support ‘made all the difference to our application and led to our success!’”

**Tin Hat Centre:** “The support was invaluable, providing professional advice and assistance and enabling the centre to move forward with lease contracts.”

**Early Years Playgroup:** “The support we received has been invaluable. [The advice] has given the idea to change a couple of things to make the playgroup work even better.”

Anne Hilton, BITC’s ProHelp manager added “We have always found Shoosmiths Nottingham to have a positive and willing attitude towards pro bono and are currently encouraging a wider range of services to be provided via ProHelp in Nottinghamshire which will involve more colleagues within different areas of the law. Shoosmiths are always welcoming and happy to provide facilities for meetings and workshops wherever possible.”

As members of the West Midlands ProHelp Group, we provide pro bono support to a variety of community organisations and social enterprises. We have also supported the expansion of the group, introducing new supporters to further expand the benefits of ProHelp to more community organisations. During 2012/2013 we provided:

- TUPE advice to Women of Wolverhampton a network which has the aim of facilitating positive change in the lives of women in Wolverhampton by advancing gender equality and full participation in city life.
- Corporate advice to Go Wisely Community Interest Company who are training specialists in transport travel and disability.
- Property advice to Localise West Midlands, a not for profit organisation that promotes a localised approach to supply chains, money flow, ownership and decision making for a more just and sustainable economy.
- Corporate advice to the Fireworks Cheerleading Squad an organisation which provides a healthy, fun activity for young people in Bartley Green that they can afford. The value of the advice to the organisation has been such that: “We have seen the young people grow in confidence and skill in an area that desperately needs activities of this kind. Our volunteer coaches have been busy running the club and fundraising events. We know we have to pay attention to our structure and policies as well, but this all takes time and more importantly, expertise. We were really grateful for the support from Shoosmiths – it was completely invaluable because we could quickly understand our options, now and as we grow. It wasn't just one meeting, but the advice was followed up with specific information that we felt we needed. We can also tell others of the importance of getting this kind of advice and where to find it. Thank you very much indeed!”

In October 2012, we took part in a professional advice surgery in Birmingham which provided pro bono advice to social enterprises, community groups and voluntary organisations. We advised St Thomas Community Project, Old Yardley Historic Building Trust, West Heath Community Association, Birmingham Friends of the Earth, Sports Key and CORE 50 Community Renewable Energy.

St Thomas Community Project commented: "Thank you for the event. I did find it helpful and some of my questions and concerns were resolved," Susan Larkin, Treasurer.

West Heath Community Association said: "Events like this are most valuable for voluntary sector organisations with restricted funds," Christine Dale, Trustee.

## **LawWorks**

LawWorks is a charity that aims to provide free legal help to individuals and community groups who cannot afford to pay for it and who are unable to access legal aid. Through our membership, LawWorks supported two annual reviews undertaken of the pre-appointment based clinics we operate in Reading and Northampton. LawWorks also provided detailed and comprehensive guidance to progress the creation of a planned pro bono clinic service, which will be administered by the University of Buckingham School of Law and supported by legal advisers at our Milton Keynes office.

Our Northampton clinic provided pro bono advice last year on such matters as debt, housing, family, consumer/financial, contract, probate, employment, neighbour disputes, property/land, personal injury and litigation.

Client feedback included comments such as:

- 'Advice very useful'
- 'Thought advice very good, staff very polite and helpful'
- 'We had great advice and left feeling much happier with our service'
- 'Very efficient service, and professional'

We were delighted that our efforts were recognised in June 2012 when we were presented with the LawWorks Best Regional Firm Award for our clinic operated in Northampton.

Our Reading clinic, established in November 2009, continues to grow and maintain its good reputation. Last year we provided advice on such matters as consumer, employment, neighbourhood disputes and housing.

Sarah Mayhew, former Advice Centre Manager at CommuniCare, who partner with us along with the University of Reading Law School, said: "We are extremely proud to work with you and feel very supported by the help you give us."

At the 2013 LawWorks awards we were shortlisted in two categories; Best Regional Law Firm and the Best Partner Contribution.

## **East Manchester Legal Advice Centre**

Our Manchester office has continued its support of the East Manchester Legal Advice Centre in connection with students from Manchester University. Shoosmiths volunteers, along with the students, conduct and initial fact finding interview with the client and have assisted throughout the year aiding the local community in matters such as landlord and tenant disputes, and contractual disputes. Once the interview has concluded, the students research the matter and

write a letter of advice to the client. The students liaise with the volunteers from Shoosmiths to finalise the letter, which is then sent to the client by the students. Last year, Shoosmiths assisted with six clinics aiding 12 clients.

### **Edinburgh Centre for Professional Legal Services (ECPLS)**

In March 2013, our Edinburgh office began to support the free legal advice centre provided to members of the public by the ECPLS School of Law. This service is provided by diploma students who are supervised by qualified solicitors, and gives students the opportunity to take part in hands-on legal work for the benefit of the wider community. The centre provides an unparalleled opportunity for students to put their legal education and skills into practice and is an integral part of the diploma for students, giving them the real life experience of interviewing clients, drafting letters and researching live legal issues.

### **Volunteering**

Each year staff are able to carry out one day of volunteering during working hours, and in 2012/2013 we set a target to increase the number of hours by 5% compared to the previous year 2011/2012. We achieved a 1.98% increase with 1038.8 hours provided. During 2013/2014 we will maintain the provision of appropriate volunteering programmes for colleagues and report on impact of our involvement for the organisations we have supported.

Volunteering covered a wide range of activities, including:

- charity shop fundraising days
- collecting and delivering Christmas presents and Easter eggs
- conducting charity collections at events
- Christmas present wrapping services for charity
- food collection and delivery to support food bank activities
- habitat improvement work
- reading and numeracy coaching of pupils in schools
- sleeping out overnight to raise awareness of youth homelessness
- sporting charity challenges such as football matches, dragon boat racing, marathons
- trustee work for charities
- world of work advice, including CV and interview advice in schools, work shadowing and presentations on career opportunities working for a law firm like Shoosmiths

Staff volunteer for a number of reasons. They tell us it is because:

- they want to help the community – charities, the environment
- it provides an opportunity to get to know colleagues, when they are too busy in the workplace
- it provides the chance to do something different to their normal roles
- a physical activity is a change from sitting in an office at a computer screen and provides an outdoor working environment



## OUR ENVIRONMENT

As an office-based firm with a supply chain providing a range of products and services for us and for clients, our main environmental impacts are associated with:

- air pollution from use of chemicals, air conditioning and domestic appliance refrigeration and transport by colleagues/contractors
- energy use and therefore climate change impacts associated with heating, lighting, ventilation, food storage as well as colleague travel by public and private transport and supplier and contractor travel
- resource consumption associated with products and services manufactured, stored and delivered on our behalf and used within our offices and by our clients
- waste generation associated with office and catering activities

We are committed to continual improvement and have undertaken a number of activities during the year to remain focused on our performance.

This is the second year we have set targets and disclosed environmental data. We remain committed to improving the quality of our reporting.

### **Our environmental management system**

Our environment policy statement defines our approach to identifying and managing our direct environmental impacts.

The procurement and supplier management policy sets out our approach to managing our indirect environmental and social impacts (policy covers, for example, diversity, ethical, environment, health and safety issues). We work with suppliers to identify opportunities to reduce environmental impacts.

Shoosmiths' environmental targets approved by the Operations Board set out our priorities and owners accountable for management of and delivery.

Our ELG advises clients on issues including remediation of contaminated sites, application of the Carbon Reduction Commitment, and safe use of chemicals; while our Energy Group focuses on sustainable energy sources, such as bio-fuels, solar, wind and biomass generation.

Shoosmiths operates an incident reporting system, which includes environmental incidents.

Via our facilities infrastructure services provider, we focus on opportunities to address environmental impacts associated with buildings and equipment. Office estates management teams are supported in a number of ways including energy profiling, monitoring and trend analysis of gas, electricity and waste consumption, review of building management systems, maintenance, and therefore identification and implementation of opportunities for environmental improvements. Our reporting system tracks gas and electricity, identifying opportunities for improvement, and tracking progress against our energy reduction targets. We have this year started to monitor wastes generated more closely.

Where we have direct control of our offices we have a greater ability to influence change, and where we do not have direct control we liaise with our landlords to identify opportunities to reduce environmental impacts. This may typically occur via a tenant sustainability working group which is co-ordinated by the landlord.

We undertook second party audits of part of our environmental management system during the year. Audits were carried out on our behalf by WSP Group who reviewed our documented environmental legislative register and subsequently conducted site visits to two offices to assess our environmental procedures and practices according to legislative requirements and best practice. We intend to repeat the exercise during 2013/2014, again reviewing our register and conducting audits at two further offices.

Each year we conduct a second party health and safety and environment audit of all our offices via our health and safety manager. We revised our audit questions in 2012 based on questions posed during the second party environmental audit to improve the way we focused on material environmental issues.

In October 2012, our Manchester office was awarded bronze status by the Manchester City Council Environmental Business Pledge initiative. A verification visit by Groundwork, environmental business pledge advisers for Manchester City Council, assessed our environmental policy and our environmental management processes, including our approach to waste, carbon and water management.

Our intranet pages on CR and other communication channels set out for colleagues the key environmental challenges facing society, as well as opportunities for colleagues to tackle them in the workplace and at home. The focus is on encouraging colleagues to understand the environmental effects of their roles, and therefore identify opportunities to address them.

This advice was underpinned by several environmental awareness campaigns, which enabled us to explain to colleagues our approach and to encourage them to play their role, too.

Every March, our offices participate in the World Wildlife Fund co-ordinated Earth Hour campaign. In 2013 we took part again, combining our focus with another campaign organised in March – Climate Week. This is Britain's biggest climate change campaign and aims to inspire a new wave of action via events and pledges to create a sustainable future.

Activities included switching off unnecessary office lights and equipment during Earth Hour on Saturday 23 March, at 8.30 pm. We also invited colleagues to take part in a one-hour environmental challenge and make individual pledges to change behaviours. Five offices took part in a clothes swap event whereby staff were given the opportunity to swap unwanted clothes or accessories with each other, and the remaining items (25 bags) were donated to Macmillan Cancer Support via Clothes Aid which exports items for resale abroad. We also used these campaigns to remind staff about our volunteering policy and opportunities available to them with an environmental theme.

## Resource management

Our IT equipment is re-used wherever possible within the business and we use a number of partners to recover our unwanted materials.

Fonebank take back our old mobile 'phones and BlackBerry devices; and the Computer Aid International charity receive our unwanted PCs, laptops, servers, printers and screens.

Fonebank last year received 118 mobile units. 18 % were sold for re-use in the UK, 63 % exported for re-use in China and Africa, 16% were sold to China for parts as 'beyond economical repair', while 3% were recycled down to core materials by Else Refining, in Bedfordshire.

Computer Aid is the world's largest ICT-for-development charity. Used equipment is data-wiped, tested and refurbished before being distributed to hospitals, universities, schools, and not-for-profit organisations in more than 100 countries.

During 2012/2013, 25 items were donated to Chilenter, a non-profit organisation in Chile that ensures the poorest and most isolated schools there have access to ICT. Over the past eight years, Computer Aid has sent more than 35,000 computers to the organisation. Over 1,500 schools in Chile have received computers, so thousands of children living in rural and poor areas benefit from improved education facilities and the opportunity to learn the IT literacy skills vital to their future job prospects.

As well as benefitting students, Chilenter also works to encourage digital inclusion in Chile, and by partnering with La Junta Nacional de Jardines Infantiles and Foundation Integra, has set up computer labs in nurseries in Santiago to introduce ICT to single mothers from the city's economically deprived neighbourhoods. This can help users to learn new skills, increase their access to information, and start and expand businesses by connecting them to new markets.

Provision of a paperless service is conducted wherever possible and where our clients prefer to work in this way information and reports is delivered electronically. Where paper is used, duplex printing is set by default.

Shoosmiths uses circa 424 stationery product lines of which 158 have a defined environmental benefit. Of these lines 55 products have a 100% recycled content and 12 a partial recycled content. We use seven Forest Stewardship Council (FSC) certified paper products, which constitutes circa 55% of our stationery spend. We will continue to evaluate opportunities to use FSC or equivalent products during 2013/2014.

Shoosmiths has had a relationship with EcoPure Waters since 2004, using on-site water purification systems across its offices to provide unlimited, freshly filtered and chilled still or sparkling water on demand.

Branded reusable bottles are used in three sizes (1 litre, 500mls and 200mls) and between May 2012 and April 2013 we consumed 19,800 litres of water. EcoPure Waters has held Sustainable Restaurant Association (SRA) Approved Supplier status since 2012 following an assessment of the business's environmental management practices.



## **EcoPure Waters bottled water**

### **Energy management**

Monthly reporting for our offices tracks gas and electricity consumption. Reports have been produced since November 2010 reviewing the number of PCs left switched on at the end of a working day which do not need to be. During 2012/2013 average % of PCs left switched on ranged between 2.4% and 15.27%.

Opportunities for behavioural and technical changes have been considered. Campaigns to remind colleagues were issued as part of our monthly business briefings, and reports highlighted PCs regularly left switched on. In early 2013 we introduced a new LogMeIn solution enabling colleagues to log in remotely rather than having to leave their PCs switched on when they leave the office.

### **Transport management**

Business-related travel data relating to flights, cars, pool cars and taxis is included within our carbon footprint reporting. Data is not currently recorded for rail travel, as data capture relies on manually submitted expenses claims that do not include distance travelled by user.

IT provides a number of solutions to encourage virtual working and to reduce the need for business travel. Use of remote meeting technology (including videoconferencing) is provided for meetings on demand. In February 2013 we introduced webcam booths in all our offices.

LiveMeeting tool allows the sharing of video, voice and desktop applications, eliminating the need to travel between sites for training or presentations.

Advice and tips on reducing the effects of travel are provided on our intranet. Drivers are provided with driver training every three years if travelling over 5,000 miles and/or 20 business journeys per annum. The training includes advice on efficient fuel performance driving.

We provide interest free loans for rail and bus season tickets and participate in the Government's Cycle to Work introduction scheme. This initiative, coordinated on our behalf by Gemelli Employee Benefits, seeks to encourage a take up of cycling as a more sustainable mode of transport, as well as improving general health and fitness. We



publicise the scheme on our intranet and during new starter induction training. We also promoted the scheme in our Edinburgh office through a colleague information/drop in session. During 2012/2013, 33 colleagues took part in the scheme and Gemelli reported that interest and take up continues to grow – to date all colleagues have kept their cycles. Further colleague information/drop in sessions are planned for offices during 2013/2014.

### Waste management

FISco our estates management provider manages our office general and recyclable waste in three office locations (Basingstoke, Northampton and Southampton). Northampton waste is also managed on our behalf by a provider.

At our other offices i.e. Birmingham, Edinburgh, Milton Keynes, Manchester, Nottingham, Thames Valley as well as our London facility the landlords are responsible for managing waste contracts. Here we work with landlords alongside other tenants to identify ways of managing waste better.

We have focused on data collection at our controlled locations with monthly data requests issued to our landlords. We recognise more work is required to improve the consistency and quality of data so we can better understand the scale of waste generated and therefore opportunities to reduce and recover unwanted materials.

General waste generated in our Basingstoke, Northampton, Nottingham and Southampton offices 2012/2013 = 512.30 tonnes of which 53% was recycled.

FISco manages confidential waste collections from our offices via Iron Mountain. During 2012/2013 107 tonnes was collected from all our offices. Our confidential waste paper is shredded and recycled into tissue and toilet paper.

During office moves, furniture and equipment is re-used wherever possible. We relocated two offices in Edinburgh and in Birmingham with office furniture and equipment donated to local groups.

See appendices one and two for performance during 2012/2013.



## OUR MARKETPLACE

Being a responsible corporate citizen is key to our commercial success, which is why CR lies at the heart of what we do and why it has been part of our business plan since 2010.

The delivery of our CR programme quite rightly focuses on activities such as staff fundraising and partner donations for national and local charity partners, volunteering in the community, provision of pro bono legal advice, addressing the environmental impacts of the way we do business, and how we look after our staff.

### Our clients

Important as these activities are, however, they only form part of the picture. For CR to truly be core to our business we should also be mindful that the provision of legal advice often has the potential to help address challenges faced by society. Such awareness among staff can create commercial opportunities that help to deliver our financial targets.

Whilst we are dependent upon the requirements and expectations of our clients, we are nevertheless able to utilise colleagues' desire to make a difference in the community in which they work and to capitalise on their legal expertise and pride in delivering excellent results for clients.

Examples of the provision of legal advice relevant to the CR agenda during the year include:

- Helping client Hitachi Rail Europe (HRE) secure a £4.5 billion contract to build and maintain new trains for the next 30 years. HRE will build and maintain the new fleet of trains for use on the Great Western network and will also develop or refurbish new state of the art train maintenance depots at London North Pole, Stoke Gifford and Swansea as part of the contract. Shoosmiths advised HRE on all aspects of the deal, including in relation to the contracts for the manufacture and maintenance of the new fleet and on the property, planning and construction issues as well as the equity aspects of the deal.
- Recoveries strategy for dealing with environmental contamination at a site in a National Park to enable the sale of charged land.
- Advice to a leading brownfield regeneration developer of environmental aspects of the development of a power generation site.
- PXP West Midlands a PPP for property investment and regeneration in the West Midlands between the Homes and Communities Agency and Langtree Group Plc.
- A loan note issue for My Home Finance, an affordable credit business set up by the National Housing Federation. This is a not for profit social enterprise that helps customers who cannot access mainstream lending. Loans can be provided for any purpose – for example school uniforms, furniture, a new washing machine or cooker. The loan note issue has so far raised £3m for the business. Subsequent to its successful loan note issue, My Home Finance has begun to roll out its services across the country, and in May 2013 was named Responsible Lender of the Year at the *Credit Today* Awards.
- Advising charities and social enterprises on such matters as commercial, conveyancing, corporate, governance, funding, HR, legal form of charities, litigation, pensions and real estate.
- In March 2013, our private client practice group Access Legal hosted a one day event *Improving Health and Care*. This event showed us as an important opinion leader and solutions provider in this significant area of healthcare policy and provision.

We also undertook a number of joint activities with clients during the year in order that we could support their CR goals, some of which appear on our blog *SHOUTback*.

These included:

- Donating to client charity partners or charities close to the hearts of client contacts.
- Volunteering projects to restore or improve local environments such as carrying site repair work at a multi-functional day centre in Berkshire for children with special needs, and repainting playground equipment for a primary school.
- A number of our clients were special guests at two events organised by Brainwave our former corporate charity partner. A clay shoot at the Eaton estate home of the Duke of Westminster and a Bollywood-themed dinner in London enabled Shoosmiths to highlight the good work of Brainwave.
- In a similar vein our Nottingham office hosted clients and contacts at the World's Biggest Coffee Morning, in September 2012, with the office and guests raising £1,300 for Macmillan Cancer Support on the day.
- We have helped clients to raise funds for their chosen charity partners. We have donated toys at Christmas for the charity Chicks and Christmas decorations and hamper goodies to Reading Day Care Retirement Centre in Caversham. On one occasion, a Shoosmiths partner joined a client bravely dressed as daffodils in order to tour Birmingham offices and raise £1,000 towards Marie Curie Big Build Appeal and Shelter charities.
- Inspired by a client, staff in our Northampton office wore 'onesies' to work and organised a number of fundraising efforts in aid of Children in Need, in November 2012.
- We supported a fundraising day shop challenge for Barnardo's during a client's fundraising campaign.
- Selling client products such as doughnuts, pizzas and healthcare products to raise funds for charity.
- Our Corporate Responsibility Director has shared our CR experiences at training events and workshops organised by BITC.
- Our Recoveries Services Group has conducted mental health awareness training for a number of clients. The training provides an introduction to the subject, as well as providing advice on practical solutions. Our approach was recognised by *Mortgage Finance Gazette*, in November 2012, when we received the Customer Services/Treating Customers Fairly award in recognition of our approach.
- With other clients we have taken part in charity fund raising sporting challenges. These have ranged from football tournaments for Street Soccer, rounders and netball for Macmillan Cancer Support and golf for a number of charities.

## Our suppliers

Further details about our relationship with suppliers and how they have supported us in the delivery of our CR goals can be found in the our environment section.



## OUR PEOPLE

As at the end of April 2013, we employed 1,326 people (f.t.e. = 1231.9), with 128 partners and partner equivalents. Our five practice groups (commercial, corporate, private client, real estate and recoveries services) are supported by Business Development, Central Management, Finance, HR and FM, IS, Learning and Development and Quality and Risk.

## Diversity

Shoosmiths is committed to building a diverse workforce where individuals are recognised for their talent and contribution rather than their ethnicity, religion or sex.

Core to our strength is identifying existing good work in the area of people management at operational, tactical and strategic levels.

Shoosmiths' ambition is to have a workforce that reflects our local communities. As a fast-growing national employer, it is seen as our responsibility to include, support and share our success with the communities where we work.

Our approach to good equality and diversity practice is aligned with our policies, best practices and processes. Desired behaviours (the firm's values and beliefs) are reinforced via the new starter induction programme and by ongoing diversity training developed and delivered by our Learning and Development team and monitored via annual performance development reviews. Compliance and performance trends are monitored and published.

Last year, we established the Diversity Champions Group, a network of top level office diversity champions who use local partnerships to support local equality and diversity needs. Details can be found in appendix three of activities undertaken with London School of Economics & Employability, Northamptonshire County Council, Macmillan Cancer Support, Medlock Primary School, The Prince's Trust, Protocol Group, Workbridge, Wheelchair Basketball Xperience, and Women's Aid.

As a founding signatory of the Law Society Diversity and Inclusion Charter, we completed an annual submission with the results reflecting our alignment with the charter's principles and aspirations.

The Diversity League Table is a review and analysis of diversity in the legal profession of England and Wales, and widely considered to be the profession's leading diversity report. The Diversity League Table research is not single strand and looks at a demographic broader than just ethnicity, taking into account disability, gender, sexual orientation and social mobility.

In November 2012, we finished top of the 2012 Black Solicitors' Network (BSN) Diversity League Table (DLT), scoring a diversity quotient of 896 from a possible 1,000.

## Flexible working

We are committed to helping all staff manage an effective work/life balance, enabling them to balance personal interests, family commitments and work demands while still maintaining service delivery and the provision of excellent client care.

Guidance and support mechanisms are set out in a number of ways, including:

- flexible working policy
- home and mobile working policy
- flexible holidays policy
- parental leave policy
- your time policy which provides the opportunity to 'take back' some time when life outside work has to take priority from time to time to manage the needs of family and friends
- parent return to work guide

## Learning and development

At Shoosmiths, we appreciate that the growth of our business depends on the growth and development of our people. We aim to provide a learning and development resource that is accessible to all, and offer a range of programmes consistent with our strategic objectives and which meets the needs of the various roles within the business.

As well as a comprehensive new starter programme of induction, we have a blended learning and development offering that includes seminars, workshops, online learning, mentoring and coaching. Details are published on the Learning and Development pages of Shoosmiths' intranet. Everyone is encouraged to have a Personal Development Plan, which is formally reviewed each year as part of the Performance Development Review process, and to take part in a Learner Journey supported by the Learning and Development team.

## Our trainee programme

Helping trainees understand that CR forms a key part of our business success starts from the moment candidates consider what working at Shoosmiths might be like.

At career fairs or employer presentations, current trainees talk passionately about the opportunities they have for contributing to the local community throughout their training contract, instilling a sense of pride in contributing to our CR aspirations.

Guided by our CR vision and goals, we encourage everyone to 'Shine' at Shoosmiths.

Graduate assessment days include a fictitious charity auction, with £100 donated to Macmillan Cancer Support during the 2012 assessment day.



Successful candidates offered a training contract are issued with a CR challenge during the first week's induction, which includes fundraising for the corporate charity partner and implementing CR activities within their training programme.

### Health and safety and wellbeing

High standards of health and safety are promoted across the firm. The Chief Executive, heads of office and managers are responsible for the health and safety policy, and will make sure sufficient resources are provided to achieve the firm's objectives.

The health and safety programme is based on the requirements set out in the OHSAS 18001:2007 standard. Firmwide health and safety committee meetings have taken place throughout the year, and an annual audit of health and safety performance was undertaken in all offices, which showed improvements in 2012 versus 2011.

We took part in the European Week for Health and Safety at Work campaign in October. The campaign aims to drive significant improvements in workplace safety and health across the EU and beyond by encouraging management leadership and workers to share ideas and to work with their managers to improve safety within the workplace. Information and advice was provided on:

- fire safety – electrical safety in the home
- emergency first aid
- influenza and colds and good hygiene practices
- stoptober campaign promoted by Cancer Research UK and British Heart Foundation

Our staff wellbeing programme is called Your Lifestyle and encourages health, sports, fitness and relaxation. In July, we ran a two-month health challenge to help staff improve their health and wellbeing by providing guides, challenges, ideas and measurements. Action stations were situated in every office so staff could measure their weight and blood pressure.

## Feedback

We encourage feedback and ideas about our approach and the content of our CR programme. Please tell us what you think or ask any questions by contacting [corporate.responsibility@shoosmiths.co.uk](mailto:corporate.responsibility@shoosmiths.co.uk)

## **Glossary of terms used in report**

**BITC** - Business In The Community

**BSN** – Black Solicitors Network

**CR** – Corporate Responsibility

**DLT** – Diversity League Table

**ECPLS** Edinburgh Centre for Professional Legal Studies

**ELG** – Environmental Law Group

**EM** – Ethnic Minority

**FSC** – Forest Stewardship Council

**FTE** – full time equivalent

**HSE** – Health, Safety and Environment

**kWh** – kilowatt-hour

**LGB** – Lesbian/Gay/Bisexual

**RoSPA** – Royal Society for the Prevention of Accidents

**SRA** – Solicitors Regulation Authority

**SRA** – Sustainable Restaurant Association

**tCO<sub>2</sub>e** – tonnes CO<sub>2</sub> equivalent

## APPENDICES



# Appendix one: progress against targets 2012/2013 and targets 2013/2014

## 2012/2013 targets

Objective Building and maintaining sustainable community relationships.	Targets and Status ✓achieved ✗ not achieved	
Complete fundraising target to raise £49,000 for Brainwave charity to provide one year of life changing therapy for 14 communities where Shoosmiths offices are located.	£55,600 raised and donated sufficient for 16 children.	✓
Raise £50,000 for Macmillan Cancer Support charity i.e. £25,000 to provide local grants for people with cancer and £25,000 to help fund new Macmillan haematology suite, Northampton General Hospital.	£62,545 raised and donated.	✓
Increase number of hours spent by colleagues volunteering by 5% in 2012/2013 versus 2011/2012.	= + 1.98% achieved with an increase from 1018.60 to 1038.8 hours achieved 2012/2013.	✗
Increase number of pro bono hours provided by colleagues by 5% in 2012/2013 versus 2011/2012.	= + 2.62% achieved with an increase from 621.4 to 637.7 achieved 2012/2013.	✗
Objective Demonstrating high standards of environmental responsibility in all our operations and minimising the environmental impacts associated with our activities, products and services.	Targets and Status ✓achieved ✗ not achieved	
At sites where we control building energy use reduce gas consumption by 3% in 2012/2013 versus 2011/2012. Where we do not control the building liaise with the landlord to identify opportunities to reduce gas consumption.	- 13.7% achieved. Gas SMART meters installed Solent, Basingstoke, Lakes, and Victoria House. Landlords at some sites provide data to FISco. Tenant sustainability meetings with landlords discuss potential opportunities to improve environmental performance.	✓
At sites where we control building energy use reduce electricity consumption by 3% in 2012/2013 versus 2011/2012. Where we do not control the building liaise with the landlord to identify opportunities to reduce electricity consumption.	- 16.4% achieved. Electricity SMART meters installed Solent and floor 2 Apex Plaza. Tenant sustainability meetings with landlords discuss potential opportunities to improve environmental performance.	✓
Less than 5% of PCs/screens left switched on each day that do not need to be.	Firm averages: Nov 2012 = 9.4 % Dec 2012 = 2.4% January 2013 = 5.3% Feb/March 2013 = 3.7% with Basingstoke achieving 0%	✗
Measure carbon emissions associated with the firm's operations and working with such organisations as BITC's	2011/2012 = 2,927.82 tCO <sub>2</sub> e. Focus on improving quality of data, installation of gas	✓

Mayday Network and the Legal Sector Alliance Acting on Climate Change identify opportunities for improvement.	and electricity SMART meters, analysing spikes in energy demand, and for 2013/2014 reducing transport associated costs by 20% versus 2012/2013.	
Measure carbon emissions associated with business travel and identify opportunities for reduction.	Merger and opening of Edinburgh office has changed focus of activity given firm's focus to capitalise on growth opportunities. Web cam facilities installed in all offices. Climate Week awareness campaign included pledges to change business travel. See above re transport target.	✓
Continue to evaluate opportunities for using FSC certified or equivalent with recycled content paper subject to quality and pricing objectives being satisfied.	Seven FSC certified products used, circa 55% product spend.	✓
Measure and report on waste generation, including waste recovered/recycled and waste landfilled.	FISco manages general and recycled waste for Basingstoke, Northampton, Solent, and recycled waste only for Thames Valley offices. It manages confidential waste for all sites. Landlords at offices in Birmingham, Milton Keynes, Manchester, and Nottingham are responsible for managing waste. Waste data reported for some sites and some data provided by landlords.	✓
Identify by end of quarter two waste reduction to landfill target.	Given above re data availability and quality issues this will remain focus in 2013/2014 in order to determine potential reduction opportunities.	✗
Evaluate potential for introducing office food waste recovery solution.	To continue evaluating as potential opportunities arise. Cost effective solution not identified.	✓
<b>Objective</b> <b>Working collaboratively in the marketplace to evidence best practice aligned with our vision to be the first choice for legal advice for organisations and individuals.</b>	<b>Targets and Status</b> <b>✓ achieved</b> <b>✗ not achieved</b>	
Engage with our key clients to identify joint opportunities that support our respective CR aspirations.	Report maintained on our intranet of client activities undertaken During 2013/2013 64 donations to charities to support client activities and 63 client interactions on a variety of CR matters.	✓
Engage with our key suppliers regarding our procurement and supplier management policy and identify opportunities to support our CR programme during 2012/2013.	Focus has included responding to 2 <sup>nd</sup> party environmental audit of our EMS and provision of appropriate supporting evidence/documentation. See main report for other examples.	✓
Review and implement guidance to improve the environmental and social performance of our meeting refreshments provision.	Questionnaire issued by FM to all food suppliers to review policies against proposed standard.	✓

Objective Providing a positive, professional and co-operative working culture where everyone is valued.	Targets and Status ✓ achieved ✗ not achieved	
Engage with colleagues about our health and safety approach and its importance in the workplace.	European Health and safety week October 2012 supported.	✓
Ensure a proactive diversity activity led by the regional diversity champions in each of the regions where Shoosmiths is based.	See appendix three for examples.	✓

### 2013/2014 targets

Objective	Target
<b>Building and maintaining sustainable community relationships.</b>	Complete fundraising target to raise £60,000 for Barnardo's charity to fund two outreach workers in the Midlands area.
	Develop and implement best practice to maintain relationships with former corporate charity partners.
	Trainees to be set CR challenge as part of their first year training programme.
	Establish one additional office supported pro bono clinic service.
	Consider potential for expanding formal pro bono services provision by supporting appropriate schemes.
	Report on impacts of pro bono services provided by legal advisers.
	Maintain provision of appropriate volunteering programmes for colleagues and report on impact of involvement for parties involved.
<b>Demonstrating high standards of environmental responsibility in all our operations and minimising the environmental impacts associated with our activities, products and services.</b>	At sites where we control building energy use reduce gas consumption by 3 % in 2013/2014 versus 2012/2013. Where we do not control the building liaise with the landlord to identify opportunities to reduce gas consumption.
	At sites where we control building energy use reduce electricity consumption by 3 % in 2013/2014 versus 2012/2013. Where we do not control the building liaise with the landlord to identify opportunities to reduce electricity consumption.
	Measure carbon emissions associated with the firm's operations and working with such organisations as BITC's Mayday Network and the Legal Sector Alliance Acting on Climate Change identify opportunities for improvement.
	Reduce travel related costs by 20% 2013/2014 versus 2012/2013.

	Monitor and report waste arisings with aim of setting waste reduction target.
	Continue to evaluate opportunities for using FSC certified or equivalent with recycled content paper subject to quality and pricing objectives being satisfied.
	Offices to support appropriate environmental awareness campaigns.
<b>Working collaboratively in the marketplace to evidence best practice aligned with our vision to be the first choice for legal advice for organisations and individuals.</b>	Engage with our key clients to identify joint opportunities that support our respective CR aspirations.
	Engage with our key suppliers regarding our procurement and supplier management policy and identify opportunities to support our CR programme during 2013/2014.
<b>Providing a positive, professional and co-operative working culture.</b>	Review and engage with staff about how we live our values and how we measure success.
	Engage with staff on areas of health and safety policy and best practice in the workplace.

## Appendix two: CR performance data 2012/2013

Data refers to May 2012 to April 2013 unless stated otherwise.

### Objective 1: Building and maintaining sustainable community relationships.

Brainwave corporate charity partner colleague fundraising and partner donations November 2011 to July 2012 = **£55,600 raised and donated sufficient for 16 children.**

Macmillan Cancer Support corporate charity partner colleague fundraising and partner donations August 2012 to April 2013 = **£62,545.**

Number of colleague volunteering hours 2012/2013 = **1,038.80 hours.**

Number of colleague pro bono hours 2012/2013 = **637.7 hours.**

Number of colleague volunteering and pro bono hours 2012/2013 = **1,676.5 hours.**

### Objective 2: Demonstrating high standards of environmental responsibility in all our operations and minimising the environmental impacts associated with our activities, products and services.

Carbon footprint 2011/2012 = **2,927.82 tCO<sub>2</sub>e.**

tCO<sub>2</sub>e per employee 2011/2012 = **2.25.**

Electricity consumption kWh 2011/2012 = **4,067,567.**

Gas consumption kWh 2011/2012 = **2,202,695.**



General waste generated at Basingstoke, Northampton, Nottingham and Southampton offices 2012/2013 = **512.30 tonnes of which 271. 94 (53%) recycled.**

Confidential Waste Collected from offices 2012/2013 = **106.845 tonnes.**

**Objective 3: Working collaboratively in the marketplace to evidence best practice aligned with our vision to be the first choice for legal advice for organisations and individuals.**

For the year 30<sup>th</sup> April 2013:

Revenue = **£86.9m.**

Profit = **£11.2m.**

**Objective 4: Providing a positive, professional and co-operative working culture where everyone is valued.**

As at the 30<sup>th</sup> April 2013 we employed 1,326 people (f.t.e. = 1231.9), with 128 partners and partner equivalents.

Diversity data\*

Based on data submitted June 2013 for the annual Diversity league Table, produced by the BSN in consultation with the Law Society and the Bar Council. (% data for this report is compiled for equity partners, salaried partners, associate/assistant solicitors, trainees and paralegals).

Headcount	FTE	Actual
Total	1,212.25	1,309

Gender	Female %	Male %	Unknown %
Partners	33.60	66.40	0.00
Associates	65.60	34.40	0.00
Trainees	80.00	20.00	0.00
Paralegals	75.88	24.12	0.00
Total	63.99	36.01	0.00

Ethnicity	EM %	Asian %	Black %	East Asian %	Mixed %	White %	Other %	Unknown %
Partners	5.60	2.40	1.60	0.80	0.80	88.80	0.00	5.60
Associates	6.40	3.20	0.00	0.80	2.40	90.40	0.00	3.20
Trainees	11.10	4.44	4.44	2.22	0.00	88.89	0.00	0.00
Paralegals	14.91	9.21	2.19	1.32	2.19	84.21	0.00	0.88
Total	10.33	5.74	1.72	1.15	1.72	87.19	0.00	2.49

Disabled employees	Disabled %	Unknown %
Partners	0.00	0.00
Associates	0.44	99.56
Trainees	0.00	0.00
Paralegals	0.44	99.56
Total	0.29	99.71

Sexual orientation of employees	LGB %	Unknown /undisclosed %
Total	1.22	98.78

## Appendix three: Organisations and programmes supported by Shoosmiths at national or local office level during 2012/2013

104 organisations were supported via fundraising, donations, volunteering or other in-kind support during 2012/2013. **£158,548.09** raised via fundraising and donations\*. In the our communities section of our report you will also find details of some of the charities and community organisations we supported through the provision of pro bono legal advice. (\* includes November 2011 – July 2012 for former corporate charity partner Brainwave)

Organisation	Activity/Outcome for Organisation
Action against Medical Accidents (AvMA) charity provides confidential advice and support for people affected by medical accidents.	Our clinical negligence team walked to raise £1,234.50.
Action Duchenne is the UK charity dedicated to finding a cure for Duchenne and Becker Muscular Dystrophy while improving lives for people living with the condition.	Birmingham selected office charity partner 2012/2013. £2,572.68 raised to support the general work of the charity. For example £10 will pay for an information pack including an accident and emergency file for newly diagnosed families, £100 can pay for a post-doctoral researcher to work for one day on a cutting edge project and £1,000 can pay for a young person with Duchenne to take part in an education project for a year.
Aerobility charity offers disabled people, without exception, the opportunity to fly an aeroplane. Funds raised support flight simulators, aeroplanes and overheads such as aircraft fuel and maintenance.	Basingstoke office £350 donation.
Age UK Northamptonshire (formerly known as Age Concern Northamptonshire) the UK's leading charitable body committed to the wellbeing of older people.	Northampton selected office charity partner October 2012. £574.53 raised from weekly Dress Down Fridays.
Alzheimer's Society is the leading support and research charity for people with dementia, their families and carers.	Northampton selected office charity partner August 2012. £602.90 raised from weekly Dress Down Fridays.
Autism Concern Northamptonshire (formerly	Northampton selected office charity partner

known as Northamptonshire Society for Autism) promotes the care, treatment and education of children and adults with autism and secures for them provision commensurate with their need.	December 2012. £314.34 raised from weekly Dress Down Fridays.
Babies in Buscot Support helps babies and their families in the special care baby unit (Buscot ward) at Royal Berkshire Hospital.	Thames Valley colleagues raised £200 by weekly Dress Down Fridays.
Barnardo's is one of the UK's leading children's charities working directly with over 200,000 children, young people and their families every year. It runs over 900 vital services across the UK, including counselling for children who have been abused, fostering and adoption services, vocational training and disability inclusion groups.	Forthcoming charity partner chosen for period May 2013 to end April 2014. Targeted to raise £60,000 to fund two outreach workers in the Midlands area to help rescue and support victims of child abuse.
Basingstoke Citizens Advice Bureau.	Basingstoke colleagues provide pro bono support to the CAB.
Basingstoke Voluntary Services charity supports and empowers voluntary action in the Basingstoke and Deane area.	Basingstoke office donated £300 Basingstoke Voluntary Services on behalf of Age UK Christmas Box scheme enabling ten hampers of food to be provided the old, infirm, needy and homeless people in the area.
Berkshire Autistic Society, Reading charity offers information and support to anyone affected by Autism. BAS subsidise swimming and trampolining for children and social group meetings for adults, purchase books so that sufferers and families can find out more about autism and Aspergers and also provide counselling, mentoring and befriending services and a helpline.	Basingstoke office £350 donation.
Birthlink provides education and support to doctors nurses and midwives to improve the outcome for newborns in Armenia, Burma, Mongolia and Rwanda.	Southampton office £150 donation.
Brainwave charity focuses on cerebral palsy, autism and developmental delay in children.	Firm wide charity partner November 2011/July 2012. £55,600 raised @ end April 2013 from colleague fundraising and donations enabled us to provide a year of life changing therapy for 16 children living in communities where our offices are based.

Brain Tumour Research funds vital research into the causes, treatment and cure of adult and childhood brain tumours.	Southampton office £150 donation.
Breast Cancer Appeal supporting women and men who are going through treatment for breast cancer, who are about to undertake treatment or are fighting the battle to become cancer survivors.	Northampton selected office charity partner November 2012 and April 2013. £1,139.86 raised from weekly Dress Down Fridays to support the two major hospitals in Kettering and Northampton. They are also linked with the Breast Reconstruction team at Leicester Royal Infirmary.
Buckingham Primary School.	Outside equipment was painted to improve Buckingham Primary School in August 2012.
Business in the Community (BITC) is the largest business led charity of its kind. It is committed to building resilient communities, diverse workplaces and a more sustainable future.	Memberships <b>Corporate, Mayday Network signatory, Northamptonshire Employee Volunteering Network, Nottinghamshire Business Class, East Midlands and West Midlands ProHelp Groups, ways2work, Give and Gain</b> volunteering undertaken in Nottingham, <b>Read to Succeed</b> scheme in Birmingham, presentations provided for BITC training courses, Nottingham <b>Collect for Christmas</b> which distributed gifts donated by colleagues to young children in some of Nottingham's most deprived areas. Last year's campaign aimed to give Christmas presents to children who might otherwise have little or nothing on Christmas morning. The children were chosen by Nottingham City Council who selected known children in care or in families they were working with, Nottingham <b>Make a child smile this Easter</b> with Easter egg donations made to children chosen by Nottingham City Council.
Camp Mohawk is a multi-functional day centre in Wargrave, Berkshire for special needs children, providing a range of activities, facilities and natural space to encourage children with a variety of special needs to play, socialise and learn in a secure and caring environment.	Thames Valley colleagues volunteered September 2012 undertaking a variety of team tasks including laying safagrass matting, replacing/repairing cladding on buildings, digging drainage channels in driveway and car park, digging damp course trench, sanding and varnishing picnic tables and chairs, general clean up to buildings and garden.
Central and East Northamptonshire Citizens Advice Bureau.	Provision of monthly pro bono clinic service by Northampton colleagues. Further details in our communities section.

Charities Aid Foundation, a charity dedicated to getting the best for other charities and their donors.	By partnering with the charity we are able to offer colleagues the opportunity to donate to charity through the Give As You Earn Scheme (2,077.29 donated to 15 charities in 2012/2013) as well as deposit corporate charitable funds.
Chicks charity gives respite breaks to disadvantaged and underprivileged children.	Thames Valley colleagues collected children's toys, Christmas decorations and hamper goodies December 2012. Toys were donated to the Chicks and decorations and hamper items were donated to Reading Day Care Retirement Centre in Caversham.
Children in Need charity aims to make a real difference to the lives of children all across the UK. It provides grants to projects in the UK which focus on children and young people who are disadvantaged. It supports small and large organisations which empower children and extend their life choices.	Northampton colleagues raised £324.86 in November 2012 by wearing onesies to work on dress down Friday, selling cakes, playing Where's Wally and throw a sponge games. Southampton colleagues raised £106.75 by Dress Down Friday.
Chiltern Centre for Disabled Children provides short break respite care for children and young people aged two to 25 with physical and/or learning disabilities and complex needs.	Thames Valley colleagues raised £200 by weekly Dress Down Fridays.
CLIC Sargent Cancer Care provides clinical, practical, financial and emotional support helping children and young people and their families.	Southampton office £150 donation.
Clothes Aid aims to raise as much money for its charity partners as possible by collecting clothes, books, video games and DVDs/CDs.	Five offices took part in a clothes swap campaign during Climate Week donating 25 bags of unwanted clothing and accessories to Macmillan Cancer Support our then corporate charity partner.
Comic Relief charity strives to create a just world free from poverty. It drives positive change through the power of entertainment.	£382.67 raised by colleagues in the Lakes, Milton Keynes and Southampton offices.
Common Purpose, an independent, international, not for profit organisation, runs experiential leadership courses which bring together people from the private, public and not for profit sectors.	A Manchester partner presented at a CSC Commonwealth Study Conference programme. Leaders from 28 countries then participated in 'study tours' in various UK cities. The challenge and discussion topic was 'How do people from communities which have spread across the world become bridge-makers in the global networks of the future.'

	A Birmingham partner was a contributor on a Birmingham course, speaking to the senior leaders group about her perspective on the topic of 'Courage and Caution' in leadership to a range of cross-sector participants.
CommuniCare an advice support centre in east Reading.	Thames Valley office has provided pro bono legal advice since November 2009 via the operation of a monthly pre-appointment based clinic. Thames Valley colleagues took part in the London Legal walk raising £544.26 for London Legal Support Trust and CommuniCare. Thames Valley office £342 donation.
Computer Aid International charity aims to reduce poverty through practical ICT solutions.	All surplus or redundant It equipment is donated thus providing highest quality, professionally refurbished computers and laptops for re-use in education, health, agriculture and not-for-profit organisations in developing countries. 25 items donated in 2012/2013 to Chilenter, a non profit organisation in Chile. For further details see our environment section.
Confederation of British Industry	Membership of the Thames Valley and South East Sustainability Group and CBI East Midlands Council.
Coppafeel is a breast awareness charity aimed at young people encouraging the promotion of early detection.	Northampton selected office charity partner May 2012. £400.52 raised by weekly Dress Down Fridays.
Countess Mountbatten Hospice Charity Limited offers palliative care, pain relief, support and friendship for the terminally ill and relief to carers and families.	Southampton office £150 donation.
CSR Legal Network a network of law firm CR professionals who share ideas and best practice.	Member since September 2010.
Cynthia Spencer Hospice aims to give a high standard of care based on a team approach. Whilst the emphasis is on dealing with the physical patients' problems to ensure their comfort, the charity also endeavours to meet the emotional and spiritual needs of them and their loved ones, providing support and friendship throughout their illness and during the time of bereavement.	Northampton selected office charity partner June 2012. £547.18 raised by weekly Dress Down Fridays.

Duchess of Kent Hospice, Reading, provides specialist palliative care for people with advanced life-limiting illnesses.	2012 wills fortnight campaign was supported by our wills and probate team. Basingstoke office £350 donation towards projects such as mini bus transport services to collect and return day therapy patients, garden maintenance and equipment for the hospice.
East Manchester Legal Advice Centre.	Manchester colleagues provide pro bono support to University of Manchester students who operate a pro bono clinic.
Edinburgh Centre for Professional Legal Services.	Edinburgh colleagues have provided pro bono support since March 2013 to law schools students in the operation of the free legal advice centre.
Elton John Aids Foundation funds programmes to empower people infected, affected or at risk of HIV/Aids.	Thames Valley colleagues raised £200 by weekly Dress Down Fridays.
The Extracare Charitable Trust enables older people to enjoy a healthier, active and more independent lifestyle in a network of inspirational communities that represent a modern alternative to the traditional care or nursing home.	£175 sponsorship provided for 2012 race night.
Fair Christian Group (Reading) Trust Readifood project delivers emergency food parcels to families and individuals in real need across the Reading area.	Thames Valley colleagues donated food items to Readifood in February 2013.
Farnborough Corps of Drums gives everybody, no matter what their background, the opportunity to learn how to play an instrument and to have access to an instrument. The band plays at functions such as football matches, charity events and any monies raised goes towards the purchase of uniforms and instruments.	Basingstoke office £300 donation towards instruments and uniform supplies.
Francis House provides care for children and young adults with life threatening conditions.	Manchester selected office charity partner 2012/2013 raising £8,673.25 towards staff costs and a new building enabling more children to be supported. Events included BUPA dress down days and car park lottery.
Groundwork is an environmental regeneration charity which partners with local people, local authorities and business to promote economic	Northampton colleagues volunteered at Delapre park clearing paths



and social regeneration.	
Hampshire and Isle of Wight Air Ambulance charity attends traffic collisions, sporting accidents and other incidents throughout Hampshire and the Isle of Wight.	Basingstoke office £350 donation supporting maintenance, fuel and equipment costs and salaries – it costs about £4,000 a day to keep the air ambulance flying.
Headlines charity provides support and help to all those affected by craniosynostosis and associated conditions.	Thames Valley colleagues raised £200 by weekly dress down Fridays.
Home Counties Demcare Services. 'Demarest' provides specialist day centres in Crowthorne, Wokingham and Slough for people suffering from memory problems/dementia. Their training enables them to communicate well with those suffering from dementia, and to stimulate and entertain people in their care, for example by playing scrabble, painting or listening to music. This also provides invaluable respite for the carers.	Thames Valley colleagues raised £200 by weekly Dress Down Fridays.
Home Start Eastleigh provides support, friendship and practical help to local families with under fives to help improve confidence reduce social discrimination and loneliness and improve healthy well-being.	Southampton office £150 donation.
The Honey pot Children's Charity provides respite breaks at Honeypot House, New Forest for severely disadvantaged children aged five to twelve as well as a wider programme of long term support.	Southampton office £150 donation.
Horseworld Trust ensures quality of life for horses, ponies and donkeys by providing a healthy and secure future.	Southampton office £150 donation.
Jeans for Genes charity aims to change the world for children with genetic disorders.	Southampton colleagues raised £52.16 by Dress Down Friday.
Katie Piper Foundation aims to bring to the UK, intensive burns rehabilitation and scar management.	Southampton office £150 donation.
The Lantern Community charity which provides respite, holiday accommodation and artistic	Thames Valley colleagues raised £200 by weekly Dress Down Fridays.

courses for adults with a learning difficulty.	
Launchpad charity helps some of Reading's most vulnerable and disadvantaged people to turn their lives around and fulfil their potential.	Thames Valley office provided support for people to secure work experience including writing CVs and covering letters.
LawWorks charity aims to provide free legal help to individuals and community groups who cannot afford to pay for it and who are unable to access legal aid.	We are a member and signatory to the Joint Protocol for Pro Bono Legal Work which sets minimum standards for the conduct of pro bono advice. Pro bono advice provided in LawWorks supported pro bono clinics in Reading, Northampton and Manchester.
Law Society Diversity and Inclusion Charter. Law Society Diversity Access Scheme provides support to talented people who will have to overcome particular obstacles to qualify as a solicitor. Obstacles might relate to social, educational, financial or family circumstances or to a disability that makes the goal of qualifying as a solicitor a particularly challenging one.	Founding signatory 2009.
Legal Sector Alliance Acting on Climate Change is a movement of law firms and organisations committed to working collaboratively to take action on climate change by reducing their carbon footprint and adopting environmentally sustainable practices.	Pioneer member December 2008, signatory to the seven climate change principles for which we provided a progress report during 2013 and submission to the 2013 LSA Carbon Footprint Protocol Report.
Limbcare charity provides hope, advice and support to the limb impaired and those affected around them.	Office space and administrative support provided at our Basingstoke office.
London Legal Support Trust raises funds for free legal advice services in London and the south east.	Thames Valley colleagues took part in the London Legal walk raising £544.26 for London Legal Support Trust and CommuniCare.
London School of Economics (LSE).	Thames Valley office attended the Access to Employment seminar for students with disabilities and also supported the University's mentoring scheme.
Macmillan Cancer Support charity improves the lives of people affected by cancer, providing practical, medical, emotional and financial support as well as pushing for better cancer care.	Firm wide charity partner August 2012 to end April 2013. £62,545 raised from colleague fundraising and donations towards local financial grants to support cancer sufferers and a new Macmillan haematology suite at Northampton General Hospital. Further details about our partnership are located in the our local

	communities section.
Macmillan Caring Locally supporting Macmillan hospital units, Dorset.	Southampton office £150 donation.
Marie Curie Cancer Care charity provides end of life care to terminally ill patients in their own home or in one of their hospices.	Wills and Probate team provide a free wills service in the support of the charity's legacy campaign.
Medlock Primary School, Manchester.	Manchester colleagues are working with the school to inform, empower and educate primary school students from a diverse range of backgrounds, cultures and ethnicities about access to and opportunities within the legal sector and assisting in the development of literacy and numeracy skills. Hosted workshop on opportunities available within law. Have also supported a weekly reading/numeracy coaching project for year 6 students since December 2012.
Milton Keynes Community Foundation is a charity working for and at the heart of Milton Keynes connecting people and resources to projects and ideas to create positive change and long term solutions for our communities. It provides more than £1m every year in support to the local voluntary sector, helping fund vital projects which enrich lives and make Milton Keynes even better, both today and for the future.	<p>In May 2010 the Shoosmiths fund was established by the Milton Keynes office with the MK Community Foundation. Colleagues voted to support special needs and disabled young people during 2012/2013.</p> <p>Donations of £4,575 were made to the Shoosmiths fund and the MK Community Foundation was able to add an additional £425 through the government's Community First Endowment Match Programme. During that year the fund supported three projects, namely Bag Books, Table Tennis for the Over Fifties and Milton Keynes and District Cricket Association.</p> <p>Bag Books enhances the lives of children and adults with learning disabilities through the use of multi-sensory books. They are the only organisation in the world publishing multi-sensory stories for people with profound learning disabilities. A Shoosmiths donation of £1,358 in July 2012 enabled multi-sensory storytelling sessions to be held in November and December 2012 at four day centres/residential homes for adults with severe learning disabilities. 34 adults took part at Monroe Avenue, Tower Drive Centre, Daubeney Gate and Beanhill Centre. Nine day centre staff were also trained on ongoing use of two multi sensory books and received an interactive training manual.</p> <p>'Table Tennis for the Over Fifties', a subsidiary of the Buckinghamshire branch of the English Table Tennis Association provides sporting</p>

	opportunities for all abilities. In October 2012 the group received £218 to contribute towards the cost of a new Butterfly roll-away tennis table, nets, bats and covers to replace old, heavy and difficult to manoeuvre equipment– some nearly 20 years old.
Milton Keynes Food Bank, operated by the Milton Keynes Christian Centre, aims to ensure that no child or adult goes hungry in Milton Keynes.	Milton Keynes colleagues donated food and Milton Keynes trainees volunteered at the food bank in central Milton Keynes delivering items collected before helping clients collect items.
Mind – Northampton branch provides advice and support to empower anyone experiencing a mental health problem.	Northampton selected office charity partner February 2013 raised £1,264 from staff fundraising and donations.
Missing People charity offers a lifeline for the 250,000 people who run away or who go missing each year. For those left behind it searches for and provides specialised support to end the heartache and confusion.	Supported twitter campaign as part of the Big Tweet for Missing People. The Big Tweet in 2012 found two missing people showing how spending a few seconds to re-tweet the appeals could make a huge difference to people's lives.
MK Arts for Health charity uses art to improve health and wellbeing.	Milton Keynes office sponsored the Shoosmiths arts prize which enabled twelve artists to be displayed in the Shoosmiths reception area and corridors of Milton Keynes Hospital. Visitors were invited to vote for voted for the best picture. Winner to be announced September 2013.
Money Advice Liaison Group is a forum for greater communication, best practice, understanding and professionalism amongst organisations with an interest in personal credit and debt.	Recoveries Services Practice Group sits on the Midlands Discussion Forum.
Naomi House Children's Hospice provides care to children with life-limited and life threatened children.	Southampton colleagues raised £619.10 to participate in the Dragon Boat race.
Northampton Association for Accommodation of Single Homeless (NAASH) works to relieve hardship, need and distress amongst the homeless. It also educates the public concerning their plight.	Northampton colleagues collected food, toiletries, towels and bedding in January 2013.
Northampton door to door Service provides solutions for people with mobility problems in the Borough of Northampton	Northampton selected office charity partner March 2013. £465.46 raised by weekly Dress Down Fridays.

Northamptonshire Association for the Blind supports people with sight loss.	Northampton selected office charity partner January 2013. £516.50 raised from weekly Dress Down Fridays.
Northamptonshire County Council.	<p>Northampton colleagues donated more than 600 Christmas presents to Northamptonshire County Council and to the Disney and Paddington wards at Northampton General Hospital.</p> <p>450 gifts were given to the local authority to be distributed to under-privileged children aged up to 18 across the county. A further 200 went to the hospital's Disney and Paddington children's wards so that young patients were certain to receive Christmas presents.</p> <p>Transitions Big Event supported November 2012 to offer support and guidance to young people with disabilities as they leave school and make the transition to adult life.</p>
Parkinson's UK (formerly the Parkinson's Disease Society) is a support and research charity leading the work to find a cure and improve life for everyone affected by Parkinson's.	Southampton office £150 donation. Thames Valley colleagues raised £200 by weekly Dress Down Fridays.
Pennies from Heaven charity provides a coin collection scheme for employees to donate to charity.	Joined in June 2007. Gold award received for second consecutive year in 2013. Colleagues donated £2,045 through scheme during 2012/2013.
The Prince's Trust charity gives practical and financial support to disadvantaged young people, developing key workplace skills such as confidence and motivation. It works with 13 to 30 year olds who have struggled at school, have been in care, are long term unemployed or have been in trouble with the law.	Southampton office hosted a workshop on employment opportunities within the legal sector, CV writing and interview techniques.
Protocol Group is a people training company.	Birmingham office is working with Protocol to support 16 – 21 year olds. Colleagues attended an open day hosted by Protocol Group to market opportunities for entering the legal profession.
Rainbow Centre charity inspires and supports children with Cerebral Palsy and adults with a stroke, Multiple Sclerosis and Parkinson's	Southampton colleagues raised £306.33 by Dress Down Fridays and Christmas Raffle.

Disease.	
Reading Day Care Retirement Centre in Caversham.	Thames Valley colleagues collected children's toys, Christmas decorations and hamper goodies December 2012. Toys were donated to Chicks, the decorations and hamper items were donated to Reading Day Care Retirement Centre in Caversham.
Relate Portsmouth provides relationship counselling, family and young people's counselling, sex therapy and life skills training.	Southampton office £150 donation.
Riding for the Disabled Association use horses and ponies to provide therapy, achievement and enjoyment to people with disabilities all over the UK.	Northampton selected office charity partner July 2012. £615.31 raised from weekly Dress Down Fridays.
Rosie's Rainbow Fund supports sick and disabled children in hospital, school and the community.	Thames Valley colleagues raised £200 by weekly Dress Down Fridays.
St Basils charity works with young people aged 16 to 25 and their families in the West Midlands who are homeless or in danger of becoming homeless.	The Corporate Responsibility Director took part in the annual Big SleepOut appeal in December 2012 which highlights problems faced by the homeless and how they can be helped.
St Mary's Church of England Primary school, Handsworth	Birmingham colleagues supported the Business in the Community Read to Succeed scheme helping students to improve their reading ability skills.
Saxon Wood Special Needs School.	Basingstoke colleagues collected and distributed Easter Eggs. £560 supplier donation also provided plus office donation of topped and tailed old branded paper.
St Michael's Hospice.	Wills and Probate team supported the November 2012 Make your Wills campaign. Basingstoke office £500 donation December 2012 for transport of the hospice's more mobile clients into Basingstoke so they could carry out Christmas shopping. Upon their return they were also greeted with a festive lunch.
St Wilfred's Hospice provide high quality specialist palliative care through inpatient and	Southampton office £150 donation.

community services.	
Save the Children Christmas Jumper Day raises money to support Save the Children's work with the world's poorest children. From school books and classrooms, to mosquito nets and life-saving vaccines, the fundraising helps the children who need it most.	Thames Valley office supported Jumper Day in December 2012 and raised £68.60
Scottish Society for the Prevention of Cruelty to Animals charity promotes animal welfare in Scotland.	Edinburgh colleagues selected charity as its office charity partner October 2012/April 2013. Just under £500 raised towards Edinburgh during a six month relationship to go towards running costs at their rehoming centre in Balerno, just outside Edinburgh.
Shopmobility, Basingstoke, provides facilities for those with mobility challenges.	Basingstoke colleagues volunteered December 2013 in the annual Shopmobility Christmas Present wrap in Festival Place, Basingstoke. £996 raised by colleagues towards the £4,600 raised in total.
Southampton Voluntary Services aims to support a vibrant, voluntary and community sector with a strong voice and the best of support.	Southampton office £150 donation.
University of Northampton Law School.	Northampton colleagues are matched with students to help them gain an insight and understanding of structure, working and opportunities within a large law firm and advice and guidance regarding future career opportunities in the legal profession.
Warwickshire and Northamptonshire Air Ambulance attends any incident that is life-threatening, where access by land is limited, or where the patient's quality of life would be affected by undue delay.	Northampton selected office charity partner September 2012. £617.29 raised from weekly dress down Fridays and a team entered into the Northampton Dragon Boat race.
Wheelchair Basketball Xperience (WBX) is a club set up to promote and assist the development of Wheelchair Basketball, primarily in Northampton. It provides support and subsidises the cost of events and coaching for the Phoenix Wheelchair Basketball Club located in Northampton.	£1,500 sponsorship provided by the Northampton office to support its programme of encouraging increased participation in the sport.
Winston's Wish is the leading childhood bereavement charity and the largest provider of	Forthcoming firm wide charity partner May 2014 to end April 2015. Targeted to raise £60,000 to



services to bereaved children, young people and their families in the UK.	fund two new family service practitioners.
Wokingham Crossroads provides practical help and support to carers.	Thames Valley colleagues raised £200 by weekly Dress Down Fridays.
Women's Aid is a domestic violence charity, working to end violence against women and children.	Basingstoke office provided sessions in Hampshire offering careers guidance and mentoring involvement to help the women affected return to work. Included CV and interview skills, assertiveness and effective communication skills.
Wood Street Mission provides practical support to under-privileged families in Manchester and Salford.	Manchester colleagues carried out an Easter hamper collection in March 2013.
Workbridge charity provides vocational training and experience for people with a range of mental health needs, learning disabilities and acquired brain injuries. Opportunities are provided across a range of areas including woodwork, horticulture, catering, office skills, contracting and ceramics.	Northampton office held workshops to provide training on basic, but essential office skills to build confidence and prepare people to start working in an office environment.
Worktree an education charity prepares young people for the world of work by engaging employers in their education.	March 2013 four Milton Keynes colleagues attended a "career workout" at Shenley Brook End Secondary School organised by Worktree. Students moved around a carousel of employer guests asking them questions about their experience of work and the world of work in general at approximately five to eight minute intervals.
WWF UK charity aims to stop degradation of the planet's natural environment and to build a future in which humans live in harmony with nature.	Our offices supported the Earth Hour campaign by switching off unnecessary lights and equipment at 8.30 pm on Saturday 23 March. A number of competitions were organised to raise awareness amongst colleagues.
Youth at Risk charity is dedicated to making a positive and lasting change to the lives of disaffected and vulnerable young people. Lacking self-esteem, aspiration and motivation they see their futures as pre-destined to be one of hopelessness, unemployment and even crime.	Northampton colleagues are involved in a six month coaching project undertaken by Youth at Risk with fifteen year old students at Northampton Academy. The charity designs and delivers transformational training and coaching programmes for young people.