



Pinsent Masons

RESPONSIBLE BUSINESS

A Positive Outlook

A PURPOSE-LED PROFESSIONAL SERVICES
BUSINESS WITH LAW AT THE CORE

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We are **transforming our business** from an expertise-based law firm into a **purpose-led, professional services business with law at the core.**

What are your thoughts on doing business responsibly?

We believe that to be successful, business has to work better for people.

That is why our focus is on helping everyone to achieve their best, in an environment where people feel valued and supported. We have thousands of talented people throughout the world, who endeavour to give our clients not only the best professional and legal advice, but ethical advice too.

As you read on, you will see how we are making business work better for people. Not just our own employees, through our focus on inclusion and belonging, but by using our skills and resources for the benefit of our local and global communities. And how we're collaborating with community partners, clients and suppliers to achieve all our common goals, for people and the planet.

We hope you'll be inspired to join in the conversation...



Welcome



We have people in **27** locations
across **4** continents, serving clients
across **5** global sectors contributing in
excess of **10,000** hours to Responsible
Business initiatives in 2021.



460+ Partners

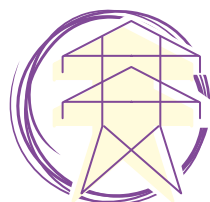


1,500+ Lawyers



3,400+ People

Global Sectors



Energy



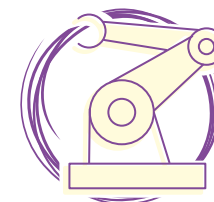
**Financial
Services**



Infrastructure



Real Estate



**Technology, Science
and Industry**

WELCOME, BY RICHARD FOLEY, SENIOR PARTNER

As a purpose-led business, we are working towards a positive outlook for all

Welcome to our Communication on Progress 2022

We have often talked about our 'best day' ethos, where each of us at Pinsent Masons is striving towards a way of working that reflects the best of us. Where, in every task, we ask ourselves: "am I making this better for people?". That is both from a business perspective and a personal perspective.

This principle is changing how we behave, supported by our purpose which asks us to do the right thing and bring our humanity to work every day. Our purpose has a role and an outcome. Our role is to champion change, promote progress and enable everyone. And by doing that, we achieve our outcome – which is, of course, to make business work better for people. This includes our clients, our employees, our communities and the wider world.

We are committed to Environmental, Social and Governance (ESG) principles and to the United Nations Global Compact, which you'll see on the next page. It is a long-term objective for us and we are determined to build on the impact we have made this year. We are proud of the steps we have already taken; we hope you will find inspiration for yourselves in the pages ahead too.



Our role is to **champion change, promote progress and enable everyone**. And by doing that, **we achieve our outcome** – which is, of course, **to make business work better for people**.



OUR GUIDING PRINCIPLES

UN Global Compact

1. Human Rights

Businesses should support and respect the protection of internationally proclaimed human rights; and

2. Human Rights

make sure they are not complicit in human rights abuses.

3. Labour

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

4. Labour

the elimination of all forms of forced and compulsory labour;

5. Labour

the effective abolition of child labour; and

6. Labour

the elimination of discrimination in respect of employment and occupation.

7. Environment

Businesses should support a precautionary approach to environmental challenges;

8. Environment

undertake initiatives to promote greater environmental responsibility; and

9. Environment

encourage the development and diffusion of environmentally friendly technologies.

10. Anti-Corruption

Businesses should work against corruption in all its forms, including extortion and bribery.

We are working towards **achieving the best possible outcomes** – and that's a **commitment for the long term.**

INTRODUCTION, BY MIKE HARVEY, HEAD OF RESPONSIBLE BUSINESS

Making business work better for people

We look beyond profit when measuring our success. Success means behaving responsibly, taking action to help solve some of society's biggest problems and responding quickly to the changing demands of our people and communities.

But we cannot do everything, so we look to our purpose to help prioritise and guide how we seek to act responsibly. That purpose - to make business work better for people - gives us a clear sense of who we are, what we stand for and why we exist. It drives us to be inclusive, diverse, curious, innovative and responsible.

Our purpose helps to create a consistent approach, a commitment to finding new ways of looking at problems, and the desire to work closely with our people, clients, suppliers, and communities to understand the right approach. Our relationships are built on openness, mutual respect and the trust that we will do what is right.

We have been supporting agile working for many years, we have invested in promoting mental health, we are seeking to diversify our supply chain and have focused on looking after our people - our employees, clients and suppliers - and the needs of the community around us.



Our Local and Global Community



OUR LOCAL AND GLOBAL COMMUNITY – COMMUNITY INVESTMENT

Inspiring young lives through education, employability and inclusion

Our commitment to 'Inspiring Young Lives' is at the forefront of our community investment agenda. It gives us a platform to address social mobility in our sector, raise educational attainment and create better life chances for children and young people most in need.

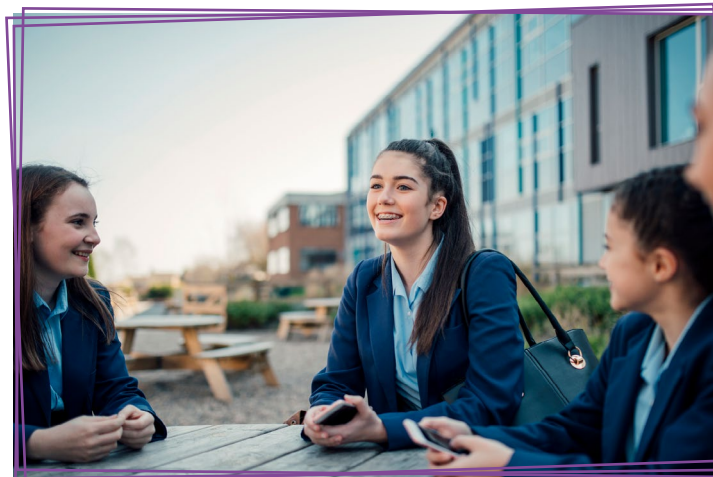
Through mentoring, careers events and other initiatives, our volunteers aim to open young people up to their potential, encourage academic achievement and demonstrate to students the breadth of opportunities available to them.

Our people volunteer their skills to help children with subjects such as maths and reading, and explore topics they are passionate about in an accessible, relatable way. In 2021, work continued with our Social Mobility Champions network. Acting as role models for the students, one of the aims of the network is to continue our focus on employability, preparing young people for work and widening access to the legal sector.

We know this is not a quick fix. We work with partner schools and organisations facing a variety of challenges. In the last 12 months, we have continued to support various programmes focussed on creating inclusive and healthy learning environments where children and young people can thrive. We are led by local needs, with one overarching global ambition: to raise aspirations and do everything we can to engage with, support and inspire the next generation.

Throughout the 2021 December holidays, we provided assistance to **1,589 children** through donations, campaigns and toy appeals throughout the world.

In 2020/21 we inspired more than **13,000 young lives** globally.



OUR LOCAL AND GLOBAL COMMUNITY CASE STUDY – PROJECT NALEDI, SOUTH AFRICA

Giving children in Soweto educational and recreational opportunities, through Project Naledi

Throughout South Africa, it is a sad reality that townships suffer from deprivation. So from our Johannesburg office, we have engaged in an Inspiring Young Lives partnership project that is making a life-changing difference.

Overview of Project Naledi

Formally launched in 2018, the project aims to help local children improve their education and life prospects. It was important to us to make long-term relationships, to work together to give children in overcrowded, underprivileged schools an initiative that would have a lasting, positive effect. We partnered with a local school and charity who run a Saturday school, open to children from schools throughout the local area, to help children in key subjects.

Having now come through the difficulties of the pandemic, the project has expanded to close to 250 learners and additional extra-curricular activities such as basketball, athletics and ballet have been added to the programme. The children have access to a working fruit, vegetable and herb garden, which also serves the local community in Mafolo, a district of Soweto.

We provide financial support to the Saturday school, including tutor expenses, catering, transportation costs, equipment – and expanded that contribution this year to include the provision of a librarian for the new library and a sanitation assistant, creating job opportunities for the local area where unemployment is at a staggering 80%.

We are hopeful that, over time, in conjunction with our partners, we can reach the point where the whole of Project Naledi can become self-sufficient.

The Library Project opened in 2021 and gives **850 children** in the community access to **over 2,000 books**, inside and outside of school hours.

Lessons started in August 2017, when **191 children registered**.

This year there are **250 children registered**.

We have expanded the range of learners from **Grade 2 to 12**.

There are **20 tutors working at Project Naledi**.



OUR LOCAL AND GLOBAL COMMUNITY – COMMUNITY INVESTMENT

Encouraging students to reflect on their personal purpose

Embracing our Purpose - to champion change, promote progress and enable everyone, to make business work better for people – while aiming to inspire young lives has led us to develop a 'Purposeful Business' workshop to encourage students at our partner schools to reflect on their personal purpose and to explore how being purpose-led can help businesses achieve their goals.

In collaboration with our partner school in Manchester we hosted our 'Purposeful Business' workshop. Due to ongoing Covid-19 restrictions, the session was run virtually, but this did not stop the students and Pinsent Masons' volunteers from getting stuck in. Students worked in pairs to explore how purpose-led goals underpin businesses like Pinsent Masons. After looking at case studies and examples of purpose-led businesses, students were asked to complete self-reflection tasks linked to their own values and interests. In the second half of the session students were asked to create their own business concept which is purpose driven and linked to 2 of the 17 UN Sustainability Goals.

Concepts from the students included: a clothing business which worked in full circle to collect, recycle and reuse material before reselling back to the original purchaser; a renewable airline; saving turtles through TikTok; and setting up free education services to address gender inequality.



This is a great example of us **using our purpose to connect with young people** and inspire them to what opportunities the corporate sector can offer and **what it means to be a successful business going forward.**

Liam Wardley, Head of Impact and Strategic Delivery, London



It was great to see the students really **engaging with the concept of Purposeful Business**. In everything from **marketing to interaction with the local community**, the students worked hard to make sure that all the elements of their businesses **were aligned with their chosen core purpose.**

Julie Williams, Associate, Manchester



OUR LOCAL AND GLOBAL COMMUNITY CASE STUDY – AUSTRALIA: RECONCILIATION ACTION PLAN

Working towards building relationships, respect and trust

Our first Reconciliation Action Plan (RAP) commenced in March 2021 and will take us to August 2022. We are starting with a 'Reflect' RAP which is aimed at the internal work we must do to build the foundations for a meaningful, sustainable contribution to reconciliation. Our initial task is to build our own understanding of the history of Aboriginal and Torres Strait Islander peoples, their cultures, their incredible resilience and the extent of inequalities that exist in Australia today.

Supporting Aboriginal leadership and self-determination: We have engaged two advisors, both Aboriginal young people who are currently studying degrees in law, to guide us in the work of our RAP. By sharing their views, experiences and wisdom, our advisors have helped us to define our priorities.

Developing our understanding: To build our knowledge of cultures and heritage, we have established RAP libraries in each office to enable our people to read fiction and non-fiction by Aboriginal and Torres Strait Islander authors. We have prepared guidance on cultural protocols and run training to help our people deliver a meaningful Acknowledgement of Country, to demonstrate respect for the Traditional Owners of the lands where we work. Our Perth office completed a guided walking tour of the area around our office with two Noongar guides who explained the history and cultural significance of their land, and similar tours are planned for Melbourne and Sydney as Covid-19 restrictions lift.

Inspiring young lives: We continue to support the Clontarf Foundation and Stars Foundation, which run academies in high schools to engage Aboriginal and Torres Strait Islander young people and support their educational attainment. We recently commissioned a Stars Foundation alumna and aspiring artist to create three beautiful paintings to hang in our Melbourne office.

Reconciliation is about **strengthening relationships** between Aboriginal and Torres Strait Islander peoples and non-Indigenous peoples, **for the benefit of all Australians.**
Reconciliation Australia

“It’s a **long-term, multi-layered project** that will take years, if not decades. But it’s a responsibility we’re determined to take on. After all, **our purpose, our responsible business commitments** to the UN Global Compact and Sustainable Development Goals can only be realised **through the action plans we put into place.**”

Katie Williams, Consultant, Perth



OUR LOCAL AND GLOBAL COMMUNITY PRO BONO WORK – CASE STUDY: LA VOIX DE L'ENFANTS

Providing our expertise pro bono

Our commitment to pro bono is in line with our code and purpose. A thriving pro bono practice is an obvious and tangible commitment to use our people's professional skills and expertise to make business work better for some of the most disadvantaged people in our communities.

For many organisations, financing legal support is simply beyond their reach. That is why across the firm, worldwide, our people volunteer their skills and experience to charities, organisations and causes that are most deserving of help. That might mean getting involved with the charity Amicus, to support access to justice and a fair trial for individuals facing the death penalty. Or, providing general legal guidance to established entrepreneur businesses looking to grow via face to face legal clinics, email support and access to template agreements, through the NatWest Accelerator.

La Voix de L'enfants

La Voix de L'Enfants is a Federation of Associations around the world. Since becoming involved with the charity in 2014, we've been supporting them with pro bono legal advice, in relation to a number of important initiatives.

Our support covers all areas of commercial and corporate law, such as advising in relation to regulatory framework, fundraising, crowdfunding and debates on rights for minors. In the last 12 months we have worked with La Voix de L'Enfants to draft and negotiate various agreements with a number of organisations to warrant the collection of funds for the federation. We have also worked with the association by providing arguments pertaining to the potential threats caused by the use of an app by minors, as well as suggestions of improvements in order to mitigate such threats.



Being able to volunteer my time and work to support La Voix de l'Enfants is **extremely important to me**, through our support to La Voix de L'Enfants we are able to make **a tangible difference for endangered children all over the world.**

Annabelle Richard, Partner, Paris



In 2021/22, through the NatWest Accelerator program, we have supported **1,000 entrepreneurs** who gain access to our templates and advice. Since becoming the legal partner of Natwest Accelerator in 2016, we have delivered **10,554 hours of free legal advice.**

In 2021, we have **made a commitment** as signatories to the **UK Collaborative Plan for Pro Bono**, **Pro Bono Pledge Ireland** and **The Fundación Pro Bono Espana.**



OUR LOCAL AND GLOBAL COMMUNITY – CASE STUDY: PRO BONO SINGAPORE

A posthumous admission to the Singapore Bar

Our Singapore office assisted on the posthumous admission of a young aspiring trainee to the Singapore Bar.

On 20 September 2021, an unprecedented and landmark moment in Singapore's legal history was created when the High Court of Singapore passed judgment in *Re Vikram Kumar Tiwary [2021] SGHC 216*, approving Vikram's posthumous admission to the Singapore's Roll of Advocates and Solicitors. It was a bittersweet moment after the untimely passing of the 28 year-old just nine days before his application for admission was to be heard.

As there were no precedents in Singapore for such an application, the High Court had adjourned the initial application to provide time for further research to be undertaken to determine if there were legal impediments for granting the application. As part of a joint collective effort, David Platt and Benedict Tse volunteered to conduct the research regarding the United Kingdom, and their findings were eventually part of the final submissions made to the High Court.



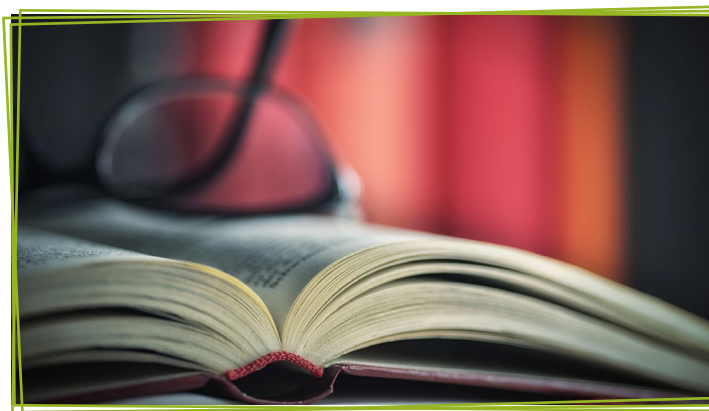
Having to do research again was interesting and the discussion with the various **professional regulators across the UK even more so.**

David Platt, Partner, Singapore



Even as an active pro-bono volunteer (ever since my days at university), **this experience still counts without a doubt as the most meaningful.**

Benedict Tse, Associate, Singapore



Our Clients and our Marketplace



OUR CLIENTS AND OUR MARKETPLACE – OVERVIEW

Helping our clients make responsible business part of their strategy

We are seeing momentum amongst the corporate sector towards a focus on the social dimensions of responsible business.

Our clients tell us that they are increasingly concerned with their social, ethical and environmental footprints. As a purpose-led professional services business, we work in partnership with our clients to achieve their business strategies which extends beyond their commercial goals. We have a market-leading reputation in this area because everyone at Pinsent Masons has a shared aspiration to make business work better for people, which goes over and above purely legal expertise. We help our clients make responsible business central to their strategy, which enables them to achieve their goals and in turn, do business the right way for the right reasons.

During 2021, Covid-19 has piled pressure on many of our clients. This has caused us to re-think the way we provide legal advice, underpinned by our purpose and the tenets of responsible business. So when our stakeholders come to us with a particular legal issue in mind, we ask ourselves, “How can we use our skills to make our business work better for them, and in turn help them make their business as resilient as possible?”.



We are always looking for opportunities to collaborate with our clients; be that on **inclusion and belonging, mental health and wellbeing** or through our **community investment work**. These are issues that are better tackled together, **with opportunities and benefits for entire communities and sectors.**

Nicke Harrison, Inclusion and Wellbeing Lead, London



We encourage everyone we work with to uphold the standards we set for ourselves – including championing human rights, outlawing child and forced labour and encouraging a culture in which people feel confident to report any instances of malpractice. Our Global Standard of Ethical Conduct clearly sets out our principles and serves as a baseline for how we work.

We are also committed to the Universal Declaration of Human Rights and we are signatories to the UN Standards of Conduct for Business; tackling discrimination against LGBTI people and the Women’s Empowerment Principles.

By committing to these values, we aim to work with our clients in a very human, honest and professional manner. In doing so, we go beyond the ‘transactional’ stage, which allows us to strengthen and deepen our relationships.

Our acquisition of diversity and inclusion (D&I) consultancy Brook Graham, in 2017, enables us to combine our legal expertise with specialist, strategic management of D&I, to deliver innovative, comprehensive solutions for our clients.

OUR CLIENTS AND OUR MARKETPLACE – SUPPLY CHAIN ETHICS

Responsible procurement measures

When engaging suppliers, we make our choices very carefully. We make sure our decisions are purpose-led. So we have been challenging our processes, being progressive, making business better and striving for a more diverse range of suppliers.

We ask our buyers to put all their sourcing and supplier requirements (with limited exceptions) through our procurement gateway. We have honed and improved our supplier due diligence process to identify potential risks, and 'red flag' any risks that are significant. For example, our process is designed to flag supplier issues around modern slavery and environmental policies, before those become embedded in our supply chain.

Our dedicated team and relevant risk experts take all the information available from due diligence into account as part of our procurement process. We make sure we are confident in all relevant areas before giving a supplier our official 'green light'.

Encouraging diversity throughout our supply chain

Supporting and showcasing diversity in action is a core component of our Supplier Diversity Programme. In October 2021, we created a video clip featuring the success of our diverse supplier portfolio to share internally and externally. Two of our diverse suppliers were given a platform to share their experiences of working with us as well as encouraging others in the business who hold the purchasing purse to consider diverse suppliers.

Our Central Procurement & Contracts team have developed relationships with organisations such as WeConnect International, who champion women-owned businesses, and MSDUK, who promote ethnic minority-owned businesses. We look to them to help us offer more choice to our firm's buyers. As a result, we have been able to access their diverse supplier directories and engage with other corporates in their network, to learn from their diversity journey.

Our affiliation to these organisations is as much about supporting diverse suppliers as it is about engaging them, as evidenced by the following think tank and training sessions:

- June 2021 - our Business Development Team worked with a certified MSDUK supplier, Stickology, to form a "Think Tank Session" which allowed the supplier to tap into the skill set of our global brand and marketing team and looked at ways of impactfully increasing the company's digital footprint in order to upscale and compete for business.
- October 2021 - in conjunction with Global Butterflies, a trans-diverse organisation, we facilitated a session for our client services workplace team and on-site supplier security and catering staff on trans and non-binary inclusion.

At Pinsent Masons we want to work with suppliers that share our purpose and values and who reflect our communities. By building **a diverse and inclusive supply chain** we are able to **create opportunities for diverse suppliers to compete for our business**, who can bring in fresh ideas and talent and offer a broader base of experience, all of which **makes business work better for everyone.**



OUR CLIENTS AND OUR MARKETPLACE – SUPPLY CHAIN ETHICS

Responsible procurement measures

We are conscious of the need to create equal access opportunities for diverse suppliers and avoid unnecessary barriers to their work with us. We take a pragmatic and solution driven approach in order to ensure that both parties can engage on suitable terms that redress any power imbalance and mitigate high level risks.

Engagement with diverse suppliers also brings benefits beyond the recipient of the services, as evidenced by our relationship with FromBabiesWithLove. This is a social enterprise which provides organic baby products, as part of our new parental leave gift service. All new parents in the firm receive a gift and the proceeds help fund the care of orphaned and abandoned children around the world.



Responsible business is part of our DNA, it is what we aspire to. But what's also encouraging is, we're finding that doing business the right way often means **more success in business**. We see that in the way our clients question our supply chain, **it's important to them**.



Myles Blewett, Legal Director, London

In 2021, as part of our commitment to measuring the impact of our work, we participated in the **Business in the Community Responsible Business Tracker** and roundtable events. **This has led to us being invited to chair a national supplier diversity procurement event in 2022** in order to share best practice and make diversification a collective business effort.



OUR CLIENTS AND OUR MARKETPLACE – CLIENT COLLABORATION: MINDFUL BUSINESS CHARTER

Working with clients to put mental health ‘front of mind’

It is really important for us to connect with our clients and work together to find solutions to the issues which matter to us all. We have a privileged opportunity to deliver extra value and strengthen our relationships. One such example of that is the Mindful Business Charter.

The Charter was a collaborative venture, right from the start, between ourselves, Barclays and Addleshaw Goddard. We spent a long time planning, to really dig deep into the issues so that we could identify what would make a positive impact on our people’s mental health and the ways we work together.

The reality is that many lawyers, bankers, in-house or in private practice, suffer from stress and other mental health issues. The Charter seeks to remove unnecessary sources of workplace stress and create a culture where everyone feels they can be open about mental health and wellbeing. After much deliberation, we arrived at four key principles, which aim to combat the effects of working in a traditionally high-output, high-stress environment.



Four key principles of the Mindful Business Charter



Openness and respect



Smart meetings and emails



Respecting rest periods



Mindful delegation



OUR CLIENTS AND OUR MARKETPLACE

Working with clients to put mental health 'front of mind'

We have implemented the Charter throughout the UK and we are continuing the roll-out globally in 2022. Whilst we recognise that each organisation will have their own interpretation around the principles, the big idea is to generate change. We are doing our best to lead by example. In 2021 we implemented some digital 'nudges' to support our efforts – things like protected lunch hour for people to use to take a walk and get away from their desks for a break and shorter meetings by default where outlook settings were amended to be 25 mins or 50 mins instead of the traditional 30/60 mins.

We also regularly carry out surveys and listening exercises to identify where the Charter is being implemented well, and where improvements may need to be made. During our last round, we found that the 'Wellbeing Conversations' we introduced in 2021 were well received and we continue to hold these on a regular basis.

“

Law firms and clients face **unique challenges** in Hong Kong and Asia Pacific. For a start, we work across multiple time zones and with other parties in different geographies. Those reasons alone drive home the need to ensure **we embrace the principles of the Mindful Business Charter** here. But more than that – even though we still work really hard – we believe there is a more efficient and effective way to work, both internally and with clients. It prompts people, including clients, to be more **mindful of their impact** on others. And to **challenge** some of the unhealthy practices that we've come to see as normal.”

Alvin Ho, Partner, Hong Kong



Our People



OUR PEOPLE – OVERVIEW

Our business goals are supported by our people and our culture

When people feel like they are working in an inclusive environment and their wellbeing is being genuinely prioritised, they are often happier and more successful.

We have taken steps to make people feel good about working for us in many ways. One of those ways is to be proactive in promoting inclusion and belonging – we are passionate about creating a workplace where people have an equal opportunity to shine. We need people with different talents, cultures, outlooks and experiences of life.

All those elements together give us a wider perspective, and give our clients a greater depth of knowledge and expertise. In short, we want to make everyone who works for us feel welcomed, included, respected and supported. We are pleased to say, inclusion and belonging is firmly at the top of our agenda.



Having **up to date and accurate data about the make-up of our workforce is incredibly important** for understanding where we are and how far we have to go in our journey towards being truly representative of the communities we are based in and work with. **We need to be able to see whether we are making progress fast enough** and if not, **what we can do to improve.**

Linda Jones, Partner, Birmingham

In our 2020 Pay Gap Report we continue to go beyond the mandatory employee gender reporting requirements, we once again **included partner, ethnicity, LGB and disability pay gap data.**

We monitor the **diversity of our UK workforce** in accordance with **Solicitors Regulation Authority (SRA) requirements** and use this data to review and refresh **diversity targets and plans.**

85% of our global management and leadership teams have attended our **face-to-face** Inclusive Leadership Programme.

We are putting the **focus on performance and delivery**, rather than presenteeism, by instituting a **culture of agile working.**



OUR PEOPLE – LGBT+

Creating real cultural change for our LGBT+ colleagues

It is important that all of our people, whatever their sexual orientation or gender identity, feel comfortable, safe and supported being themselves at work. In 2008, we were the first law firm to be placed on the Stonewall Workplace Equality Index and in 2019 we were ranked in first place as Employer of the Year, a Top Global Employer and a Top Trans Employer. In 2022, we ranked as the UK's tenth most inclusive LGBT+ employer, retaining a top ten place for the sixth consecutive year. We are proud of the journey we have been on to create real cultural change for our LGBT+ colleagues, but we recognise there is always more to be done.

Our LGBT+ network hosted their second online global conference on Bi-Visibility Day. The conference profiled bi-inclusion with a session run by Stonewall and focused on education on the issues bi people face in the workplace and being effective allies to bi colleagues. The conference also included a trans and non-binary inclusion session run by Global Butterflies, a trans-diverse organisation, and a panel with our LGBT+ colleagues discussing their experiences of inclusion within the workplace.

In 2021, we launched our new global steering group to make sure the network was benefiting from the lived experiences of people working in all our jurisdictions, particularly where the culture or local laws are not as inclusive.

To mark Lesbian Visibility Day, we hosted an internal event focused upon Stonewall's 2008 paper 'The Double-Glazed Glass Ceiling'. Members of our LGBT+ network, as well as a member of our FREE network (Faith, Race, Ethnicity and Equality), shared their personal stories of how this phenomenon has affected their workplace experiences. We were also joined by Rachel Reese of Global Butterflies, who offered her thoughts as a trans lesbian woman.

Over the course of the past year, we have also invited numerous clients and other law firms to events that we have hosted relating to LGBT+ inclusion, such as the event with a high-profile LGBT+ former sports person who discussed their journey to authenticity and their experiences of mental health issues.

“As an employment lawyer I **regularly talk to our clients about their equality law issues and D&I strategy.** But Pinsent Masons strategy and approach to D&I gives you a sense of confidence in raising and discussing D&I with clients. It adds authenticity to the conversation, being able to share the D&I journey that Pinsent Masons is on, including the bumps in the road on that journey. **Clients love that realness in our messaging.** It has **opened doors to build relationships with clients and future clients** — and has given me the opportunity help build LGBT+ inclusion as well as having the honour of helping to set up allies programmes across businesses. **It is great that Pinsent Masons can be an inspiration for LGBT+ inclusion.**”

Paul Gillen, Partner, Belfast

“I've been so proud of the **major steps we have made at Pinsent Masons on diversity and inclusion** in the 20 or so years I have been with the firm. Not only seeing **how accepting the firm was of myself as a gay man** but also the opportunity to be an ally across other diversity groups and to **support our continuing inclusion journey.**”

Simon Colvin, Partner, London



OUR PEOPLE – GENDER EQUALITY

Addressing Gender Equality

Addressing the gender imbalance in our top tiers remains a key priority for us; and we continue to challenge this through our Sky initiative. Sky aims to remove potential barriers to progression for women and create a better workplace for everyone. Our Female Futures Network is open to all of our people and aims to provide a forum for discussion, networking and informal mentoring.

We reached our first target of 25% female partners a year early; this year we have set more ambitious targets as we seek a better gender balance on our board. We aim to achieve 35% female partners by 2027.

This year, we partnered with external specialist consultants at Business in the Community to run a series of global workshops and 1:1s with female lawyers who were at different stages in their career, the purpose being to identify and understand the barriers that exist and the solutions to overcome them. These ideas will form a key part of our work this year.

Having been through a comprehensive data gathering process this year, we are increasingly using data as a means of guiding our work and attention to areas that will make the greatest difference, for example how we challenge ourselves throughout our Talent Management process.

Our Human Resources colleagues have developed a set of working D&I principles to underpin our commitment to supporting our talent to progress – wherever they are in the firm. The principles set out how we will work with the business to ensure we are continuously improving by challenging ourselves and the decisions we make.

We are proud to be recognised as a **top 20 Diversity Leader by the Financial Times**, ranked 16th in its **Diversity Leaders 2021 report**.

In 2021, we were once again recognised in the UK as a Times Top 50 Employer for Women.



OUR PEOPLE – MEASURING SUCCESS

Launching our first race and ethnicity targets

At first glance the legal profession is ethnically diverse - 21% of lawyers and 22% of partners are from an ethnic minority (SRA), however, larger law firms are significantly under-represented by Black and Asian lawyers. Overall, more work needs to be done to promote race equality and inclusion at all firms regardless of size.

First launched in 2018, Sun is our long-term initiative which aims to help better understand our firm from the perspective of race and ethnicity and remove the barriers to recruitment and career progression which might disproportionately impact people from minority ethnic backgrounds.

This year we have set our first race and ethnicity targets that aim to strengthen our racial diversity at senior levels and recruiting diversity of talent by reaching the following goals:

- By the end of 2023 we will have at least one minority ethnic Board member.
- By 2025 we will have at least 20% minority ethnic people in our senior leadership positions.
- In the period to 2025, 15% of our internal promotions to partner and senior Business Operations positions will identify as minority ethnic.
- By 2025, 10% of our partnership and 10% of our senior Business Operations teams will identify as minority ethnic.
- By 2025, 20% of our workforce and 20% of our trainees will identify as minority ethnic.

These targets have increased our focus and accountability on improving the diversity of our workforce. They are supported by a robust plan that will focus across many areas: a) recruitment and induction, b) learning and development, c) leadership, d) promotion and progression, e) culture and experience, f) data and monitoring and; g) communications, as we aim to create a more inclusive culture where all our people feel like they belong at Pinsent Masons.

We have signed up to Rare Recruitment's Race Fairness Charter and Business in the Community's Race at Work Charter, committing to recruitment and employment practices that will help facilitate improved minority ethnic representation across the business.

We have also rolled out our firm-wide reciprocal mentoring scheme in which members of the Global Board are mentored by minority ethnic colleagues and has embedded a group mentoring scheme designed to target career support for minority ethnic individuals.



2021 has been a year of **positive transition in the UK legal industry**. Whilst real change will take time it is clear that we are not alone in our desire and ambition to **do more to level the playing field for minority ethnic people in our industry**. For our part the introduction of stretching targets and continued development of our mentoring, role model and training programmes in 2021 **has helped promote progress within our business**. I am particularly pleased that **we have sought to take leadership and help many of our clients with their focus on race and ethnicity**. Working together we can accelerate change within our industry and help to **ensure that minority ethnic people have access to the same opportunities as others**.



Hammad Akhtar, Partner, London



OUR PEOPLE – ENCOURAGING AN INCLUSIVE CULTURE

Continuing to promote an open and accessible workplace for all

Purple Light up Day

To celebrate International Day of Disabilities and Purple Light Up Day, our Disability and Wellbeing Group (DWG) coordinated a plethora of activities to recognise the economical input of the 386 million disabled employees globally. This included a leader to leader video with Richard Foley, Senior Partner, and Ian Warner, Partner and Senior Sponsor of the DWG, which discussed the challenges faced, and contributions made, by disabled people in the workplace. We lit our London office purple (the colour associated with disability), shared posts online and an held an internal event with GB Paralympian gold medalist Richard Whitehead MBE, who shared his inspirational story and advice on what we can all do to be allies.



From January 2022, our people have **access to a menopause helpline** as part of our Private Medical Insurance. This means our employees and dependents will be able to speak to a **menopause trained nurse in complete confidence** for **personalised clinical advice** on managing symptoms and moving forward.

Supporting our working parents and carers

Our Family Matters Network creates a sense of community for members around the firm to understand the issues and challenges that face our people and their families. These conversations have begun to shape our activity for the year, and give a focus to adoption & surrogacy, children's mental health and supporting the transition to higher education. We also intend to relaunch our working father's network group in 2022.

In recognition for our work supporting working parents and carers we were again recognised in the Working Families Top Employers list for 2021.

Our Wellbeing

In 2021, our Disability & Wellbeing Group has responded to feedback and recognised the need to keep our people connected and provide appropriate forums to share common experiences and seek support and launched a series of sub-groups open to all our people.

Focus on Menopause

Building on the work from our Menopause Awareness 'fan clubs' which aim to remove the stigma around menopause in the workplace, we have signed the Menopause Workplace Pledge. In signing the pledge, we commit to:

1. Recognising that the menopause can be an issue in the workplace and needs more available support.
2. Talking openly, positively and respectfully about the menopause.
3. Committing to actively support and inform our employees affected by the menopause.



OUR PEOPLE – ENCOURAGING AN INCLUSIVE CULTURE

Continuing to promote an open and accessible workplace for all

Neurodiversity Network

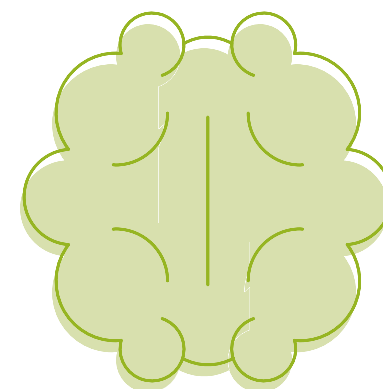
To ensure we are continuing to promote an open and accessible workplace for all, we became a Neurodiversity in Law Champion and signed their Babington Charter, making a commitment to:

- Enable and encourage entry into the legal professions for aspiring lawyers with neurodivergent conditions.
- Create a supportive network of legal professionals who are able to celebrate their neurodiversity.
- Encourage providers of legal services to adopt an anti-discriminatory approach in both their practice and their recruitment.
- Work collaboratively with other equality and diversity support networks to help foster a more diverse and accepting legal profession.
- Ensure that support is provided for practitioners who are neurodivergent, whether that discovery occurs before qualifying or at any stage of their career.

Dementia Awareness Initiative

In 2021, we held our first 'Dementia Awareness' event on 'how to be a dementia friend' hosted by Alzheimer's Scotland. Recognising this is a difficult condition that affects many of our people who are caring for family members, we organised this as a first in a series of 'Dementia Awareness' sessions. These aim to increase understanding around dementia symptoms and provide support to families and individuals living with the condition.

As part of the initiative, colleagues from across the firm who have a lived experience of dementia, are providing support to other colleagues. We have established an employee volunteer support group to provide a safe space to ask questions and share advice about dementia, and a Focus on Dementia page to share hints and tips on all aspects of dementia care from financial, legal and wellbeing to take care of themselves as a carer.



OUR PEOPLE – ADDRESSING MENTAL HEALTH AT WORK

Strategies for looking after our people's mental health

We are committed to delivering our Mental Health Strategy and we have reviewed and updated our 'Minds Matter' portal which houses information and links to sources of support with specific portals for our global offices.

We have introduced a broad range of wellbeing training sessions, that vary from short micro e-learning modules on having wellbeing conversations in your team and finding your motivation through to longer, participative virtual classroom training on mental health awareness for managers and making stress manageable.

Employees can also access free counselling sessions and mental health support through our Employee Assistance Programme. Additionally, through our private medical insurance cover with Bupa, our people have access to a dedicated mental health helpline, providing support for individuals who are struggling. Each employee can call the direct access helpline to arrange an appointment with a Mental Wellbeing Practitioner who will carry out evidence-based mental health assessment and recommend immediate treatment and support. Our cover also includes a dedicated wellbeing fund to maximise Bupa's wellbeing resources.



I feel proud when I talk to my friends and contacts about the profile Pinsent Masons has in the mental health space. **Our resources and Mental Health Champions have been there to support me when I have needed help.** In turn, I've been able to signpost people who have come to me. **We have a rich source of knowledge to tap into on our Mental Health portal.** When you couple these resources with being able to share openly, and without stigma, **our personal stories and challenges, that is a truly powerful combination.**

Mel Richardson, HR Co-ordinator and PA to Director, London



During the past year, use of our employee helpline has increased and corresponded with a reduction in specialist treatment for entrenched conditions. This suggests that first line interventions have been accessed more often and more successfully, preventing mental health problems from escalating and becoming more severe.

Recognising that many people struggle to talk about their mental health issues, our network of Mental Health Champions has gone from strength to strength with over 320 Mental Health Champions recruited globally offering colleagues a safe, non-judgemental space to start talking and signposting to both internal and external sources of support.

Our Environmental Impact



OUR ENVIRONMENTAL IMPACT

Our Climate & Sustainability Mission

Our Climate & Sustainability Practice and operational structure is aligned to the fundamental premise that ESG related matters extend across everyone in the Firm no matter which department, office, team or function they are in. We are focussed on creating and upskilling a Firm of climate and sustainability conscious colleagues. Our operational structure reflects this as follows:

Our Climate and Sustainability Operations Team is supported by a range of colleagues and is responsible for: (a) ensuring we are across all professional functions curates and adapts their existing services to incorporate ESG issues and matters and to lead us in developing relevant new multidisciplinary products and services; (b) manages and leads a firm-wide ESG training programme open to all, a specific aspect of that programme being the Climate and Sustainability Accelerator Course delivered to all colleagues by Oxford University Smith School of Enterprise and the Environment and (c) advising the our Board on our Science Based Targets and Sustainability strategy. Critically, the Team works on a distributed basis across the firm, seeking to ensure there is global engagement in these matters.

We strongly believe that whilst a core team of experts is important, we must ensure everyone is lifted up in their knowledge and expertise in relation to climate & sustainability. They must not see or feel that ESG is something that happens in a team or department and therefore it is not relevant to their role whether fee earning or business support.



[Pinsent Masons] has made a point of no longer determining its success based on numbers alone, holding itself to account against metrics that it feels **truly reflect the health of its business...** it has put its **commitment to ESG principles** on the line, hitting its **environmental sustainability targets** one year early... it also appears among the **leading firms for gender diversity**

Legal Business, December 2020

We have a broad Climate and Sustainability Advisory team of around **100 colleagues across the firm** who ensure representation on the ground in **all locations, teams and functions**.



Pinsent Masons will be **a Firm of Climate and Sustainability conscious colleagues** who are recognised leaders in the professional services market for their approach to **advising clients on ESG matters**.

We will fulfil our ambitious objectives through **world class delivery, market relevance and authenticity**, this will ensure that all stakeholders and market participants seek our advice and input. Our offering and market recognition will **accelerate revenue generation from our products and services**.

Collaboration sits at the heart of our approach, both within the Firm and across other professional advisers and clients. We will be **open, transparent and inclusive** ensuring that everyone in the firm is **enthused and equipped to act**.

Michael Watson, Head of Climate & Sustainability Advisory

OUR ENVIRONMENTAL IMPACT

Taking action to reduce our environmental impact is a key part of our purpose

Action on climate change and sustainability are at the core of our business strategy. We take our environmental responsibilities very seriously in all areas of our business. From our own operations, through our supply chain and when working with our clients.

Taking action to reduce our environmental impact is a key part of our purpose as a responsible business. Whilst this has long been a focus for us, over the past two years we have taken things to the next level. Below we have outlined just some of the actions we are taking internally to reduce our own carbon footprint and environmental impact.

Science Based Targets and Net-Zero

We have completed a submission to the Science Based Targets initiative (SBTi) seeking validation of our net-zero target in line with the criteria of the recently published SBTi Net-Zero Standard. We should be one of the first firms to have a validated long-term science-based target in place, committing Pinsent Masons to achieve net-zero value chain emissions by no later than 2040.

Note: The SBTi launched their Net-Zero Standard on 28 October to coincide with COP26, described as the world's first framework for corporate net-zero target setting in line with climate science.

Our near-term science-based targets serve as a milestone on the path to reaching our long-term target. These have already been validated and published by the SBTi as follows:

- To reduce absolute scope 1, 2 and 3 greenhouse gas emissions **50.4%** by FY2030 from a FY2019 base year;
- To increase annual sourcing of renewable electricity from **75%** in FY2019 to 100% by FY2030.



DRIVING AMBITIOUS CORPORATE CLIMATE ACTION



OUR ENVIRONMENTAL IMPACT

Reducing our carbon footprint

Progress against Targets

Calculation of our carbon footprint for FY2021 shows that we have already reduced greenhouse gas emissions by 60% from a FY2019 baseline. It is acknowledged that this is something of a 'false' position due to the impact of Covid-19. However, the changes made by the business in response to the pandemic provide a valuable window to the opportunities available to drive down emissions in the coming years, in key areas such as energy consumption, business travel and in our supply chain.

Business Travel

We have introduced carbon reporting for business travel, providing individual travellers with details of emissions associated with their journeys and hotel stays. Alongside the reporting process, carbon budgets will be used to manage and/or alter the way we travel as we emerge from the pandemic, based on a pre-agreed allowance for carbon emissions.



Energy

The 'Smart Buildings' programme provided by Carbon Intelligence is operating in our two largest offices. The programme is designed to optimise performance by capturing and analysing granular data from the building management system and/or wireless sensors, to identify energy efficiency initiatives and to highlight anomalies in building operation. Energy consumption in our London HQ has reduced by over 30% since the programme commenced in 2019 and helped to ensure effective energy management processes were put in place during lockdowns in 2020 and 2021.

We are also operating a Demand Side Response Service at our London HQ. When the national and local electricity networks are under stress, they use the 'flexible load' from buildings and other facilities as a way to help balance supply and demand. When they need to balance the grid, the operators ask Pinsent Masons to adjust electricity consumption, effectively using the building's flexible load as an operational tool. A schedule is programmed into the building management system which automatically turns selected electrical plant (pump motors, fans and chillers) off/down for short periods, in a way that is designed to be 'invisible' to building occupants. This is now delivering approximately 5% reduction in electricity consumption.



OUR ENVIRONMENTAL IMPACT

Our commitment to the UN Sustainable Development Goals extends to working with our clients and suppliers

Supply Chain

The bulk of Pinsent Masons' carbon footprint is related to the purchase of goods and services used by the business. Our ongoing CDP reporting programme has enabled Pinsent Masons to collect, analyse, benchmark and feedback to key suppliers on their performance against environmental key performance indicators. We are also able to collect primary emissions data to improve the accuracy of our Scope 3 emissions calculations and for reporting progress against our science-based targets.

The data collected from responding suppliers provides a positive initial picture of emissions reduction targets and activities, including:

- **66%** reported active emissions reduction targets;
- **26%** have targets approved by the SBTi;
- **30%** have committed to SBTs or reported that they plan to set them in the next two years;
- **60%** of responding suppliers' electricity consumption is purchased from renewable sources;
- **34%** have set a target in relation to renewable energy consumption and/or production.

Operation of our CDP programme is not only designed to help our suppliers improve their own environmental performance but should also enable and support them to, in turn, engage their own suppliers.

As well as our internal net zero targets, we are committed to and focused on creating and upskilling a firm of climate and sustainability conscious colleagues. Our operational structure is aligned to the fundamental premise that ESG related matters extend across everyone in the firm no matter which department, office, team or function they are in.

We strongly believe that action on climate change is a business imperative and we are seeing that reflected in our clients' views too. Increasingly, as the large corporate clients we work with are taking positive action, we are seeing procurement processes demanding detailed information about our action in this area too. Our commitment to the UN Sustainable Development Goals extends to working with our clients to create, deliver and implement low carbon solutions and technologies, to support the transition to a lower carbon world.

We continue to compile a range of resources for those looking to learn more. We have created podcasts, hosted a series of webinars on different aspects of climate change, presented to clients on the issues affecting them and published articles on Outlaw in the lead up to and following COP26.



OUR ENVIRONMENTAL IMPACT

Operating in an environmentally conscious way

Climate and Sustainability Accelerator Programme, in collaboration with the University of Oxford

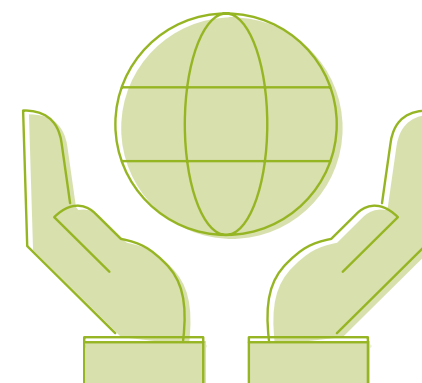
As part of our commitment to create a firm of climate and sustainability conscious colleagues, we are delighted to be partnering with the University of Oxford's Smith School of Enterprise and the Environment to provide a 'Climate and Sustainability Accelerator Programme' which is available to everyone across our global firm between January - April 2022. This programme is considered core and essential training internally at Pinsent Masons, and attendance (which may be via attending live sessions or watching recordings afterwards) has been very high to date. This programme has also been very positively received within our firm.

Our roll out of this programme comes from our recognition that there is a lot for us all to learn about climate change, sustainability, and ESG. From a professional services perspective, we need to be able to understand the challenges our clients are facing and contextualise them so that we can offer the best advice. As a business, we need to operate in an environmentally conscious way and contribute towards more sustainable business practices.

The Climate Change and Sustainability Network helps promote a **culture of sustainability** at Pinsent Masons and supports its global members to **make a difference in their own lives**. It exists to **educate, engage and influence** our people as we work towards a **more sustainable future for people and planet**.

Climate Change & Sustainability Network

Pinsent Masons' Climate Change & Sustainability Network (CCSN) is our firm's employee network group for individuals across the business to come together to share and discuss thoughts, ideas and news on individual actions we can each take to mitigate the effects of climate change and promote a culture of Sustainability at Pinsent Masons and in our own lives. The CCSN builds climate change and sustainability knowledge through its internal Pinsent Masons Yammer community, and periodically holds meetings and events designed to raise awareness internally as to aspects of ESG. The CCSN launched in October 2021 by holding an online webinar with interactive Q&A on "What's my Impact on the Planet?" with guest speaker and leading expert in carbon footprints, Mike Berners-Lee.



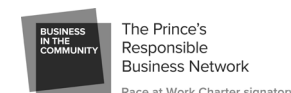
Now you've had an insight into how we engage with people as a responsible business, we hope you'll see why we do this on purpose **...with a positive outlook**

If you've been inspired, please share your thoughts – we'd like to hear from you. To join the conversation please contact...



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