



fletchers  
group

# Responsible Business Report 2022



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# Forward from Peter Haden, CEO of Fletchers Group

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I am delighted to share the first edition of our Responsible Business Report for 2022. The report sets out Fletchers Group's responsible business strategy and the steps we've already started taking to deliver it. As one of the UK's most trusted and respected law companies, we recognise the importance of conducting our business in a responsible way. In the last 12 months, we've signed off a 3-year responsible business strategy and have started to embed it in our culture and operations.

Our aspiration, in line with our core values, is to be recognised as a leading responsible business in the legal sector. For us, this means having a clear and ambitious strategy to address the environmental, social and governance (ESG) issues which are material to our business and stakeholders supported by a strong culture that helps colleagues make the right choices on a daily basis.

We are proud that Fletchers Group's purpose is to help rebuild the lives of people who have suffered serious, life changing injuries. The goal is for them to thrive in their new circumstances and requires us all to work together to do the right thing. This is the ethos that underpins the UN Sustainable Development Goals and our own approach to responsible business.

Whilst the last year has seen both significant change in our business and a wide range of challenges and opportunities, we have remained focused on the development of sustainable business practices.

In 2022, we have launched a new responsible business strategy and 'People' strategy putting flexible working at the heart of our agenda. We've also created a charitable foundation to extend our community reach; and have made our services accessible to the deaf and hard of hearing community.

Most importantly, our stakeholders including colleagues, charity partners and local community have positively engaged with our responsible business initiatives.

In 2023 and the years to come, we will continue to support our clients and our people and benefit our local communities. We'll do this by advocating equality, diversity, and inclusion, integrating sustainability into every aspect of our business, embracing new technologies to transform our working practices, and reducing our impact upon the environment.

In the following pages, we've highlighted how we're delivering our responsible business strategy. I am privileged to lead an organisation that sees doing the right thing, creating sustainable change, and addressing the most urgent and immediate societal issues as a critical enabler of our long-term growth plans.

We're proud of the progress we've made, we understand there is much more to do, and we are absolutely ready for the challenge.



Fletchers Group is home to many specialist law firms and personal injury brands, including Fletchers, Patient Claim Line and Cycle SOS.

We specialise in serious personal injury claims and have been supporting those with life-changing injuries for more than 30 years.

We have secured millions of pounds in compensation for people, and handle incredibly complex cases involving spinal cord injuries, amputation, and traumatic brain injuries.

2022 saw a lot of positive changes for Fletchers Group and here are some of the highlights:

Acquired three new businesses:  
Cycle SOS, Minton Morrill & Blume



Landed exclusive We Are Cycling UK partnership with our Cycle SOS brand



Listed in The Times Best 250 Law Firms



Developed SIDSS (Structured Interview Decision Support System) – an innovative machine-learning system to support an early assessment and maximise lawyer time

We’ve become trusted legal partner for the SIA, covering the Northeast and Yorkshire regions





Our Values

To coincide with our exceptional expansion plans, it felt like a good time to update our values to reflect our new vision, whilst not losing our rich history.

In line with our responsible business practises, we worked with an external coordinator to collect colleague’s voices via workshops. This ensured the process was carried out fairly.

After various workshops, and sessions with the ELT, the new values were signed off.



The Privilege of Client Trust

- Being there for our clients and understanding what matters to them
- Building the right team with the necessary expertise for each case
- Fighting for justice for every client



The Power of Our People

- Being welcoming, not standing on ceremony, having fun together
  - Embracing and developing every individual’s unique skills and capabilities
- Forming connections, building relationships, and looking out for each other



The Passion to Succeed

- Valuing colleagues who really know their stuff
  - Meeting challenges with determination, enterprise, and creativity
- Holding ourselves and each other accountable for performance



## Becoming a leading responsible business

As a business, we support those who have suffered life-changing injury and provide the tools and the support they need to move forward and thrive in the most successful way possible.

Through our responsible business programme, that objective is magnified; and we are committed to breaking down barriers, improving accessibility, providing opportunities, nurturing diverse communities, and doing our bit to support a healthy planet.

Over the last 12 months, we focused on making sure we had the correct internal framework in place to enable us to deliver on an ambitious responsible business strategy.







# ‘Helping people thrive’ Responsible Business Strategy



# Our purpose and Responsible Business Strategy

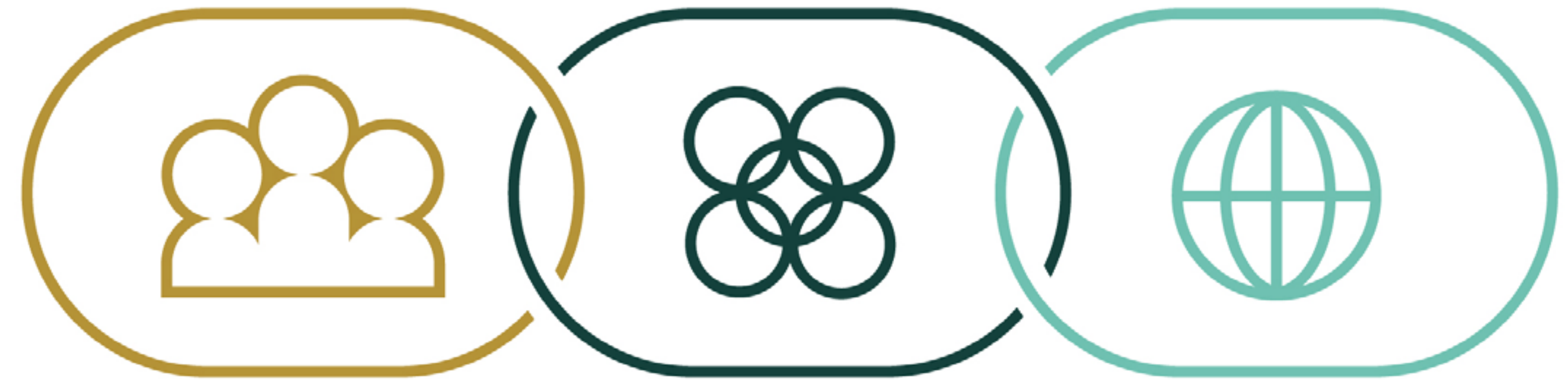
At Fletchers Group, we believe we have a responsibility to our people, our communities, and our planet.

That is why in May 2022, we signed off on a new 3-year Responsible Business strategy bringing together our community work (Community), environmental agenda (Environment), and diversity targets (Our People) under one strategy with ambitious targets we are confident we can hit.

Our programme is far-reaching and varied. But it is strategic too, with an overarching objective to 'help people thrive. And by 'people', we refer to our own people – our Fletcherians; as well as our clients, our communities; and ultimately, those who need our support – nationwide.

Through our work, we strive to improve the wellbeing of those around us; whether that is emotionally, physically or through charitable partnerships to support ground-breaking research, community incentives or patient recovery.

Led by the CSR Manager, we have engagement from colleagues across the business, who share our aims of being a responsible business as possible.



## corporate social responsibility



Our commitment to the Sustainable Development Goals (SDGs)

The UN Sustainable Development Goals are the blueprint for achieving a better and more sustainable future for all by addressing the global challenges we face.

Our Responsible Business Strategy is aligned with the UN Sustainable Development Goals. We contribute to six specific goals through our approach: good health and wellbeing, providing quality education, protecting the planet, ensuring gender equality, reducing Inequalities, and working together to achieve the goals.



As you read through this report, you will see how our work aligned to the SDGs, evidencing our commitment to them.

Our stakeholders and suppliers:  
Responsible supply chain management

Over the past year, we’ve continued to develop our Procurement and Supplier Management processes.

We want to ensure that the suppliers we decide to work with, and those we currently engage, share our ambition for doing business responsibly and sustainably.

That’s why in the last 12 months, we have updated our ‘CSR policy’ outlining our aims and expectations from suppliers and partnerships.

We have also increased the checks we have in place to ensure that our suppliers have policies for key ESG issues through a supplier self-assessment form. New suppliers will be given this as stand-ard and we’re working retrospectively through existing suppliers.

We recognise that the scale of problems facing requires businesses to collaborate to find innovative solutions which is why wherever possible, we will share best practise with suppliers and encourage the same vice versa.

(SDG 11, 12, 16 & 17)





# Introducing our Responsible Business Network & Responsible Business Champions

## Introducing our Responsible Business Network

Our Responsible Business (RB) network is chaired by our CSR Manager, whilst Fletchers' Chief Marketing Officer, Alex Kenny has governance and oversight.

The RB network consists of subject matter experts from across the business, and representatives for our key stakeholder relationships including the lead RB Champ, representing colleagues and our Head of Charities and Partnerships, representing our charity partnerships.

The RB network covers all aspects of our Responsible Business strategy and subsequent strategies and ensures that progress made in each of our focus areas is aligned with each other and with our purpose and values.

## Introducing our Responsible Business Champions

The Responsible Business (RB) Champions are a team of volunteers from across the business, who represent colleague voices and ensure it remains at the heart of our decisions.

Led by Nermeen Salahuddin, Litigation Executive, the RB champions also help encourage colleague participation with activities such as charity fundraising and diversity celebration event.



## Measuring our progress

We are committed to measuring the impact of our responsible business agenda to ensure we continue to use our resources, skills, and expertise, to make the greatest positive impact on our stakeholders, our people, our communities, and our planet.

We use a mixture of internal and external measurement frameworks to measure our impact.

**We're a member of the following networks:**



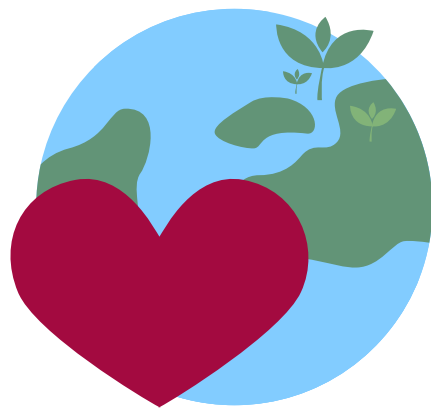
**We use the following external benchmark to assess our progress with investing and supporting out colleagues:**



Next year, we aim to achieve being signatory's for BITC's 'Race at work Charter', 'Mental Health at work Charter' and a variety of other external accreditations.



# Responsible Business Highlights 2022

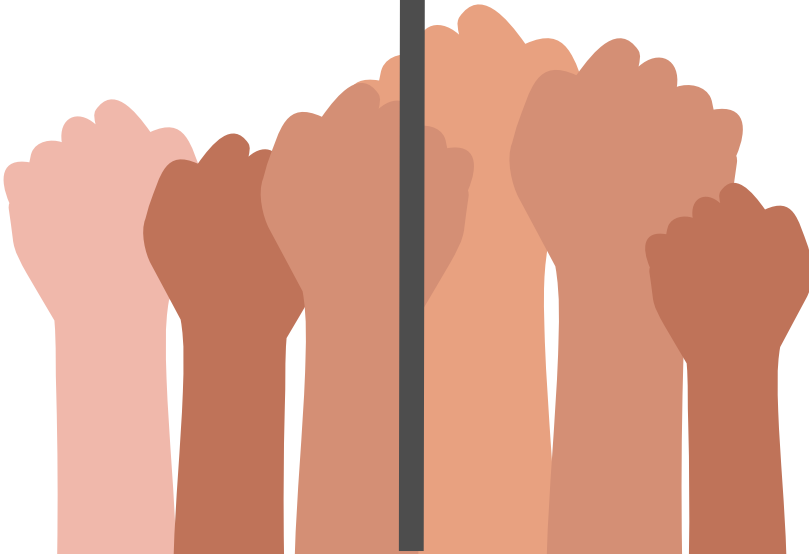


Launched a **new 3-year CSR strategy**

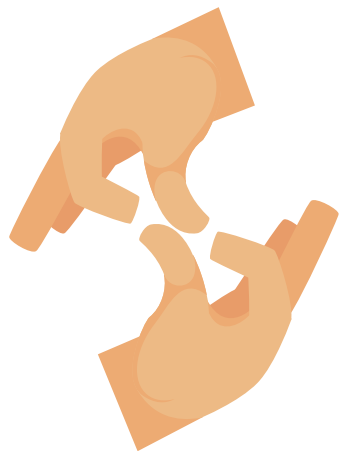
Launched our new people plan, focusing on flexible working and better benefits and incentives.



An Equality, Diversity and Inclusion committee was created



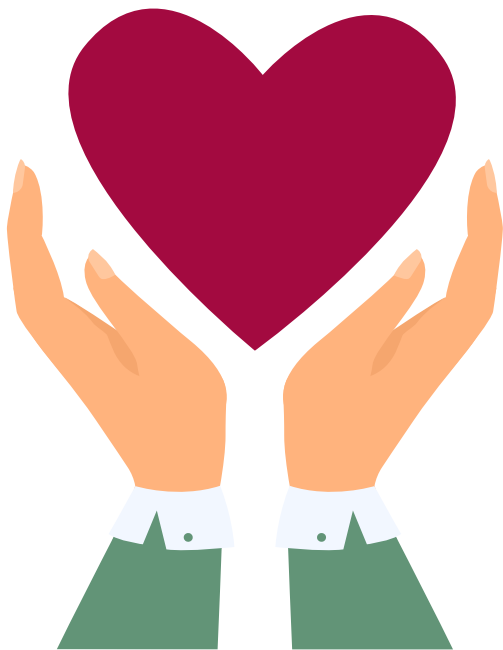
We became **accessible for Deaf and hard-of-hearing clients**



Raised over **£8,000** for Asthma + Lung UK's helpline



**98.7%** of colleagues have positive or neutral feelings about Fletchers being a socially responsible business

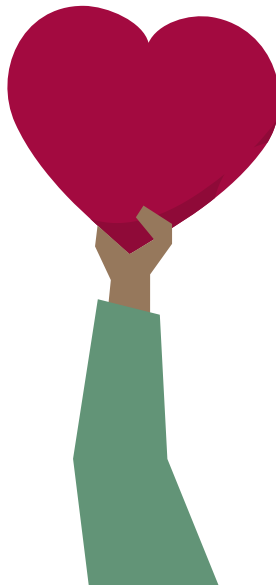


Supported 30 local groups and charities, totalling more than **£6,500**



**Fletchers Academy was created** and had its first intake

Our **recycling has increased by 100%** since 2020



**fletchers** foundation was created





# Our People



# Our People

At Fletchers Group, we pride ourselves upon being a responsible employer. Our people are our greatest assets, and each person plays a key strategic role in the development of our team, our services, and the growth of our business.

## Our new ‘People’ proposition

In 2022, we launched our new ‘People’ proposition, the ‘three C’s’: Culture, Career Development and Compensation & Recognition.

In first half of the year, we developed new projects from the ground up (such as our new intern programme; Fletchers Academy), introduced new benefits in response to the We’re All Ears survey feedback and continued the development of the People team; improving service to the rest of the company.



# New changes for 2022



New **Hybrid working policy and practices** developed and implemented.




Comprehensive project to **surface and identify our values**




New **organisational structure** developed and leadership roles recruited

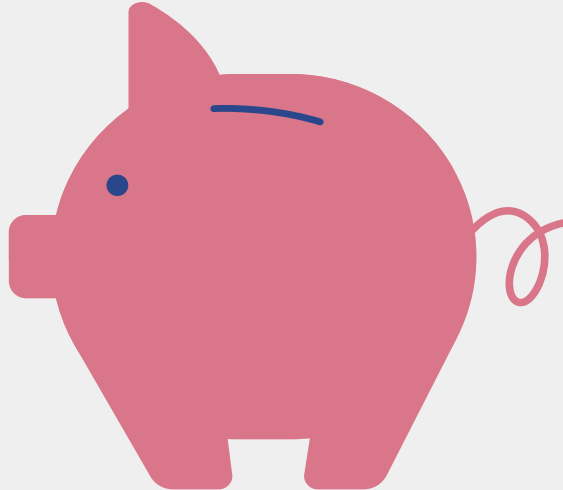


## Compensation & Recognition




Changed the benefits mix, introducing **Medicash** and **Life Assurance for all**





Developed **new Fletchers bonus**



Selected **new pension provider** and **managed the creation** of the new scheme





# Career Development

Developed and launched our **first ever Partnership & Associateship** schemes

Increased legal **recruitment** and broadened our sources





Launched our **first ever Academy** to fast-track new talent

We remain ambitious in our intent to be the best place to work in the legal sector, developing, optimising, and embedding best in class people services, working environments and career paths.

We are committed and confident when it comes to creating an industry-leading people proposition which is modern, fulfilling and coveted by competitors.

# New ‘People’ policies introduced in 2022

We **updated our Modern Slavery statement** and provided **extra training** to all People managers





We recently **enhanced our maternity/paternity pay offer** as we recognise that is important to a central demographic of colleagues (SDG 5)

We also brought in a **‘Death in service’ policy**, providing colleagues peace of mind for if the worst was to happen (SDG 3)



# Equality, Diversity, and Inclusion

We believe that our team should be as diverse as the people and communities we serve.

We believe that we are stronger for having Fletcherians from different backgrounds, who bring different perspectives and experiences.

We believe that we are better for having diversity of thought throughout our business, including at Board. Diversity and inclusion are a moral and business imperative. Diverse and inclusive businesses perform better, are more resilient, and are more likely to do the right thing, when it counts.

We believe that everyone, regardless of their background, identity, or circumstances should be able to reach their full potential.

We are committed to an inclusive workplace and culture and in 2022, we’ve made great strides in this area:

## Equality, Diversity, and Inclusion strategy

This is a top priority of our CEO, Peter Haden, and work has begun on developing an EDI strategy shaped with feedback from colleagues. This will go over in to Q1 of 2023 and will deliver a report and a strategy with EDI targets.

(SDG 5 & 10)

## Fletchers Group celebrates diversity

No two colleagues are the same, and this should be celebrated.

We also actively support and participate in inclusive campaigns such as Pride, Ramadan, Black History Month, International Woman’s Day, International Men’s Day, and Deaf Awareness Week.

## Introducing our Equality, Diversity, and Inclusion Committee

Our newly formed Equality, Diversity, and Inclusion Committee, chaired by Peter Haden aims to make Fletchers Group the best place to work for all colleagues.

The committee acts a two-way street, bringing forward colleague voices to help shape policy, whilst acting as a soundboard for ideas and open honest conversations.

Currently a small group of colleagues from across the business, including the CSR Manager, this will be expanded in 2023 to receive a wider breadth of colleagues’ voices.

(SDG 5 & 10)





Pride

To celebrate Pride, we championed a range of activities that would allow colleagues to share their experiences. This included CSR Manager, Reece Hobson, discussing his experience of homophobia and his same-sex marriage.

We also hosted drop-in sessions to empower colleagues to learn more about how to be inclusive of all genders.

We donated to an important local LGBTQ+ charity; The Proud Trust, enabling 25 young LGBTQ+ people to access talking therapy.

Below is a case study of how the Proud Trust used the donation to support a trans teen.

Case study (SDG 3, 10 & 17)

“An example of a young person we have supported is L, a 13-year-old transgender male who was referred to the Trans Care Navigator by his mental health worker. L was struggling with managing family relationships as his (separated) parents had not been able to come to terms with his transition or use correct name and pronouns for him.

L was also finding his dysphoria difficult to manage and was engaging in self harm to cope with this. The Trans Care Navigator built a relationship with L through 1:1 calls, providing a space for him to discuss his identity and strategies for managing dysphoria.”

Rachael Baker, Fundraising Manager at the Proud Trust



Black History Month

For Black History Month we brought in external facilitators BUD Leaders, a social enterprise dedicated to supporting change in businesses.

We had drop-in sessions for colleagues to learn more about how to be ‘anti-racist’.

We also donated to an important local Black charity, Southport Against Racism, enabling them and to hold a black culture celebration event in Southport to coincide with Black History Month.



Ramadan

For Ramadan, Nermeen Salahuddin, Litigation Executive and Lead Responsible Business Champion, produced a series of vlogs, showing her journey through the month of Ramadan.

This provided colleagues an education into what it is like to fast for the month, and how Nermeen changed wher working pattern to coordinate with the fast.

Whilst all 4 videos had great engagement, the video which pulled the highest engagement was the example of Nermeen’s celebratory meal for Eid al-Fitr.

Black History Month event at Atkinson is huge success



Case study (SDG 3, 10 & 17)

“The event was a huge success, so thank you Fletchers for the support.”

Katrina Khan, Director of Southport Against Racism





# Colleague Wellbeing



# Colleague Wellbeing

We're all about looking after people. Especially our colleagues.

We offer what is arguably one of the best benefits packages in the industry. Our company benefits have been carefully chosen to support the things that matter most, colleague's health, their well-being, and their future.

We now offer an enhanced maternity and paternity package, help with dental care, health screenings, discount at gyms and alternative therapies.

We take our colleague's wellbeing seriously and have several initiatives around prevention as well as support for those who need it.



## Mental Health Champions

We have a team of Mental Health Champions who volunteer their support for the mental wellbeing of the whole business. The Champions include two qualified counsellors several qualified nurses. All have successfully completed mental health first aid training.

Our Mental Health Champions provide regular coffee and pastry mornings which allow colleagues to drop in and chat, as well as confidential one-on-one sessions for those who require it.

The team are very active with internal comms campaigns that focus on how colleagues can keep mentally well, and where they can go if they need further support.

(SDG 3)



"Mental health champions are important because we will listen without bias or judgement, we can encourage you to vent your feelings in confidence.

Talking it through and having a listener might be all that's needed, however we can point you in the right direction should further help be needed/specialist advice."

**Jennifer McAdam,**  
**Mental Health Champion**



### Case study

We have now started to see an increase with team leaders referring their team members to the Mental Health Champions which is great to see.

This means senior colleagues are now more aware of mental wellbeing issues and where they can signpost them to for support. This is a huge achievement and step forward for Fletchers.

**Debbie Moss, Head of MLPS and Lead Mental Health Champion.**



Awareness campaigns

Prevention is always better than the cure, which is why we do internal comms campaigns to raise awareness around topics for colleagues. Every campaign is authored by a colleague, bringing an authentic voice to the campaign, and provides signposting options for colleagues who need it.

Topics highlighted in 2022 are Heart and Lung Health, Eating Disorders, Endometriosis and Mental Health; including men’s mental health and how to prevent stress.

(SDG 3)

Fletchers Social Committee

Just because we’re a law firm doesn’t mean we don’t know how to have fun.

We have a social committee organising regular events like Fridge Fridays, Christmas drinks and theatre trips, so there’s always something fun for colleagues to join in with.



Medicash

After the challenges posed by the Covid-19 pandemic, we all appreciate the importance of looking after ourselves, both mentally and physically, more than ever.

We also know that feeling good and staying healthy in our daily lives makes a big difference to how likely we are to fall ill and how fast we recover afterwards. That’s why we began offering colleagues a fantastic health plan from Medicash in May 2022.

Medicash offer health plans that look after colleagues and their family by providing a range of positive healthcare benefits. Even better, they also take care of the money side of things with cash back to cover costs such as dental and optical bills, physiotherapy and even consultancy charges.

(SDG 3)

Case study

Accessing mental health support through the NHS is hard. There are long waiting lists, and often people are either prescribed medication or directed to a course of CBT sessions - which doesn’t suit everyone. Luckily, at Fletchers, we are able to access mental health support through Medicash - and that’s exactly what I did.

I was assessed by a trained counsellor and referred for 8 counselling sessions. I was given the option of telephone or video, and I chose video - because I really wanted to be able to connect with someone and see their face when speaking to them.

The support was assigned really quickly, and I had my first session within a week of my assessment. Sessions are an hour long - which is actually longer than you get when you see a counsellor privately! And the quality of the sessions is excellent. I feel genuinely supported and understood, and it has really been a massive help for me.

Charlotte Rennox, Head of SEO



# Games and Health and Wellness rooms at Dukes House (Southport)

This year, we have transformed two of our office spaces into Games and Health and Wellness rooms, providing colleagues the chance to switch off and relax during breaks.

The games room has a pool table, tennis table, Wii Games, TV, a lending library, social seating, drinks etc available.

Every Tuesday we have a beauty therapist in the health and wellness room, providing a suite of treatments, which are free for colleagues.

(SDG 3)



# Colleague health checks

In September as part of Physical Health Awareness week, we asked for nurses from our MLPS team to do health checks with our colleagues. This involved taking their blood pressure, weight, height, and a brief chat about their overall wellbeing. The nurses then presented the information back with links to further resources and services if needed.

Due to how impactful it has been, we have expanded this to all our offices, and it takes place on the first Thursday of every month. (SDG 3)

## Case study

Our health checks have proved to be far more popular than we anticipated, especially in Southport. It is picking up now in Manchester and we will start in Leeds in the New Year.

Recently a team member came to see the nurse for a health check. She did not feel 100% but could not pinpoint why. Following basic observations being taken it was noticed a fast heart rate and pulse. The tests were repeated but remained high. Due to this the nurse spoke to the individual's line manager and it was agreed for them to go to A&E immediately to get this checked out.

The investigations remain ongoing, and the staff member remains under the cardiology clinics.

The nurses have picked up numerous health issues and have referred the staff to their GPs on at least 5 occasions.



## Cost of Living support for colleagues

With the cost-of-living crisis on everyone's mind and potentially affecting our colleague's wellbeing, we provided a one-time bonus of a week's pay to help them through the winter. (SDG 1 & 3)

'Coping with the Cost-of-Living Crisis' webinar'

We hosted a webinar in October, that was then available 'on demand' for four weeks after. The webinar covered the following:

- Getting financially naked – what is really going on with your money?
- Determining your wants and needs
- Tips and tricks to reduce your spend in all areas of life
- Going on a financial diet – learning new habits and staying on track
- Better budgeting
- Are you getting the financial support you are entitled to?
- Reducing your debt, including the different ways to tackle debt, debt support and tips to stay on track

## Championing cycling safety

Since our acquisition of Cycle SOS earlier this year, we've been championing a cycling culture within the company, to aid colleagues leverage its wellbeing benefits.

As part of our ongoing commitment to supporting cycling, we're taking steps to make cycling more accessible across all our offices. These steps include secure bike parking and changing rooms at all sites, hosting 'Bike Dr' events, incentivising awareness days such as Car Free Day, and creating a BUG (Bicycle User Group) to embed a cycling culture within the company.

But it's not just about having the facilities in place – building knowledge, education and confidence is important too. We organised a series of informative webinars on a range of bike-related topics, to provide colleagues with the tools they need to feel safe on their bikes.

(SDG 3)







Community



# Community

Through our charity partnerships, community investment and programmes to support young people, we actively seek ways to positively impact our local communities, through our funding, time and skills.



## Fletchers Foundation is born

Fletchers Foundation created by us in June 2022, born out of the responsibility we felt to support more people in our communities.

We support our clients through the legal process that arises following a serious personal injury or accident. But there are many enquires that do not have a valid legal resolution – and it is these individuals or groups, The Foundation aims to support via a grant for aid, equipment, therapies, events, etc.

Fletchers Foundation provides a much-needed lifeline for many of these who may be out of other options.

The Foundation’s objective is to enable as many people as possible to genuinely thrive following a life-changing injury.

For those left with a disability or cognitive behavioural needs, Fletchers Foundation will empower them to live their lives to the fullest.

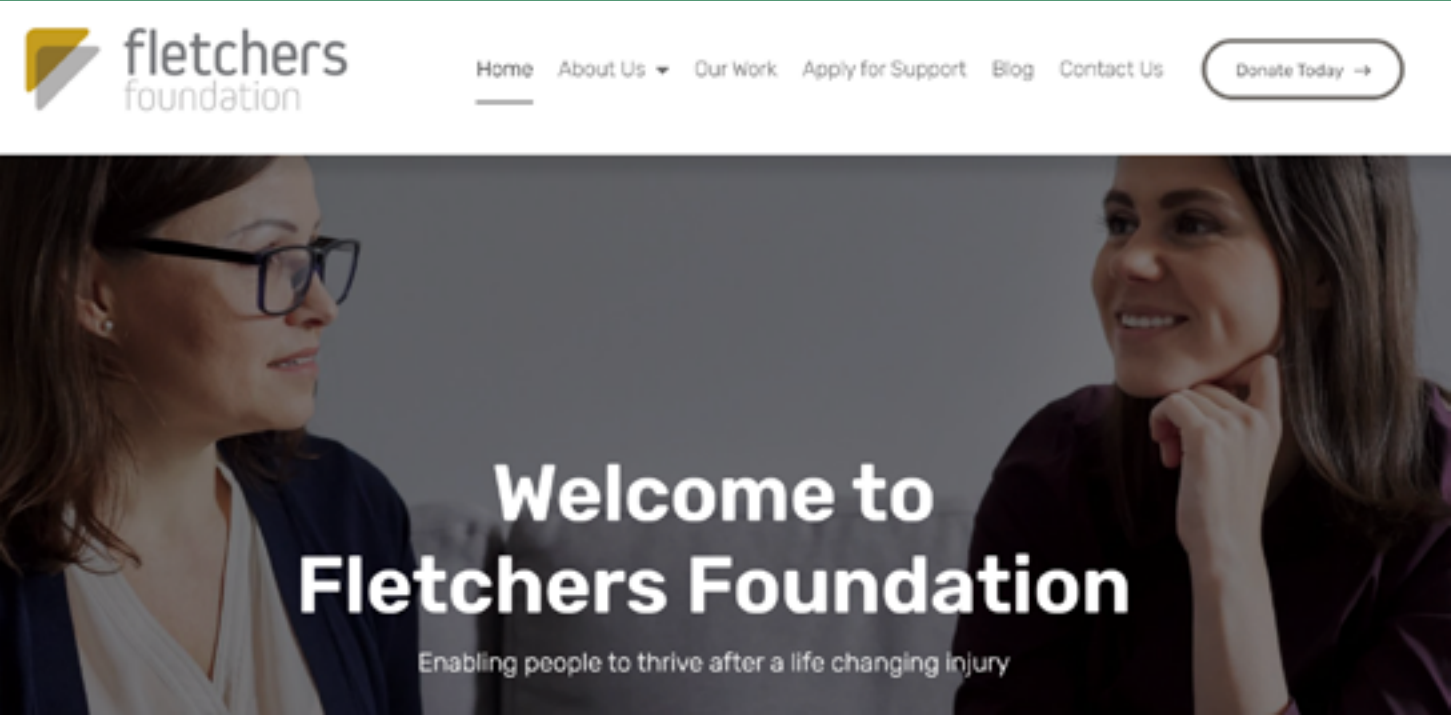
(SDG 1, 3 & 10)



“The Foundation is supporting people at the time they need it most, after traumatic circumstances. We do not want people hindered by their new circumstances but to be thriving in them.

Whether the support needed is physical, mental and/or emotional, Fletchers Foundation will do its upmost to help as many people as it can.”

**Reece Hobson-Adams, Director of Fletchers Foundation**





# We’re accessible for Deaf and Hard of hearing people

We are now accessible to the deaf and hard of hearing community, via our partnership with SignVideo.

Our partnership with SignVideo will enable those in the deaf and BSL community to contact us if they feel they might have a claim, by speaking to our New Enquiries Team using a BSL translator.

Building on the initial launch, we are working with SignVideo to ensure that every team has a personalised BSL translation link to anyone who needs it, providing a better and inclusive service.

(SDG 10 & 17)



# Investing in local charities and groups

We have supported 30 local charities and groups through our CSR Fund over the last 12 months, totalling over £6500.

Our CSR Fund aligns with our responsible business strategy and is designed to help people thrive, and focuses on wellbeing, inclusion, education, and the local environment.

We’ve funded local group to help veterans with group therapy, free introduction sessions at a gym for the local community to try and a local drama club to put on community shows.

(SDG 3, 9, 10 & 11 & 17)



## Case study

In 2022, local charity The Rainbow Hub was one of fantastic causes to be successful.

The Rainbow Hub is a charity in Lancashire that exists to improve the lives of children and young people from across the Northwest of England with disabilities and their families.

The varying levels of disability they work with are caused by neurological conditions or brain injury (caused before, during or after birth). Their specialist educational and therapeutic approaches to learning, help children with significant additional challenges to overcome some of their difficulties and live more active and independent lives!

Since 2001, the charity has supported as many as 85 families per week. They have been able to help children reach their full potential and gain more independence, whilst also offering their parents the support they require and deserve.

Katherine from The Rainbow Hub also said: “The donation that we have received from Fletcher's CSR Fund has been very gratefully received! Here at Rainbow Hub, we receive no Government funding for our charitable services which is why donations like these really do help us to make a difference and positively impact the lives of the children and young people who attend our services (and their families!)”



# Alternative route into the legal sector: Fletchers Academy

Fletchers Academy was established in September 2022 as a pathway, for aspiring lawyers, that is atypical of the more traditional route into law and for those not on the Solicitor Apprenticeship path.

A mixture of A-level graduates and law degree graduates were recruited into the academy.

The aim of the Academy was to provide 6 weeks of legal training, including Fletcher’s specific training, before allocating the Academy Trainees into either a Med Neg team or a PI team.

## Fletchers Academy in stats:

- 9 out of 10 offers accepted
- 8 out of 9 offers made, started on day 1
- 100% pass rate through the academy
- 100% of trainees were placed in a team
- 4 new Assistant ligation executives in Med Neg

Our plans for the following years are increase the number of places offered in the academy and to increase the offering, through having academies in all 3 of our office localities.

(SDG 4, 8 & 10)

## Case study

“Being a part of the Fletchers academy allowed me to have a taster of the career I wanted to go into, so I could be sure that I would enjoy it. This, coupled with the constant support from the learning & development team, has ensured that I was comfortable and well equipped to join a team and start working with them.

It also opens a lot of doors for me as I can progress through career paths such as the trailblazer apprenticeship scheme, but even if I chose not to progress in that way, the academy has been the best start I could have had to my journey as a solicitor.”

Adam Chester



# Sefton Councils ‘Caring Business Charter’

This year, we jumped at the chance to sign when asked to sign Sefton Council’s ‘Caring Business Charter.’

This Charter reflects the shared commitment of our business and Sefton Council to help care experienced and other vulnerable young people prepare for and access the world of work. It reflects the shared commitment to supporting the communities in which we live and work.

We have agreed to offer interviews for care experienced people, (providing the candidate meets the minimum criteria for the vacancy in question) and will support them before and after the interviews.

This partnership will be crucial to Fletchers Group’s growth plans, but more importantly to our ethos as a responsible business and commitment to the SDGs, reducing Inequalities.

(SDG 4, 8, 10 & 17)





Charity of the Year – Asthma + Lung UK

Through being our ‘Charity of the Year’ in 2022, we raised money for Asthma + Lung UK’s helpline, enabling the team to answer more potentially lifesaving calls.

With the assistance of employee donation, colleague fundraising challenges and a donation from the CSR Fund, we’ve raised £8,000 for the helpline.

Fundraising challenges such as the month long ‘Office to Office’ challenge in May and the cycle challenge in October, plus physical health week in September, made a massive difference to the total raised.

8 colleagues were booked on for a Skydive in October 2022 to raise money for the helpline, however due to weather, it has been pushed back to March 2023.

(SDG 3, 10 & 17)

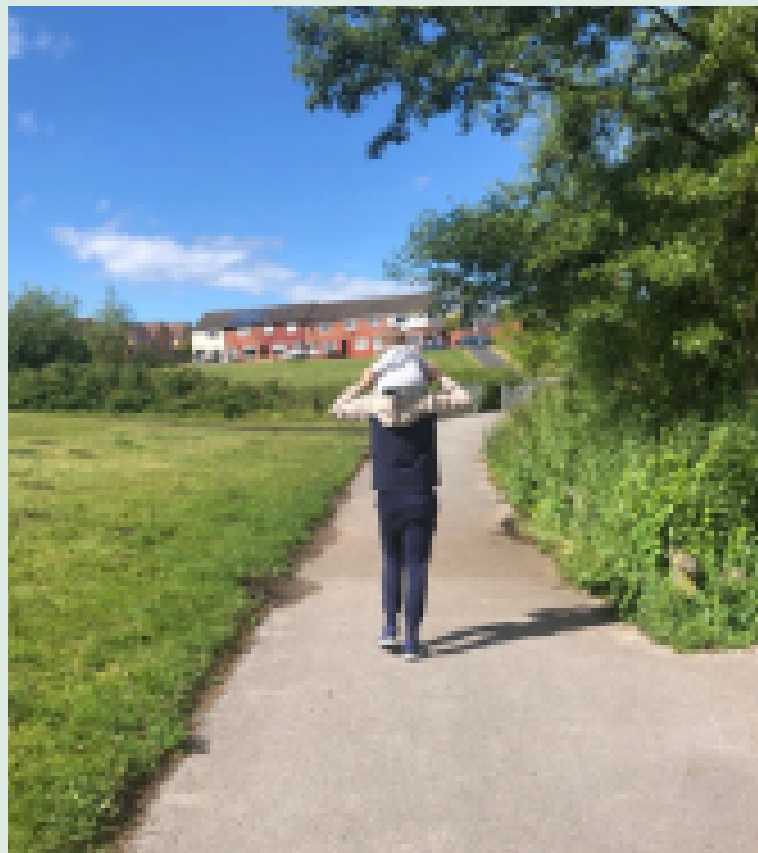
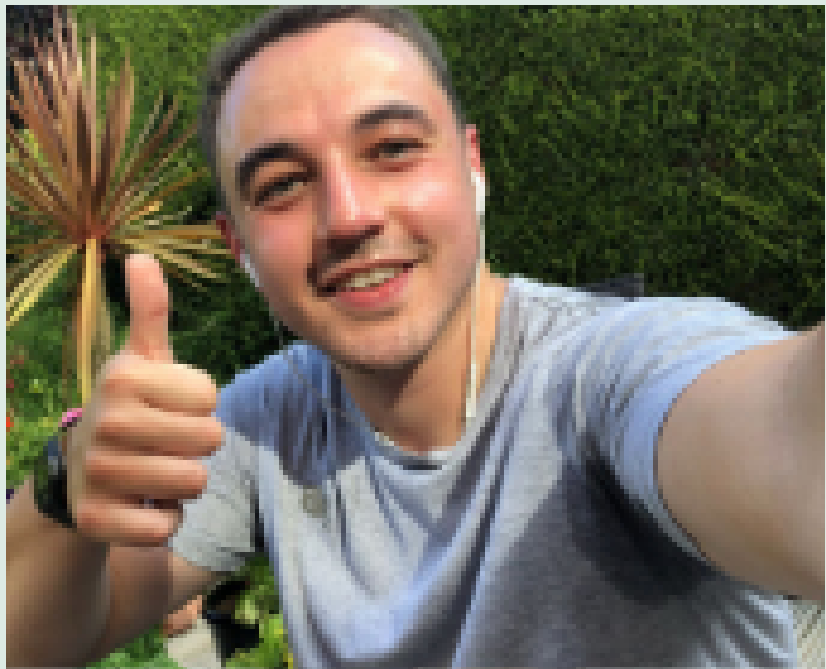
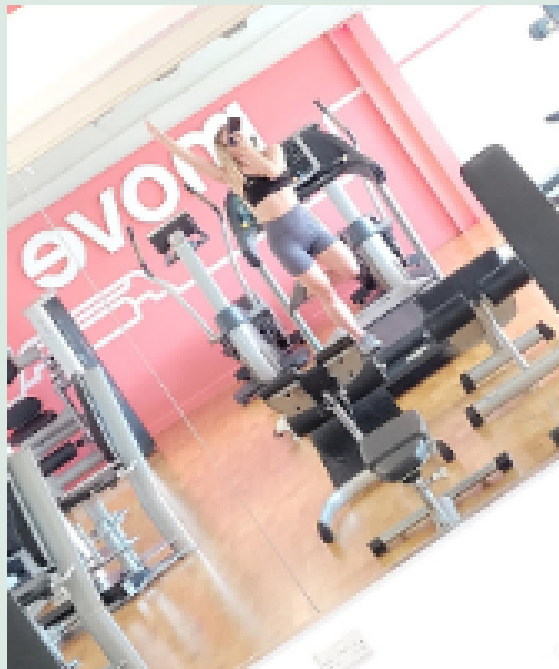


Case study

Mags was diagnosed with asthma and felt her life was falling apart until she found the A+L UK Helpline:

“As soon as a member of the team picked up the phone, I knew I would get the help I desperately needed. I told him about my situation, and he said he would get one of the specialist nurses to ring me back.

With just one phone call, that nurse changed everything for me. Finally, I was talking to someone who knew what I was going through. She was so kind and compassionate. She was like a star in the darkness.”



Office to Office  
Challenge – 1312 miles.

Colleagues completed a  
total of 1841 miles over  
June.





### Ukraine and the cost-of-living crisis

Colleagues also share the sense of responsibility to support communities. This was clearly evident this year with how quickly they mobilised to support the National Emergencies Trust campaign for Ukraine, raising over £5200 for the appeal.

Also, in December colleagues across the Southport and Manchester generously donated food to be shared between two food collection services. The food was split between Southport Soup Kitchen and Manchester Central Food Bank.

Fletchers Group donated to both causes as well as colleagues.

(SDG 3, 10 & 17)

### Creating impact with corporate charity partnerships

The Charities and Partnerships team, formed in May 2022 and led by Kirsty Thomas, enables both existing and new charities to have a point of contact within the business.

Shortly after it was set up, the Executive Leadership Team signed off the strategy which focuses on building our reputation across the country, whilst helping more people locally. The strategy focuses on four different key injury areas: spinal, amputation, birth, and brain injury. Not only do we work with large national charities in developing and delivering this plan, but the aim is to connect with smaller local charities, including support groups and hospitals.

Using spinal injury as an example, nationally we help support the Spinal Injuries Association (SIA), and we’re delighted to report that Fletchers have joined the SIA as a Trusted Legal Partner. Working together to provide a holistic range of support and services for spinal cord injured people.

Following a detailed application and selection process, the SIA selected Fletchers to be joint Trusted Legal Partner for the Northeast and Yorkshire region.

Legal Partners are chosen for their experience, knowledge, and commitment. This is therefore an incredibly positive milestone for the business and enables us to reach more people.

On a more local level, we’re proud to help support the Southport Spinal Injuries Centre and in September 2022, we sponsored the Southport team at the WheelPower’s Inter Spinal Unit Games, held at Stoke Mandeville Stadium, the birthplace of the paralympic movement. Facilitating activities like this helps with patients’ rehabilitation whilst forming new contacts and expanding our networks further afield.

(SDG 3, 10 & 17)





Environment



# Environment

Environmental sustainability is important to our colleagues, our clients, our communities and to us.

We have an ambition to be one of the leaders for ESG within in the legal sector, and this will require a set of clear, achievable short, medium, and long-term goals to minimise our impact on the environment.

This work is due to start in 2023, however we are building on strong foundations.

## Recycling & Waste Management

- 100% of our waste has avoided landfill. (SDG 11, 12 & 13)
- We recycle 50% of our waste, up from 25% in 2020. (SDG 11, 12 & 13)
- We reduced our plastic use, including swapping to glass milk bottles. (SDG 11, 12 & 13)

## Circular economy

- Everything is reutilised, switching from plastic to glass milk bottles to be washed and reused. (SDG 11, 12 & 13)
- We are largely a paperless office, sitting at around 75% of the time. Due to external company requirements, we’re unable to go further. (SDG 11, 12 & 13)



## Energy consumption

- We’ve replaced old boilers and heating system with new energy efficient ones. (SDG 7, 11, 12 & 13)
- All lighting in the office is now LED. (SDG 7, 11, 12 & 13)
- We’ve chosen an energy supplier with targets and strategies to achieve Net Zero emissions by 2050. They have gold standard in Sustainability Ecovadis 2021 and are involved in several solar farms and offshore wind farms. (SDG 7, 11, 12, 13 & 17)



## Failsworth Litter Busters: CSR Fund recipient

As part of our CSR Fund, we have funded various local environmental projects such as litter picks.

Failsworth Litter Busters was started in early 2021 and now has over 270 members. They have an ‘Adopt a Street’ scheme whereby members keep their local area litter free as often as required.

Getting together to clean up alleys, reporting fly tips and graffiti, and making friendships along the way.

As part of their funding from Fletchers, they bought equipment such as gloves, little pickers, bins and hedge trimmers

(SDG 3, 10, 11, 12, 13 & 15)



# Business in the Community





# Business in the Community

Business in the Community (BITC) is a British business-community outreach charity promoting responsible business / CSR / corporate responsibility.

BITC works with companies in the UK and internationally, who are committed to improving their impact on society, and seeks to positively shape business impact on the environment, in the marketplace, in the workplace and in the community.

We became a member of BITC in May 2022 and will be continuing the partnership for at least the life cycle of this CSR strategy.

With the support of BITC we are aiming to improve our responsible business credentials through their advice, resources and programmes tailored to meet our needs.

### BITC’s leadership events

Due to us being leaders in the market with our ‘People plan’, Tim Scott, People Director has been asked to attend BITC’s leadership events to share best practice with other businesses.



The Prince’s Responsible Business Network

## The Responsible Business Tracker®

The Responsible Business Tracker® is a measurement tool which enables an assessment of a company’s performance as a responsible business. It tracks progress against BITC’s Responsible Business Map which was built on the United Nation’s Global Goals (also known as the Sustainable Development Goals or SDGs).

This is a two-stage process, and Fletchers completed the first stage in October 2022.

BITC provided an initial report of where they think we are as a responsible business, where we have strength and recommendations on where we can improve. The recommendations have been built into the Responsible Business Strategy delivery plan for 2023.

The second stage of the Tracker will offer us gap analysis, benchmarking against sector peers and the overall cohort. Through a scoring mechanism, it recognises leading practice, improvement, and innovation.

We will then retake the Tracker at the end of the 3-year Responsible Business strategy to measure our progress and impact on stakeholders.

(SDG 17)

# Plans for 2023

If 2022 was the planning year for our responsible business agenda, then 2023 is going to be all about delivery. Here are some of the things to look out for in 2023:

- We will deliver our Equality, Diversity, and Inclusion (EDI) strategy and publicly state our EDI targets
- We will invest more funding into local projects, targeting local education, wellbeing, environment, and inclusion projects
- We will deliver our ‘Green review’ and publicly state our targets to ensure we are minimising the impact of our business operations on the environment
- We will undergo the second part of The Responsible Business Tracker® and incorporate its recommendations in our plans
- We will continue to explore ways to make sure our services are fully accessible
- Our charitable foundation, Fletchers Foundation starts providing grants to support individuals and groups following life changing injuries





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# Key Contacts