



Shoosmiths LLP

**Corporate Responsibility
Report 2011/2012**

19th September 2012

SHOOSMITHS

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Introduction

Chief Executive/Chairman Foreword

Welcome to our first annual Corporate Responsibility (CR) report, which covers the period 1 May 2011 to 30 April 2012.

We have implemented a formal CR programme since 2006, and in 2010 took the important step of setting CR as one of five 2010-2013 business plan priorities. To reflect this commitment, a new position of corporate responsibility director was created at Operations Board level.

Our three-year business plan sets out objectives and priorities which we believe will facilitate recognition of the importance Shoosmiths attaches to being a responsible corporate citizen. We will deliver this by demonstrating how our financial and corporate responsibility goals are aligned. A CR focus is one of the ways we will achieve our overall vision: namely, to be a major national UK law firm known for providing a consistently superb client experience.

Our approach is an opportunity to show clients that we do not just meet their legal needs, but also support the wider community by recognising and doing something about serious challenges facing local communities. It is for this reason that we welcome opportunities to support clients in the delivery of their CR aspirations.

The publication of our 2011/2012 CR report enables us to reflect progress during the last 12 months and consider our priorities for 2012/2013. Our four strands of work concentrate on our role in the community, the environment, the marketplace and the workplace. We set out how we manage our programme, how we engage with stakeholders and the approach adopted to deliver our programme.

The commitment and enthusiasm demonstrated by our people, not least our CR champions, in embracing our CR priorities, is at the heart of how our CR strategy is delivered in practice. We never cease to be amazed by ideas that are suggested and supported, and we witness the same passion whether it is involvement in firm-wide initiatives or support for local office led projects. We also provide the opportunity for individuals to support causes that mean something to them personally.

We would also like to thank the many organisations who have worked with us during the last twelve months. They enrich our CR programme and enable us to deliver so much more. We are excited about further opportunities during 2012/2013.

We hope you enjoy finding out about our approach and we are keen to hear your comments and suggestions.

Please contact:

corporate.responsibility@shoosmiths.co.uk

Claire Rowe	Andrew Tubbs
Chief Executive	Chairman

Firm profile

Shoosmiths is a top 40 national law firm with 113 partners and partner equivalents, and more than 1,200 personnel at 10 offices in Basingstoke, Birmingham, Edinburgh, Manchester, Milton Keynes, London, Northampton, Nottingham, Reading and Southampton.

Clients include household name companies, leading financial institutions, public and private sector organisations, and foreign-owned corporates.

Shoosmiths is a top 20 UK legal brand, according to Acritas' UK Law Firm Brand Index 2012, and its proactive, can-do people work hard to make a real difference to clients' businesses.

We are the only member for England and Wales of the World Services Group – a global association of leading legal and professional services providers – and an Equal Opportunities Employer. Our national charity partners for 2011/2013 are Brainwave and Macmillan Cancer Support.

Financial performance

Turnover for 2011/2012 was £84m, with net profit at £11.8m.

The results revealed very strong growth in certain areas, and a reduction in others.

In the context of what continue to be extremely tough conditions for business, we have reason to be very pleased with the 2011/2012 results.

Business strategy

Shoosmiths has developed rapidly in recent years, having significantly increased turnover from £43m in 2002/2003 to £84m in 2011/2012.

Our recent history has seen us making the transition from a regional to a major national UK law firm, with highlights including the launch of our Birmingham office in 2002, and a Manchester office in 2009.

As the legal market enters an era of consolidation with mergers and the growth of international firms, Shoosmiths is focusing on its position as a major national UK law firm through ambitious growth across our five practice groups.

On 23 July 2012 the firm concluded a three-month consultation process concerning jobs in its consumer legal services business Access Legal. It was part of a strategy to move it towards more complex private client work, and away from volume.

Following the consultation, there were 71 voluntary redundancies and 15 compulsory redundancies. Seven roles there were able to be retained.

Private client practice group head David Palmer said at the time: "It is very regrettable that we had to make redundancies as part of the restructuring. This has been a difficult time, and those affected have conducted themselves with professionalism and dignity throughout the consultation process. We wish them well in the future."

As ever, change brings opportunities, and Shoosmiths is determined to look outwards and increase our market share. This three-year strategy is intended to provide direction for Shoosmiths in a highly competitive period in legal services history.

We have the essential building blocks in place – great people, great locations, and great clients. By being service-oriented and client-centred, we can make best use of opportunities in the legal services market, now on the brink of substantial change in the wake of the Legal Services Act. A key part of this strategy is to focus on delivering a 'superb client experience' which is at the heart of our brand proposition.

This firm-wide strategy is intended to span our business and consumer service groups, and there are individual plans for each of our five practice groups.

Scope of report

This report was prepared for and approved by the Operations Board on 19th September 2012 providing a summary of Shoosmiths' CR progress between May 2011 and April 2012. It is the first annual CR report produced by Shoosmiths.

The report covers Shoosmiths' entire management systems and operations.

Our websites are at:

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

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

2011/2012 highlights

Whilst we are not complacent about the need to continue driving performance improvements, we are pleased to have made progress in a number of areas this year, not least in publishing for the first time an annual CR report that includes data and targets.

Other highlights include:

Review of CR strategy to support business strategy undertaken on behalf of Operations Board and Partnership Council to ensure our CR and wider commercial goals are aligned. Our diversity strategy has also been reviewed and approved by the Operations Board.

In June 2011 we won a Business in the Community (BiTC) West Midlands Community Impact Award, for our Birmingham pro bono work.

Also in June that year, Shoosmiths secured a LawWorks Partnership in Pro Bono Award for the operation of a pro bono clinic in East Reading with partners CommuniCare and University of Reading Law School. The clinic was also shortlisted for LawWorks Best Contribution by a Regional Law Firm.

In September 2011 we achieved the Investors in People Gold standard, becoming the first top 100 law firm to do so.

Inclusion in BiTC Mayday Annual Report as one of 88 companies that has reported progress annually since 2009.

We finished top of the 2011 Black Solicitors' Network Diversity League Table, scoring an overall diversity quotient of 898 out of a possible 1,000, with 50% of the quotient score reflecting rankings in six demographic league tables created for gender and ethnic diversity at partner, associate and trainee level. The remaining 50% came from responses to questions on five areas of diversity policy and practice: monitoring; leadership and internal policy/strategy; external 'face'; staff development and support; and recruitment, promotion and retention.

Our professional recruitment manager Rita Tappia was named Diversity Champion, 2011. This is an individual award recognising the significant contribution an individual has made to diversity within or across the legal profession, and the impact their work has had.

Managing Partners' Forum Awards 2012 – shortlisted for Best Community Engagement category and second place awarded in the Best Social Mobility Programme for our equality and diversity strategy.

In May 2012 we were commended in the Commercial and Business Services Sector RoSPA Awards.

In May 2012 we received a Pennies from Heaven 2012 gold award in recognition of more than 20% of colleagues donating their pennies to charity.

Governance

Board accountability and key committees to deliver CR strategy

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

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

Chairman Andrew Tubbs is responsible for ensuring the firm's positive CR image is portrayed externally, while internally acting as a role model so that partners adopt similar CR behaviours and responsibilities.

The Partnership Council, chaired by Andrew, is responsible for developing and approving the firm's business strategy, including the CR strategy.

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

The firm-wide Environment Group is responsible for developing and recommending for acceptance by the Operations Board an overarching environmental policy for the firm, and to oversee the activities necessary for converting the policy for effective implementation across the firm.

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 our clients. Sub-groups operate for matters relating to commercial and renewable energy, carbon reduction commitment, real estate and litigation, and regulatory matters.

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

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

A network of diversity champions was created last year and meets quarterly. Chaired by the professional recruitment manager, the Diversity Champions Group reviews progress against national strategy and shares best local practice and learning.

Our culture

Nothing is more important to us than our values. They guide how we work together and how we provide our clients with the very best service. They are at the heart of our working culture and at the root of our success.

We are nothing without our people. The way we think about our work, our colleagues and our clients defines what makes us different and better.

What makes our culture so successful? It is the lack of barriers between departments, a real lack of hierarchy, zero tolerance for arrogance and pomposity, clear thinking and mutual support.

All our people are supported by a senior management team that really does live and enforce these values, and which ensures that our special energy is applied in the right areas.

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 the Law Society and the Solicitor's Regulation Authority. 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:

- the partners of Shoosmiths 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. This system 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.

With the UK Bribery Act 2010, we have a zero tolerance approach to bribery and corruption. We take pride in being an ethical transparent firm that acts with integrity at all times. Refresher training on anti-money laundering is provided for legal advisers and support staff, and anti-bribery training is planned.

Business continuity planning

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

Our CR focus areas

Our 2010/2013 business plan states that CR is one of our five priorities, ensuring that CR is integral to who we are as a business. Our two CR aspirations are:

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

Our CR strategy is encapsulated by Shine: Bright Ideas for Positive Change, which is all about how in the actions we take, we are able to have an overall positive impact on society. In so doing, we are endeavouring to consider how we influence the environmental, social and economic consequences of our business practices.

The Shine programme is shaped by four themes: community, environment, marketplace and workplace. Our CR policy statement sets out the objectives of our programme:

- building and maintaining sustainable community relationships
- demonstrating high standards of environmental responsibility in all our operations and minimising the environmental impacts associated with our activities, products and services
- working collaboratively in the marketplace to evidence best practice aligned with our vision to be the first choice for legal advice for organisations and for individuals

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

During 2011/2012 we concentrated our activities to deliver:

- improved environmental performance
- greater colleague engagement
- colleagues work collaboratively with clients and intermediaries
- sustainable community relationships

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 to ensure delivery.

In early 2011 the Operations Board reviewed our environmental and community investment policy statements, and agreed policy statements on corporate responsibility and volunteering.

The latest policy statements can be viewed on our website at 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

In 2011/2012 we set a number of environmental targets as part of our focus to demonstrate high standards of environmental responsibility in all our operations and minimising the impacts associated with our activities, products and services.

For 2012/2013 we have broadened our focus to also consider community, marketplace and workplace related targets. Details of our progress and plans can be viewed in appendices one and two.

Engaging with our stakeholders

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

Our stakeholders' views and interests matter to us; we want to listen and learn from them and show we are responsive to their comments and suggestions.

Our people

As part of our approach to Shine: Bright Ideas for Positive Change we are passionate about creating opportunities for our people to make a real difference in society.

In addressing serious issues and challenges, our colleagues are able to do so in ways that are integral to how we operate and which will be rewarding to them in their personal development as much as for the benefit of the organisations they are helping.

We seek feedback from colleagues in a number of ways.

Employee Viewpoint Survey

Shoosmiths has carried out an employee survey programme since 2001, with the latest survey taking place during June and July 2010. In determining employee engagement levels, the purpose of the survey is to analyse employees' current perceptions of working for Shoosmiths as an organisation, comparing results with those of previous years, benchmarking against other organisations in general and against other law firms in particular, and reviewing employment engagement levels at Shoosmiths. A 56% response rate was achieved.

Employee Forum

With representatives from every employment group across each office at Shoosmiths, the Employee Forum meets the Chief Executive and Chairman every six months. The purpose of the Forum is for employee representatives to consult with management and provide feedback from across the firm.

CR updates are provided at each forum, and colleagues are given the opportunity to comment on planned activities.

Staff Votes

This year we used online surveys to determine what colleagues would most like when making a number of CR-related decisions. These included:

During the selection of our national charity partners for the 2011 to 2013 period, we invited colleagues to tell us if they preferred Shoosmiths to be partnered with one or two charity partners and the theme/s they were most interested in supporting – the three most popular being children/youth, health and disabilities. A number of charities were invited to apply for national charity partner status, and a shortlist was drawn up and subjected to a final round of staff voting.

During our partnership with Help for Heroes from November 2010 to October 2011, the £62,581.48 raised was donated to Tedworth House Personnel Recovery and Assessment Centre, in Tidworth, Wiltshire. Colleagues voted that the funds should be used to support a resident's bedroom.

CR Champions

Our network of CR champions plays a key role in helping to shape and deliver the CR strategy. Champions provide feedback and advice when new initiatives are being planned and discussed, and consider how best to deliver our programme at a local level. In other words, the network is a key internal stakeholder group that helps us review our progress and identify opportunities to share best practice and refine our approach.

Team Brief and meetings

We provide monthly business updates on news across the practice groups and business support services, as well as a View from the Top delivered by Chief Executive Claire Rowe, covering key issues and priorities. These, plus local news, are then briefed across the offices at informal, monthly Team Brief meetings hosted by heads of office. These are an opportunity for employees to learn about what is happening in their office and across the organisation in a relaxed atmosphere and to mingle with colleagues they would not otherwise see on a regular basis.

Partner conferences

Held twice-yearly, partners are briefed on business strategy and areas for focus. The events are also used as an opportunity to promote and fundraise for our charity partners. In November 2011, we launched our corporate charity partnership with Brainwave, with inspiring talks from its corporate fundraising manager Richard Clarke, and parents whose children are benefiting from Brainwave therapy programmes. Pop star and Brainwave patron Olly Murs provided a personal thank you message via video clip.

Chief Executive/Chairman roadshows

An important part of our calendar is the opportunity for our people to hear from our Chief Executive and Chairman, when they visit every office after the partner conference in order to provide detailed updates about the firm's performance. This office tour is another opportunity for employees to ask questions about the firm's ambitions and priorities. These are conducted in a relaxed, informal manner, and there are usually two roadshow presentations in each office (morning and afternoon) to enable the maximum number of staff to attend.

Whistleblowing

Clear procedures are in place so colleagues are able to report anything they believe to be taking place in the company which they believe in good faith to be suspicious, unsafe or illegal.

Communication tools

We use a variety of communication tools to inform colleagues about our CR plans and progress.

Channel 9

Channel 9 plays an important role in day-to-day life at Shoosmiths. It is the firm's internal site, and the go-to tool for staff looking for a whole range of information, and includes full contact details of all staff, useful forms, news of other offices and firm-wide policies.

The front page of Channel 9 is changed twice-weekly and provides a way of keeping colleagues up-to-date about achievements and activities. CR-related stories in the last year have included:

- what CR means to individuals and opportunities
- national Bike Week
- publicising our annual silent auction which raised funds for our charity partner Brainwave
- road safety and health and safety weeks
- our Chairman, Chief Executive, practice group heads, other partners and colleagues taking part in a 5K Santa Dash, in London, raising £1,125 for Brainwave
- our plans to improve waste recovery activities in our offices
- our approach to pro bono and membership of the pro bono-focused charity LawWorks

SHOUTback

Our online blogging platform is used to host a range of stories about the firm. It enables us to highlight some of the fantastic CR work our colleagues get involved in. Activities include fundraising for our national and local charity partners and volunteering in the local community. (www.shoutback.shoosmiths.co.uk).

Our clients

Clients, like many other stakeholders, expect high CR standards from all their suppliers, including law firms. We provide feedback on our approach and performance via supplier evaluations, 360-degree feedback, bids and re-tenders.

We stand out by demonstrating progress in addressing CR challenges and in being innovative. Part of this approach is to seek out opportunities where we can help our clients achieve their CR goals.

Our local communities

Business in the Community (BiTC) describes community as 'the interface between business and society, which can be positively or negatively affected by a project or investment on a local, regional, national or global scale'.

We work with a number of partners at national and local level to address the effect we have and how that in turn affects delivery of our CR commitments.

The community investment committees in each of our offices are responsible for building and maintaining local partnerships.

Media

Shoosmiths always takes an open and honest approach to its dealings with all media, whether promoting a story or responding to journalists' enquiries.

Our aim is to have Shoosmiths viewed in a positive light through media messages that reflect the firm's successes, the expertise of its highly skilled legal advisers, its developments, CR achievements, and its culture of caring for its greatest asset – its people.

Key messages for 2011/2012 were: relationships – how we establish and grow them with clients; and reputation – how we are viewed by everyone the firm touches, whether clients, the media, or the communities we work in.

Regulators

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

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

Our suppliers

Through our procurement and supplier management policy, we ensure that our procurement activities support our aspirations and standards, not least in the areas of diversity, ethics, environment and health and safety.

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

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

Our communities

Sustainable community relationships

We are committed to making a clear and positive contribution to the communities in which we work and live, and in circumstances where we can make a real difference.

Our aim is to build and maintain sustainable community relationships so that our partnerships have lasting results.

This commitment stems from the belief that our relationships with local and national communities should reflect both the firm's core values and our responsiveness to those with whom we work.

Our approach to community investment is funding and people based, recognising that colleagues welcome opportunities across all our offices to get directly involved with the local community. Our community investment policy sets out our approach and the types of organisations we are able to help.

National charity partners and relationships

Our first national strategic charity partnership was formed in 2006, and since then colleagues and the firm have achieved a number of fundraising targets.

We are proud of our achievements with our charity partners.

Charity Partner	Period	Outcome
The Anthony Nolan Trust	2006/2007	More than £65,000 raised and donated, over 220 names added to a bone marrow register and three lives saved
Great Ormond Street Hospital Children's Charity	2007/2008	£70,000 raised and donated for two ventilators
Shelter	2008/2010	£120,000 raised and donated for the Hardship Fund
Teenage Cancer Trust	May 2010/October 2010	£31,808 raised and donated for IT and education room at teenage cancer ward, new Queen Elizabeth Hospital, Birmingham
Help for Heroes	November 2010/October 2011	£62,581.48 raised and donated for resident's bedroom at Tedworth House Personnel Recovery and Assessment Centre, Wiltshire

Brainwave	November 2011/July 2012	£43,547 raised and donated at end of April 2012, sufficient to fund a year of life changing therapy for 12 children
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Help for Heroes

Help for Heroes was originally selected as a charity partner for six months, but due to the success of our fundraising programme the relationship was extended to 12 months, to conclude October 2011. We exceeded our £60,000 fundraising and partner donation target with a range of firm-wide and local initiatives.

At the June 2011 partner conference, we raised funds through a raffle and auction, with other activities including an annual silent auction and inviting colleagues to donate the last hour of their 2010 salary. We also commenced donating funds generated from the recovery of our used mobile phones.

Colleagues showed great initiative in raising funds for Help for Heroes.

Marathons and half-marathons proved popular activities, as did cycling. Two colleagues cycled from Northampton to Bruges in 48 hours, our Chairman completed an off-road cycling challenge across Scotland, and a number of colleagues and clients completed the Hercules 100 mile Challenge through Rutland and Leicestershire. Other endurance tests included a team of nine who heroically completed the National Three Peaks Challenge.

To further support the efforts of Help for Heroes, we have provided pro bono support on licensing, HR matters and data protection training, and shared best practice advice on winning pitch presentations.

Following a staff vote that all the funds raised should go towards a resident's bedroom at Tedworth House, the charity's Chief Financial Officer Jonathan Ballin said: "We were honoured to be selected as Shoosmiths' charity of the year, and fully appreciate all the wonderful support your company gives to Help for Heroes.

"Our work is by no means over, there is a great deal to do, but the money you have raised will make a great difference to the lives of some very special people. On behalf of all of us at Help for Heroes and all those who will help, thank you."

During late summer 2011, a selection process was undertaken to choose our next two charity partners. This consisted of colleagues voting for themes they were interested in supporting being incorporated in a tender application process, and which a number of charities were then invited to respond to. A shortlist of charities was presented to an assessment panel, and subsequent finalists proceeded to an employee vote. The outcome was the election of Brainwave and Macmillan Cancer Support as our two national charity partners between 2011 and 2013.

Brainwave

For Brainwave, we aimed between November 2011 and July 2012 to raise £49,000 to support a year of life-changing therapy for 14 boys and girls in communities where our offices are based. In so doing, we hoped to transform the lives of these children so that they may be happier, more fulfilled members of society. While many of the breakthroughs will represent little miracles, in some cases the improvements will be profound.

In the UK, one child in 20 lives with a disability. Brainwave helps children with dozens of conditions, including Down's syndrome, cerebral palsy and autism. An individual programme is designed for each child by experts in cognitive therapy, developmental therapy, occupational therapy, paediatric physical therapy, and in some cases speech and language therapy. It is through a daily, holistic approach that the children can achieve their full potential.

The holistic, daily therapy programme offered by Brainwave is not available anywhere else: whether by the National Health Service, private medicine or the charity sector. Brainwave is demonstrating day-by-day just how far the lives of the children can be improved.

The partnership ran until the end of July 2012. By the end of April 2012 staff, fundraising and partner donations had raised £43,547, which meant so far we have been able to support bespoke therapy for 12 children. Brainwave Chief Executive Phil Edge said: "We are delighted with the charity partnership with Shoosmiths. The firm is presently the

largest company supporter of Brainwave, and is undertaking the broadest set of fundraising activities. We send heartfelt thanks to everyone at Shoosmiths who has taken part.”

As part of Brainwave’s 30th anniversary celebrations, a reception was held at the House of Commons on 21 March 2012, hosted by Priti Patel, MP for Witham, Essex. As Brainwave’s largest corporate supporter, Shoosmiths was invited to speak to guests explaining why the charity had been selected and why the partnership was an effective one.

Funds were generated in a number of ways. Our colleagues are tireless in organising and participating in fundraising activities. You name it and somebody has probably done it at some point. We provide partner donations and offer match funding to colleagues who fundraise for our charity partner. We offer colleagues tax efficient ways of donating through Pennies from Heaven (Shoosmiths awarded gold status in 2012), and payroll giving (awarded Payroll Giving Quality Mark Bronze status in 2011). Our prompt payment scheme is a further source of funds for our charity partners.

Following colleague suggestions, we have this year introduced several new ways of fundraising for our national charity partners. Our people reward scheme Above and Beyond recognises colleagues who have done something special above and beyond their day job. Awarding categories include ‘Outstanding commitment to corporate responsibility’. Successfully nominated colleagues receive thank you gift vouchers, which if colleagues wish can instead be donated to a charity of their choice.

In a similar way, colleagues may donate to charity via our Access Legal employee referral offer.

Since February 2012 we have enabled consumers who telephone our Access Legal advice helpline and who receive free advice, the opportunity to make a donation to our charity partner via the JustGiving website.

Macmillan Cancer Support

From August 2012 to April 2013, our national charity partner will be Macmillan Cancer Support, and our aim is to raise £50,000 towards financial grants for local people with cancer and to help fund a new Macmillan haematology suite at Northampton General Hospital.

Macmillan Head of Regional Fundraising Linda Noon said: “We’re absolutely thrilled to have been chosen as one of Shoosmiths’ charity partners and want to say a huge thank you for all its support so far. By choosing to support Macmillan we’ll be one step closer to being there for everyone affected by cancer. We’re really excited to start working with Shoosmiths.”

National memberships

We are members of a number of national organisations dedicated to furthering the CR cause. We share best practice and take learning from these memberships so that we may apply them to our own business operations. This approach forms part of our commitment to continuous improvement.

Business in the Community (BiTC)

BiTC is a business-led charity building a sustainable future for people and the planet. We have been a corporate member of BiTC since 2000 and are involved in a number of its programmes.

We engage with BiTC at a strategic level when shaping and reviewing our programmes. We took advice from BiTC, for example, when reviewing our approach to colleague volunteering, our aim being to identify opportunities to increase take-up of activities by colleagues and line managers, and to achieve closer alignment between volunteering practices and our preferred personal and technical behaviours, which in turn will be recognised during the annual appraisal process. Guidance for colleagues was subsequently produced in the form of a volunteering policy statement and guidance on the policy for line managers.

Mayday Network

We became a Mayday Network signatory on 1 May 2008. This represents a network of companies committed to tackling climate change and sharing best practice.

We are one of 88 companies listed in the 2011 Mayday annual report to have reported in 2009, 2010 and 2011.

In 2011 and 2012 we joined a number of other organisations and provided peer assessor support for the annual Climate Change Awards, helping BiTC to determine shortlisted and big tick entries.

Cares

We were a founding member of the Northamptonshire Cares programme in February 2010, and instrumental in establishing and developing the programme, including Right to Read.

Cares is a network of companies that addresses social issues by volunteering employee skills and time during business hours. In Northamptonshire the focus is largely on education, raising aspirations and, in some cases, employability skills of young people across the county.

Our Chairman Andrew Tubbs chairs the Northamptonshire Cares Leadership team and is a member of the East Midlands Regional Advisory Board.

"Andrew continues to be very supportive of BiTC in our region and is a valued member of my Regional Advisory Board, as well as chair of our Northamptonshire Cares Leadership team. I am very grateful to Andrew for his commitment."
Heidi Watson, Regional Director, BiTC.

Philip Baldwin, a mixed liability partner in our Northampton office, is a member of the BiTC Northamptonshire Cares Operations Committee, and via our Northampton office charity committee, coordinates opportunities for colleagues to volunteer in Cares activities.

Activities supported included coaching children via the Right to Read schools programme, supporting an Extraordinary Women careers conference, and trainee legal advisers talking to secondary school students about law firm career opportunities.

At our Nottingham office we have been a member of Cares since February 2008, which includes membership of the Nottinghamshire Cares Leadership Team. In July 2011 we joined Business Class and have begun a three-year relationship with Top Valley Academy.

Business Class

The Business Class programme builds long-term relationships between local businesses and secondary schools. Head teachers identify their priorities for their business partner across areas of leadership and governance, the curriculum, enterprise and employability, and wider issues. The goal is for students, particularly those facing social disadvantage, to receive support from businesses to build successful working lives.

The Top Valley Academy head teacher visited our Nottingham office in January 2012 to introduce colleagues to the work of the academy and its priorities, as well as opportunities available through the programme. We have provided leadership training for the academy's senior leaders. We are also in the process of introducing a mentoring scheme with the academy's GCSE students. We kicked-off the mentoring scheme with a Raising Aspirations Day held at our office on 23 April. Six of the academy's students spent the day learning how an office functions and shadowing trainee/junior solicitors. The aim of the day was to encourage some of the academy's brightest and most capable students to continue working hard for their forthcoming exams by showing them the opportunities available in office-based work.

ProHelp

For details, please see section below on pro bono legal advice.

ways2work

In April 2012 we joined BiTC's ways2work programme as part of our efforts to encourage colleagues to travel less in relation to work and to travel more sustainably.

CSR Legal Network

We have been a member of the CSR Legal Network since September 2010, a network of law firm CR professionals who share ideas and best practice.

LawWorks

We have been a member of LawWorks, a charity 'at the heart of legal volunteering', since 2009, and are a signatory of the Joint Protocol For Pro Bono Legal Work. LawWorks was instrumental in helping us to set up two pro bono clinics and supports us in reviews we undertake to further improve the services, namely:

- in November 2009, a clinic established in East Reading in partnership with the advice clinic CommuniCare and students from the University of Reading Law School
- in September 2011, a clinic established in Northampton in partnership with Northampton and District Citizens Advice Bureau and students from the University of Northampton Law School

Confederation of British Industry (CBI)

Our Nottingham head of office Andrew Pickin is a member of the CBI East Midlands Council, and our Corporate Responsibility Director is a member of the Thames Valley and South East Sustainability Group.

Legal Sector Alliance Acting on Climate Change

The Legal Sector Alliance is an inclusive 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.

Shoosmiths was a pioneer member of the Alliance in December 2008 and is a signatory to the seven climate change principles for which we provided a progress report during 2012. We also responded to the 2012 business travel in the legal sector survey and the 2012 LSA Carbon Footprint Protocol Report, which 63 (27%) members completed.

Local Charity Partners and Relationships

Local community programmes

Each of our offices has an active community investment committee, which encourages colleagues to nominate local charities or causes that would benefit from staff fundraising and volunteering activities.

The emphasis is to build ongoing relationships in the community and to increase colleague participation. Achievements reflect the passion and commitment of our colleagues to local causes they care about.

Appendix three details activities undertaken across the firm and our offices last year.

Pro bono legal advice

As a leading law firm we maintain a commitment to pro bono work, which is often linked to projects that form part of our wider community investment programme and in areas of law where we have expertise.

During 2011/2012 we recorded 621.40 hours providing pro bono legal advice to a number of individuals and organisations. Two examples illustrate the type of advice colleagues might provide.

Our intellectual property team advised the charity Women for Women International, which helps women survivors rebuild their lives, about the design and launch of a perfume – in Peace – and its joint venture with Space.NK to sell it exclusively in Europe and the US.

Our wills, family and wealth team helped establish the Always a Chance Trust in memory of two Britons shot dead in Florida, in April 2011.

We have provided pro bono support for a number of years, but were keen to establish a more formal pro bono service for clients, not least given the preponderance of pro bono legal advice clinics in Greater London. (Of 117 pro bono legal advice clinics supported by LawWorks across England, Wales and Scotland, 49% are in Greater London).

In November 2009 we established a pre-appointment-based pro bono clinic in Reading. Establishing a valued service was achieved by working closely with LawWorks, which had identified a need for such a service, and CommuniCare, an advice centre in East Reading. CommuniCare had often had to refuse or re-refer clients whose legal issues were too complex, often believing the client was hindered by cost and capability. At times CommuniCare was able to use the internet or ACAS, but this often meant that clients had to complete much of the work themselves, leading to uncertainty as to whether or not they had the best advice.

Working closely with CommuniCare, the University of Reading Law School and LawWorks, advice is provided on consumer, landlord and tenant, employment, debt, personal injury and civil litigation matters. In the words of

CommuniCare: "The clinic provides an important service to the local community, enabling clients to better understand their rights and possible courses of action."

By April 2012 96 CommuniCare clients had been seen. Of those who returned satisfaction surveys, 99% were happy with the work of the clinic. Many had yet to have their issue resolved – satisfaction surveys are sent out after three months – but still said they were pleased with the advice and felt better for attending the clinic.

The work of the clinic was recognised on 23 June 2011 when it received a LawWorks Partnership in Pro Bono Award.

Next steps for the CommuniCare clinic include increasing the number of available appointments and considering making it a fortnightly service.

The success of the CommuniCare clinic led to a pro bono clinic being established in Northampton in September 2011.

One in seven of Northamptonshire's adult population attempts to contact the Citizens Advice Bureau, meaning it is heavily over-subscribed. A range of advice solutions are provided to clients, but given the number of requests for help, coupled with future cuts in legal aid and likely loss of project funding provided by other agencies, pro bono services provide an additional valued service to the local community.

The pro bono clinic is hosted and administered by Northampton and District Citizens Advice Bureau, with advice provided on housing (landlord and tenant), consumer and employment, by legal advisers from our Northampton and Milton Keynes offices, who are supported by students from the University of Northampton Law School. At the official launch, chief executive Martin Lord said of Shoosmiths and the University of Northampton: "This is a significant development for us. There's no doubt that pro bono support of this sort is an untapped resource and, given the unprecedented demand for our services, we're really glad to be working with such important and capable partners."

Senior lecturer at the University of Northampton Law School, Margaret Roberts, added: "We are delighted to be part of this initiative. As well as being of positive benefit to the local community, it enhances the learning experience of our students by enabling them to understand the practical application of their knowledge and skills."

Shoosmiths has been a supporter of the BiTC ProHelp programme since 2005 in the East Midlands and since 2006 in the West Midlands. ProHelp is BiTC's national network of more than 600 firms committed to making a difference by providing free advice and professional support to local communities. In early 2010 our then Birmingham head of office Joel Kordan became chairman of the West Midlands region of ProHelp, with Shoosmiths being instrumental in bringing in the scheme's newest member. Joel is also a member of the BiTC Community Impact Leadership Team, which shapes the community programme at a regional level.

During the last 12 months Birmingham has for example provided real estate advice to help with new property acquisition and lease matters. In Nottingham, advice has been provided to help an organisation incorporate, plus help with lease negotiations.

On 21 June 2011 our Birmingham ProHelp work was recognised by BiTC when it awarded us the West Midlands Community Impact Award.

Volunteering

Our volunteering culture is underpinned by a formal policy statement and guidance that encourages colleagues each year to conduct one day's paid-for volunteering, with 1,018.60 hours recorded by individuals during 2011/2012.

We are passionate about creating opportunities for colleagues in all our offices to make a real difference in society. In addressing serious issues and challenges, practical activities enable colleagues to do so in ways that are integral to how we operate and that are rewarding to them in their personal development as much as for the benefit of the organisations and individuals they are helping.

A range of volunteering opportunities is provided that are aligned with our desired HR behaviours. Guidance for line managers details how provision of volunteering activities (particularly coaching, mentoring, imparting of professional skills, team challenges and trustee/committee/governor type roles) benefits the organisation being helped, the employee, and Shoosmiths.

The Basingstoke office is part of the Basingstoke Employees in the Community Network, which matches our colleagues with organisations that need help. Local community and voluntary groups benefit from the skills, expertise and practical assistance our people are able to provide.

This year we have provided teams to clear out of control vegetation in the grounds of Oakley Village Hall and to paint two rooms at Fairfields Community Centre. Tracey Giles, motor department team leader, explained why she got involved: "It was great to participate as it meant that the work we had done was going to make it a much better looking environment for those who use the rooms.

"It was nice to stand back and look at what was achieved during the day and also to see the happy faces of those who work there and use the centre after we had finished. It was also a great opportunity for team building – different departments coming together and working as one."

BiTC Give and Gain Day

We participate in a variety of volunteering projects throughout the year, including taking part in the annual Give and Gain Day organised by BiTC.

The day acts as an opportunity to raise the profile of employee volunteering, celebrating work carried out by firms and encouraging others to allow volunteering during work time. In 2011 we joined more than 27,000 volunteers, with colleagues from our Nottingham and Northampton offices providing CV skills and interview advice via Northamptonshire County Council's Libraries and Information Service; and at Hadden Park High School, Bilborough, Nottinghamshire, where colleagues helped create a wildlife area at the after-school club.

Our environment

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

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

We are committed to demonstrating high standards of environmental responsibility in all our operations and minimising the environmental effects associated with our activities, products and services.

We have focused on improving our approach and subsequent performance in a number of areas this year as part of a review of our environmental management system (EMS).

This is the first year we have disclosed annual environmental data, and our approach this year has been to review our processes for data capture in order to improve annual disclosure in future years.

Our environmental management system

We have reviewed the membership, roles and responsibility of our firm-wide environment group and environment is included on the agenda of local HSE committees and the firm-wide HSE and FM Group.

Our environmental management system documentation has also been reviewed. Activities included the creation of an environmental policy document aligned with ISO 14001:2004, review of our environmental policy statement, setting of Operations Board approved targets, production of an environmental legislative register, an environmental audit of

offices carried out in November 2011 as part of the annual HSE office audit and a review of our environmental work instructions.

Status against our 2011/2012 environmental targets can be viewed in appendix one.

Our carbon footprint for 2010/2011 was 2,246.83 tonnes, which equates to 1.96 tCO₂e per employee, and 0.111 tCO₂e per m² floor area. Data was gathered based on scope 1 (gas, refrigerants), scope 2 (electricity), and scope 3 (flights, taxis, hire cars, personal vehicles) emissions. We are exploring opportunities to be able to report emissions associated with rail travel. Calculations are underway to report our carbon footprint for 2011/2012.

The appointment of FISco, a facilities management business, in October 2010 has included a focus on environmental impacts associated with buildings and equipment. Office facility managers are supported in a number of ways, including opportunities for improved supplier environmental performance, energy profiling, monitoring and trend analysis of gas, electricity, water and waste consumption, review of building management systems, maintenance and therefore identification and implementation of opportunities for environmental improvements. FISco also works closely with suppliers to identify opportunities for environmental improvement.

Our CR champions include environment within their brief when working in the local community and they and our office facility managers received environmental awareness training this year.

All new joiners attend induction programmes, which include an introduction to our CR strategy and the environmental roles and responsibilities of colleagues.

An ongoing colleague engagement programme is carried out to raise awareness of the environmental challenges facing society and the role Shoosmiths and individuals play in addressing them. This includes advice and tips on our intranet, competitions, and support for such initiatives as the WWF co-ordinated Earth Hour campaign.

Support for a range of external environmental initiatives has included the BiTC Mayday Network and the Legal Sector Alliance Acting on Climate Change.

Monitoring of our environmental impacts and management activities to deliver improved performance during 2011/2012 has included:

Resources

Monitoring

Monthly reports produced since January 2012 highlighting number of colour and black and white printed sheets with data on sheets/user and by office.

Management

IS host appliance roadshows across the offices to highlight tools available to colleagues to instil best practice and opportunities to reduce environmental impacts through solutions to encourage paperless working and avoiding the need for travel.

Our on-site water filtration system avoids the need for sourcing bottled water – 800 bottles/month typically avoided.

PEFC (Programme for the Endorsement of Forest Certification) photocopier paper is used in our offices.

Energy

Monitoring

Improved monthly reporting system for our offices, to track gas, electricity and water consumption.

End-of-month office reports have been produced since November 2010 looking at the number of PCs left switched on at the end of a working day which do not need to be. During 2011/2012 average % of PCs left switched on were recorded between 8.59% and 12.34%, although our Manchester office recorded as low as 1.43% in April 2012.

Management

A review of energy consumption in offices will lead to improved monitoring facilities to provide improved visibility and accuracy of real time data. In addition a new more energy efficient chiller was installed at Northampton at the end of April 2012, with agreement for a number of Building Management System (BMS) upgrades, control improvements and insulation projects at Northampton during 2012/2013.

We continue to advise colleagues of the importance of switching off PCs and have recently introduced a screen switch off message to remind colleagues to switch off PCs/monitors at the end of each working day.

Transport

Monitoring

Carbon footprint associated with business related travel, i.e. car, flights, pool cars and taxis. Data is not currently recorded for rail travel, as data capture relies on manually submitted expenses claims that do not include distance travelled by user.

Management

We highlight opportunities for colleagues to work effectively using solutions such as virtual working and remote meeting technology, including video conferencing, live meetings and e-learning tools.

We provide interest free loans for rail and bus season tickets, and participate in the Government's Cycle to Work introduction scheme. Advice and tips on reducing impacts associated with travel are provided on our intranet.

Waste Avoidance

Monitoring

Waste consumption data to be monitored from 2012 onwards in order to identify opportunities for waste reduction.

Management

Review of waste management undertaken with enhanced services providing a co-mingled solution scheduled by May 2012 at our Northampton, Basingstoke, Solent, Thames Valley offices – separate containers for mixed recyclables and residual waste. Individual waste bins are being removed across the estate as part of the same process, achieved at six offices and planned at two.

Used phones and chargers, if they cannot be re-used within the firm, are recycled via our mobile phone provider.

All surplus or redundant IT equipment is donated to Computer Aid International, a charity that aims to reduce poverty through practical ICT solutions. It does this by providing highest quality, professionally refurbished computers and laptops for re-use in education, health, agriculture and not-for-profit organisations in developing countries.

During office moves, furniture and equipment is re-used wherever possible. Our Northampton town centre offices, for example, were equipped with furniture made available as a result of refurbishment of our Milton Keynes office.

Our marketplace

The way we purchase goods from suppliers and how we market and sell services to our clients affects our ability to demonstrate how responsible we are as a corporate citizen.

Our clients

Our colleagues excel at 'doing the right thing', particularly when it comes to lending a hand to good causes outside work. It is part of who we are.

Spending time with a client in the community is a great way to develop relationships. We are keen to assist clients in the delivery of their CR goals and to show that placing clients and the community at the heart of what we do enables us to address identified socio-economic or environmental challenges in society in practical ways.

Joint client activities we have been involved with this year include:

- volunteering projects to restore or improve habitats
- pro bono work
- raising awareness of the work of clients' charity partners
- charitable donations to client charity partners or charities close to the heart of client contacts
- selling client products to raise funds for charity
- sharing ideas and best practice on CR matters

Environmental advice

Legal advice to clients on environmental matters has been provided on issues including:

- remediation of contaminated sites
- application of the Carbon Reduction Commitment and energy performance requirements
- compliance with producer responsibility legislation such as the Restriction on the use of Hazardous Substances in Electrical and Electronic Equipment (RoHS)
- compliance with environmental permits
- safe use of chemicals, including Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) compliance
- energy, including renewables

Supporting charity free wills campaigns

Our wills, family and wealth team has supported a number of free wills campaigns during the year. This allows the team to help benefit national and smaller charities in a cost-effective way, which also has a direct benefit to the charity concerned.

From 3-31 October 2011 we joined 100 firms in a free wills month co-ordinated by Capacity Marketing for Charities. The campaign brought together ten charities – The Blue Cross, The Stroke Association, British Lung Foundation, Breakthrough Breast Cancer, RNLI Lifeboats, Scope, Guide Dogs, British Heart Foundation, Great Ormond Street Hospital, WWF – to offer members of the public aged 55 and over the opportunity to have simple wills written or updated, free of charge.

The campaign resulted in nearly 1,500 legacies estimated to value circa £2.2m. Cheryl Davies, of Capacity Marketing for Charities, said: "Your firm has helped to raise a great amount of future income for the charities; many thanks for all your hard work."

The campaign was repeated in March 2012, this time supporting The Children's Society, WWF, The Epilepsy Society, The Stroke Association, The Blue Cross, Breakthrough Breast Cancer, British Heart Foundation, RNLI, and British Lung Foundation.

With many wills still being prepared and finalised, the campaign has already generated more than 600 legacies.

In April 2012 Access Legal began a free wills campaign with Marie Curie Cancer Care. We are promoted as the firm's national provider alongside local firms, and we are providing free wills for anyone aged over 55 in the hope that they may include a gift in their will for the charity.

Personal injury cycle helmet schools programme

Personal injury colleagues have visited a number of primary schools presenting a cycle helmet safety message to 3,500 key stage children this year, bringing the total number of children who have received this valuable safety message to more than 11,000 across three counties.

As a result, we were contacted by Northamptonshire County Council road safety department, which asked Shoosmiths to offer the cycle helmet presentation as part of the county's annual road safety scheme to all primary schools across the county.

Our suppliers

Our Procurement and Supplier Management Policy defines our environmental and social requirements during supplier selection and reviews. A number of environmental improvements to our monitoring, our procedures and our practices have been implemented this year as a result of the activities of our suppliers, details of which can be found in our environment section.

Our people

As at the end of April 2012 we employed 1,299 people (f.t.e. = 1207.1), with 113 partners and partner equivalents. Our business comprises five practice groups and is supported by:

- Business Development
- Central Management
- Finance
- HR and FM
- IS
- Learning and Development
- Quality and Risk

Diversity

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

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

During 2011/2012 we reviewed our equality and diversity strategy and implemented a new action plan. The review provided the opportunity to evaluate current practice and therefore develop the way we value diversity. Key to the plan has been the establishment of a network of top level office diversity champions with specialist interests; for example sexuality, social deprivation, or access to education and careers.

Expected benefits of such an approach include synergy of thinking to progress diversity and inclusiveness, and for colleagues with an interest in a particular area the ability to contribute to the diversity agenda.

As a result of the Diversity Champions Group being established, we now have a number of local activities in each office that support local equality and diversity needs.

A selection of 'mystery shopping' activities has been recommended to test our systems, to be carried out by the employee forum or the diversity champions to identify and implement improvement opportunities.

As a founding signatory of the Law Society Diversity and Inclusion Charter, we completed our annual submission in October 2011. Results showed that Shoosmiths is leading at best practice level in a number of areas. However, we understand that there is still work to be done to ensure the foundations for equality and diversity remain firmly in place. There is a strong leadership commitment to equality and diversity across the firm, with senior buy-in that encourages and embraces equality and diversity.

We have essential policies in place to support equality and diversity, and we continue to take action to ensure all employees have the knowledge and skills to support equality and diversity.

Success was achieved when Shoosmiths finished top of the 2011 Black Solicitors' Network Diversity League Table (DLT), scoring an overall diversity quotient of 898 out of a possible 1,000, with 50% of the quotient score reflecting rankings in six demographic league tables created for gender and ethnic diversity at partner, associate and trainee level.

The remaining 50% came from responses to questions on five areas of diversity policy and practice: monitoring; leadership and internal policy/strategy; external 'face'; staff development and support; and recruitment, promotion and retention.

We were awarded a second honour when our recruitment manager was named Diversity Champion, 2011. This is an individual award recognising the significant contribution an individual has made to diversity within or across the legal profession, and the impact their work has had.

Flexible working

We are committed to helping all colleagues 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

In February 2012 we launched a Working Parents' Network, a self-help group for colleagues with a common interest in the experience of managing parenthood and work. It enables people to share their problems, concerns and solutions with those who have experienced similar issues. In providing role models, the network will support parents at Shoosmiths to shape their future as a working parent alongside their professional aspirations.

Learning and development

At Shoosmiths our approach is one of inclusivity. This means that no matter what your experience or job role, you have equal access to a learning and development resource with a variety of programmes to meet the needs of each individual.

We try to develop people for the role that they are currently carrying out and also for any potential roles that they would like to grow into. This means that we are constantly thinking about succession planning and the potential that we are developing in each individual.

We provide comprehensive training for line managers on how to conduct personal development reviews, and for employees on how to prepare for them. We support individuals in the development of their personal development plans, while coaching is available for anyone wanting to stretch his/her performance.

Our trainee programme

Helping trainees understand the importance CR plays in the delivery of our business strategy starts from the moment candidates consider what working at Shoosmiths might be like.

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

During graduate assessment days, CR takes centre stage throughout the day, instilling the firm's values and CR centric views in the graduates at the outset. The day culminates in a fictitious charity auction, and the firm submitted a

total of £400 to Teenage Cancer Trust in August 2011, and a further £100 to Macmillan in February 2012 on behalf of graduates on assessment days.

For the successful candidates who are offered a training contract, their first week's induction includes a challenge to raise funds for our corporate charity partner and to identify and implement CR activities into their training programme. Working in teams, the trainees raised more than £1,900 for Brainwave.

Health and safety

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

The health and safety programme is based on the requirements set out in the OHSAS18001:2007 standard. Firm-wide health and safety committee meetings have taken place throughout the year, and an annual audit of health and safety performance was undertaken in all offices, which showed improvements in 2011 versus 2010.

We encourage health and safety managers to join appropriate local groups to network and share best practice, with the Brackmills Health and Safety Group in Northampton being one example.

In May 2012 we were commended in the Commercial and Business Services Sector RoSPA Awards, which, with previous RoSPA awards, demonstrates a history of good practice and continuous improvement.

As part of our ongoing employee awareness and training programme we will use European Week for Safety and Health, in 2012, to highlight safety issues relevant to employees.

Feedback

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

Glossary of terms used in report

BMS Building Management System

BiTC Business in the Community

CBI Confederation of British Industry

CR Corporate Responsibility

DLT Black Solicitors Network Diversity League Table

ELG Environmental Law Group

FM Facilities Management

FTE Full Time Equivalent

HSE Health Safety Environment

PEFC Programme for the Endorsement of Forest Certification

REACH Registration, Evaluation, Authorisation and Restriction of Chemicals

RoSPA the Royal Society for the Prevention of Accidents

SRA Solicitors Regulation Authority

Appendix one: Progress against environmental targets 2011/2012 and corporate responsibility targets 2012/2013

Environmental targets 2011/2012

Environmental Targets to Deliver Objective Of Demonstrating High Standards Of Environmental Responsibility in All Our Operations and Minimising The Environmental Impacts Associated With Our Activities, Products And Services		
		Status ✓ achieved X not achieved
General		
CR Champions to include environment within brief i.e. one of 4 CR pillars firm is focused on	CR champions briefed.	✓
CR Champions to complete environmental awareness training provided by CR Director	Training conducted.	✓
Maintain environmental management as an agenda item at all FM/HSE meetings	Item inherent part of agendas and reviewed at firm wide FM/HSE meeting.	✓
Work with office charity committees to explore opportunities for environmental themed community relations activities e.g. volunteering	Underway. Examples included in appendix listing organisations and programmes we have supported during 2011/2012.	✓
Resources		
Maintain provision of ethically sourced* refreshments as an option for colleagues and clients/visitor meetings	Providers offer organic, fair trade options with some offices only using fair-trade drinks for colleagues. Mix of offering provided for clients and staff (organic/vegetarian/free trade) where viable.	✓
Explore opportunity for locally** sourced catering refreshments for clients/visitors and publicising where provided	Facilities Management source as far as possible from local caterers.	✓
Continue to evaluate opportunities for using Forestry Stewardship Council certified or equivalent with recycled content paper subject to quality and pricing objectives being satisfied	All photocopier paper is PEFC accredited with further opportunities under consideration following recent supplier review.	✓
Energy		
Monitor gas, electricity, water data provided by FISCo UK Ltd to identify opportunities for improvement	Gas and electricity consumption is monitored firm wide, water use is monitored locally via actual and estimated meter readings provided	✓

	by suppliers and half hourly electricity meters at Basingstoke and Lakes.	
Introduce regular meter readings for gas, electricity consumption where half hourly meters have not been installed	Where smart meters have not been installed manual meter readings are now being recorded.	√
At sites where we control building energy use reduce gas consumption by 3% in 2011/2012 versus 2010/2011. Where we do not control the building liaise with the landlord to identify opportunities to reduce gas consumption	13.79 % reduction achieved	√
At sites where we control building energy use reduce electricity consumption by 3% in 2011/2012 versus 2010/2011. Where we do not control the building liaise with the landlord to identify opportunities to reduce electricity consumption	Electricity increased by 4.19%. Increases due to such factors as increased out of hours and weekend working at sites. Continued focus required during 2012/2013. Combined electricity and gas consumption however decreased by 3.37% during the period.	X
Zero percentage of PCs/screens left switched on each day that do not need to be	Monthly reports by office are distributed and feature in firm wide business briefings. Results ranged from a firm average of 8.59% to 12.34% PCs/screens left on albeit the lowest % reached by an office was 1.43%. Continued focus required during 2012/2013. Ongoing colleague awareness campaign undertaken including introduction of reminder message to switch off PCs/screens which appears when colleagues log off PCs	X
Measure carbon emissions associated with the firm's operations and working with such organisations as Business in the Community's May Day Network and the Legal Sector Alliance Acting on Climate Change identify opportunities for improvement	2,246.83 tonnes CO2e 2010/2011 based on scope 1 (gas, refrigerants), scope 2 (electricity) and scope 3 (flights, hire cars, personal vehicles) emissions. Annual reporting provided to BiTC Mayday Network and Legal Sector Alliance (LSA). Have participated in a number of workshops/seminars organised by BiTC and LSA including engaging with colleagues, ways2work conference, webinars on remote working and participated in BiTC climate change award peer assessor day. Offices participated in WWF's Earth Hour Day to raise awareness of importance of reducing energy consumption.	√
Transport		
Measure carbon emissions associated with business travel and identify opportunities for reduction	Carbon footprint 2010/2011 included scope 3 flights, hire cars, personal vehicles. Activities included tips provided to colleagues on avoiding impacts associated with business and personal travel, office roadshows to promote IT solutions to e.g. avoid need for travel, and	√

	joining BiTC's ways2work initiative.	
Waste Avoidance		
Review system for recording duty of care, destination and quantities of waste streams and identify ways to reduce waste to landfill – e.g. collection points, recoverable waste streams, messaging	Environmental procedures for waste handling, storage and disposal reviewed as part of a review of our environmental management system. Review also undertaken of waste streams, collection points and recycling options with improved recycling solutions introduced at Solent and Basingstoke offices by end April 2012.	√
Promote existing recycling initiatives at each site and opportunities to reduce waste to landfill	Firm wide and local office awareness raising campaigns undertaken to promote the benefits of reducing and recycling waste. Six offices have switched from individual to shared waste bins, with two to implement new financial year.	√
Monitor and control food waste arisings from catered food ordered for meetings	Order forms for room booking are reviewed and updated to ensure Reception/FM validate quantities of food ordered for all meetings.	√

* By ethically sourced we mean the practice of purchasing products and services that actively seek to minimise social and/or environmental damage and the avoidance of products and services deemed to have a negative impact on society or the environment. Examples might include free range, organic, vegetarian, freedom foods, sustainable fish, sustainable wood/paper, dolphin safe tuna, fair-trade mark, sustainable palm oil, reduced carbon footprint to name but a few.

** By locally sourced we mean products produced within a 50 mile radius of the office where it is to be used. Locally produced is food grown and harvested or born, bred and slaughtered, often celebrating traditions, provenance and locality.

N.B. As per the firm's procurement and supplier management policy version 1.2 we expect suppliers' claims to be made in accordance with Defra's Green Claims Guidance 2011 which provides advice to business for clear, accurate, relevant and substantiated claims on products and services. Claims may be self-declared or use third party labelling or declaration schemes

CR targets 2012/2013

Objective	Target
Building and maintaining sustainable community relationships	Complete fundraising target to raise £49,000 for Brainwave charity to provide one year of life changing therapy for 14 communities where Shoosmiths offices are located
	Raise £50,000 for Macmillan Cancer Support charity i.e. £25,000 to provide local grants for people with cancer and £25,000 to help fund new Macmillan haematology unit, Northampton hospital
	Increase number of hours spent by colleagues volunteering by 5% in 2012/2013 versus 2011/2012
	Increase number of pro bono hours provided by

	colleagues by 5% in 2012/2013 versus 2011/2012
Demonstrating high standards of environmental responsibility in all our operations and minimising the environmental impacts associated with our activities, products and services	At sites where we control building energy use reduce gas consumption by 3% in 2012/2013 versus 2011/2012. Where we do not control the building liaise with the landlord to identify opportunities to reduce gas consumption
	At sites where we control building energy use reduce electricity consumption by 3% in 2012/2013 versus 2011/2012. Where we do not control the building liaise with the landlord to identify opportunities to reduce gas consumption
	5% of PCs/screens left switched on each day that do not need to be
	Measure carbon emissions associated with the firm's operations and working with such organisations as Business in the Community's Mayday Network and the Legal Sector Alliance Acting on Climate Change identify opportunities for improvement
	Measure carbon emissions associated with business travel and identify opportunities for reduction
	Continue to evaluate opportunities for using Forestry Stewardship Council certified or equivalent with recycled content paper subject to quality and pricing objectives being satisfied
	Measure and report on waste generation, including waste recovered/recycled and waste landfilled
	Identify waste reduction to landfill target
	Evaluate potential for introducing office food waste recovery solution
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	Engage with our key clients to identify joint opportunities that support our respective CR aspirations
	Engage with our key suppliers regarding our procurement and supplier management policy and identify opportunities to support our CR programme during 2012/2013
	Review and implement guidance to improve the environmental and social performance of our meeting refreshments provision
Providing a positive, professional and co-operative working culture where everyone is valued	Engage with colleagues about our health and safety approach and its importance in the workplace

Ensure a proactive diversity activity led by the regional diversity champions in each of the regions where Shoosmiths is based

Appendix two: CR performance data 2011/2012

Data refers to May 2011 to April 2012 unless stated otherwise.

Objective 1 Building and maintaining sustainable community relationships

Help for Heroes corporate charity partner colleague fundraising and partner donations November 2010 – October 2011 = **£62,581.48**

Brainwave corporate charity partner colleague fundraising and partner donations November 2011 – April 2012 = **£43,547**

Number of colleague volunteering hours 2011/2012 = **1,018.60 hours**

Number of colleague pro bono hours 2011/2012 = **621.40 hours**

Number of colleague volunteering and pro bono hours 2011/2012 = **1,640.0 hours**

Business in the Community Northamptonshire Cares 2011 Statistics (Shoosmiths is one of nine company members)

Measure	Cares as a whole 2011	Shoosmiths 2011	Shoosmiths as a %
Number volunteers	222	17	7.65
Hours volunteered	1,923	303	15.76
Members community supported	3,434	637	18.55

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 CO2 tonnes 2010/2011 = **2,246.83**

tCO2e per employee 2010/2011 = **1.96**

tCO2e per m2 floor area 2010/2011 = **0.111**

Electricity consumption kWh 2010/2011 = **3,529,450**

Gas consumption kWh 2010/2011 = **2,403,360**

% colleagues/month that leave PCs switched on firm wide ranged from **8.59%** to **12.34 %** 2011/2012 although our Manchester office achieved lowest score of **1.43%** in April 2012

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 end 30th April 2012:

Revenue = **£84.0m**

Pre-tax profit = **£11.8m**

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

As at the 30th April 2012 we employed 1,299 people (fte = 1207.1) with 113 partners and partner equivalents.

Diversity data*

*Based on data submitted June 2011 for the 6th annual Diversity League Table, produced by the Black Solicitors Network (BSN) in consultation with the Law Society and the Bar Council. (% data for this report is compiled for equity partners, salaried partners, associate/assistant solicitors, trainees and paralegals).

Gender	Female %	Male %	Unknown %
Partners	32.41	67.59	0.00
Associates	64.82	35.18	0.00
Trainees	66.66	33.33	0.00
Paralegals	77.57	22.43	0.00
Total	55.90	44.10	0.00

Ethnicity	EM %	Asian %	Black %	East Asian %	Mixed %	White %	Other %	Unknown %
Partners	7.62	4.76	0.95	0.95	0.95	87.62	0.00	4.76
Associates	18.90	14.17	3.94	0.79	0.00	74.80	0.00	6.30
Trainees	11.54	3.85		3.85	3.85	88.45		
Paralegals	12.96	8.15	1.85	1.85	1.11	86.67		0.37
Total	13.60					81.40	5.00	

Disabled employees	Disabled %	Unknown %
Partners	2.27	41
Associates	2.27	
Trainees	0	
Paralegals	2.27	0
Total	6.82	93.18

Sexual orientation of employees	LGB %	Unknown/undisclosed %
Total	2.74	97.26

Appendix three: Organisations and programmes supported by Shoosmiths at national or local office level during 2011/2012

80 plus organisations were supported with **£155,063.6** fundraised or donated 2011/2012*

(* includes November 2010 – October period for former national charity partner Help for Heroes)

Organisation	Activity/Outcome
Age Concern provides information and advice for the elderly about benefits, care, age discrimination and computer courses.	Donations received and 11 Christmas hampers created and delivered for the elderly in Nottinghamshire area.
Aspire charity provides practical support for people with spinal cord injuries.	Basingstoke colleagues volunteered July 2011 to support former office charity partner. Two bedroom property adapted for wheel chair users prepared for occupation, including furniture assembly, hanging curtains and putting up pictures.
Autism Concern provides support and options to people affected by all forms of autism in gaining independence and control of their lives.	Northampton selected office charity joint partners June 2011. £308.49 raised by weekly Dress Down Fridays.
Babies in Buscot (BIBS) a charity that supports babies and their families in the special care baby unit (Buscot ward) at Royal Berkshire Hospital, Reading.	Thames Valley colleagues raised £562.50 by weekly Dress Down Fridays.
BBC Children in Need Appeal aims to make a real difference to the lives of children across the UK.	Basingstoke colleagues raised £90, Northampton raised £529, Nottingham raised £158.58, and Solent raised £92.03.
BBC Sport Relief brings the entire nation together to get active, raise cash and change lives in the UK and across the world's poorest countries.	Solent colleagues raised £76.89.
Beechwood Cancer Care Centre in Stockport helps cancer patients and their carers.	Manchester colleagues selected charity as one of its two office charities of year 2011/2012. £2,790.82 raised to go towards updating equipment at the centre including new MP3 and docking stations for the lounge areas.
Birmingham Children's Hospital charity treats over 225,000 sick children every year.	Birmingham office took part in the Dragon Boat race raising over £2,000 towards setting up of hospital's 'end of life care' project.
Birmingham LGBT an organisation which raises awareness of the needs of lesbian, gay, bisexual and trans people to advocate for their needs to the wider community and to promote opportunities to LGBT people in Birmingham and beyond to enable them to fully participate in the lives of their community. Secured £0.5m grant to open Health and Wellbeing Centre for the LGBT community.	Recruitment Manager has been Director of BLGBT since 2009.
Brainwave charity which focuses on Cerebral Palsy, Autism and Developmental Delay in children.	Firm wide charity partner November 2011/July 2012. £43,547 raised @ end April 2012 from colleague and donations enabled us to provide a year of life changing therapy for 12 children living in communities where our offices are based. Our target by end of

	July 2012 is to support 14 children. In addition working together with Temple Legal Protection Ltd a donation was made to Brainwave which funded complete refurbishment of a hydrotherapy pool and re-design of Brainwave's website.
BRAKE charity campaigns to stop road deaths and injuries and supports victims.	Basingstoke and Manchester colleagues wore bright clothes on Dress Down day and raised £162.
Breast Cancer Care charity provides support and advice for anyone affected by breast cancer.	Basingstoke quarterly office charity partner 2011/2012. Staff fundraising November 2011 to February 2012. £2,403 raised to fund training for breast help promotion workshops. Workshop also provided for Shoosmiths colleagues.
British Heart Foundation charity's vision is a world where people don't die prematurely from heart disease.	Northampton selected office charity partner October 2011. £579.02 raised towards mending broken hearts research appeal.
Business in the Community a business led charity focusing on promoting responsible business practices.	Memberships Corporate, Mayday Network signatory, Northamptonshire Cares, Nottinghamshire Business Class and East Midlands and West Midlands ProHelp Groups, ways2work. Give and Gain volunteering undertaken in Northampton and Nottingham. Birmingham office participated in the Storybook Challenge at Chad Vale Primary School to showcase the importance of literacy in young children. Birmingham meeting room provided mid March 2012 for a BiTC marketing master class attended by 11 community groups/social enterprises. See report for further details about BiTC partnership.
CAN – independent regional agency providing range of drug and homelessness services in Northamptonshire, Bedfordshire and Luton.	Northampton selected office charity partner December 2011. £344.71 raised by weekly Dress Down Fridays.
Charities Aid Foundation, a charity dedicated to getting the best for other charities and their donors	By partnering with the charity we are able to offer colleagues the opportunity to donate to charity through the Give As You Earn Scheme (£2,169.08 donated to 15 charities in 2011/2012) as well as deposit corporate charitable funds.
Chiltern Centre for Disabled Children provides short break respite care for children and young people aged two to 25 with physical and/or learning disabilities and complex needs.	Thames Valley colleagues raised £1,019.23 by weekly Dress Down Fridays. 17 colleagues volunteered for three days in September 2011 redecorating three bedrooms.
The Christie – charity that raises money for projects for specialist cancer hospital which fall outside the scope of the NHS.	Manchester office £250 donation.
Common Purpose, an independent and not for profit organisation, runs leadership development courses which mix people from the private, public and not for profit sectors.	Manchester Head of Office hosted and spoke at Manchester senior leaders' course January 2012.
CommuniCare an advice and support centre in East Reading.	Thames Valley office has provided pro bono legal advice since November 2009 with 96 clients seen to date. Thames Valley office £847.19 donation.
Computer Aid International charity that 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.

Confederation of British Industry	Membership of the Thames Valley and South East Sustainability Group CBI East Midlands Council.
Connexions – Birmingham and Reading various schools.	Working with a range of schools to provide support, advice and guidance with career choices, including mock interviewing sessions and feedback. Mentoring sessions also offered.
The Conservation Volunteers is the UK's leading practical conservation charity helping people reclaim local green places.	Northampton office provides volunteer support to enhance local habitats. April 2012 helped to create otter holts along the Daventry canal.
Cransley Hospice provides specialist health service care for people whose illness is no longer curable.	Northampton selected office charity partner January 2012. £348.66 raised by weekly Dress Down Fridays.
CSR Legal Network a network of law firm CR professionals who share ideas and best practice.	Member since September 2010.
Cynthia Spencer Trust charity provides specialist health service care for people whose illness is no longer curable.	Northampton selected office charity partner August 2011. £458.17 raised by weekly Dress Down Fridays.
Daventry District Council/Wildlife Trust/British Waterways/British Trust for Conservation Volunteers.	Northampton colleague volunteering April 2012 to improve canals around Daventry. Activities included otter holt construction.
Diversity Peer Learning Group	Quarterly meetings to discuss best practice new initiatives and hear from invited guest speakers in the area of equality and diversity.
Education Business Solutions (EBS) – charity dedicated to improving the employability of young people.	Manchester colleagues volunteered by providing talks on various career opportunities in law to young people who may not have considered this path before, and assisted in CV and interview workshops to better prepare young people in the challenge of finding work.
Elton John Aids Foundation funds programmes to empower people infected, affected or at risk of HIV/Aids.	Thames Valley colleagues raised £250 by weekly Dress Down Fridays.
English Martyrs Pre-School	Thames Valley colleagues raised £100 by weekly Dress Down Fridays.
Fairfields Community Centre	Basingstoke colleague volunteering July 2011 painted two rooms.
Fire Fighters charity supports serving and retired fire fighters, support staff and their dependents when they need it most.	Basingstoke colleagues collected 50 bags of used clothing, textiles and shoes.
Fredericks Foundation charity helps disadvantaged people set up/expand their own business to achieve financial independence when rebuilding their confidence and self-esteem.	Thames Valley office provides meeting room facilities for management meetings.
Friends of Northampton General Hospital	Northampton colleagues donated items February 2012 for sale in charity shop. Funds raised directly for patients who require “home comforts” during hospital stay.
Friends of Northamptonshire Music and Performing Arts Service raise funds to buy musical instruments, music folders and financial help for students going on tour.	Northampton selected office charity partner April 2012. £367.11 raised by weekly Dress Down Fridays.

Genetic Disorders UK charity aims to change the world of children with genetic disorders.	Basingstoke colleagues raised £90 and Solent colleagues raised £189.01 on Jeans for Genes day.
Guide Dogs UK Charity for the Blind and partially sighted provides mobility for the blind and partially sighted and supports research, campaigning, awareness.	Thames Valley £150 donation.
Hampshire Asbestos Support and Awareness Group provide advice and support to sufferers of asbestos diseases.	Basingstoke quarterly office charity partner 2011/2012. Colleague fundraising August to September 2011 raised £1,550 to support research.
Headway charity works to improve life after brain injury.	Basingstoke colleagues raised £100 wearing hats, Manchester office gave £250 donation.
Help for Heroes charity provides practical, direct support for our current wounded.	Firm wide charity partner November 2010 to October 2011. £62,581.48 raised from colleague fundraising and donations. The funds were donated to a dedicated resident's bedroom in the west wing of Tedworth House Personnel Recovery and Assessment Centre in Tidworth, Wiltshire.
Home Counties Demcare Services. "Demarest" provides specialist Day Centres in Crowthorne, Wokingham and Slough for people suffering from memory problems/dementia. Their training enables them to communicate well with those suffering from Dementia, and enable them to stimulate and entertain the people in their care, for example by playing scrabble, painting, or listening to music. This also provides invaluable respite for the carers.	Thames Valley colleagues raised £250 by weekly Dress Down Fridays.
Kilnsea Pre-School	Thames Valley colleagues raised £100 by weekly Dress Down Fridays.
LawWorks charity at the heart of legal volunteering aiming to provide free legal help to individual and community groups who cannot afford to pay and unable to access legal aid.	We are a member and signatory to the Joint Protocol for Pro Bono Legal Work which sets minimum standards for the conduct of pro bono advice. Pro bono advice provided in LawWorks supported pro bono clinics in Reading, Northampton and Manchester.
Law Centres Federation which law centres belong to provides free legal advice and representation to disadvantaged people.	Manchester meeting room provided for training of Law Centre Senior Solicitors/Solicitors/ Trainee Solicitors and Caseworkers on strategic approaches to ensuring young homeless access the right services. Delegate/trainer feedback was that the facilities and location were great and the Reception/CR team was really helpful and friendly. 'We couldn't have asked for more. By providing training rooms, Shoosmiths ensures that the Law Centres Federation is able to continue to up skill the Law Centres. This directly affects the local communities they serve.'
Law Society Diversity and Inclusion Charter Law Society Diversity Access Scheme provides support to talented people who will have to overcome particular obstacles to qualify as a solicitor. Obstacles might relate to social, educational, financial or family circumstances or to a disability that makes the goal of qualifying as a solicitor a particularly challenging one.	Founding signatory 2009. Provision of mentoring opportunities for applicants along with placements.

<p>Legal Launch Pad (LLP) (Black Lawyers Directory) a scheme that targets ethnic minority students in university.</p>	<p>Actively involved since programme launched five years ago. Provision of work experience weeks and mentoring for LLP students.</p>
<p>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.</p>	<p>Pioneer member December 2008, signatory to the seven climate change principles for which we provided a progress report during 2012, responded to the 2012 business travel in the legal sector survey and the 2012 LSA Carbon Footprint Protocol Report.</p>
<p>Limbicare charity provides hope, advice and support to the limb impaired and those affected around them.</p>	<p>Basingstoke quarterly office charity partner 2011/2012. Colleague fundraising May to July 2011 raised £1,450 to provide storage and transportation costs for prosthetics. Office space and administrative support also provided.</p>
<p>The Lowdown provides free and confidential counselling information and support services to 12-25 year olds.</p>	<p>Northampton selected office charity partner July 2011. £566.58 raised by weekly Dress Down Fridays.</p>
<p>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.</p>	<p>Forthcoming firm wide charity partner August 2012 to end April 2013. Targeted to raise £50,000 to fund local financial grants to support cancer sufferers and a new Macmillan haematology unit at Northampton General Hospital. Nottingham office raised £107.04 in an apple pie bake off. (Apple pie baking competition with slices of apple pie to employees).</p>
<p>Manchester Settlement – charity offering free legal advice to the local community – in conjunction with the University of Manchester.</p>	<p>Manchester office participates in the student led clinics and since joining the scheme in November 2011 has volunteered at 6 clinics aiding 12 clients.</p>
<p>Marie Curie Cancer Care charity provides end of life care to terminally ill patients in their own home or in one of nine hospices.</p>	<p>Wills family and wealth team provide free wills to anyone aged over 55 in the hope they will provide a gift in their will to the charity. Birmingham hosted the Marie Curie Big Build Karaoke at Chung Ying Gardens which raised more than £4,000 in one evening as colleagues and guests paid to sing or not to sing! Northampton selected office charity partner March 2012. £618.84 raised by weekly Dress Down Fridays. Thames Valley donated £50 for a fundraising raffle.</p>
<p>Mediquip4kinds charity raises money to provide paediatric medical equipment and facilities for hospitals and community health teams.</p>	<p>Manchester colleagues selected charity as one of its two office charities of year 2011/2012. £2,540.92 raised to go towards buying new equipment for maternity wards at Macclesfield General Hospital.</p>
<p>The MK 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 to fund vital projects which enrich lives and make Milton Keynes even better, both today and for the future.</p>	<p>In May 2010 the Shoosmiths fund was established by the Milton Keynes office with the MK Community Foundation.</p> <p>During 2011/2012 donations to the Shoosmiths Fund were £4,665 and the MK Community Foundation matched this with £2,070 through their Community First Endowment Match Programme. During that year the fund supported Abbotswood Social House, a social club established for the benefit of residents of the Abbotswood Sheltered Housing development in Newport Pagnell. Funded transport and entrance for elderly residents to St Albans Butterfly World in June 2012 and Wrest Park, Bedford in July 2012.</p> <p>Another group supported was the SRW Senior Citizens' Club, a social club for elderly people living in Stoke Goldington,</p>

	<p>Ravenstone and Weston Underwood. As many of the members cannot afford the full cost of coach trips offered by the club, these are offered at a subsidised rate with some of the shortfall being funded through raffles and harvest sales.</p> <p>The MK Community Foundation's Surviving Winter Appeal raised greatly needed funds to help vulnerable and elderly people who face the very real issue of whether they can afford to heat or eat over the winter months. This appeal was in response to the 25,400 excess winter deaths amongst the over 65s during the very harsh winter of 2010/11 and the prediction by Age UK that 200 older people would die as a result of cold homes in the UK each day over the winter of 2011/12. The MK Community Foundation partnered with the local Foodbank, YMCA, SSAFA Forces Help and Age UK to provide vital support during the difficult winter months to local vulnerable and older people, including the over 6,000 households living in fuel poverty in area. £500 from the Shoosmiths Fund was allocated to this appeal and was matched £1 for £1 through the Warm Houses Healthy People Initiative, making an even greater impact on the community. Shoosmiths was also interviewed for a promotional film.</p>
Movember Appeal supports prostate and testicular cancer initiatives	Colleagues raised £2,173 in November 2011 for Prostrate Cancer UK and Institute of Cancer Research
Multiple Sclerosis Society supports people with multiple sclerosis.	March 2012 employee and small employer related advice and information was provided at a Getting to Grips MS event co-ordinated by the Reading, Wokingham and Districts MS Society.
National Association of Citizen's Advice Bureau provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities.	Northampton selected office charity partner May 2011. £460.59 raised by weekly Dress Down Fridays.
The Network (Home Office Black And Minority Ethnic Group)	Invited to speak and deliver seminar for 'The Network' BAME Group on re-skilling and job hunting/career changes.
Northampton Association for the Blind charity helps blind and partially sighted people throughout Northamptonshire.	Northampton selected office charity partner February 2012. £464.64 raised by weekly Dress Down Fridays.
Northamptonshire County Council Easter egg appeal	375 Easter eggs donated to children in need in and around Northampton March 2012.
Northampton and District Citizens Advice Bureau	Provision of monthly pro bono clinic service by Northampton and Milton Keynes colleagues. £500 donation made. Further details in CR Report.
Northampton Door to Door Service provides a mini bus service to supermarkets, doctor and hospital appointments etc for the elderly and infirm who are unable to use public transport so enabling people to keep their independence.	Northampton office made £500 donation.
Nottinghamshire County Council Easter Egg appeal	30 Easter eggs donated to children in the Nottingham area.
Oakley village hall	Basingstoke colleague volunteering September 2011 cleared overgrown garden vegetation.
Pennies from Heaven charity provides a coin	Joined in June 2007. Gold award received in 2012. Colleagues

collection scheme for employees to donate to charity.	donated £1,826.10 through scheme during 2011/2012.
Promise Dreams charity helps deliver dreams to terminally ill children and young people in their teens.	Birmingham colleagues selected charity as its office charity of year 2011/2012 staff fundraising raised £6,442.42.
Race for Opportunity, the Business in the Community gender campaign which empowers employers to accelerate change for women in the workplace	Recruitment Manager becoming a lead mentor for BAME women and setting up and running one of only 2 groups in Birmingham to support mentor and empower BAME women.
Rainbow Centre charity inspires and supports children with Cerebral Palsy and adults with a stroke, Multiple Sclerosis and Parkinsons Disease.	Solent office charity partner staff fundraising raised £206.62.
Reading Borough Council Rescue Rivers and Environmental Spaces Clean up Event.	Thames Valley colleagues spent a day clearing litter/fly tipping along the river Kennet, Reading, March 2012.
RNID (now known as Action on Hearing Loss) experts in providing support for people with hearing loss and tinnitus.	Northampton selected office charity joint partners June 2011. £101.79 raised by one Dress Down Friday for RNID on Hearing Awareness day. RNID volunteers attended the office to speak to staff about tinnitus and volume of MP3 players etc and potential damage to or loss of hearing.
Royal National Lifeboat Institution which saves lives, promotes safety and provides relief from disasters at sea or on inland waters.	Northampton sponsored hole and team of four participated in RNLI Northampton Golf Day 14th June 2011. Have supported since 2010 and to support again in 2012.
Royal Berkshire Charity (NHS Foundation Trust)	Thames Valley colleagues raised £250 by weekly Dress Down Fridays.
Service Six a leading youth services provider in Northamptonshire providing free support, counselling and advice to 10 – 25 year olds.	Northampton selected office charity partner November 2011. £373.52 raised by weekly Dress Down Fridays.
Southampton General Hospital, Piam Brown Ward caring for children from birth to 18 years with cancer.	Basingstoke quarterly office charity partner 2011/2012. Colleague fundraising February to April 2012 raised £1,625 to fund purchase of iPads, Kindles etc for use by both patients and visitors. Also donated 50 Easter eggs to the ward and donated a prize for their raffle.
Teenage Cancer Support a charity which raises funds educates and supports teenagers fighting cancer.	Birmingham meeting room provided for new fundraiser interviews March 2012
Victim Support the national charity for victims of crime in England and Wales.	Thames Valley office donated £50.
Warwickshire and Northamptonshire Air Ambulance provide emergency response and support to the emergency services where casualties require air lifting to hospital to receive treatment in life threatening situations.	Northampton selected office charity partner September 2011. £609.66 raised by weekly Dress Down Fridays.
Wessex Children's Hospice Trust operates two purpose built hospices - Naomi House for children and Jackspace for young people. Support provided to children and young people with conditions that mean they are unlikely to become adults.	Make a Will campaign supported 6 - 13 June 2011 with provision of a number of free wills.

<p>Wokingham Crossroads provides practical help and support to Carers.</p>	<p>Thames Valley colleagues raised £250 by weekly Dress Down donations.</p>
<p>Wood Street Mission – provides practical support to under privileged families in Manchester and Salford.</p>	<p>Manchester colleagues collected toys, clothes, books and food for hampers throughout the year for families in need. £517.95 donation to assist with the projects and work undertaken by the charity.</p>