

CSR Policy

Our Corporate Social Responsibility



At **mfg** Solicitors LLP we recognise the impact, positive and negative, that we and our operation can have on the environment, the local community and our staff, and we are committed to recognising, fulfilling and improving our corporate social.

To this end we have set out some examples of how we as a firm demonstrate our responsible actions.

It broadly covers the following areas:

- Our environment
- Our people
- Our community

The policy will be continuously monitored by our CSR team, which has a chain of responsibility from the Management Board to Partners to employees, and will adapt as and when necessary.

The policy applies to each of our offices and to every member of staff. We are proud to have in place this series of measures which will ensure that **mfg** has - and continues to have - a positive impact on the communities we serve.

A handwritten signature in black ink, appearing to read 'Maynard Burton'.

Maynard Burton

Chairman of mfg Solicitors LLP

Call mfg now on:

0845 55 55 321

www.mfgsolicitors.com

Our Environment

We are committed to reducing any negative impact we may have on our environment by reducing our production of waste, our consumption of materials and energy and by reducing emissions.

We deliver and intend to continue to deliver on this commitment through central decision making, reviewing our operational processes and encouraging behaviour changes amongst our staff.

Reducing our carbon footprint

While using paper is inevitable in our line of work, we have adopted a policy to use as little paper as possible. We avoid unnecessary printing, print on both sides of the paper wherever possible, re-use stationery and use email instead of writing letters whenever we can. We also scan files for digital storage rather than use extra paper.

With offices across Shropshire, Worcestershire and the West Midlands, we have to take care to cut our carbon emissions. We have set up a conference facility between our Telford and Kidderminster offices so that staff don't have to travel so far.

The use of conference calls is promoted within the firm and staff are encouraged to car-share. We also provide key staff with Blackberrys and remote-access IT systems so they can work from home.

Everyone at **mfg** is encouraged to recycle all waste cardboard and paper, and to cut our energy consumption by turning off unused computers, lights and heaters.

Spreading the word

mfg complies with all the relevant environmental, legislative and regulatory requirements, but we also seek to select office materials that are taken from sustainable and local sources, and encourage our partners, clients and suppliers to take a similar stance.

We are continuously looking for new ways to deliver on this commitment, and feedback from staff, clients and suppliers on the promotion of these principles is always listened to and welcomed.

A decorative graphic at the bottom of the page consists of several overlapping, wavy lines in shades of orange and black, creating a sense of movement and flow.

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Our People

Equality and diversity

We enforce a robust equality and diversity policy, encouraging an environment of mutual respect free from discrimination and harassment, and we endeavour to ensure equal access to opportunities through our recruitment and promotion procedures.

The work / life balance

We provide a friendly, flexible and effective working environment for all our staff. All our people are given generous holiday time and are encouraged to take all their annual leave. Where possible staff are able to work flexible hours to suit their needs.

We also promote the idea of building friendships with team members outside the office environment, and regularly organise activities to push this message home.

Development and training

The company has an ingrained culture of training and professional development in order to nurture our staff and maximise their potential. We fully recognise the need to continually develop and change, not just to serve our clients better, but to promote staff well-being.

We are committed to investing in the legal and professional skills of our staff, providing access to internal and external training and development opportunities.

We also provide appraisals at least once per year and give our staff and partners regular feedback on how they are performing. We also listen to their ideas for improving practices within the company.

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Our Community

Charity work

We regularly sponsor, support, contribute and promote local charities through our involvement with charitable events.

Many of our partners act as Trustees or Company Secretaries to local charitable organisations.

We offer lower charitable hourly-rates when appropriate and frequently carry out pro-bono work.

Ethics

As a law firm **mfg** is subject to rigorous controls set by the Solicitor's Regulatory Authority (SRA).

We have a clear complaints procedure and encourage clients to raise any concern they may have with us as soon as it arises.

All **mfg** staff pursue excellent standards of customer care. We communicate to all our clients in an open and honest way, using 'plain English' wherever possible.

We also have a dedicated Client Care Statement, which is available on our website, and lays out in black and white the basis of how we will carry out the work we have been instructed to do. It includes how charges will be calculated, our confidentiality arrangements and how we work to prevent money laundering.

In addition, **mfg** is ISO9001: 2008 compliant.

We have offices across Worcestershire, Shropshire and the West Midlands, for further information please call us on: 0845 55 55 321

Please think of the Environment – only print this policy if absolutely necessary

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