



fletchers
group

Responsible Business Report 2023

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Foreword from Peter Haden, CEO of Fletchers Group



I am delighted to share the second annual edition of our Responsible Business Report for 2023. 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 and sustainable way. In the last 12 months, we have worked tirelessly to deliver the key elements of our responsible business strategy, which was first launched in May 2022.

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 daily.

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, which is why we launched a charitable foundation in January this year.

Our goal of helping people to thrive is the ethos that underpins the UN Sustainable Development Goals and our own approach to responsible business.

Once more, it's been a year of significant change in our business and faced with a wide range of challenges and opportunities, we have remained focused on the development of sustainable business practices.

Foreword from Peter Haden, CEO of Fletchers Group continued

“In 2024 and the years to come, we will continue to support our clients, our people, and our communities. We’ll do this by advocating equity, diversity, and inclusion, integrating sustainability into every aspect of our business, embracing new technologies such as AI to improve access to justice, and reducing our impact upon the environment.”

In 2023, we undertook a three-month project, during which we audited our business to see how diverse and inclusive we were. We then used all that information to create our five-year Equity, Diversity, and Inclusion Strategy.

We’ve also launched Fletchers Foundation with our colleagues raising over £50,000 money for its grant programme.

Significantly, our stakeholders including colleagues, charity partners and local communities have positively engaged with our responsible business efforts from participating in our first ever Manchester Gay Pride march to a variety of other fundraising initiatives.

In 2024 and the years to come, we will continue to support our clients, our people, and our communities. We’ll do this by advocating equity, diversity, and inclusion, integrating sustainability into every aspect of our

business, embracing new technologies such as AI to improve access to justice, and reducing our impact upon the environment.

Fletchers’ Responsible Business Report 2023 outlines the progress we’ve made in delivering our responsible business strategy. I am privileged to lead an organisation that believes in doing the right thing, creates sustainable change and addresses the most urgent and immediate societal issues. These issues are central to 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!

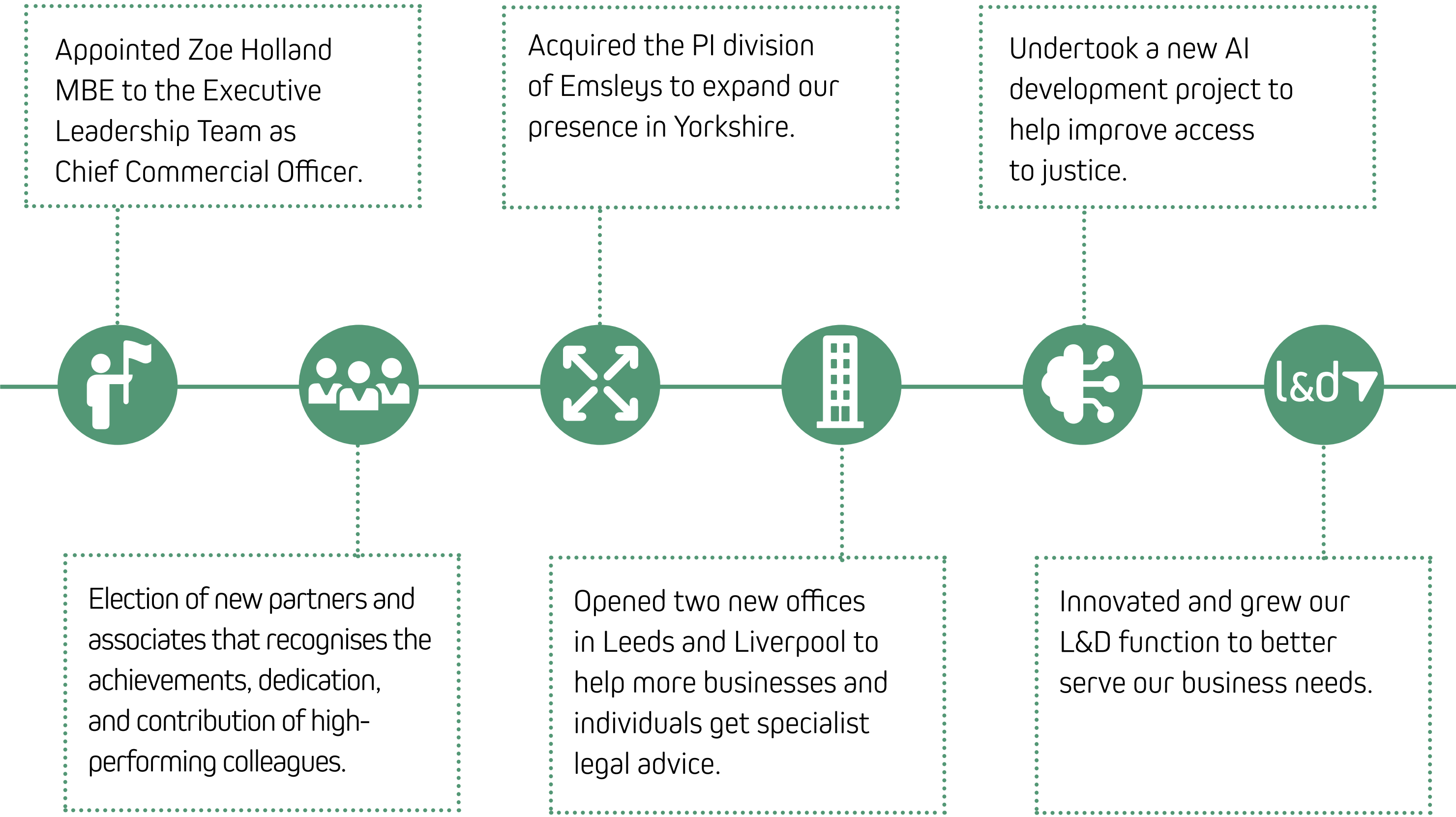
Our business at a glance

Established in 1987, Fletchers Group is one of the UK’s leading medical negligence and personal injury firms, specialising in serious injury, medical negligence law and motorbike accidents. The Group, which was acquired by PE giant Sun European Partners in 2021, currently employs over 800 people across its offices in Manchester, Liverpool, Leeds and Southport.

Our mission is to help rebuild the lives of people who have suffered serious, life changing injuries and for them to have the very best possible life after injury. We do this, not only through the case work we undertake for injured clients, but also through supporting charities, causes and organisations that share the same mission.



2023 saw a lot of positive changes for Fletchers Group and here are some of the highlights:





Helping people thrive

Our purpose

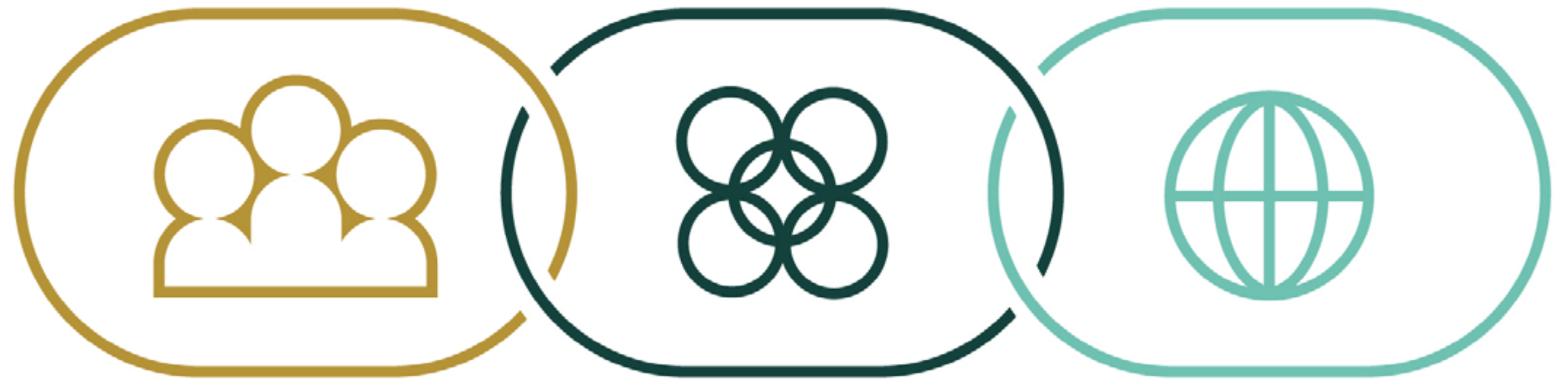
At Fletchers Group, we believe we have a responsibility to our people, our communities, and our planet.

That is why in May 2022, we agreed a new three-year responsible business strategy bringing together our community work (Our Community), environmental agenda (Our 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 colleagues, 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 Responsible Business 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 SDGs 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 SDGs.

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

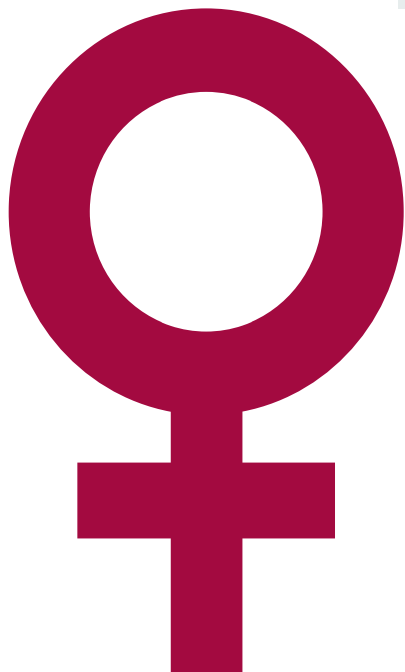


Responsible Business Highlights 2023

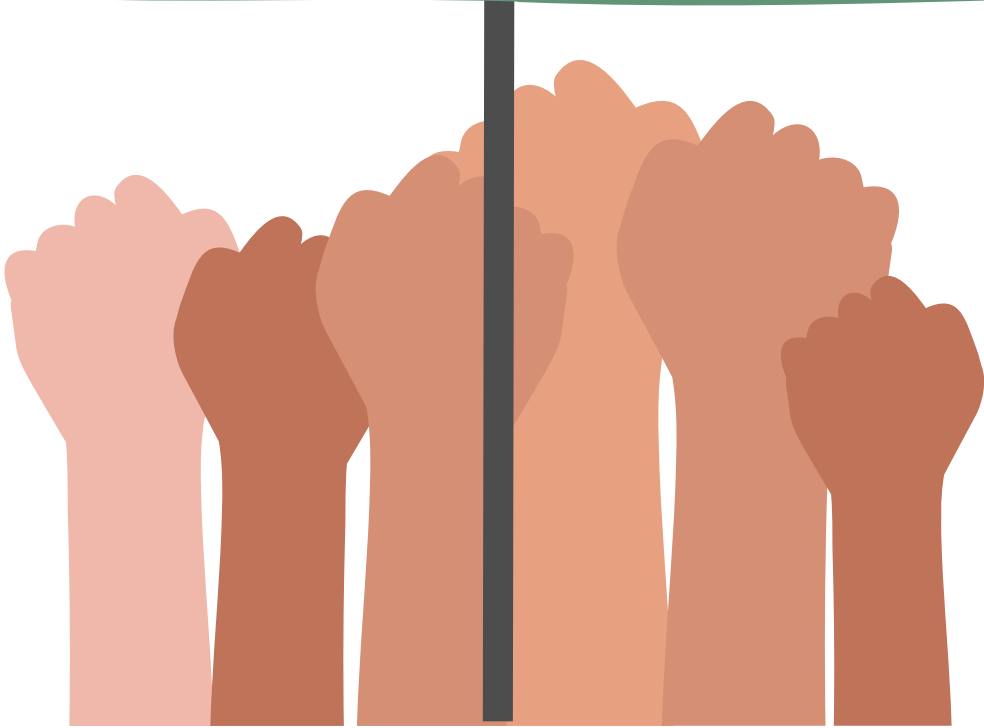


99.2%
of colleagues have positive or neutral feelings about Fletchers being a socially responsible business

We launched a menopause policy and support guides for managers



We launched our five-year equity, diversity, and inclusion strategy; Accelerate 2028



Fletchers Academy returned this year, doubling its intake

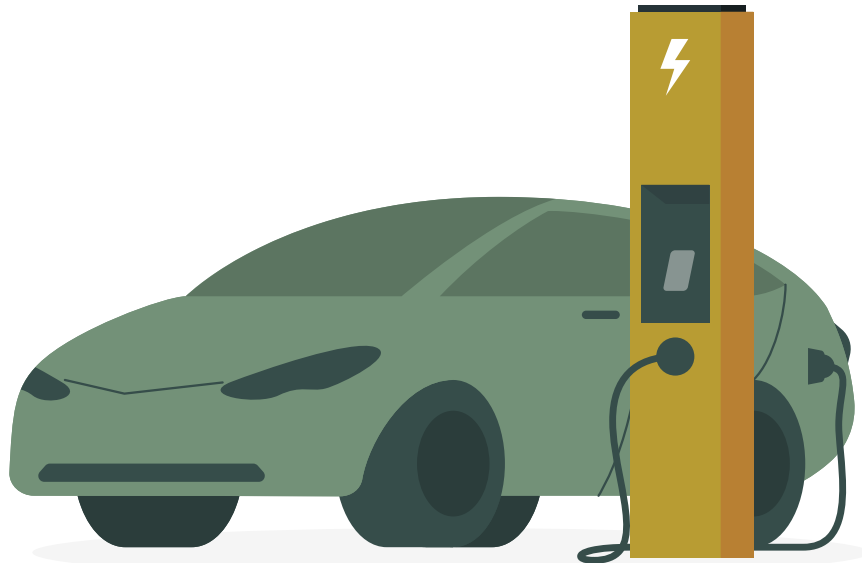


fletcher's
foundation
launched in January 2023

Colleagues asked us to support 22 local groups, teams, and charities, with **over £10,000** being donated

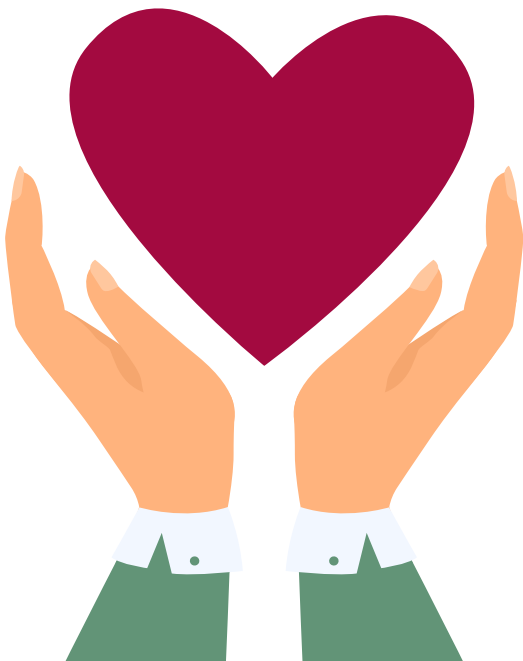
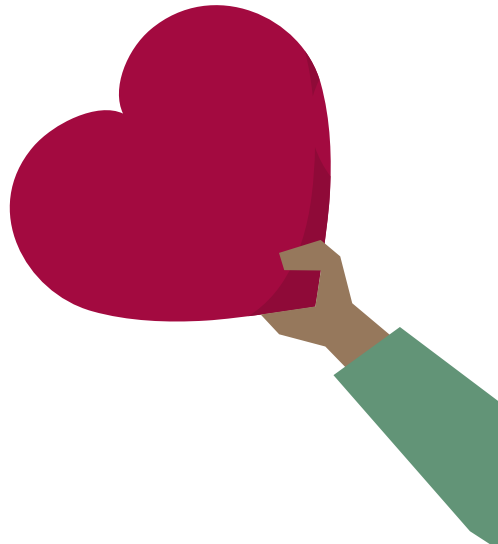


We rolled out a new electric vehicle scheme for colleagues



Undertook phase 3 of the UK Gov's 'Energy Savings Opportunity Scheme (ESOS)'

Created partnerships with and supported 20+ charities, hospices, and groups



Colleagues have raised **over £50,000** for Fletchers Foundation



Our people



Our clients

Our clients

Our clients come to us during what is arguably one of the most difficult periods of their lives; and we're privileged to have their trust and be able to guide them through that journey.

We have a fantastic client care team, who are committed to ensuring that our clients are continually at the heart of everything we do.

The team go above and beyond for our clients, and we take pride in highlighting their great work.

Moments that matter

Mick's story

Mick was a new client who we struggled to get in contact with him initially and when we did speak to him, he informed us his son had sadly passed suddenly. We agreed with Mick that we would continue chasing his records, but not contact him for a few weeks to allow him to arrange the funeral and come to terms with his loss. Mick was appreciative of this and thanked us for our patience during this difficult time.

We asked if we could donate in his son's memory to a charity of his choice. Mick responded "that is such a kind offer thing to do I am completely overwhelmed. The charity would be Solent Mind they do wonderful work".

(SDG 3 & 8)



Elizabeth's Story

Elizabeth is a 39-year-old lady who is bringing a claim in relation to a misdiagnosis of skin cancer. Elizabeth had to have 2 operations to remove a tumour from her nose which has caused her to have a significant facial change and become very self-conscious of her looks, because of this she has postponed her wedding as she was so conscious of the way she looks.

During communications with Elizabeth, she advised she has now just been diagnosed with breast cancer and having to have weekly chemo for this, as well as having ongoing treatment for her skin cancer.

We emailed Elizabeth in response to her email advising we care deeply for our clients at Fletchers and we know sometimes they are going through additional awful times that they are having to deal with and as a company we do what we call “moments that matter” that are little gestures we like to send out to clients whose stories touch us and feel they need a little something to cheer them up.

Elizabeth is one of those clients we wanted to send a little gift to make her smile, if only for a moment and to let her know we are here for her if she needs us.

We arranged to send Elizabeth a chocolate hamper with roses as a little gesture.

Elizabeth responded “that is so nice thank you so much it means a lot. I am being positive and raising awareness of how important and not scary that people think it is having chemo and losing hair etc. Elizabeth also emailed to thank us for the gift saying, “just wanted to say thank you very much for the lovely gift, I will be enjoying the chocolate, it’s very nice, thank you again.”





Our colleagues

Our colleagues

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



Career Development

Embedded our values into the **new performance & development process**

Appointed a second round of **Partners and Associates**

Fletchers Academy launched its second cohort, fast-tracking new talent into the business

New changes for 2023



Revised the end-to-end **new colleague welcome process**

Successfully **integrated new employees** following acquisitions

Launched our five-year **equity, diversity and inclusion strategy**

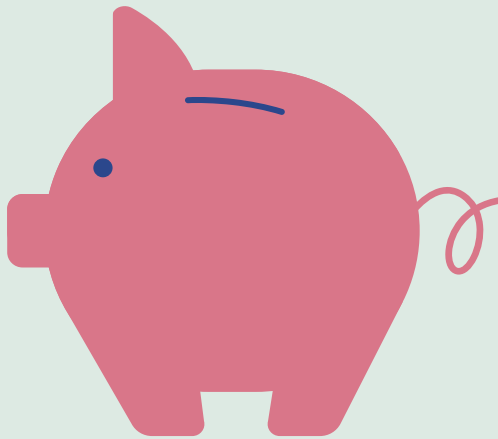


Launched our first **three employee-led networks**



Compensation & Recognition

Redesigned **bonus scheme** in response to colleague feedback



Increased the limit on **Cycle2Work scheme**



Equity, Diversity & Inclusion

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

We are stronger and better for having colleagues from different backgrounds across the business, including at board level, who bring different perspectives and experiences.

Diversity and inclusion are a moral and business imperative and enable businesses to perform better, be more resilient, plus more likely to do the right thing, when it counts.

Our Equity, Diversity & Inclusion (EDI) audit

As part of our commitment to continuously improve diversity and inclusion at Fletchers Group, we undertook an audit of our internal and external processes, policies, and practices.

Led by our Responsible Business Manager, Reece Hobson-Adams, and with the help of external consultants HEX, and ‘Business In the Community’ (BITC), the audit involved the following:

1

Renewing and reviewing our diversity data

2

Listening to colleague’s lived experience

3

Reviewing our internal and external policies, processes, and communications

4

Reviewing our learning and development initiatives

5

Reviewing and incorporating BITC recommendations

6

Creating internal diversity networks and linking to external network

The audit included a range of methods and collected data from Fletchers annual ‘we’re all ears survey’ (500+ respondents). HEX Consultancy hosted focus groups with our exec leadership team (ELT) and senior leaders within the business as well as confidential listen and learn sessions with colleagues from across the Southport, Manchester & Leeds offices.

A lot of secondary research was also undertaken as well on our internal and external policies, processes, and comms, being reviewed against competitors and best practice.

The recommendations also formed the basis of our equity, diversity and inclusion strategy; Accelerate 2028.

(SDG 5 & 10)



Our equity, diversity, and inclusion (EDI) strategy – Accelerate 2028

In October, following on from our EDI audit and acting on our continuous commitment to improving diversity and inclusion at Fletchers Group, we launched Accelerate 2028.

Accelerate 2028, is our five-year equity, diversity, and inclusion strategy, with clear targets to hit and initiatives to celebrate colleagues' differences. Our plan focuses on the following elements:

- Leadership accountability
- Investing in our recruitment
- Talent progression and training
- Celebrating our colleagues' differences

Equity, diversity, and inclusion have always been important to us but we're moving to the next level and bringing them to the centre of everything we do.

We're excited to accelerate our journey towards a more diverse and inclusive culture, workforce, and overall business.

Our priorities

Following the EDI audit, conversations with colleagues and our leadership team and reviewing against best practice, we agreed on the following priorities:

- The gender balance of our senior leadership team will match that of our workforce.
- We will double the number of colleagues and leaders from a minority ethnic heritage.
- We will increase the number of colleagues and leaders from lower socio-economic backgrounds, as described by the UK's Social Mobility Commission.

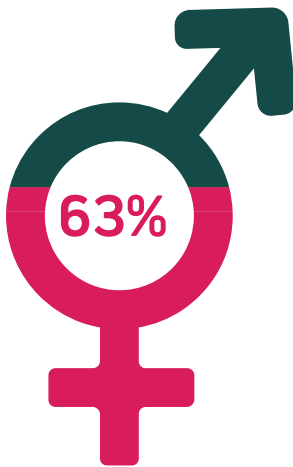
We believe that these three priority areas and the following targets will make Fletchers a leader in the industry and truly reflective of our colleagues and communities we serve.

(SDG 5 & 10)

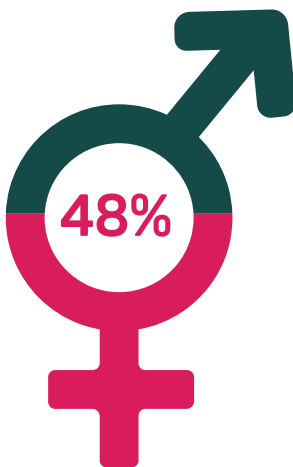


Where are we now?

Gender

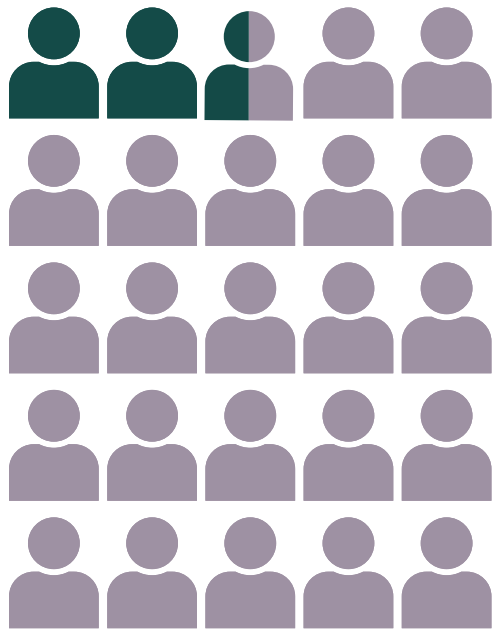


Our workforce is **63% female.**



with our Senior Leadership Team being **48% female.**

Ethnicity



Currently only **10% of our workforce** are from minoritised ethnic diversities with **5% of our Senior Leadership Team.**

Social Mobility

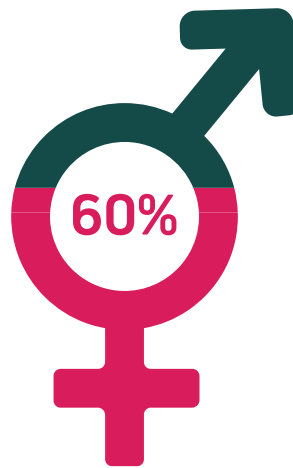
33%

of our workforce is from a **low-socioeconomic background** as defined by The UK's Social Mobility Commission.

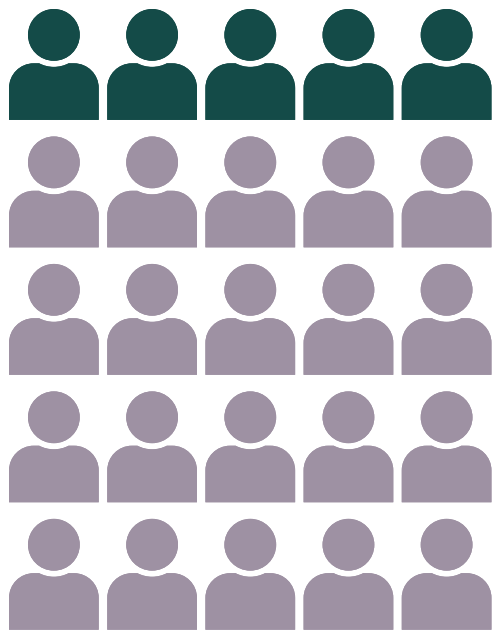
22%

of our Senior Leadership Team.

By 2028...



If the gender balance of the workforce remains c.60% female, then our **Senior Leadership Team should match this.**



Across our business there will be **20% colleagues** with Black, Asian or other UK minority **ethnic heritage.**

Across our **Senior Leadership Team** there will be **10% colleagues** with Black, Asian or other UK minority **ethnic heritage.**

40%

of colleagues who come from **lower socio-economic backgrounds**, as defined by The UK's Social Mobility Commission.

30%

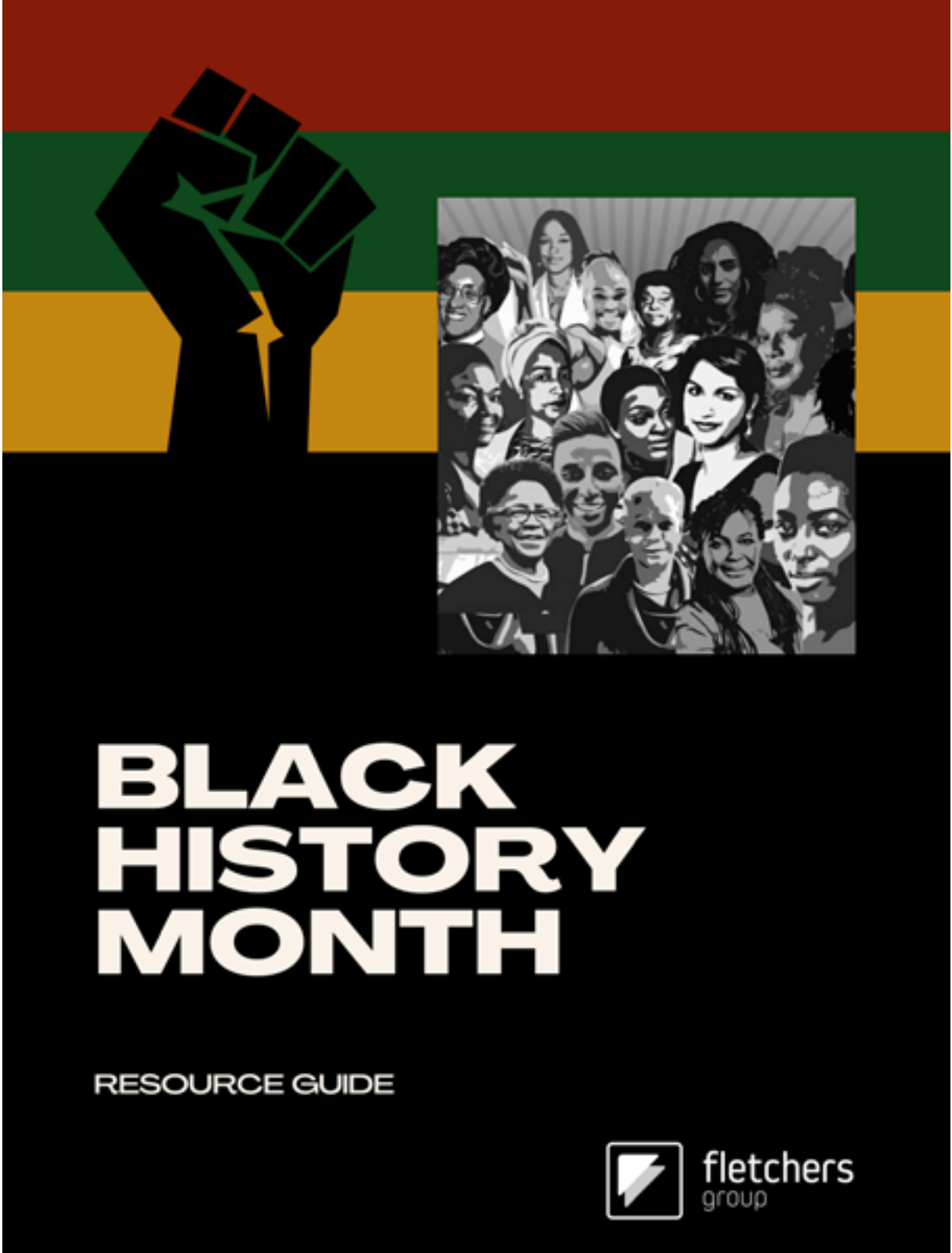
of our Senior Leadership Team.

Other areas of diversity

We have a variety of initiatives already in place to support other minorities and we will go further as well, developing our knowledge and understanding to ensure we’re inclusive for all. We are committed to the following:

- Supporting, celebrating, and developing our LGBTQ+ community
- Improving inclusivity for those with disabilities and/or neurodiversity
- Supporting our colleagues of faith

(SDG 5 & 10)



Colleague wellbeing & support

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 wellbeing, and their future.

In addition, we have an enhanced maternity and paternity package, and provide help with dental care, health screenings, discount at gyms and alternative therapies.

The wellbeing of our colleagues is always a priority for us 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 a qualified counsellor and several qualified nurses. All colleagues have successfully completed mental health first aid training.

(SDG 3)

MEET YOUR MENTAL HEALTH CHAMPIONS

SOUTHPORT

LEEDS

LIVERPOOL

MANCHESTER

fletchers group

If you'd like to get involved, please contact Katy Link

MLS nurses Health checks and health updates

Starting in 2022, we invited nurses from our Medical Law Service (MLS) team to offer complementary health checks to interested colleagues. These health checks included height, weight and blood pressure checks.

Due to how popular and impactful it has been, this was expanded to more offices, and it takes place on the first Thursday of every month.

(SDG 3)

Medicash

Medicash offers 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)

Cycle2Work scheme

Cycle2Work is a government initiative which offers the most cost-effective way to get new cycling equipment.

The scheme is run through participating employers, meaning that colleagues do not have to pay tax or national insurance on these products – saving up to 47%!

(SDG 3 & 13)



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, family outings and theatre trips, so there's always something fun for colleagues to join in with.

In 2023, colleagues have participated in:

- Junkyard golf
- Pins social
- Farmageddon
- Bake off
- Smoothie bikes
- Black history month
- Barrys gym classes
- Para ice hockey practice game
- Pizza & fireworks – family event
- Family fun day at Southport Fair

(SDG 3)





Our community

Our community

Supporting our local community has been in the ethos of Fletchers since we opened our first office in Southport in 1987.

Focusing on fundraising for charities and supporting the social mobility agenda still underpins everything we do today.

Through our charity partnerships, community investment and programmes to support young people, we are actively seeing ways to positively impact local communities in the north of England, through our resources, time, and skills.

Fletchers Foundation

We were delighted to have launched the new Fletchers Foundation, in January 2023 to help more people gain access to justice.

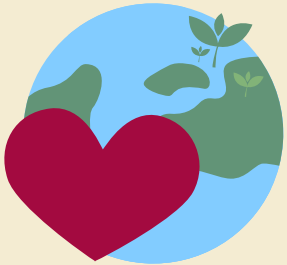
We support our clients through the legal process that arises following a serious personal injury or accident. But there are many enquires that do not have a valid legal resolution - and it is these individuals or groups Fletchers Foundation aims to support through a grant for aid, support, equipment,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

The Foundation is already making a massive difference to people’s lives!

(SDG 1, 3 & 10)



Approved 24 number of grants for individuals

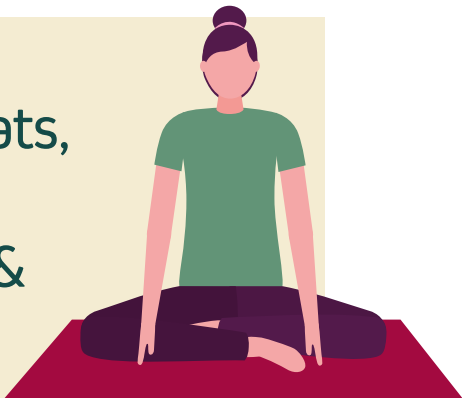


Worked closely with and provided joint funding with two amazing charities



Developed relationships with two specialist rehab centres, covering the northwest and southeast

Over £50,000 has been raised by Fletchers Group colleagues to support Fletchers Foundation



Paul and Debbie

Paul and Debbie were the Foundation’s first successful grant applicants after the launch in January 2023.

After a freak accident in which Paul pricked his toe, he then found himself having a below the knee amputation eight weeks later. As the home was not accessible for Paul, it limited where he could go in his own home.

Dealing with his newfound circumstances and no compensation to help, Debbie, Paul’s wife applied to the Foundation on his behalf.

The application was approved, and the Foundation paid the down payment for Paul and Debbie to access a bigger UK Government ‘home adaptation’ grant.

The home adaptation added a ramp to the front door, widened all internal doorways so it was accessible for a wheelchair and stairlift so Paul could access the upper floor.

Our colleague community fund – investing in local charities and groups

We have supported 22 local charities and groups through our colleague community fund over the last 12 months, totalling over £10,000.

The initiative allows colleagues to apply for a small grant to support a local charity or group.

Our colleague community fund aligns with our responsible business strategy and is designed to help people thrive, and focuses on wellbeing, inclusion, and the local environment. In our annual ‘we’re all ears’ survey, colleagues asked us to also focus on poverty, so we added this to the eligibility criteria.

(SDG 1, 3, 4 & 10)

SignVideo

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.

(SDG 3 & 10)



Widening access into law

We are committed to improving social inclusion and access to the legal profession.

We’re founding signatories of This Is Purpose’s ‘Breaking Down Barriers to Law’ initiative, led by Rt Hon Justine Greening. We have also made significant changes to our recruitment process and channels, ensuring that we’re widening the access to Fletchers.

Our teams also do a lot of outreach activity with local colleges, universities and have created our own academy – Fletchers Academy – to provide a non-traditional route into law.

(SDG 1, 3, 4, 8 & 10)

Charity & partnerships

The charities & partnerships team, formed in May 2022, 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.

(SDG 1, 3, 4, 8 & 10)

Charities and organisations we work with



Day One
Trauma Support





Our environment

Our environment

Environmental sustainability is important to us all. The way we care for our environment now is the legacy we will leave for generations to come.

Since 2020, we have implemented the following:

ESOS Phase 3

ESOS is a mandatory energy assessment scheme for organisations in the UK that meet the qualification criteria. The Environment Agency is the UK scheme administrator.

The ESOS audit is designed to identify tailored and cost-effective measures to allow participating businesses to save energy and achieve carbon and cost savings.

We are currently in the process of the audit, with the report due in early 2024, at which point we will review and decide how to move forward with the recommendations.

Circular economy

- Everything is reutilised, switching from plastic to glass milk bottles to be washed and reused. (SDG 11, 12 & 13)
- Due to external company requirements, we are unable to go 100% paperless, but have already achieved our target of being 75% paperless. (SDG 11, 12 & 13)



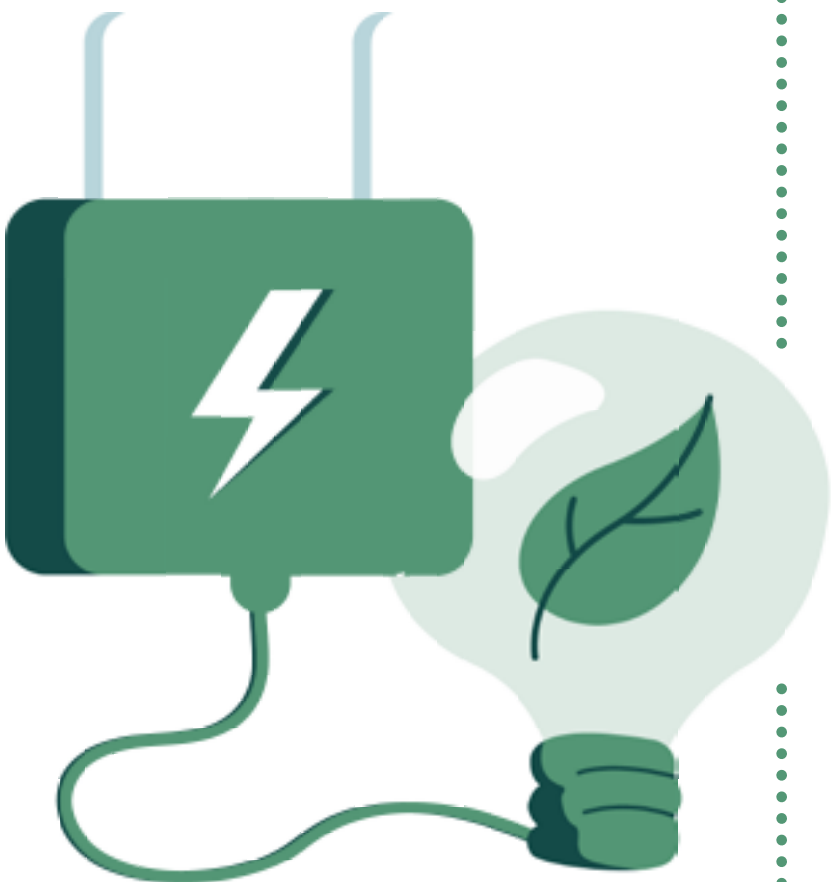
Recycling & waste management

- 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)
- Plastic use has been reduced, including swapping to glass milk bottles. (SDG 11, 12 & 13)



Energy consumption

- We are in the process of completing phase three of the Energy Savings Opportunity Scheme (ESOS). (SDG 7, 11, 12 & 13)
- We’ve replaced old boilers and heating systems with new, energy efficiency ones. (SDG 7, 11, 12 & 13)
- All lighting in our offices is 100% LED. (SDG 7, 11, 12 & 13)
- We will continue to support our charitable foundation, Fletchers Foundation, as they begin to host a variety of fundraising events. (SDG 7, 11, 12, 13 & 17)





Our plans for 2024

- 2024 is going to be the year we really focus on 'Our Environment' with new initiatives being announced!
- We will continue to deliver initiatives announced in 'Accelerate 2028'.
- We will invest more funding into local projects, targeting local education, wellbeing, environment, and inclusion projects.
- 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 will start hosting fundraising events, in which we will support them.



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Key contacts