bolt burdon
SOLICITORS

Bolt Burdon LLP

# IMPACT ASSESSMENT 2025.

# FROM OUR MANAGING PARTNER

## BOLT BURDON– WE'RE WALKING THE TALK WITH B CORP

We're currently 18 months into our five-year business plan, which we've called **Make the Magic Happen**.

As you'd expect, a large part of this 'magic' is geared towards how we want to provide legal advice to our clients in order to put them in the best possible position.  You can find out lots more about that on our website. We firmly believe that there is more to a successful law firm than the law, however, so the rest of our plan is focused on making improvements for our people, our community and our planet.

With this in mind, becoming a B Corp was firmly on our radar – it aligned with so many of our values. Having made good progress, particularly in terms of sustainability over preceeding years we were ready to take the next step on our journey. We wanted to walk the talk rather than just talk the talk, so last summer we submitted our application to become a B Corp. We were absolutely delighted to become B Corp certified in November 2024!

Becoming a B Corp formalised what we were already trying very hard to do, which is to put people and planet up there alongside profit as measures of the success of our business. It will ensures that we continue to set ambitious goals around the five pillars of B Corp which are Governance, Workers, Community, Environment and Customers.

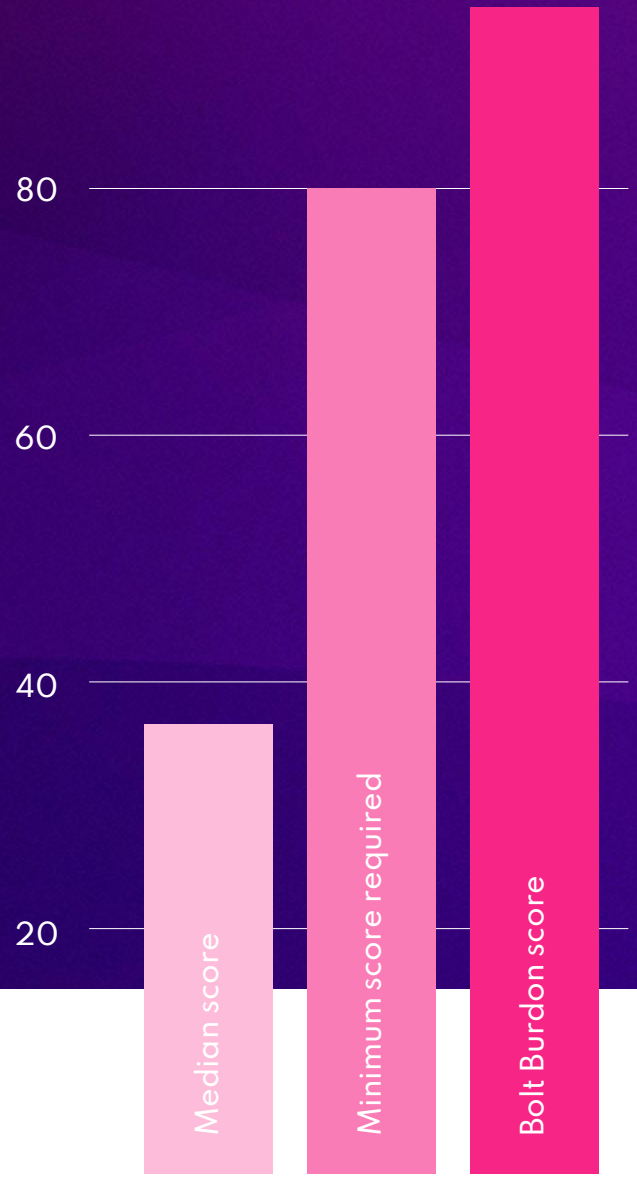
What follows therefore is our second Impact Assessment Report, which sets out the progress we've made since beginning our B Corp journey. It also sets out those areas where we believe we can improve and our clear goals for the future.

We want to say thank you to all of our Bolt Burdon people, who have whole heartedly embraced this mission and who, like us, believe that a successful business can also be a force for good.



**Louise Dawson**
Managing Partner

# OUR JOURNEY




With hard work from many of the Bolt Burdon team we were able to complete our assessment and submit it for accreditation to B Corp by the end of June 2024. We were awarded B Corp status in November 2024.

In order to apply to obtain B Corp accreditation we had to reach a minimum impact score of 80 B Corp points. On submission we had an impact score of 87.9. The median score for ordinary businesses is 50.9.



# OUR GOALS

We are committed to setting and achieving ambitious goals to ensure continuous improvement. By consistently challenging ourselves, we strive to enhance our impact on our employees, customers, community, and environment. This ongoing process of goal setting and evaluation is integral to our mission, ensuring that we remain adaptable, accountable, and aligned with our values, while fostering sustainable growth and positive change.

*Action without vision is only passing time. Vision without action is merely daydreaming. But vision with action can change the world."*

Nelson Mandela



# GOVERNANCE



Our **Make the Magic Happen** business plan sets out our goals for the next five years. The top team put this together during some time away from the office and Louise, our Managing Partner, shared it with the firm at one of our monthly meetings. Our goals are ambitious but achievable with the right commitment from the whole firm. The goal of becoming a B Corp is clearly set out in our plan.

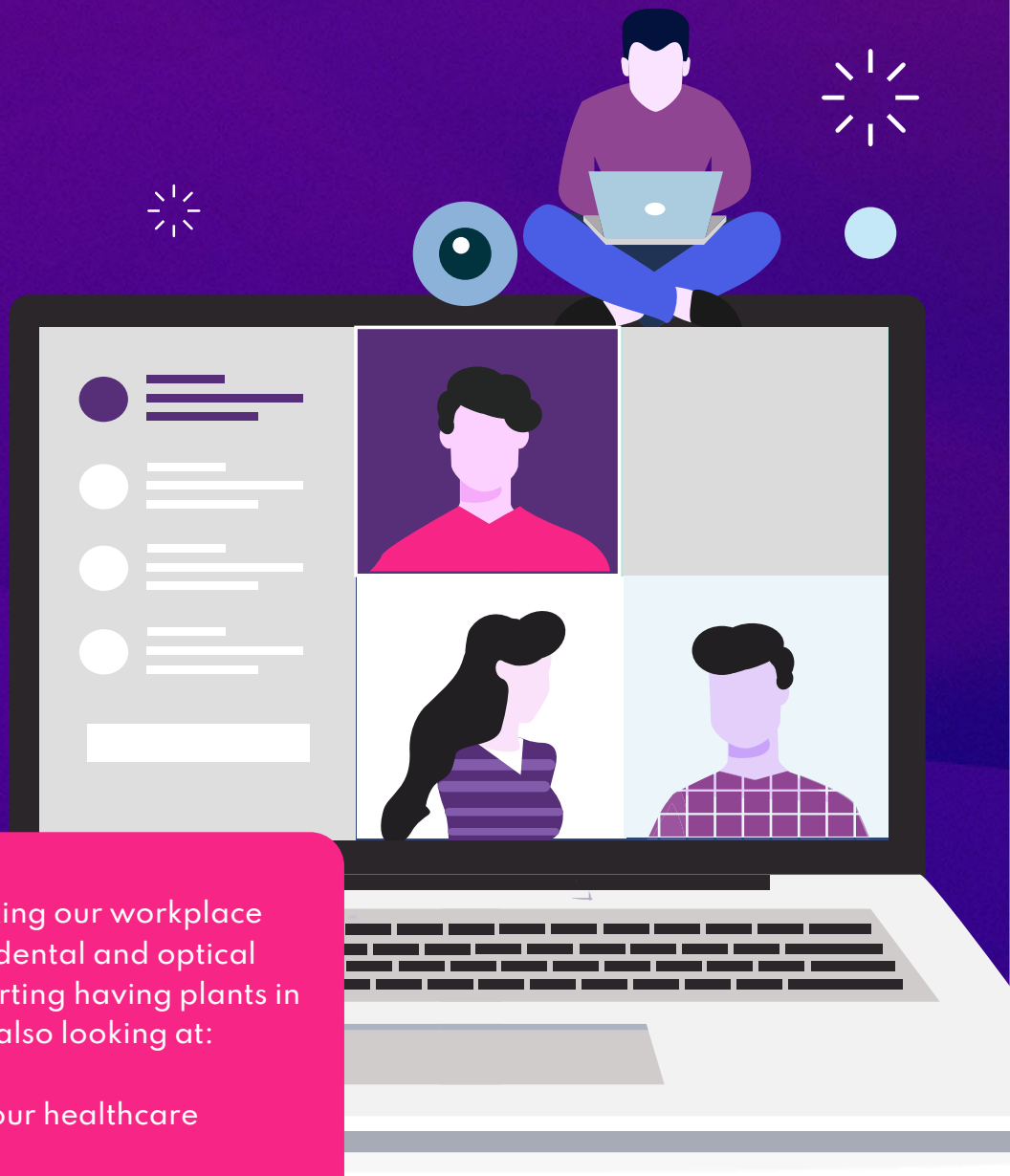
In terms of this commitment to become a B Corp, our goal was to set up a committee formed of members of staff for each of our B Corp assessment areas, as well as a Governance committee which is looking at how we can improve on our stakeholder engagement, including by using social media. We have recently achieved these goals and our B Corp governance structures are firmly embedded in our business.

# WORKERS

We have always been very focused on providing a working environment that promotes a healthy work life balance. Flexible working has been embedded into our culture over the last 25 years and is now part of our DNA.

In our **Make the Magic Happen** plan we set goals to improve our bonus structure, reduce our chargeable hours targets, reduce fee targets for our team leaders and increase administrative support to make life more manageable for our people. We have already achieved all of these goals.

We are proud that we pay all our workers a living wage and we a Living Wage Foundation Employer.



Our Workers committee is tasked with making our workplace and policies even better. We now include dental and optical cover with our healthcare and we have starting having plants in the office to improve air quality. They are also looking at:

- Maximising the use of the benefits that our healthcare provider offers our people.
- Monitoring the air quality in the workplace.
- Enhancing our fit and healthy workplace programme.

# COMMUNITY

We have always played an active part in the Islington community, where we have been based since we were founded in 1986.

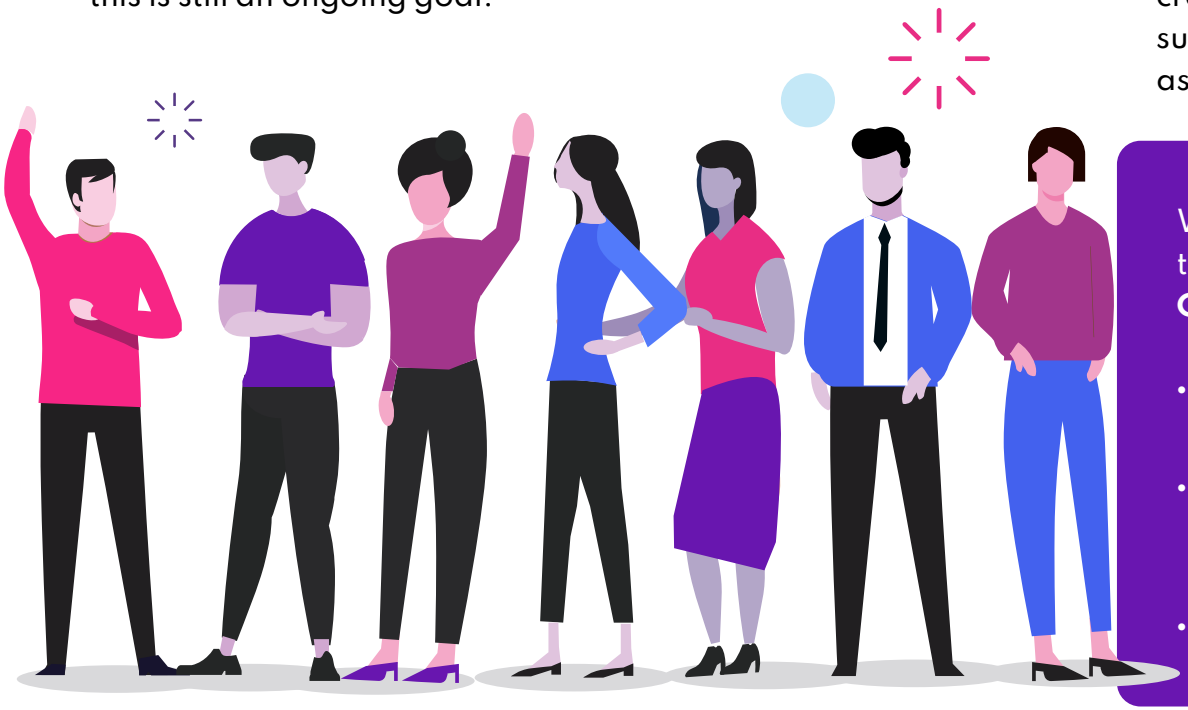
Our Managing Partner, Louise Dawson, sits on the Board of Directors for Angel Islington, an organisation that runs the Business Improvement District in Angel. Their mission is to make Angel a place that attracts business, encourages inward investment and delivers economic growth.

Each of our clients is sent a questionnaire when they receive a bill. Every time we receive a reply we donate £10 to charity. This is double the amount we previously donated. We had a goal of increasing the number of replies which did increase slightly but this is still an ongoing goal.

We take part in different charity initiatives during the year and we continue to run an enrichment program with a local school and donating to the Salvation Army Christmas Toy appeal. We are hoping to work with a local toy charity for this year's appeal.

We again took part in the London Legal Walk joining around 18,000 other walkers and contributed to the event which ultimately raised over £1m for the London Legal Support Trust. The Trust was started in 2003 to help with the issue of insufficient funding for those who needed to access legal advice.

Last year we said we would take part in another Christmas initiative and we assisted Islington Giving in their project of making Christmas crackers which raises money to bring connection, joy and practical support to vulnerable residents in Islington. This year we again assisted making the crackers as well as being the main sponsor.



We support other charities with one off donations that are close to our heart for a number of reasons. Our **Community Committee**'s goals for this year are to:

- Increase the number of clients who reply to our questionnaires so we increase our charitable donations.
- Increase the number of staff who donate some of their time to a charitable cause. We have introduced "On Hand" to assist with this.
- Continue to use more local and independent suppliers

# ENVIRONMENT

We engaged the help of Green Small Business as part of our commitment to B Corp. Green Small Business carried out an assessment of where we are now and helped us formulate our goals for the next few months.

As a firm we have already:

- Replaced all our lighting with LED lights and introduced timer switches where possible.
- Changed to more water efficient bathrooms.
- Installed recycling bins in all our communal areas. Since our first report we have also started to recycle food waste and soft plastics
- Switched to recycled paper
- Encouraged the use of electronic signing to save printing.
- Changed to fill up the office one floor at a time to keep lighting use to a minimum.
- Changed to using more local suppliers wherever possible.
- Encouraged our staff to walk more and use transport less.
- Encouraged the use of public rather than private transport wherever possible both in work and home life.

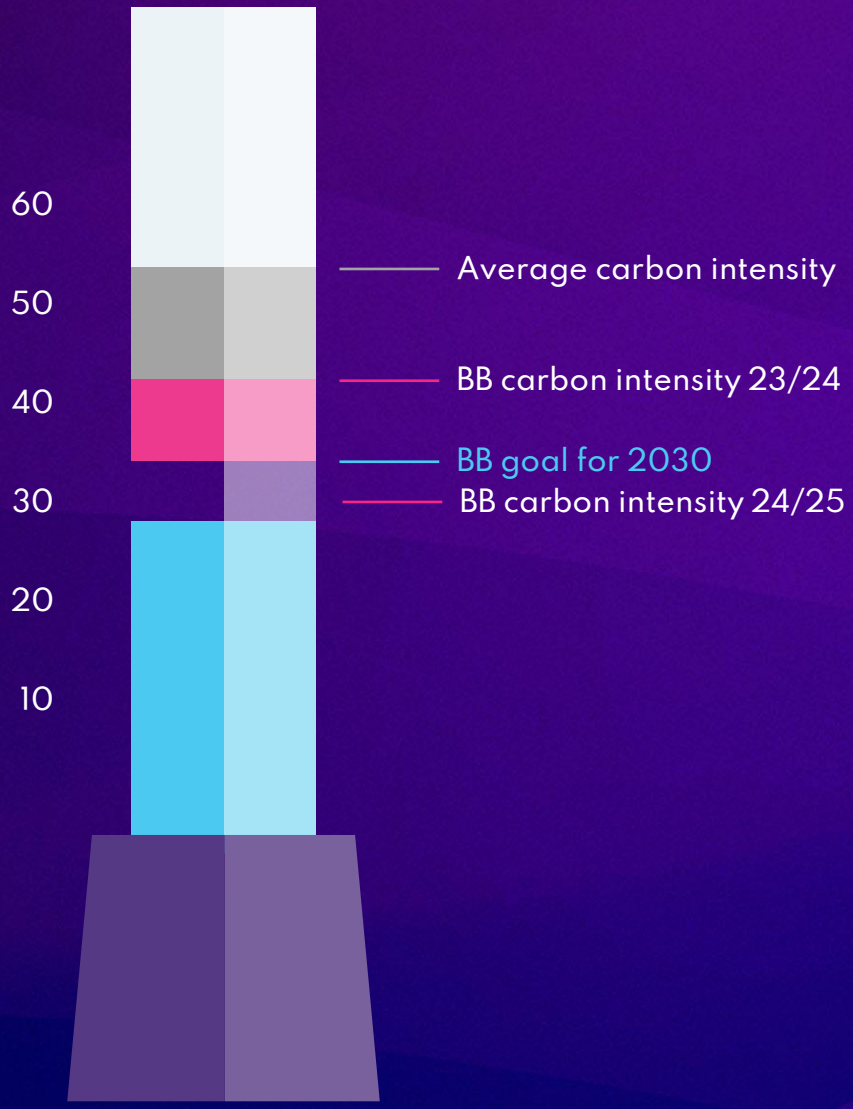
Our Environmental Committee is aiming to:

- Continue to review our waste management and recycling scheme to increase the materials we can recycle.
- Investigate and implement the cycle to work scheme.
- Investigate the electric vehicles scheme.
- Continue to monitor all our cleaning products to ensure they are environmentally friendly and have minimal packaging waste.
- Continue to reduce our carbon intensity.

**Our Environmental Management System**

Our environmental policy and action plan, alongside any other related policies, procedures and monitoring comprise our Environmental Management System (EMS). Our EMS is certified by Green Small Business. Our certification is maintained through an annual review of our action plan carried out independently by Green Small Business.

GREEN SMALL BUSINESS CERTIFIED




## Carbon Intensity

We have already exceeded our initial goal but we now need to maintain these levels. To do this:-

- We will measure and report the carbon footprint of our business on an annual basis.
- We will consider the feasibility of setting a target for reduction in Scope 3 emissions following further work to engage our current suppliers.
- We will focus action on the biggest sources of emissions in the business over which we have the most control – emissions from our business travel and purchased goods and services.
- We will avoid business flights wherever possible, with strict criteria adopted.
- We will investigate access to low carbon personal vehicles for our staff.

| Emissions (tonnes CO2e) | | |
|---|---|---|
| Year | 2023/24 | 2024/25 |
| Scope 1 | 0.8 | 9.7 |
| Scope 2 | 11.6 | 0.98 |
| Scope 3 | 197.5 | 174.1 |
| **Total** | **209.9** | **184.78** |

# CUSTOMERS

We run a comprehensive programme of events for our clients including marketing events, seminars and webinars. We have a weekly "blog" that is sent out and we update our clients via social media.

Our **Customers Committee** is investigating how to get even more clients responding to our questionnaires to enable us to improve the service that we give (and of course increase our charitable donations in relation to this).

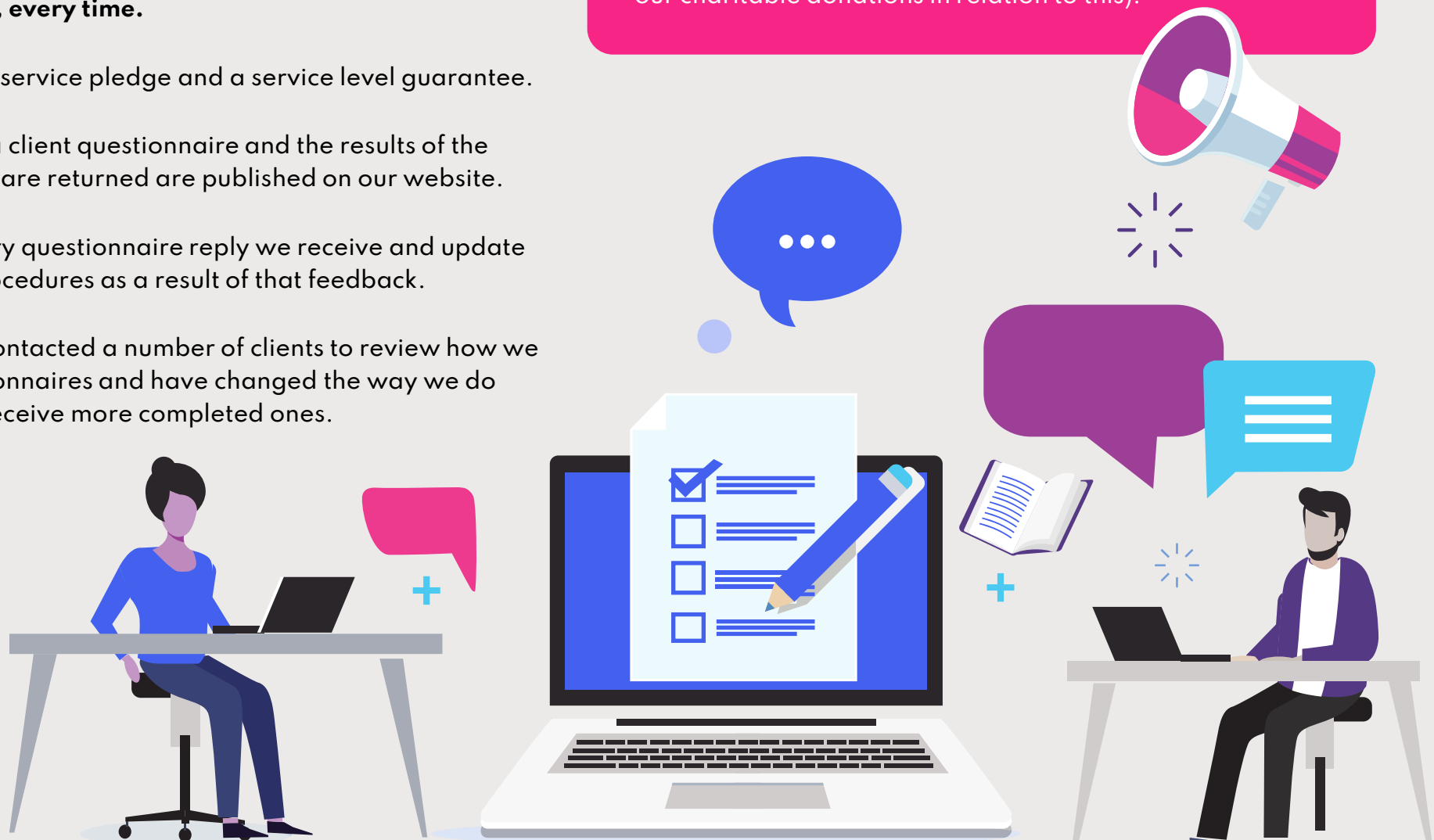
**Exceeding our clients' expectations is at the heart of everything we do. Every client, every time.**

We already have a service pledge and a service level guarantee.

Every client is sent a client questionnaire and the results of the questionnaires that are returned are published on our website.

We respond to every questionnaire reply we receive and update our policies and procedures as a result of that feedback.

We have already contacted a number of clients to review how we send out our questionnaires and have changed the way we do this in an effort to receive more completed ones.



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# FOR UPDATES, PLEASE VISIT BOLTBURDON.CO.UK