



Shoosmiths LLP

**Corporate Responsibility
Report 2013/2014**

7th April 2015

LLP

Corporate Responsibility Report

2013/2014

18th March 2015

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Introduction

Chief Executive and Chairman Foreword

Welcome to our third annual Corporate Responsibility (CR) Report. We are pleased to be able to share with you how we have continued to deliver the CR component of our business plan during 2013/2014. This report focuses on our strategy to improve performance in the areas of our community, our environment, our marketplace and our workplace.

Our commitment to delivering an excellent client experience, in line with our brand values remains key.

2013/2014 was an exciting year for Shoosmiths. We had merged with Archibald Campbell & Harley in Scotland on 1 October 2012 and the successful integration enabled us to provide national coverage for our clients and the same excellent service regardless of location or team. This led to a change in our trading name in Scotland from ACH Shoosmiths to Shoosmiths on Monday 3 March 2014.

We know we have the best people building lasting relationships and we listen to clients and contacts to uncover new ways we can help and advise them to deliver even greater results.

We also know we have the best people who time and time again inspire us with the ways they support so many components of our CR programme *Shine: Bright ideas for positive change*. Participation typically entails fundraising, provision of pro bono legal advice, volunteering in the local community, acting as trustees and providing access to Shoosmiths resources. For our colleagues' passion and commitment we are truly humbled.

We are also extremely grateful to the many organisations locally and nationally who wish to work alongside us in the delivery of our aligned CR goals. The guidance and support these groups and individuals provide channels our motivations and skills and enriches our programmes.

Thank you to everyone who has supported us during 2013/2014.

Claire Rowe

Andrew Tubbs

Chief Executive

Chairman

Firm profile

Shoosmiths LLP is a leading national UK law firm with at 30 April 2014 136 partners and partner equivalents and 1,427 personnel working together as one team at 10 offices in England and Scotland, namely Basingstoke, Birmingham, Edinburgh, London, Manchester, Milton Keynes, Northampton, Nottingham, Southampton and Thames Valley. We have been delivering legal services to businesses and individuals since 1845. Clients include household name blue chip companies, leading financial institutions, public and private sector organisations and foreign owned corporates. We are accredited to the ISO 9001 quality standard and were the first top 100 law firm to achieve 'Gold Standard' Investors in People status. Shoosmiths is a member of the World Services Group operating in 115 countries and is an Equal Opportunities Employer. Our national charity partner for 2013/2014 was Barnardo's and for 2014/2015 is Winston's Wish.

The Shoosmiths annual CR Report is one of the main ways we externally report our approach, performance and plans. Additional CR information is contained on the about us section of our website and our CR blog *SHOUTback*.

You can find more about Shoosmiths and Access Legal on our websites which can be found here:

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

and

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

Read our CR policies: <http://www.shoosmiths.co.uk/about-us/corporate-responsibility-252.aspx>

See our two previous annual CR Reports: <http://www.shoosmiths.co.uk/about-us/corporate-responsibility-report-4239.aspx>

Stay in touch with how our colleagues are delivering our CR programme and the relationships we have with local and national organisations via our blog *SHOUTback*: <http://shoutback.shoosmiths.co.uk/>

Follow us on www.twitter.com/shoosmiths or www.twitter.com/shoosmithsgrads

Provide us with your feedback: corporate.responsibility@shoosmiths.co.uk

Financial performance

Turnover for 2013/2014 was £93m and profit was £12.2m.

Business strategy

Shoosmiths aims to be a major national law UK 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 service 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.

Our five areas of focus relate to:

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

During the year we refurbished the Lakes client suite and staff café and moved offices in Edinburgh (end of April 2013) and in Birmingham (May 2013). The 40,000 square foot office at Colmore Square is Building Research Establishment Environmental Assessment Methodology (BREEAM) Excellent rated and the design concept and work environment showcases the Shoosmiths brand.

We made good progress against our three year CR programme and have set out our priorities for 2014/2015 to ensure that CR remains a core part of our 2014/2017 business plan.

Scope of report

This report was prepared for and approved by the Operations Board on 18 March 2015, providing a summary of Shoosmiths' CR progress between May 2013 and April 2014. It is the third annual CR Report produced by Shoosmiths with reporting commencing in 2011/2012.

The report covers Shoosmiths' entire management systems and operations.

2013/2014 highlights

Our communities, our environment, our marketplace and our workplace highlights during the year included:

Our communities

In May 2013 we commenced our new twelve month corporate charity partnership with Barnardo's aiming to raise £60,000 to fund two outreach workers in the Midlands area. We went on to raise and donate £74,993.95.

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 June 2013 we were awarded a Business in the Community 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.

In June 2013 we were also jointly shortlisted with Brainwave, our former national charity partner for the Charity Awards Corporate Community/Local Involvement category.

In March 2014, Pennies from Heaven awarded Shoosmiths a gold medal for the third consecutive year, in recognition of more than 20% colleagues donating their payslip pennies to charity.

Our environment

In September 2013 our Manchester office was awarded Silver Environmental Business Pledge Award status by Groundwork on behalf of Manchester City Council in recognition of our environmental procedures and practices.

In September 2013 we also became a signatory of the Reading Climate Change Action Network.

Our marketplace

In May 2013 our vulnerable customer policy was shortlisted for the Credit Today Award – Treating Customers Fairly Third Party Suppliers category.

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 Acritas' London and UK Law Firm Brand Index ranked the Shoosmiths brand as 17th in the UK, an increase of two places on the 2012 index. The 400 general counsel of UK companies ranked Shoosmiths highly against five criteria: awareness, most favoured, top level M&A, bet-the-company litigation and high value work.

In September 2013 Legal 500 2013 Shoosmiths results achieved 17 new rankings and moved up in 15 practice areas. The firm was top tier in 27 practice areas with 12 leading individuals and 105 solicitor recommendations across the firm.

In December 2013 we were presented for the second consecutive year by the Mortgage Finance Gazette Awards in the Customer Service/Treating Customers Fairly category in recognition of our Recoveries Services' Vulnerable Customer Initiative. Working with a number of charities this initiative is aimed at increasing awareness of challenges faced by vulnerable adults and how we can better facilitate communicating with them. This in turn improves results for our clients as their clients will be better able to address their financial situations.

In December 2013 Shoosmiths was also ranked number one national law firm in the Legal Week Client Satisfaction Report including top scores of 8.9 for quality of legal advice and 8.7 for quality of commercial advice. Clients rated us 20% higher than average for national firms with deployment of a flexible workforce.

Our workplace

In May 2013 we were awarded Best Trainer – National/Large Regional Firm by the LawCareers.Net.

In July 2013 Shoosmiths finished top overall of the Legal Week Employee Satisfaction Report 2013 and came first in the national rankings for a third year running.

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Shoosmiths is a trading name of Shoosmiths LLP, a limited liability partnership registered in England and Wales, under number OC374987. Shoosmiths LLP is authorised and regulated by the Solicitors Regulation Authority. We use the word partner to refer to a member of Shoosmiths LLP or an employee or consultant who is a lawyer with equivalent standing and qualifications. A list of members' names together with a list of non members who are designated as partners is available for inspection at our registered office at Witan Gate House, 500-600 Witan Gate West, Milton Keynes MK9 1SH.



Certificate No. FS 31466

In October 2013 Shoosmiths was rated the top law firm in an anonymous job review by site TheJobCrowd.com. Over 4,000 graduates in their first three years of employment were asked to score their company on a range of criteria including training, career progression, responsibility levels, work-life balance and benefits. A trainee from Shoosmiths commented: 'The culture at the firm really sets us apart. Our offices are all open plan which means the firm as a whole is very non-hierarchical. Everybody makes time for any questions you have and is happy to help. The people are all friendly, down to earth and a pleasure to work with.'

In November 2013 at the 2013 All About Law Awards, Shoosmiths was awarded Best Overall Vacation Placement, Best Vacation Placement for a National Firm and Best Training on a Vacation Placement.



Governance

To more closely align our corporate responsibility activities both to our core business and to our business priorities and those of our clients and for the benefit of all our stakeholders.

We have defined policies, processes, practices and control structures by which we ensure appropriate behaviour is undertaken and consistently across the firm.

Board accountability and key committees to deliver CR strategy

Everyone is encouraged to play a role in delivering the CR component of our business plan. Their efforts are given direction by a number of individuals under the guidance of the Corporate Responsibility Consultant, Nicola Ellen – who reports to the HR Director, and Operations Board member. The Corporate Responsibility Consultant is responsible for defining, shaping and delivering the CR strategy with each Practice Group Head and Director having responsibility and accountability for CR within their respective areas.

The Chief Executive Claire Rowe 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.

The 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 primary role of the Partnership Council, chaired by Andrew, is to provide strategic leadership and direction in accordance with the objectives agreed by the partnership. During 2012/2013 it approved the CR component of the 2012/2015 business plan.

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, community and environment.
- the Business Development Director who leads on marketplace (clients).
- the HR Director and IS Director who lead on marketplace (suppliers).
- the Chairman who leads on quality and risk.
- the Practice Group Heads for Commercial, Corporate, Private Client, Real Estate and Recoveries Services who are responsible for embedding CR into their respective practice groups.

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

The Compliance and Risk Officers Committee acts as a forum to identify quality and risk issues, it evaluates significant operational and strategic risks, monitors risks and controls and develops appropriate policies and procedures for consideration by the Operations Board.

Under the chairmanship of the Chief Executive the Heads of Office meet twice a year. Heads of Office are responsible for ensuring the Shoosmiths culture and values are upheld, that staff have all the necessary support and resources to undertake their roles effectively and to ensure the firm's profile within the local business community is maintained. The Heads of Office CR responsibilities include supporting the delivery of the firm's stated CR targets and ensuring each office plays an active role in progressing commitments.

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 Safety and Environment Committee chaired by the Health and Safety Manager comprise estates management, health and safety, HR representatives and CR Consultant. The committee discusses accidents and analyses trends, develops and reviews risk assessments, safe systems of working and training and environmental procedures and best practice. There are direct links to the local office Health Safety and Environment (HSE) committees and the Employee Forum.

The Employee Forum has representatives from every employment group across each office at Shoosmiths and meets with the Chief Executive or Chairman every six months. The purpose of the Forum for Employee Representatives is to consult with management and to provide feedback from across the organisation. Matters typically discussed include financial information, strategic plans, general business developments, health and safety matters and corporate responsibility updates.

Each office, supported by a network of CR Champions, operates a community investment programme committee, responsible for delivering the CR strategy locally. The committees co-ordinate activities to support our CR goals and targets, including fundraising targets for national and office charity partners and volunteering opportunities.

Another important network is our Pro Bono Champions. These colleagues co-ordinate office or practice group support for pro bono clinics or other pro bono initiatives.

Our regional Diversity Champions Forum consists of office champions at all levels. The champions conduct quarterly meetings to share best practice and discuss equality and diversity issues with the intention to understand, develop and support the firm wide equality and diversity requirements. Through the forum we have developed a synergy of thinking that progresses diversity and inclusiveness with the opportunity to give employees that have an interest in a particular area the ability to contribute to the agenda, supported by senior level buy in for new ideas or initiatives.

Our culture

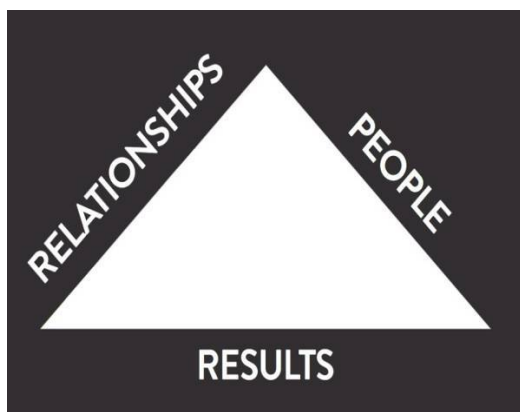
Culture and values are words commonly used by businesses but what do these terms mean to Shoosmiths?

For us it means the heartbeat of the firm, the measure against which we conduct ourselves with clients and colleagues in hard times as well as good. And in our case that yardstick is a lack of barriers between departments, a real lack of hierarchy, zero tolerance for arrogance and pomposity, clear thinking and mutual support.

Our values guide our behaviour, and our behaviour defines our culture. We have just four values and like all the best and most effective things in life they are simple:



Our values are embodied in our brand which enables the people at Shoosmiths to build better relationships, thus delivering great results for clients.



Every partner and senior manager believes in our values and behaves in line with them. We constantly check this through appraisals, promotion criteria, reward and recognition and staff surveys.

We are proud of our culture and we work at keeping it at the heart of all we do. What makes Shoosmiths special is that every person who works in the firm knows why we have values.

This means our staff are managed consistently, they know what to expect and are not afraid to tell us if we don't behave in line with our values.

For our clients it means they have people working for them who are secure and confident and can focus on getting the job done with colleagues who think like they do, who know the benefit of mutual support and who share a passion for great client service.

It means our clients benefit from people who are relaxed, who think innovatively and know how to blend seriously hard work with fun and professionalism making them great company.

'Shoosmiths is a friendly and dynamic environment, with lots of charity events to get involved with to meet people from around the firm. I like that we are so client focused and always looking for ways to improve our services. I feel privileged to work here.'

Jane Rixon, Employment PA/Secretary, Shoosmiths

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. Our policies cover such issues as anti-bribery and corruption, gifts and hospitality, quality and risk management and supplier management procedures.

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

We are half way through our 2012/2015 business plan which states (as it did in our previous 2010/2013 plan) that CR is one of five priorities ensuring that CR is integral to who we are as a business.

Our CR aspirations

To more closely align our corporate responsibility activities both to our core business 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.

Our communities

Building and maintaining sustainable community relationships.

Our environment

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

Our marketplace

Working collaboratively in the marketplace to evidence best corporate responsibility practice aligned with our vision to be the first choice for legal advice for organisations and for individuals.

Our workplace

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

During 2013/2014 our three areas of focus continued to be:

- 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

In endeavouring to focus on the contribution of our business and our staff to economic, environmental and social conditions the Bruntland definition of sustainable development still reflects our approach. The Bruntland Commission defined sustainable development as 'development that meets the needs of the current generation without undermining the capacity of future generations to meet their own needs.' Our work programme focuses accordingly on our contribution in the community, the environment, the marketplace and the workplace.

We call our CR programme *Shine: Bright Ideas for Positive Change* because we want every member of staff to feel they are able to and can contribute to our aspiration that Shoosmiths can have an overall positive impact on society.

Whilst we are a national law firm we recognise that our presence in 10 locations in England and Scotland enables us to positively contribute to a number of local communities. Likewise our reach extends beyond the UK by virtue of the clients we serve and our supplier base.

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 >>about us>>corporate responsibility >>. Our policy statements can be viewed at the bottom of the page.

Progress against targets and data

Progress against our 2013/2014 community, environment, marketplace and workplace targets can be viewed at appendix one as well as our plans for 2014/2015. Appendix two provides performance data.

Our plans

Our focus in 2014/2015 will be completing the final year of our three year plan and defining our priorities for the subsequent three year business plan.

Engaging with our stakeholders

To be recognised by all our stakeholders as an organisation which strives to be a responsible corporate citizen in all our relationships.

Our stakeholders

Our stakeholders or interested parties are any individual or organisation that can affect, be affected by or perceives themselves to be affected by a decision or activity undertaken by Shoosmiths. In this section we describe our relationship with partners and staff, our clients, local community organisations, the media, regulators and suppliers.

We listen, we seek views and we inform our stakeholders about our approach, our priorities, how we might work together and how we have adapted our approach as a result of their interests or expectations.

Stakeholder	Examples of engagement
Clients	Meetings, reporting, account management, client service reviews, events and briefings, training, articles, advertising, website.
Community	Partnerships and supporting projects, meetings, memberships/subscriptions, website, CR blog, provision of hosting facilities.
Media	Meetings with journalists, updates via press releases, website and social media communications.
Partners and staff	Partner conferences and partner meetings, Employee Forum, Firm wide e mails and intranet briefings, monthly team briefs in every office, bi-annual chief executive presentations in every office, staff surveys and votes, training.
Regulators	Dialogue and meetings.
Suppliers	Meetings, operational and strategic reviews, tenders.

We celebrate success internally and externally in order to provide updates on initiatives undertaken, to thank colleagues and project partners for their support and to explain the difference that can be made. Our CR blog *SHOUTback* features circa 100 stories a year covering a selection of fundraising, volunteering, pro bono, inclusion and environmental activities. Colleagues and our community partners are encouraged to share their experiences.

SHOUTback



SHOUTback – CR blog with a Shoosmiths Twist

‘Whenever I hear an example of our CR programme in action one of my first thoughts after I have thanked the participants is to consider whether the activity would make an interesting article for SHOUTback our online CR blog.’ Nicola Ellen, Corporate Responsibility Consultant, Shoosmiths.

SHOUTback, as the name suggests, is our way of celebrating what has happened and communicates the fantastic work our colleagues undertake in the local community.

What’s in a CR blog?

Whilst SHOUTback does not detail every activity undertaken by colleagues the stories are indicative, typically featuring:

Fundraising activities undertaken on behalf of our corporate or a local office charity partner.

Individual fundraising carried out by colleagues for causes that matter dearly to them.

A charity or community organisation event we have supported - it could be we have sponsored an activity, or we are speaking at an event.

A visit to one of the community projects we have supported.

Pro bono work undertaken for individuals or organisations unable to afford legal advice with the article explaining how the client has been helped.

National or local environmental campaigns we have participated in.

Volunteering activities undertaken and the impacts of our efforts.

Awards or citations we have been proud to receive.

Using a CR blog to communicate our approach

The blog was originally intended to supersede our employee magazine, an internal document which was typically produced four times a year. The employee magazine was a printed document and our colleagues voted to change to an online format as a means of reducing our environmental impact.

It became clear that putting SHOUTback online and in the public domain would enable us to:

Publish our stories immediately, no longer having to wait months before printing a hard copy.

Quickly inform colleagues about what others had done so we could celebrate the activity and therefore hopefully inspire others to play their part too.

Provide colleagues with the opportunity to raise the profile of any cause they feel particularly passionate about.

Raise awareness of the work of the charity or group highlighted to a wider audience. Stories are also subsequently typically added to facebook and twitter.

If a pro bono article results in a similar enquiry from clients who could benefit from pro bono advice this is further reward.

Tips for Public facing Blogs

We use our internal communication channels to remind people that we are looking for stories and to provide recent examples.

The intranet link to SHOUTback is very prominent and appears on the left hand side of our intranet landing page alongside other key resources commonly accessed by colleagues.

We look for stories to demonstrate how CR is embedded in to our day to day activities and to typify who we are as a firm.

We provide simple tips to help colleagues write short, memorable stories and we provide office cameras so the event can be captured for posterity!!

We want in at least 200 words to know what the event was, who took part, what happened, impacts and how people felt as a result. The story is reinforced by quotes from beneficiaries.

The blog is designed to be very visual and we have a gallery facility to show a number of images.

A dedicated SHOUTback email address receives the stories to ensure all are held in

one place for consideration.

Under the guidance of our internal communication team proposed articles are reviewed for appropriateness and content before being uploaded to the site. Any queries are checked out with the author and/or the CR Consultant, not least that permissions to show any images or third party quotes have been given.

The author and any organisations involved are informed that the story has been uploaded and the site address so it can be shared with others.

There is a search engine and stories can also be located by news category and month published.

The story can sometimes warrant a follow up article so we can explain what has happened since the event. The blog therefore can help us to maintain reader interest in the issue being addressed. For example in September 2013 we sponsored our first annual Arts Award with MK Arts for Health at our Milton Keynes office. We featured the awards evening story and subsequently ran an article focusing on what the award winner had been doing since.

Our communities

Building and maintaining sustainable community relationships.

National charity partners and relationships

Our approach since 2006 has been to appoint a national charity partner, with the opportunity for offices to also select local charity partners as appropriate. We last went out to tender in December 2012 with Barnardo's selected for 2013/2014 and Winston's Wish 2014/2015. 39 charities had expressed an interest in partnering with us. We invited 14 charities to respond to a tender, our charity assessment panel invited six to present and staff voted for two charities from a final shortlist of four.



Barnardo's

Our partnership with Barnardo's between 1 May 2013 and 30 April 2014 was undertaken to raise £60,000 to support the charity's vital work in child sexual exploitation helping expand services provided in the Midlands area. £60,000 would pay for two outreach workers to help rescue and support victims of sexual abuse.

Barnardo's transforms the lives of vulnerable children across the UK through the work of its projects, campaigning and research expertise. It is the largest provider of child sexual exploitation support services in the UK. Barnardo's believes it can bring out the best in every child whether the issue is child poverty, sexual exploitation, disability or domestic violence. Barnardo's 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.

Child sexual exploitation is when children and young people receive something (such as food, accommodation, drugs, alcohol, cigarettes, affection, gifts, or money) for engaging in sexual activities. Child sexual exploitation can occur through the use of the internet or on mobile phones. In all cases, those exploiting the child or young person have power over them because of their age, gender, intellect, physical strength and/or resources. For victims the pain of their ordeal and fear means they are too often scared to come forward for help.

Our partnership resulted in £74,993.35 being raised by staff and from partner donations.

The Space project in Birmingham supports 200 victims aged 10 to 17 to overcome the abuse they have suffered. The children Barnardo's supports are often very hard to reach as they've been caught up in a web of deceit for so long, that they no longer trust anyone. Barnardo's project workers put a lot of energy into gaining their trust. Barnardo's work has two strands:

Protection

Intensive one-to-one support is offered to help victims of exploitation to rebuild their self-esteem and confidence and to lead safer lives. Barnardo's also helps them to repair family relationships and re-enter education. The charity ensures young people understand the difference between healthy and unhealthy relationships and where necessary focus on problems with alcohol or drugs misuse.

Prevention

To stop this abuse from happening Barnardo's also runs awareness and education programmes in local schools, getting important messages across to hundreds of children. Children are warned of the dangers so they can avoid being targeted and stay safe.

Last year Birmingham Space was able to extend its work in to the Warwickshire and Staffordshire areas funded by money raised by Shoosmiths. This included using an existing Project Worker to focus on Staffordshire and then employing a new Project Worker to cover Warwickshire. Future secured funding from other supporters has meant that Birmingham Space has continued to extend in to other areas so more and more children who are in desperate need of help can be reached.

Many activities were undertaken by Shoosmiths during the partnership including a partners dinner fundraising evening, firm wide silent auction and first hour/half hour of 2014 salary donations. Offices and individuals as ever showed great ingenuity with fundraising projects including a fashion show, pantomime, first year trainee apprentice challenge, quizzes, completion of Scottish 4000, Yorkshire Three Peaks, Robin Hood, Jurassic Trek, Tough Guy Challenges, marathon and half marathons as well as many food and drink based events.

'Despite only joining Barnardo's towards the end of the Shoosmiths partnership, I was delighted to learn of its success. To raise £74,993.35 and smash the £60,000 target in the current climate is outstanding and I really appreciate all the hard work and effort of everyone involved. The money raised will make a tremendous difference to our Child Sexual Exploitation Work in the Midlands region and will allow us to reach so many more children who desperately need our help. Thank you so much and may I wish you every success with your future charity partnerships.'

Javed Khan, Chief Executive, Barnardo's

Winston's Wish

the charity for bereaved children

Winston's Wish

Winston's Wish is the leading child bereavement charity in the UK and our chosen corporate charity partner 1 May 2014 to 30 April 2015. We are supporting Winston's Wish by raising £60,000 which will pay for two additional family services practitioners.

Every 22 minutes a child in Britain is bereaved of a parent; this equates to 24,000 newly bereaved children each and every year.

The death of a parent or sibling is one of the most fundamental losses a child will ever face. At Winston's Wish the charity believes that bereaved children need support to make sense of death and rebuild their lives – and that is why Winston's Wish exists.

Since it was established in 1992 Winston's Wish has developed a fantastic range of services which help bereaved children grow in confidence by meeting others in a similar situation. It helps children build memories so that meaningful and important relationships stay safe. This is crucial for their self-identity. From this secure base a child can grow into an adult who has a resilient life story.

Winston's Wish offers unique support services for children aged 5 - 18, their parents and carers, specialist support for those bereaved by suicide or murder as well as families bereaved through the military. The child focused approach supports the whole family through its own, individual, grieving process and will continue to provide support as long as this is needed.

The charity's Family Services team is at the heart of all that Winston's Wish does. Each practitioner is a fully trained professional and Winston's Wish has been able to develop an extensive range of services which allows the charity to support bereaved young people with the combination of practical support that is appropriate for them.

Winston's Wish services include:

- National helpline (08452 030405).
- Individual and family work.
- Residential weekends for children bereaved through illness and accident, murder/manslaughter and suicide.
- Specialist support for children bereaved through murder, manslaughter or suicide
- Support for bereaved children of military families.
- Structured group sessions for bereaved pre-school children and their families.
- Outward bound weekends for groups of bereaved 14 -18 year olds.
- Teenage music groups – a therapeutic way of expressing and coping with grief.

- SWITCH programme – a Big Lottery funded community outreach programme for vulnerable young people aged 8 -14 at risk of offending.
- Support for schools – dealing with death and grief in the school environment.
- Website for children, families and professionals.
- Publications, research and educational films.
- Research and evaluation.
- Training and consultation programme for professionals.

National memberships

We partner with organisations to help us achieve our three 2012/2015 priorities.



Business in the Community (BITC)

Shoosmiths has been a corporate member since 2000 and is involved in a number of the charity's programmes and campaigns.



Responsible Business Week

One of our highlights during the year was to organise events to coincide with the second annual Responsible Business Week. Responsible Business Week aims to inspire and equip businesses to do more to meet the world's most pressing challenges. Shoosmiths events included:

- Barnardo's visited our Birmingham office to talk to colleagues about opportunities for fostering and adoption.
- Our Nottingham Head of Office took part in two Leadership and Governance workshops when he joined 200 business leaders and Academies at a national Business in the Community Business Class Symposium hosted by Goldman Sachs.
- Our CR Consultant volunteered at St Ann's Food Bank, Nottingham alongside other members of the BITC East Midlands Advisory Board.
- Our monthly pro bono clinic in Reading opened for client appointments.

- Two blogs featured on the BITC website; one highlighting our approach to volunteering and pro bono legal advice provision, the other a 'how to' guide on producing CR blogs.
- Our free legal helpline and advice service for individuals was highlighted.

Business Class

Our Nottingham office has been a Business Class partner with Top Valley Academy since September 2011 and in June 2013 was awarded a Business in the Community Responsible Business East Midlands Local Award in recognition of the work of the partnership. Building on this successful relationship our Manchester, Milton Keynes and Reading offices agreed in June 2013 to participate in the Business Class Enhancement Programme supporting other companies' partnerships. This has included providing project management feedback to social enterprise students at Radcliffe School, Milton Keynes, supporting a career and skills day for high schools in Manchester and attending a 'what's my line' and speed networking event at Reading Girls' School. We received positive feedback from colleagues as well as the schools and companies we are collaborating with.

Manchester corporate partner Karen Procter organised our involvement in a North Manchester Schools Partnership skills and careers event at the Factory Youth Zone where students were given the chance to meet professionals from a range of businesses

'All the Shoosmiths volunteers found the day to be a personally rewarding experience.'

Karen Procter, Corporate Partner, Shoosmiths



Give and Gain Day

A team of ten Nottingham colleagues took part in the annual Business in the Community Give and Gain Day on the 17 May 2013. Give and Gain Day 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 300 companies taking part and assisted with the clean up of a problem area for the Holgate School in the Hucknall area of Nottingham. The school was at risk as a result of a stream that was clogged up with debris, so having the team there to clean up was a huge help to the school. They even had time to paint railings!

'This operation wouldn't have been possible without the help of these volunteers, they have worked so hard and it has been a pleasure to work with them.'

Site Manager, Holgate School

Other BITC programmes

Other BITC activities entail continued membership of the East Midlands Advisory Board, Northamptonshire Employee Forum Network, ProHelp in the East and West Midlands regions and since September 2013 membership of the West Midlands Community Leadership Team.

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.



LawWorks

We have been a member of LawWorks since 2009 and are signatories of the Joint Protocol for Pro Bono Legal Work. We support four pro bono clinics using the LawWorks model. 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.

We also support the LawWorks for Community Groups programme which we describe in our pro bono section.



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 report as a signatory to the seven climate change principles and we completed the 2014 LSA Carbon Footprint Protocol Report. We also provided case studies for the alliance's website on how we supported Climate Week in 2013 and how tenants can work with landlords to reduce building environmental impacts.



SCOTTISH BUSINESS IN THE COMMUNITY

Scottish Business in the Community

In July 2013 we became a member of Scottish Business in the Community (SBC). SBC works with its members and partners to strengthen communities so people can thrive, businesses can flourish sustainably and Scotland is a greener place in which to live. We believe membership is a means of maintaining the momentum of our CR strategy and will help us demonstrate the great things we are doing in Scotland that are symptomatic of our approach across the firm.

Our Edinburgh office hosted a members' volunteering meeting.

In the run up to Responsible Business Week the office was invited by SBC 26 March 2014 to host a sustainability thought leadership dinner in partnership with the Scottish Government. Speakers were Dr Kenneth Amaeshi, Director Sustainable Business Institute, University of Edinburgh, Dr Alan Knight Corporate Responsibility General Manager ArcelorMittal and Scottish Business in the Community Chief Executive Jane Wood.

'We have had excellent feedback from the guests who attended the dinner. They found it thought provoking, with outstanding speaker and hosts and agree that these conversations are vital to finding ways to work together for a more sustainable future – so congratulations to Shoosmiths for hosting this significant event.'

Jane Wood, Chief Executive, Scottish Business in the Community

Local charity partners and relationships

Our local community programmes are shaped and driven by a committed group of colleagues, known as our CR champions. They work with teams such as office community investment programme (CIPs), committees, social committees, heads of offices, trainees and individual departments. In so doing our champions deliver our national commitments – such as our corporate charity partnerships - and build close connections with the local community so that we can make the best use of our skills.

Comprehensive details are provided in appendix three: organisations and programmes supported by Shoosmiths at national level or local level during 2013/2014 but below we illustrate how our offices approach the delivery of our CR strategy.

Basingstoke

Our choir, under the leadership of Sue Prior, sang for the charity Action Against Medical Accidents (AvMA), when a 10 strong team attended a workshop style rehearsal with Greg Beardsall an up and coming musical director. AvMA campaigns for patient safety and justice in cases of medical or clinical negligence.



The Shoosmiths Choir

Birmingham

Furniture and stationery were donated to St Mary's School Handsworth, Birchfield School, Birmingham, People in Partnership, EDAS Foundation, Bournville College and Birmingham Children's Hospital.

Edinburgh

Forget the Edinburgh Fringe or the Edinburgh Tattoo. The Edinburgh event to be seen at in August 2013 was the Shoosmiths Fashion Show in aid of Barnardo's. The event was a sell out with 90 guests – clients, friends, family and colleagues. From the moment the first feather clad model stepped onto the catwalk, through to gentlemen garbed in Harris Tweed to the last 1950s retro swing of the flowered flared dress – the whole audience was enthralled. The evening raised £1,860.

'I would like to say a big thank you to everyone involved in putting on such a fantastic fashion show. I was delighted to attend.'

Rebecca Schmidt, Corporate Relationship Executive, Barnardo's Scotland



Edinburgh office fashion show raises £1,860 for Barnardo's

Manchester

Colleagues collected food items for Wood Street Mission at Easter and Christmas to help local children and families in Manchester and Salford. In July 2013 Shoosmiths became a signatory of the Manchester food poverty campaign.

Milton Keynes

Our Milton Keynes office has partnered with the Milton Keynes Community Foundation since 2000. In 2010 we established a Shoosmiths fund and work programme so volunteering would be more targeted to local community needs and our resources would more effectively address the many local requests for help received. Local project priorities during 2013/2014 were community cohesion and people with disabilities or special needs.

Milton Keynes colleagues were invited to provide feedback on their CR experiences in early 2014. 51 out of 114 Milton Keynes colleagues (44.7% responded with 27 also providing qualitative – all positive – feedback on what they gained from the experience). Such feedback helps the Head of office and CR champion to consider future priorities and opportunities.

All 51 responding colleagues had supported an office fundraising activity.

27 colleagues had undertaken volunteering.

17 colleagues had provided pro bono advice.

27 colleagues provided qualitative feedback (100% positive) explaining what they gained from the CR activities undertaken. Unprompted benefits identified:

Helping the community – 17 comments.

Team building – 5 comments.

Meeting the community, gaining better understanding – 4 comments.

Enjoyment including making other people happy – 6 comments.

Personal development – 1 comment.

'Very valuable and rewarding experiences. It is great that Shoosmiths allows a day out of work time to undertake such activities and that there are so many available to get involved.'

'It feels good to help people who can't always help themselves. It is a privileged position of responsibility.'

Milton Keynes colleagues, Shoosmiths

Shoosmiths has supported local organisations and projects through the Milton Keynes Community Foundation since 2000. The combined passion and involvement of management and employees is an excellent example of corporate philanthropy. From six-a-side cricket tournaments and pie eating employee fundraisers to establishing a named fund Shoosmiths is making a positive impact on the lives of local people in Milton Keynes.'

Sarah Surridge, Marketing and Communications Manager, Milton Keynes Community Foundation

Northampton

Two teams from the Northampton and Milton Keynes offices took part in the Rotary Clubs of Northampton Annual Dragon Boat Festival 2013, raising just over £1,000 for the Warwickshire and Northamptonshire Air

Ambulance charity. This is just one example of a charity fundraising programme which sees the Northampton offices supporting a different charity every month.



Shoosmiths participants in the 2013 Rotary Clubs of Northampton Dragon Boat Festival

Nottingham

The office's main CR focus is a three year Business in the Community Business Class partnership with Top Valley Academy with great staff engagement in the project and excellent feedback from pupils. Activities have included mock interviews, work shadowing and employment workshops, leadership training, participation in the Academy's BTEC accredited Work Skills programme and e mentoring between Shoosmiths staff and students.

The overall aim is for the partnership to help Top Valley Academy raise the aspirations and achievements of pupils entering the world of work. In 2011 the Academy had faced key challenges, such as poor academic results, low student aspirations and withdrawal of government funding. A 2011 Ofsted 'Notice to Improve' highlighted that, whilst the school was making 'satisfactory progress', outcomes remained significantly below average. Since then academic results at the Academy have improved massively. This partnership has supported senior leaders as they have built parallel new programmes for students focusing on employability skills and giving concrete opportunities enabling students to build confidence and knowledge of the world of work.

Over 250 pupils have taken part in one of the organised activities, 10 students took part in the e mentoring initiative and at least 30% of 88 Nottingham colleagues (by headcount) have actively supported the partnership reinforcing cross discipline working and team relationships.

'Our pupils have benefited hugely from our work with Shoosmiths through, for example, the employability and mentoring programmes. We also took the opportunity, generously provided by Andrew and his team, to tap into Shoosmiths' management training expertise which was of great interest and value to middle and senior leaders at Top Valley Academy. There are clear benefits to schools from working in this way with local businesses. The partnership has been successful because both sides have shown commitment to it at a senior level, particularly in agreeing priorities in a manageable and coordinated strategy. We have enjoyed the partnership enormously.'

Peter Brown, Principal, Top Valley Academy

Southampton

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Certificate No. FS 31466

The Southampton office has a two year partnership with the charity Motiv8 but like other offices supports a number of other campaigns during the year. Colleagues left their jeans at home and dressed up to the nines in aid of Children in Need. Normally colleagues 'dress down' for charity on a Friday but instead they dressed for a sophisticated gathering at lunchtime with hot and cold canapés and drinks.

Thames Valley

Thames Valley colleagues supported Guide Dogs as its local charity partner last year and decided to continue the relationship during 2013/2014 raising £5,000, enough to name a puppy. Potential guide dogs must complete a thorough training programme over the course of a twelve month period and the office looks forward to receiving regular updates and in due course meeting Smithy.



£5,000 donation made by Thames Valley office to Guide Dogs charity

Pro bono legal advice

Providing legal advice free of charge to individuals or organisations unable to afford to pay for that advice enables us to facilitate access to justice. Legal advisers record time and when it is appropriate to do so and with the permission of our client we will use *SHOUT*back for example to help others realise the type of advice that might be available to them.

The importance of undertaking pro bono work is such that hours recorded is included with legal advisers' matter related time targets. 919.20 hours were recorded during 2013/2014.

Pro bono advice may be provided following specific approaches, because of ongoing relationships with charities or through trustee work.

The wills and probate team, for example, supported a number of other charities providing pro bono advice on such matters as how to set up charities, draft charitable trust deeds and register charities with the charity commission.

Our Access Legal helpline which provides free advice to individuals was established in January 2010 and in 2013/2014 received 23,075 enquiries. (This data is not included in the 919.20 hours reported above). The helpline operates seven days a week. Consumers can contact the helpline on 0808 163 6787 or via the email address helpline@shoosmiths.co.uk.

Issues covered include:

■ Conveyancing

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Certificate No. FS 31466

- Landlord and tenant
- Legal disputes and contentious probate
- Medical negligence
- Personal injury (accidents at work, public liability, industrial disease, road traffic accidents and catastrophic injuries)
- Wills, probate and wealth protection

We support pro bono clinic services in Basingstoke, Edinburgh, Manchester Northampton and Reading and also programmes such as Business in the Community's ProHelp scheme and LawWorks for Community Groups.

LawWorks

We have operated LawWorks model clinics in Reading since November 2009 and in Northampton since November 2011. Advisers are supported by law school students from the University of Reading and University of Northampton. Subjects covered include housing, consumer, contract, probate, employment, neighbour disputes, property/land, personal injury and wills/probate. Our Reading clinic was shortlisted for two LawWorks awards during the year.

In July 2013 our real estate practice group began to provide pro bono support for the LawWorks for Community Groups programme. The scheme delivers free legal advice to small charities, voluntary and community organisations and social enterprises in England and Wales, with LawWorks screening requests for legal assistance and offering requests to individual law firms. We had taken on 10 cases by the end of April 2014 including helping Watford Recycling Arts Project (WRAP) negotiate and complete a lease of its new premises.

'The service we got from Siobhan Doherty was really great. She was so diligent and committed to working this out for us and we were really grateful for her support.'

Rupesh Shah, Chair of WRAP

In April 2014 our corporate practice group agreed to provide support to the programme too.

Basingstoke Citizens Advice Bureau

We provide a monthly support service for Basingstoke Citizens Advice Bureau, giving advice on a number of consumer issues. With cuts to legal advice funding we have noticed an increase in individuals using this service as their only access to legal advice.

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 an initial fact finding interview with the client. Once the interview has concluded, the students research the matter and write a draft 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 in matters such as landlord and tenant disputes, employment law queries including tribunal claims as well as contractual disputes.

Edinburgh Centre for Professional Legal Studies

Our Edinburgh office has continued to support the free legal advice centre provided to members of the public by the Edinburgh Centre for Professional Legal Services Edinburgh University 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 local 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 of advice and researching live legal issues. The legal advisers sit in on the student/client interviews, where necessary they will assist the student to identify material legal topics, and then revise or approve the final written advice that is given by the student to the client.

BITC 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 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. 61 hours of advice was provided during this period for projects including lease advice for Stapleford Early Years Playgroup, Canalside Heritage Centre and Tin Hat Centre and land advice for Rhubarb Farm.

'The extensive work undertaken by Shoosmiths on the lease has enabled the Centre to secure long term income which impacts heavily on the sustainability of the Centre and has helped safeguard four jobs.'

Paulette Sturman, The Tin Hat Centre

'The support we have received has been excellent We all just appreciate the help and voluntary time given to get [the lease] completed and for the big financial saving to the Playgroup.'

Anne Brechin, Stapleford Early Years Playgroup

'We were at a crucial stage and needed support. The legal advice we gained, although we changed direction, was extremely useful and may well be of great value to us in the future when we enter into a partnership.'

Malcolm Kitchen, Xcite Education

In Birmingham we provided customer supplier agreement advice to Miss Macaroon, a community interest company helping young care leavers and ex-offenders to gain training and employment through the hand baking of French macaroons.

We plan to increase our support for the Birmingham ProHelp programme during 2014/2015.

Volunteering

Our volunteering policy encourages employees to volunteer during work time one day a year.

Whilst we did not set a target during 2013/2014 regarding the number of hours we would provide we undertook to maintain the provision of appropriate volunteering programmes for colleagues and to report on the impact of our involvement for the organisations we supported.

1017.55 volunteering hours were recorded during the year and included such activities as:

- careers and employability skills events
- collecting and delivering Christmas presents, Easter Eggs and food donations
- conducting charity collections at events
- Christmas present wrapping services
- habitat improvement work
- reading and numeracy coaching of pupils in schools
- sleep out events to raise awareness of the plight of the homeless
- sporting challenges such as dragon boat races, netball, cricket matches and golf tournaments
- trustee work

Thames Valley colleagues took part in a Business in the Community Business Class careers event for year 9 at Reading Girls School

‘The event was well organised and gave students a chance to understand more about working life. It was good to be able to meet people from other large local businesses and to be able to share some of our life experiences with students at an important time in their lives.’

Amanda Coale, Commercial Senior Associate, Shoosmiths

Members of our Thames Valley charity committee participated in a Reading art and photography project with clients of the charity Launchpad. Pictures and artwork were subsequently displayed at the centre.

‘I thoroughly enjoyed volunteering at Launchpad over the summer. It was really inspiring to see how the sessions enhanced the lives of those involved with the project and it was great to see what a difference support networks such as Launchpad can make, it really does highlight the importance of these projects for the future.’

Sophie Boswell, Trainee Solicitor, Shoosmiths

17 Nottingham colleagues made a beautiful quilt which was auctioned for Barnardo’s during the 2013 silent auction. Described as a labour of love the sewing volunteers said ‘it was great to see the results of our combined efforts’ and ‘great to see so many people, especially those who haven’t sewn before are prepared to give it a go and give

up so much of their time.'



Labour of love quilt made by Nottingham colleagues for Barnardo's

It is our intention to increase our volunteering focus during 2014/2015 as we recognise our colleagues possess a number of professional and personal skills that could benefit local communities.

Our environment

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

Our environmental management system

Our environmental management system (EMS) is based on the EMS ISO 14001:2004 standard. Our environmental 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, environment, health and safety issues). We work with suppliers to identify opportunities to reduce impacts.

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

See appendices one and two for environmental performance during 2013/2014.

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

Via our estates management infrastructure provider, we focus on opportunities to address environmental impacts associated with buildings and equipment. Office estates management 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.

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. This may typically occur via a tenant sustainability working group which is co-ordinated by the landlord.

We undertook second party audits of our environmental management system as part of our annual health, safety and environmental audit schedule.

In September 2013 our Manchester office was awarded Silver Environmental Business Pledge Award status by Groundwork on behalf of Manchester City Council in recognition of our environmental procedures and practices.

We provide training for colleagues on our approach to environmental management and the role they play and this is supplemented by briefings, information on our intranet and awareness raising campaigns.

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

Resource management

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

Fonebank take back our old mobile phones and Blackberry devices and the charity Computer Aid International receives our unwanted PCs, laptops, servers, printers and screens.

Fonebank last year received 117 units (23.8 kg). Of these 85 units were exported to Africa, 30 units exported to Hong Kong and 2 units were recycled for parts.

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 2013/2014 340 items were donated to projects in Burkina Faso, the UK and Chile:

Burkina Faso, West Africa – Evangelical Association for Development Support (AEAD)

During 2013/2014, computers were provided to training centres of the Evangelical Association for Development Support (AEAD). This organisation is led by Christians eager to contribute to improving the lives of people; it participates in capacity building for sustainable development and poverty eradication in rural areas as in urban areas. Read more about what the AEAD do at: <http://www.aead-burkina.org/english/>

UK Community Project – Tackling the digital gap at home

In the past few years, Computer Aid International has seen an increase in people requesting PCs and access to ICT equipment from the UK. With 8 million people in the UK having no access or knowledge of internet and ICT Computer Aid realised its duty of bridging the digital gap was not only a reality abroad but also at home. With 15 years experience of providing PCs to people in need worldwide it was decided to work in partnership with UK Online Centres to provide computers to those who need them. UK Online Centres offer training to enable people to become more confident online and on computers and teach them essential ICT skills to get into work or have access to online courses and diplomas.

Chile

Charity Aid International works with Non Governmental Organisations (NGOs) and local government in Chile to give children access to ICT to improve their education and have access to online teaching programmes. The charity also trains local teachers on the donated computers so that they have the right knowledge to teach the children about ICT and the internet. A project in Chile empowers women to feel more comfortable with computers. Read about this project at: <http://www.computeraid.org/news-detail.asp?ID=322>.

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 618 stationery product lines of which circa 253 have a defined environmental benefit. Of these lines 63 products have a 100% recycled content and 79 a partial recycled content. We used 15 Forest Stewardship Council (FSC) certified paper products, which constitutes circa 42 % of our paper spend.

Shoosmiths has used the services of 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 re-usable bottles are used in three sizes (1 liters, 500 mls and 200mls) and between May 2013 and April 2014 we consumed 20,506 litres of water. EcoPure Waters has held Sustainable Restaurant Association (SRA) Approved Supplier status and The Considerate Hoteliers Approved Supplier status since 2012 following an assessment of the business's environmental management practices. Our use of this refillable service for 20,506 litres of water during 2013/2014 equated to 16.179 tonnes of glass that did not need to be recycled or disposed of.

Energy management

Monthly reporting for our offices tracks gas and electricity consumption. Smart meters have been installed where feasible to automate the process of energy readings for analysis and reporting, identifying trends and targeting reductions.

At sites where we control building energy use whilst we achieved electricity consumption reductions in our Basingstoke and Solent offices the increased out of hours and weekend activity at the Lakes and Victoria House offices in Northampton due to a large scale IT/Finance project saw our controlled electricity consumption unfortunately increase during the period by 4.38%. Our gas consumption for the same locations reduced by 3.87% during the period.

Earth Hour is supported by offices each year; a campaign aimed at encouraging businesses and individuals to address unnecessary use of energy. We also organised a staff competition to design a poster to be displayed internally as part of our countdown to the hour. The following month during national Climate Week (3 to 9 March 2014) we tested how much colleagues knew about climate change based on a quiz designed for us by Groundwork.

Following a review of the printer/photocopier equipment used by offices guidance was provided to colleagues to allow equipment to switch to sleep mode rather than switching off at the end of each working day as this was found to be the more energy efficient procedure.

A number of energy related articles have been published on our website on topics such as the Energy Savings Opportunity Scheme and Carbon Reduction Scheme Regulations and the Better Buildings Partnership Green Lease Toolkit.

Our plans in 2014/2015 include the introduction of a new server infrastructure and more energy efficient base units. We will also review and rationalise our printing infrastructure with the associated aim of reducing the number of printers (by circa 50%) and introducing more energy efficient and follow-me printing solutions. Wireless energy management systems are being reviewed to monitor, manage and reduce consumption in and out of hours. The system is remotely monitored to parameters and will identify trends and usage outside core hours.

Smart travel

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

With successful growth, including the merger with Archibald Campbell & Harley in October 2012 came the potential for greater travel but with the strategic priority of efficient and effective working it was agreed to target a

20% reduction in travel costs during 2013/2014 versus 2012/2013, with budgets across departments set accordingly. Whilst a 4% improvement was achieved in practice during 2013/2014 awareness campaigns and briefings served to highlight to teams alternative ways of working.

Virtual working and collaboration is supported by technical solutions such as Live Meeting, Web Cams, e learning technologies, Sharepoint and Conference call facilities.

In June 2013 we launched a new range of e learning courses designed by the Learning and Development team to avoid the need for travel and to enable colleagues to learn at their convenience

Every driver annually undertaking more than 5,000 business miles or 20 or more business journeys must complete driver training every three years. In 2013 we replaced road training with an on-line training tool which identifies any additional road driver training required. It has reduced travel associated with colleagues completing the training.

We provide interest free loans for rail and bus season tickets and participate in the Government's Cycle to Work introduction scheme. This initiative, co-ordinated 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. During 2013/2014 28 colleagues took part.

During 2014/2015 we will undertake a review of our approach and opportunities for agile working. Underpinned by appropriate communications and information technology this will formalise our current approach to flexible working, hot desking and mobile working. Consideration will be given to a number of potential operational, employee and environmental benefits including a reduction in Shoosmiths and individual carbon footprints.

Waste management

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

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

General waste produced data totals reported in our 2012/2013 CR Report for our Basingstoke, Northampton, Nottingham and Southampton offices have been revised due to a renewed data set. Data had been reported as 512.30 tonnes but the revised data for 2012/2013 for these offices = 55.985 tonnes of which 42% was recycled.

General waste produced in our Basingstoke, Northampton, Nottingham and Solent offices 2013/2014 = 123.33 tonnes of which 39.39 % was recycled. During the reporting period waste has increased due to a project which required out of hours and weekend working. 12.223 tonnes of general waste was diverted from landfill at Basingstoke and Southampton. General waste was converted into thermal energy via incineration with heat recovery. Detailed reporting and therefore detailed waste stream analysis for Northampton is unfortunately not available as average rather than actual lift weights were reported by the current incumbent.

FISco manages confidential waste collections from our offices via Iron Mountain. During 2013/2014 47.02 tonnes was collected from all our offices. Our confidential waste is shredded and recycled into tissue and toilet paper.



6 June 2013 we ran a World Environment Day campaign **Think. Eat. Save** across our offices to support the UN Secretary-General's Zero Hunger Challenge and galvanise action to reduce food waste. Tips were provided to reduce food in the workplace.



During national Climate Week (3 to 9 March 2014) colleagues were encouraged to recycle for national charity partner Barnardo's with advice on location of stores taking unwanted clothes, books, children's items and furniture.

Our marketplace

Working collaboratively in the marketplace to evidence best corporate responsibility practice aligned with our vision to be the first choice for legal advice for organisations and for individuals.

Our clients

We were delighted to be awarded number one national law firm status in December 2013 date by the Legal Week Client Satisfaction Report 2013. We are proud to be known for delivering a superb client experience. Our CR programme reflects that focus.

In placing CR at the heart of our business plan there is also an understanding that our unique skills can and should also play a part in identifying and delivering commercial opportunities.

In addition to our commitment to provision of pro bono advice referred to in the Our Communities section we support clients seeking to make a positive contribution to society.

Relevant press releases issued during the year featuring our client work included:

- Advising on an £82m train assembly plant, expected to create hundreds of jobs in the north east.
- Shoosmiths amongst advisers at £350m biorefinery launch.
- Appointment to advise on one of West Midlands' most important and high profile public transport projects.
- Advising on a £2.7 billion deal for client Hitachi to build new state-of-the-art trains.
- Free wills scheme launched for West Hampshire and New Forest in association with Marie Curie Cancer Care charity.

Other examples of advice and support provided during the year included:

Rose Donoghue, who has a special interest in traumatic brain injury cases and Nicola Cooper, a client who suffered a serious brain injury as a result of a seemingly minor car accident gave a series of interviews to 25 BBC and commercial radio stations in a marathon single sitting at a London recording studio. To find out more go to:

<http://www.access-legal.co.uk/legal-news/Brain-Injury-the-hidden-disability-5482.htm>

Shoosmiths Access legal record client stories where clients get the opportunity to share their experiences and also how we as a firm helped them. The first story to be published is located at <http://www.access-legal.co.uk/free-legal-guides/Cerebral-Palsy-Compensation-Case-5978.htm> where the family of Milly Evans explain how we have helped them through their case where negligence at birth caused Cerebral Palsy. Kathy Emery's story is also featured after she suffered an accident at work. Her story is located at: <http://www.access-legal.co.uk/free-legal-guides/accident-at-work-kathys-story-6300.htm>.



We promote the Macmillan Cancer Support Live Your Legacy campaign which encourages people to leave legacy donations to the charity in their wills. The campaign was supported by a film which Access Legal took part in.

Our Private Client practice group (known as Access Legal) supported the Action Mesothelioma Day in the West Midlands July 2013 organised by Asbestos Support, West Midlands. The day was intended to give patients, their carers and all those affected by mesothelioma the opportunity to meet and share experiences. Professionals gave talks on such topics as current and future treatment and a round up of global related issues.

'It was informative and uplifting to help to draw attention to the plight of those who suffer from asbestos-related diseases and reinforced just how essential it is that any compensation claim we take on board is dealt with quickly and sympathetically. It's also important that we remember those who have lost their lives to this incurable disease and try to make more people aware of the dangers of the material.'

Sara Hunt, Personal Injury Partner, Shoosmiths

Forces in the Community is a Nottinghamshire based charity committed to supporting ex-service personnel and their families to reach their full potential. We are signed up to the Defence Discount Service, which provides discounts on a range of goods and services to serving and reserve members of the armed forces.

As a result of our membership of the charity Scottish Business in the Community (SBC) our Edinburgh corporate team was invited to speak 27 November 2013 at a SBC organised workshop in Bathgate. The team

explained to the trustee delegates their duties as charity trustees and/or directors if the charity they are involved with is a company.

‘Scottish Business in the Community welcomed Shoosmiths as a delivery partner in the Voluntary Sector Development Programme to share its expertise. The support provided for the day has helped to improve the sector’s knowledge and understanding of Trustees’ Legal Roles and Responsibilities and is having a huge impact by encouraging continuous development and minimising risks to voluntary sector organisations.’

Christine Murphy, Regional Programme Manager (West), Scottish Business in the Community

Our Recoveries Services practice group won the Mortgage Finance Gazette’s Customer Service/Treating Customers Fairly Award in 2014; this was the second year running the practice group had won this award. Our win recognised the practice group’s Vulnerable Adults Initiative set up by our Mental Health and Vulnerable Adults Co-ordinator. As part of the initiative training has been provided by charities RNIB, Age UK, Action on Hearing Loss to Shoosmiths managers and specialists in each team who deal with vulnerable adults. The training is aimed at increasing awareness of the challenges faced by vulnerable adults to facilitate better communication with them. This in turn improves results for clients by ensuring that all vulnerable adults receive the individual attention needed for their particular circumstances.

Recoveries Services contributed to a ground breaking report from the Royal College of Psychiatrists and the Money Advice Trust that helps vulnerable people receive better service. The briefing entitled ‘Lending, debt collection and mental health: ten steps for treating potentially vulnerable customers fairly’ makes practical recommendations on steps creditors, agents and debt advisors can take to engage with and help vulnerable people handle debt situations and reach amicable outcomes for them.

The delivery of the our marketplace component of our CR programme also focuses on opportunities for colleagues to provide support in the form of time or money to CR programmes undertaken by clients. During 2013/2014 93 donations to charities were made following client approaches and there were 44 reported client interactions on CR matters. Typical activities included speaking at client charity events, fundraising, providing careers and employability guidance for secondary schools, habitat improvement projects, a fashion show, sharing CR advice and best practice, sponsoring tables at fundraising evenings, organising and sponsoring sporting events and selling client products to raise funds for charity.

Our suppliers

Our purchasing policy and guidelines sets out our approach to ensuring our practices are aligned with our CR strategy and meet legal and best practice requirements. During 2014/2015 we plan to review the policy based on such guidance as the BSI Standard Guide Principles and Framework for Procuring Sustainably. Examples of supplier activities are included in the our environment section of our report.

Our people

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

As at the end of April 2014 we employed 1,427 people (f.t.e = 1,325.6) with 136 partners and partner equivalents. Our five practice groups (Commercial, Corporate, Private Client, Real Estate and Recoveries Services) are supported by Business Development, Central Management, Estates Management, Finance, HR, IS, Learning and Development and Quality and Risk. In 2011 we were the first top 100 law firm to be accredited to the Investors in People Gold standard.



Talent attraction

Shoosmiths provides a demanding, stimulating and rewarding work environment, with people working together who thrive on being pro-active, bringing energy and ideas to make a real difference to clients. We are all expected to make things happen and take the initiative from day one.

We are a team of individuals, working in a positive, professional and co-operative culture. Ambitious people thrive at Shoosmiths because of the enterprising and innovative way we work. In 2013/2014 we recruited 372 people across our offices.

Everyone is valued. We work hard and we enjoy what we do. For everyone who joins us, we give the support that build careers and boosts skills.

'After 20 years it remains a great place to work. Part of a great team who are a pleasure to work with and leadership that attracts, retains and develops great colleagues. A firm that continues to leave me feeling empowered and trusted to do a great job.'

Yvonne Oakenfull, Learning and Development Manager, Shoosmiths

At Shoosmiths our approach of 'best fit' has been extremely successful. Not only do we have a talented workforce but an inclusive one.

This approach to recruitment and people management is underpinned by our Equality and Diversity strategy and our equal opportunities and recruitment best practice policies. These are clearly visible throughout our recruitment website, the annual Personal Development Review (PDR) process, within our values and in our annual collation and publication of diversity data.

We acknowledge that our policies will succeed through a programme of action and may make appropriate use of any positive action provisions of prevailing equality law to achieve and maintain a workforce which broadly reflects the community in which we operate.

We have conducted a CV blind recruitment process for our graduate level hiring for over 10 years, removing any potential bias on the grounds of gender, ethnicity or social background. Interviewers do not see a copy of the candidate's application form and assess purely on the basis of their performance on the assessment day.

We are an accredited Two Ticks employer utilising the Guaranteed Interview Scheme (GIS). This provides disabled applicants with an opportunity to demonstrate their abilities beyond the initial application stage. Disabled applicants will be guaranteed an interview providing they meet the minimum criteria for the job.

Summer vacation placement and work shadowing

Shoosmiths offers a one week summer vacation placement scheme for those who wish to pursue a career in law with 50 places provided in 2013 (Six of these places were offered to students signed up to the Legal Launch Pad scheme run by the Black Lawyers Directory).

We also provide work shadowing opportunities of up to three days for those who have not yet made a decision but wish to experience a legal work environment with 59 places provided in 2013/2014.

Talent development

There is transparency with career progression. The firm publishes promotion criteria on the intranet and it is clear what needs to be done to move to the next level. During 2013/2014 we promoted 77 colleagues to the positions detailed in the table below:

Level of Promotion	Number promoted 2013/2014
Equity Partner	2
Salaried Partner	6
Senior Associate	16
Associate/Associate Equivalent	17
Qualified Legal Adviser	11
Non Qualified Legal Adviser/ Support Roles	25
Total Promotions	77

Our trainee programme and CR

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 careers 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.

Successful candidates offered a training contract are issued with CR challenges during the first week's induction. In 2013 they were challenged to raise £3,200 for Barnardo's (£4,480.96 raised), create opportunities to get involved in local office related CR activities and identify ways in which Barnardo's could be promoted to potential new Shoosmiths employees. Details of the trainees in action can be found located at:

<http://shoutback.shoosmiths.co.uk/?p=2636>.

Our approach was recognised by a number of awards during the year; these are featured in our highlights section. In addition we appeared in top employer rankings for the Lex 100, National Undergraduate Employability Award and the Guardian Top 300.

Reward and recognition

Our employee recognition scheme, Above and Beyond includes 'Outstanding Contribution to CR as one of 9 categories. Since we launched the scheme in May 2010 we have received as at end of April 2014 2,348 nominations of which 206 (8.77%) applied to the CR category.



In September 2013 The Commercial Practice Group Away Day included a number of awards being presented including a CR Contribution Award which was presented to the Milton Keynes CR champion and Employment Senior Associate, Siobhan Atkin.

'Siobhan had shown great leadership in bringing to life and delivering several CR projects to the mutual benefit of both the recipients and the members of staff involved.'

Peter Duff, Commercial Practice Group Head, Shoosmiths

Diversity and inclusion

At Shoosmiths we promote inclusion and equality of opportunity and we are committed to building a diverse workforce where individuals are recognised for their talent and contribution. This means that everyone who works for the firm is treated equally, whatever their gender, age, ethnic origin, nationality, marital status, disability, sexual orientation or religious beliefs.

There is no one method of implementing equality and diversity 'good practice' and like many good people management or change process work will always be ongoing. We have a variety of initiatives visible via our recruitment website and appraisal process and through our network of internal Diversity Champions we capture feedback, raise awareness and promote opportunities for employees to contribute to the agenda.

As a founding signatory of the Law Society's Diversity and Inclusion Charter we actively support initiatives to attract minority groups in to the legal profession, such as the BLD Legal Launch Pad and partnering with groups such as Birmingham Black Lawyers, Women's Aid, the Prince's Trust, local Lesbian, Gay, Bisexual and Transsexual (LGBT) groups and Black, Asian, Minority Ethnic (BAME) majority schools.

Shoosmiths is a recognised leader within the profession for its diverse workforce, the first UK legal practice to gain a Gold standard Equality Assured Recruitment (EQA) accreditation and topping the Black Solicitors Network Diversity League Table in 2006, 2011 and 2012. In 2013 we finished 3rd overall and featured in the top 10 for gender diversity at partner level, and also secured the Top 100 firm with the highest level of ethnic and gender diversity for the third year in a row.

Our continued success depends on our people – their talent, ambition, creativity and drive. So we actively seek out and support people with their talent and potential to help us thrive – regardless of their background, beliefs and circumstances.

One of the areas of focus for our Diversity Champions during 2014/2015 will be to engage with third parties to promote greater social mobility in the legal profession.

Appendix two includes inclusion data as at 1 May 2014. For this report we have provided data based on categories monitored and reported to the Law Society. Inclusion data provided in previous CR annual reports was reported for qualified solicitors only. For our 2013/2014 report we have provided data for all colleagues.

Data is requested at the point of recruitment and when annual reminders are issued to staff to update data. We have also commenced measuring social inclusion data and will encourage staff to provide this information as well as other inclusion data in order to improve the quality of information held.

Flexible working

We are committed to helping 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 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, which includes training on our CR, health and safety and environment and inclusion strategies, we have a comprehensive learning and development offering of seminars, workshops, online learning, mentoring and coaching. Where appropriate this resource can be made available to community organisations. 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.

Health and safety and wellbeing

Our health and safety framework is based on the requirements of the Occupational Health and Safety Management System OHSAS 18001:2007 standard. High standards are expected across the firm and sufficient resources are in place to support these.

Our health and safety management system is audited annually using the OHSAS 18001:2007 standard to ensure that implementation of our procedures is conducted appropriately and consistently with our health and safety policy. Appropriate remedial actions are identified and addressed.

Accident statistics are published on our intranet health and safety site and reminders of safe working practices are communicated.

We continue to promote safe working practices on our sites. Effective health and safety relies on employee understanding and participation in order that risks are managed and goals are achieved. Health and safety briefings to colleagues during the year were provided on such matters as slips, trips and falls and working postures for display equipment. During our involvement in the European Health and Safety Week October

2013 we focused on work-related road safety and in particular driver behaviour, prescription drugs and driving, safe parking, winter driving, driver and cycle safety 'Let's Look Out for Each Other'.

Our staff wellbeing programme, Your Lifestyle, encourages good practice for health and wellbeing to all staff. We communicate via our intranet, team briefs and email. As one example of a local campaign Northamptonshire Sports came to the Lakes office in Northampton to publicise the workplace challenge. The campaign was launched to help local workplaces, organisations and businesses get fit, active and healthy.

Feedback

We really want to receive your feedback about our approach and the content of our CR programmes, and we also want to help if you have any questions. You can stay up to date by reading the CR content on our website and our company CR blog.

Please contact us at corporate.responsibility@shoosmiths.co.uk

Glossary of terms used in report

BAME - Black, Asian, Minority Ethnic
BiTC - Business in the Community
BLD - Black Lawyers Directory
BREEAM - Building Research Establishment Environmental Assessment Methodology
CIPs - Shoosmiths Community Investment Programme committees
CR - Corporate Responsibility
ELG - Environmental Law Group
EMS - Environmental Management System
FSC - Forest Stewardship Council
FTE - Full Time Equivalent
GIS - Guaranteed Interview Scheme
HSE - Health Safety and Environment
kWh - Kilowatt-hour
LGBT - Lesbian, Gay, Bisexual, Transsexual
NGO - Non Governmental Organisation
OHSAS - Occupational Health and Safety Management System
PDR - Personal Development Review
SBC - Scottish Business in the Community
SRA - Solicitors Regulation Authority
SRA - Sustainable Restaurant Association
tCO2e - tonnes CO2 equivalent

Appendices

Appendix one: progress against targets 2013/2014 and targets 2014/2015

In 2013/2014 we set 7 community, 7 environment, 2 marketplace and 2 workplace targets. We delivered against 14 with 4 areas where we should continue to focus attention.

Objective	Targets and Status	
Building and maintaining sustainable community relationships.	✓ achieved IP in progress ✗ not achieved	
Complete fundraising target to raise	£74,993.35 raised and donated. See	✓

£60,000 to fund two outreach workers in the Midlands area.	our communities section of report for detail.	
Develop and implement best practice to maintain relationships with former corporate charity partners.	Bi-monthly meetings underway with Macmillan and Barnardo's which has resulted in a number of in-kind activities undertaken.	✓
Trainees to be set CR challenge as part of their first year training programme.	£4,480.96 raised for Barnardo's and a number of CR activities supported as part of the training programme.	✓
Establish one additional office supported pro bono clinic service.	Milton Keynes office provided support June 2012 to April 2014 for a potential University organised clinic. Discussions now underway in Southampton to support an alternative University clinic.	IP
Consider potential for expanding formal pro bono services provision by supporting appropriate schemes.	LawWorks for Community Groups programme supported by Real Estate practice group since July 2013 and Corporate practice group since April 2014.	✓
Report on impacts of pro bono services provided by legal advisers.	Case studies featured on e.g. Shoosmiths (<i>SHOUTback</i>) and BITC websites and reports produced internally to highlight benefits of pro bono provision.	✓
Maintain provision of appropriate volunteering programmes for colleagues and report on impact of involvement for parties involved.	Guidance maintained on intranet. Opportunities identified and managed via CR Consultant and CR champions. Case studies featured on e.g. Shoosmiths (<i>SHOUTback</i>) and BITC websites.	✓
Objective Demonstrating high standards of environmental responsibility in all our operations and minimising the environmental activities associated with our activities, products and services.	Targets and Status ✓ achieved IP in progress ✗ not achieved	
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.	+ 4.38%. At sites where we control building energy use whilst we achieved electricity consumption reductions in our Basingstoke and Solent offices the increased out of hours and weekend activity at the Lakes and Victoria House offices in Northampton saw our electricity consumption increase during	✗

	the period.	
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.	- 3.87% achieved.	✓
Measure carbon emissions associated with the firm's operations and working with organisations such as BITC's Mayday Network and the Legal Sector Alliance Acting on Climate Change identify opportunities for improvement.	2013/2014 = 2,624 tCO ₂ e. Annual submission provided to LSA, became a signatory of Reading Climate Change Action Network.	✓
Reduce travel related costs by 20% 2013/2014 versus 2012/2013.	-4% achieved based on data recorded for private and public transport, parking, hotels and subsistence.	✗
Monitor and report waste arisings with aim of setting waste reduction target.	Continue to focus on quality and scope of data across estate	IP
Continue to evaluate opportunities for using FSC certified or equivalent with recycled content paper subject to quality and pricing objectives being satisfied.	15 FSC certified products used, circa 42 % paper spend.	✓
Offices to support appropriate environmental awareness campaigns.	Supported World Environment Day, Climate Week, Earth Hour and BITC's Responsible Business Week.	✓
Objective Work collaboratively in the marketplace to evidence best practice aligned with our vision to be the first choice for legal advice for organisations and individuals.	Targets and Status ✓ achieved IP in progress ✗ not achieved	
Engage with our key clients to identify joint opportunities that support our respective CR aspirations.	Report maintained on intranet of client activities undertaken. During 2013/2014 93 donations were provided to charities to support client activities and 44 reported 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 2013/2014.	Focus has included supporting our documented environmental management system. See our environment section of report for examples.	✓
Objective Provide a positive, professional and co-operative working culture.	Targets and Status ✓ achieved IP in progress	

	* not achieved	
Review and engage with staff about how we live our values and how we measure success.	Regular briefings provided on how individuals and teams live our values and how our clients regard us. PDR guidance and training updated to reinforce our approach.	✓
Engage with staff on areas of health and safety policy and best practice in the workplace.	Delivered via our OHSAS 18001:2007 standard based framework.	✓

2014/2015 targets

In line with our 2014/2017 business plan our CR related objectives and targets are:

Objective	
Building and maintaining sustainable community relationships.	Raise £60,000 by end April 2015 to support corporate charity partner Winston's Wish to fund two additional Family Services Practitioners.
	Develop and implement a CR calendar to support appropriate national and local campaigns.
	Consider potential for expanding formal pro bono services provision by supporting appropriate schemes.
	Report on impacts of pro bono services provided by legal advisers.
	Review the Shoosmiths colleague volunteering programme which enables colleagues to use their professional and personal skills to address social challenges in communities where we operate. New approach implemented from May 2015.
	Co-ordinated via our CR Consultant, CR champions and community investment programme committees invest money and time in local communities via staff fundraising and in kind support.
Demonstrating high standards of environmental responsibility in all our operations and minimising the environmental activities associated with our activities, products and services.	At sites where we control building energy use reduce electricity consumption by 3% in 2014/2015 versus 2013/2014. Where we do not control the building liaise with the landlord to identify opportunities to reduce electricity consumption.
	At sites where we control building energy use reduce gas consumption by 3% in 2014/2015

	versus 2013/2014. Where we do not control the building liaise with the landlord to identify opportunities to reduce gas consumption.
	Review the Shoosmiths documented environmental management system to align with the planned revision of ISO 14001:2004.
	Undertake rationalisation of our printing solution to reduce environmental impacts associated with number of appliances, energy and paper consumption.
	Measure carbon emissions associated with the firm's operations and working with organisations such as BITC's Mayday Network and the Legal Sector Alliance Acting on Climate Change identify opportunities for improvement.
	Using an external organisation conduct a second party audit of the Shoosmiths Environmental Legislative Register and conduct site visits at two offices to assess legislative and best practice compliance' identifying opportunities for improvement.
	Offices to support appropriate environmental awareness campaigns.
Work collaboratively in the marketplace to evidence best practice aligned with our vision to be the leading national UK law firm famous for its superb client experience.	Engage with our key clients to identify joint opportunities that support our respective CR aspirations.
	Review the Shoosmiths Procurement and Supplier Management Policy to continue embedding sustainability criteria as part of our efforts to minimise environmental, social and ethical impacts associated with our sourcing practices.
Attract, develop and retain the best talent for reinforcing our values and providing a stimulating and rewarding work environment.	Maintain Investors in People Gold Accreditation status.
	Ensure a proactive diversity agenda is active in each Shoosmiths office with activities led by the regional Diversity Champions.
	Launch Zero Harm project to further reduce accidents and incidents across the firm.
	Review our approach to agile working to determine scale and scope of flexible working environment.

Appendix two: CR performance data 2013/2014

Our year in numbers.

Objective 1: Building and maintaining sustainable community relationships.

Barnardo's corporate charity partner colleague fundraising and partner donations May 2013 to April 2014 = £74,993.35 raised and donated to support Barnardo's work with children who are victims of child sexual exploitation in the Midlands area.

Number of colleague volunteering hours 2013/2014 = **1,017.55**

Number of colleague pro bono hours 2013/2014 = **919.20**

Number of colleague volunteering and pro bono hours 2013/2014 = **1,936.75**

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 2013/2014 = **2,624 tCO₂e**

tCO₂e per employee 2013/2014 = **1.84**

Electricity consumption kWh 2013/2014 = **3,651,678**

Gas consumption kWh 2013/2014 = **1,441,788**

General waste generated at Basingstoke, Northampton, Nottingham and Southampton offices 2013/2014 = **123.33 tonnes of which 39.39% was recycled**

Confidential waste collected from offices 2013/2014 = **47.02 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 ending 30 April 2014:

Revenue = **£93 m**

Profit = **£12.2 m**

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

As at the 30 April 2014 we employed **1, 427 people** (f.t.e – **1,325.6**), with **136** partners and partner equivalents. We employed **1,129** people full-time and **298** in part-time employment.

Promotions data

Level of Promotion	Number promoted 2013/2014
Equity Partner	2
Salaried Partner	6
Senior Associate	16
Associate/Associate Equivalent	17
Qualified Legal Adviser	11
Non Qualified Legal Adviser/ Support Roles	25

Total Promotions	77
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Inclusion data*

Based on data categories measured and reported to the Law Society and as at 1 May 2014. Data applies to all staff, i.e. solicitors, trainees and support staff.

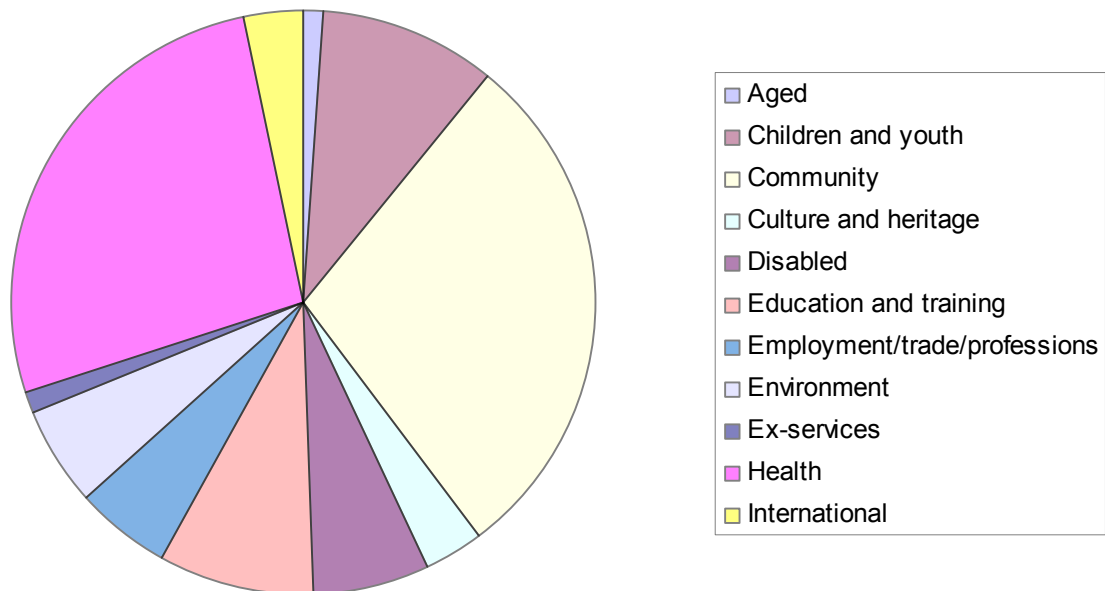
Diversity Category	Category	Shoosmiths All Staff %
Gender	Male	30.12
	Female	69.88
Disability	Disabled	1.62
	Not disabled	98.23
	Prefer not to say	0.15
Ethnicity	White/European	88.07
	African Caribbean	1.03
	African	0.74
	Asian	5.52
	Chinese	0.44
	Other ethnic group	2.43
	Unknown	0.15
	Prefer not to say	1.62
Age	Under 25	14.95
	26-30	16.79
	31-35	18.63
	36-40	13.62
	41-45	11.12
	46-50	10.31
	51-55	6.41
	56-60	4.49
	61-65	2.87
	66-70	0.74
	71+	0.07
Sexual orientation	Lesbian / Gay / Bisexual	1.55
	Heterosexual / Straight	74.15
	Unknown	20.54
	Prefer not to say	3.76

Religion or belief	Buddhist	0.00
	Christian	41.02
	Hindu	1.70
	Jewish	0.29
	Muslim	1.84
	Sikhism	1.10
	No Religion	14.21
	Other	0.00
	Unknown	39.32
	Prefer not to say	0.52
Socio-economic background	First generation to attend university	4.86
	Did not attend university	6.92
	Unknown	88.22
	Prefer not to say	0.00
	UK Independent/fee paying school	0.74
	State school	2.06
	Unknown	97.13
	Prefer not to say	0.07

Appendix three: Organisations and programmes supported by Shoosmiths at national or local level during 2013/2014

93 organisations were supported via fundraising, donations, volunteering or other in-kind support during 2013/2014. **£113,474.70** raised for these organisations via staff fundraising and firm donations. In the our communities section of our report you will also find details of some of the charities and community organisations we advised through the provision of pro bono legal advice.

**Range of organisations supported nationally/locally 2013/2014
by theme**



Organisation	Activity/Outcome for Organisation
Action against Medical Accidents (AvMA) charity provides confidential advice and support for people affected by medical accidents.	The Basingstoke based Shoosmiths choir attended a rehearsal workshop in the run up to the AvMA Medical Legal Choir Challenge due to take place October 2014.
Action on Hearing Loss charity (formerly known as the Royal National Institute for Deaf People) wants a world where hearing loss does not limit or label people, where tinnitus is silenced and where people value and look after their hearing.	Training was provided to Shoosmiths managers and team specialists in our Recoveries Services practice group as part of the Vulnerable Adults Initiative. The awareness training focused on communication challenges faced by hearing loss.
Age UK – Northamptonshire is the UK's leading charity committed to the wellbeing of older people.	Training was provided to Shoosmiths managers and team specialists in our Recoveries Services practice group as part of the Vulnerable Adults Initiative. The awareness training focused on communication challenges faced by the elderly and those suffering with dementia.
Alzheimer Scotland charity is the leading dementia organisation in Scotland. It campaigns for the rights of people with dementia and their families and provides an extensive range of	Edinburgh selected office charity partner 2013/2014. £1,062.13 raised towards four initiatives namely:

innovative and personalised support services.	<p>24 hour free phone helpline: 0808 808 3000.</p> <p>Dementia advisers.</p> <p>Dementia champions.</p> <p>Research to understand and help with dementia sufferers' functioning abilities.</p> <p>Partnership to continue in 2014/2015.</p>
Asbestos Support West Midlands charity offers help and advice to people and their families, who are suffering from asbestos related diseases.	Supported Action Mesothelioma Day July 2013 an event intended to give patients, their carers and all those affected by mesothelioma the opportunity to meet and share experiences and hear talks by professionals.
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, supporting children who face abuse, poverty, neglect and special educational needs; providing fostering and adoption services and delivering vocational training for unemployed teenagers and inclusion and advocacy work for children with disabilities.	Corporate charity partner 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. £74,993.35 raised and donated from colleague fundraising and donations. Further details about the partnership in the our communities section of report.
Basingstoke Citizens Advice Bureau (CAB) provides free, independent and confidential advice to people.	Basingstoke colleagues provide pro bono support to the CAB on a monthly basis.
Berkshire Autistic Society, Reading, charity provides comprehensive services for people of all ages with autism, including their families, carers and professionals working in the field.	Basingstoke office £500 donation to assist with purchase of sensory equipment such as textured balls, toys, aromatherapy and light boxes which are lent to families to try with their child before purchasing.
Birchfield School, Birmingham.	Birmingham office donated furniture and stationery to a number of schools and charities.
Birmingham Black Lawyers aims to have a tangible effect by vigorously promoting a higher level of integration within the legal community.	Birmingham office hosted a careers guidance workshop and networking event for students and graduates of ethnic minority backgrounds.
Birmingham Children's Hospital charity supports this centre of paediatric excellence which treats 250,000 children every year.	Birmingham office donated furniture and stationery to a number of schools and charities. Birmingham selected office charity partner 2014/2015.
Black Lawyers Directory aims to make a real difference on diversity by changing lives and transforming businesses by taking positive actions – not just talking. It highlights areas where a lot is being done and areas that could do better. It also provides information and showcases the talent of black and ethnic minority members of the legal profession. Its	Organised application skills, presentation skills and commercial awareness training and mock interview sessions for students considering careers in law.

aim is not to name and shame but to encourage, cajole and ask 'why not?'	
Bletchley Youth Centre.	See Milton Keynes Community Foundation.
Bournville College.	Birmingham office donated furniture and stationery to a number of schools and charities.
Brainwave charity focuses on cerebral palsy, autism and developmental delay in children.	Former corporate charity partner November 2011/July 2012. Our Manchester office beat 70 companies in the Best Dressed Duck competition and corporate race in April 2014.
British Heart Foundation is the biggest funder of charitable heart research in the UK. It fights for everybody who suffers with a heart condition – from babies born with life-threatening heart problems to people who survive a heart attack and endure the daily struggles of heart failure.	Northampton office raised £498.84 from its Dress Down Friday donation 7 February 2014 on Ramp Up The Red Day. See Kettering General Hospital.
Business in the Community is the largest business led charity of its kind. It is committed to building resilient communities, diverse workplaces and a more sustainable future.	Memberships Corporate, Mayday Network signatory, Northamptonshire Employee Volunteering Network, Nottinghamshire Business Class, East Midlands and West Midlands ProHelp groups, Give and Gain, Read to Succeed. Further details about our partnership located in our communities section.
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, socialized and learn in a secure and caring environment.	Thames Valley colleagues volunteered in September 2013 to help protect and enhance the facilities provided.
CAN charity provides a range of drug, alcohol and homelessness services throughout Northamptonshire and Bedfordshire.	Northampton office sponsored a golf hole for £100 at a golf tournament fundraising event in July 2013.
Central and East Northamptonshire Citizens Advice Bureau charity provides advice to people for the problems they face.	Northampton office has provided a pro bono clinic service since November 2011 via the operation of a monthly pre-appointment based clinic. Further details in our communities section.
Charities Aid Foundation charity is 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 (£2,233.08 donated to 15 charities in 2013/2014) as well as deposit corporate charitable funds.
Children in Need charity aims to make a real difference to the lives of children across the UK. It provides grants to projects in the UK which focuses on children and young people who are disadvantaged. It supports small and large organisations which empower children and extend their life choices.	Southampton office raised £125.02 from cake sales and a Dress Up Friday. Lakes office raised £75.37 from cake sales.

CommuniCare is 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 and Milton Keynes colleagues took part in the London Legal Walk 2013 raising £650.90 for London Legal Support Trust and CommuniCare. A donation of £394.13 was also made by the Thames Valley office.
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. 340 items donated in 2013/2014 to projects in Chile, Burkino Faso and the UK. For further details see our environment section.
Countess Mountbatten Hospice Charity Limited offers palliative care, pain relief, support and friendship for the terminally ill and relief to carers and families. Its aim is to increase awareness of palliative care within the community, to share expert knowledge and to help enhance the skills of professionals involved in the care of patients with life limiting illnesses.	Basingstoke office £500 donation.
CSR Legal Network a network of law firm CR professionals who share ideas and best practice.	Member since September 2010.
Depaul UK works together with local communities towards the prevention of youth homelessness and aims to help young people who are homeless, vulnerable and disadvantaged.	Manchester selected office charity partner 2014/2015.
Dingley Family and Specialist Early Years Centres, Berkshire, provide a place where children 0 to 5 with additional needs and disabilities can develop skills through play under the supervision of qualified staff.	Thames Valley £100 donation at golf event.
East Manchester Legal Advice Centre.	Manchester colleagues provide pro bono support to University of Manchester students who operate a pro bono clinic.
EDAS Foundation provides support to communities caught in the cycle of deprivation to access advice and educational services, so that it may enhance and empower individuals to increase opportunities and improve standards of living.	Birmingham office donated furniture and stationery to a number of schools and charities.
Edinburgh Centre for Professional Legal Studies.	Edinburgh colleagues have provided pro bono support since March 2013 to law school students in the operation of the free legal advice centre. Attended northern semi final of the UK mediation competition hosted by Edinburgh Law School.

<p>Factory Youth Zone is a charity run state of the art centre in Harpurhey, Manchester, which provides a safe place for 8 to 21 year olds (up to 25 for those with additional needs).</p>	<p>Manchester office selected office charity partner 2013/2014 raised £3,571.58 from staff fundraising and donations.</p> <p>Colleagues took part in the Business in the Community Business Class youth employability 'A World Away' event held at the Factory Youth Zone in February 2013. Year 9 pupils from five local schools were given advice to help equip them with knowledge and skills to build a successful and fulfilling life.</p> <p>The charity also received a £150 donation for being a staff shortlisted Manchester office charity partner for 2014/2015.</p>
<p>Forces in the Community, a Nottingham based charity, is committed to supporting ex-service personnel and their families to reach their full potential.</p>	<p>We are signatories of the Defence Discount Scheme, which provides discounts on a range of goods and services to serving and reserve members of the armed forces.</p>
<p>Four Marks and Ropley Scout group charity.</p>	<p>Basingstoke office £100 donation towards constructing a new building to replace a 50 year old building that is also unable to cope with the number of children now using the facility.</p>
<p>Groundwork is an environmental regeneration charity which partners with local people, local authorities and business to promote economic and social regeneration.</p>	<p>In September 2013 our Manchester office was awarded Silver Environmental Business Pledge status by Groundwork on behalf of Manchester City Council in recognition of our environmental procedures and practices. A staff awareness competition during Climate Week resulted in a prize winning £100 donation made to Groundwork Oldham and Rochdale.</p>
<p>Guide Dogs, formerly known as the Guide Dogs for the Blind Association, the charity provides mobility for people who are blind or partially sighted.</p>	<p>Thames Valley selected office charity partner 2013/2014 raised and donated £5,000 from dress down Friday donations, 'match the dog to the owner' competitions, assisting with the charity's Fun Day in July and participating in Guide Dogs Awareness Week in October by collecting loose change in the office plus office donation. Sufficient funds were raised to enable the office to name a puppy 'Smithy' with the opportunity for regular updates and to meet the puppy during 2014/2015.</p>
<p>Headway charity works to improve life after brain injury. Its mission is to promote an understanding of all aspects of brain injury and to provide information, support and services to people with a brain injury, their families and carers.</p>	<p>Basingstoke office raised £51 May 2013 when colleagues donned hats of all shapes, colours and sizes raise funds on behalf of 'Hats for Headway' during the Action for Brain Injury Week, which this year was aimed at GPs to assist them with diagnosing and appropriately signposting patients and carers affected by the often hidden aspects of brain injury.</p>
<p>Icknield School, Andover, provides a happy, safe and</p>	<p>£500 Basingstoke office donation towards new safe</p>

exciting learning environment for children aged 3-19 with severe learning difficulties including autism and complex needs. The School provides a nurturing environment in which children make very good progress and which encourages all the young people to become as independent as possible. Developing communication skills is at the heart of the school; it offers children alternative means of communication through signing, symbols, objects of reference, photographs and information technology. It also has playground equipment which develops co-ordination and builds self-confidence.	playground and updated equipment and to equip the soft play room.
Jeans for Genes charity aims to change the world for children with genetic disorders.	Thames Valley colleagues raised £68.90 from Dress Down Friday.
Kettering General Hospital.	Northampton office charity partner last three weeks in February 2014 raised £746.35.
Launchpad charity helps some of Reading's most vulnerable and disadvantaged people to turn their lives around and fulfil their potential.	Thames Valley charity committee members participating in a photography project with clients of Launchpad in the Reading area with pictures displayed at the centre.
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.	<p>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.</p> <p>Our real estate and corporate practice groups also support the LawWorks for Community Groups programme.</p>
<p>Law Society Diversity and Inclusion Charter.</p> <p>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.</p>	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 2014 and submission to the 2014 LSA Carbon Footprint Protocol Report.
London Legal Support Trust raises funds for free legal advice services in London and the south	Thames Valley and Milton Keynes colleagues took part in the London Legal Walk raising £650.90 for

east.	London Legal Support Trust and CommuniCare.
Lowdown charity provides a free counselling service in Northamptonshire offering a free and confidential drop in service six days a week to children and young adults in distress or experiencing crisis.	Northampton office charity partner August 2013 raised £701.82.
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.	Former corporate charity partner August 2012 to end April 2013. Activities included supporting the Live Your Legacy Campaign, the CR Consultant hosting 'Introduction to CR' workshops at the 2014 regional Fundraiser conference and providing legal briefings at cancer workplace workshops.
Manchester: A Certain Future is Manchester City's shared plan to tackle climate change.	Shoosmiths is a signatory of the campaign.
Manchester Food Poverty campaign initiated in a bid to tackle food poverty following a conference organised by the Manchester Evening News and Kellogg's.	Shoosmiths is a signatory of the campaign.
Marie Curie Cancer Care charity provides end of life care to terminally ill patients in their own home or in one of their hospices.	Free will scheme supported by our wills and probate team. Northampton office charity partner October 2013 raised £628.84. £500 Northampton office donation.
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 projects during 2013/2014 focusing on community cohesion and people with disabilities and special needs.</p> <p>Two projects we have contributed grants towards having raised and donated £5,175 included:</p> <p>The Milton Keynes Islamic Arts Heritage and Culture Organisation which working with other local organisations such as MacIntyre and MK College developed the Shade of Tree Islamic Garden Design project in Campbell Park during a two day festival, August 2013. The artwork was designed and presented with several groups with sessions run with students from Milton Keynes College and Milton Keynes Academy.</p> <p>Bletchley Youth Centre to help it organise and deliver a showcase on 7 December 2013 as part</p>

	of a Milton Keynes Multi-cultural celebration. Young people as a result of our funding were able to attend art and dance workshops in preparation for the event. The theme was Cultural Fusion and included elements of dance, drama and fashion to celebrate the different cultures in Milton Keynes and Bletchley.
Milton Keynes Islamic Arts Heritage and Culture Organisation.	See Milton Keynes Community Foundation.
Mind charity provides advice and support to empower anyone experiencing a mental health problem. It campaigns to improve services, raise awareness and promote understanding. Local Minds support over 250,000 people across England and Wales. Their services include supported housing, crisis helplines, drop in centres, employment and training schemes, counselling and befriending.	Northampton office charity partner March 2014. £772.18 raised.
MK Arts for Health works with local artists to show public art in healthcare premises and in the wider community.	With one of our equity partners acting as a trustee for MK Arts for Health we have exhibited artwork in our office since October 2010. In 2013 we committed to sponsor an annual £500 art award for a minimum of three years, with the winner announced at a reception hosted by our Milton Keynes office. From more than 50 entries, a panel including local artist Fionnuala Boyd, Milton Keynes Gallery Director, Anthony Spira and David Rayson, Head of Painting at the Royal College of Art chose 12 to be displayed at Shoosmiths' office and at Milton Keynes hospital. The winner was artist Saliha Elhoussaini for a work of Indian ink on bristolboard.
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.
Money Advice Trust helps people across the UK to tackle their debts and manage their money wisely.	Recoveries Services contributed to a report from the Royal College of Psychiatrists and the Money Advice Trust briefing entitled 'Lending, debt collection and mental health: ten steps for treating potentially vulnerable customers fairly.' The report makes practical recommendations on steps creditors, agents and debt advisors can take to engage with and help vulnerable people handle debt situations and reach amicable outcomes for them.

Motiv8 charity operates from premises at the heart of the communities our Solent office serves. It supports young people through the good times and tough times but most of all being there when it matters.	Southampton selected office charity partner 2013/2015. Office £1,179 donation. Additional activities included provision of pro bono corporate advice to separate its bike shop work from the charity, providing youths support volunteers at Hubs, providing a fence to make the premises more secure and providing USB sticks for students to use for their CVs etc.
N-Gage charity gives young people across Greater Manchester at risk of educational or social exclusion opportunities and skills to achieve their full potential.	Received a £150 donation for being a staff shortlisted Manchester office charity partner for 2014/2015.
Newlife Foundation charity provides action to help disabled and terminally ill children in the UK. Specialist action provided for special children.	Birmingham selected office charity partner 2013/2014. £3,277.34 raised towards a specialist bed for a brave teenager who has cerebral palsy who is unable to sit, stand or walk without support and uses a wheelchair for every day tasks. His old bed broke and was propped up against the wall. Funds also supported a six year old boy diagnosed with life limiting Sandhoff disease which attacks the nervous system. Our money was able to buy him a simple piece of equipment to maintain his independence and stay active.
Northampton Association for the Accommodation of the Single Homeless (NAASH) charity works to relieve hardship, need and distress amongst the homeless. It also educates the public concerning their plight.	Northampton office charity partner July 2013 raised £578.41.
Northampton Food Bank provides local families and individuals with essential food supplies at a time when they need help the most. Donations are stored by the Food Bank before being donated to people in crisis following referrals from registered care professionals. Northampton Food Bank has 18 collection points across the town.	Northampton colleagues donated 500 food and non food items.
Northamptonshire County Council.	Christmas gifts and Easter eggs donated by Northampton colleagues for distribution to local Northamptonshire projects.
Northamptonshire Music and Performing Arts Trust (NMPAT) is based in Northampton at the Kettering Road Music and Arts centre. It provides young people of Northamptonshire with musical and artistic opportunities, offering a range of enrichment programmes for schools and individuals of all ages around the county.	Northampton office charity partner January 2014. £1,156.12 raised.
Northamptonshire Wheelchair Basketball Club	Northampton office £500 donation.
Pennies from Heaven charity provides a coin	Joined in June 2007. Gold award received for third

collection scheme for employees to donate to charity.	consecutive year in 2014. Colleagues donated £2,341.51 through scheme during 2013/2014.
People in Partnership is Birmingham's independent advocacy and training support for people with a learning disability.	Birmingham office donated furniture and stationery donated to a number of schools and charities.
Phyllis Tuckwell Hospice, Farnham offers a range of services to ensure that people affected by a terminal illness can make the most of their lives. The hospice is the only adult hospice caring for terminally ill people and their families across North East Hampshire and West Surrey.	Basingstoke office £500 donation to support ongoing costs.
Poppy's Place charity was established as a result of a little girl's experience of her mother having cancer. Poppy was only five when her mother was diagnosed and was initially unable to voice her fears and worries. Over time the long lasting impact on Poppy and her family and lack of readily available support for children and families living with cancer became apparent and the charity was created to fund support and counselling for families facing the same situation.	Northampton office charity partner selected April 2014 raised £1,091.51.
Prince's Trust charity helps 13-30 year olds looking to make a change in their lives. Support includes free training courses, brand new experiences, support, mentoring and finance.	Solent office hosted a workshop on employment opportunities within the legal sector, CV writing and interview techniques and a further session aimed at children who have been excluded from school.
Radcliffe School, Wolverton.	February 2014 two Milton Keynes colleagues attended a project management session with the enterprise group at the school as part of the Business in the Community Business Class programme. Students presented their projects, were scored and given constructive verbal feedback. The students used the scoring sheets to think about the projects in more detail and write up what worked well, what they would change.
Rainbow Centre charity inspires and supports children with cerebral palsy and adults with a stroke, multiple sclerosis and parkinson's disease.	Southampton colleagues raised £24.57 from Dress Down Friday.
Reading Climate Action Network aims to build a thriving network of businesses and organisations who will be at the forefront of developing solutions for reducing carbon emissions and preparing for climate change.	Shoosmiths is a signatory and is case studied on the network's website.
Reading Girls School.	Thames Valley colleagues took part in a Business in the Community Business Class careers event for year 9 at Reading Girls School.

Renewal Trust charity is a community regeneration trust working in St Ann's and Sneinton in Nottingham to change lives and communities for the better. It provides direct support to local people and is also seen as the 'go-to' organisation for bringing people together and making things happen.	Nottingham colleagues supported a number of activities during the year including donating Christmas gifts and food to St Ann's Advice Centre and donating Easter Eggs for the children who live at Mellors Lodge. The Lodge is a sheltered housing complex for homeless women and their families in St. Anns. Colleagues also raised £34 in a guess the Royal baby sweepstake in July 2013.
Royal National Institute of Blind People (RNIB) charity provides practical and emotional support to help people face their future with confidence whether they are losing their sight, are blind or partially sighted.	Training was provided to Shoosmiths managers and team specialists in our Recoveries Services practice group as part of the Vulnerable Adults Initiative. The awareness training focused on communication challenges faced by the blind or partially sighted.
Samaritans charity is contacted by someone every six seconds. Ten times a minute it can help turn someone's life around. It is there for people when they need help which could be any time of day or night.	Soft skills' training was provided to Access Legal teams on how to help traumatised clients.
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.	Southampton office supported Christmas jumper day December 2013. £88 raised.
Seashell Trust charity provides a creative, happy and secure environment for children and adults with complex and severe learning difficulties which include little or no language abilities.	Received a £150 donation for being a staff shortlisted Manchester office charity partner for 2014/2015.
St Basil's charity works with young people aged 16 to 25 and their families in the West Midlands who are homeless or at risk of becoming homeless.	Three Birmingham colleagues took part in the annual Big SleepOut appeal in December 2013 to highlight problems faced by the homeless and how they can be helped.
Scottish Business in the Community charity works with its members and partners to strengthen communities so people can thrive, businesses can flourish sustainably and Scotland is a greener place to live.	We became a member in July 2013. Further details about our partnership located in the our communities section.
Shine's vision is a society that meets the needs, values the contribution and celebrates the lives of people living with spina bifida and hydrocephalus.	Basingstoke and central office donated £190 to fund three balloons in a virtual balloon race.
Shopmobility, Basingstoke, provides facilities for those with mobility challenges.	12 Basingstoke colleagues volunteered over a two week period in December wrapping

	Christmas presents in Festival Place, Basingstoke.
Sport Relief is a biennial charity event from Comic Relief which brings together the worlds of sport and entertainment to help vulnerable people in both the UK and the world's poorest countries.	76 Northampton colleagues raised and donated £500 in a number of sports events at the Lakes in March 2014. Southampton colleagues raised £119.85 by organising a pool tournament.
Top Valley Academy, Nottingham.	Nottingham office has a three year partnership with the Academy via the Business in the Community Business Class programme. Further details in the our communities section.
Tree of Hope charity offers hope to the families of sick children in the UK who need specialist medical surgery, treatment, therapy and equipment in order to free them from suffering, giving a better quality to their young lives.	Southampton office selected charity for a Dress Down Friday July 2013, colleagues also supported via such events as rowing around the Isle of Wight, 100 mile bike ride and food events. Total raised £1,644.00.
University of Northampton Law School.	Students support the monthly pro bono clinic operated by Shoosmiths in conjunction with the Central and East Northamptonshire Citizens Advice Bureau. Northampton colleagues are also matched with students to help give them an insight and understanding of structure, working and opportunities within a larger law firm and advice and guidance regarding future career opportunities in the legal profession.
Warwickshire and Northamptonshire Air Ambulance charity 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 office charity partner September 2013 raised £1,673.35 for the Rotary Club and £687.36 the Warwickshire and Northamptonshire Air Ambulance charity from weekly dress down Fridays and two teams entered into the Northampton Dragon Boat race.
Welton Academy, near Daventry, Northamptonshire.	Students visited Lakes office to learn about career opportunities in a law firm like Shoosmiths.
Winston's Wish is the leading childhood bereavement charity and the largest provider of services to bereaved children, young people and their families in the UK.	Firm wide charity partner 2014/2015. Targeted to raise £60,000 to fund two Family Services Practitioners. For further details see the our

	communities section.
Women's Aid charity provides support for women and children and works to end domestic abuse.	Basingstoke office organised two sessions for the Hampshire group, offering careers guidance and mentoring involvement to help women return to work. The office also presented to an outreach group within the same refuge, including 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 collected food items at Easter and Christmas periods.
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 29 March. 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 lives as pre-destined to be one of hopelessness, unemployment and even crime.	Northampton colleagues participated in a six month coaching project with fifteen year old students at Northampton Academy. The charity designs and delivers transformational training and coaching programmes for young people.