CORPORATE SOCIAL RESPONSIBILITY POLICY

mfg Solicitors

1. Introduction

1.1 This policy applies to all Partners and personnel of mfg Solicitors LLP and mfg Legal Services Limited.

2. Definition

2.1 For the purpose of this policy, the term "mfg" refers to both mfg Solicitors LLP and mfg Legal Services Limited.

3. Our Corporate Social Responsibility

3.1 mfg is proud to be a socially aware firm of solicitors and as such we have developed a Corporate Social Responsibility ('**CSR**') policy outlining what we do to increase the positive effect and reduce any negative effect we have on our communities, the environment and the people that work with us.

3.2 We believe that our CSR is integral to the long-term sustainability of our business, and we try to be responsible in our interactions with our environment, clients, suppliers, personnel and the wider community. To this end we have set out some examples of how we as a firm demonstrate our responsible actions.

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

3.4 The policy applies to each of our offices and to every member of personnel. 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.

3. CSR Committee

3.1 The firm's CSR committee is chaired by Tim Lang and is comprised of employees from all offices. The purpose of the committee is to promote positive Corporate Social Responsibility across the firm.

3.2 The committee members, around 15 to 20 in number, are the CSR representatives for each of the offices.

3.3 The committee works as a team across the offices, whether in whole firm or office initiatives providing feedback to and from the offices.

4. Our Community

Charity work

4.1 The Firm is committed to supporting charities in our local communities.

4.2 The personnel in each office select a local charity to support during each financial year and the personnel and Partners look to actively promote and fundraise for the charity. The CSR committee members in the office ensure that regular contact is maintained with the office charity throughout the year.

4.3 In addition to the funds raised for the office charities, the mfg Charitable Foundation regularly makes donations to charities local to our seven offices. Personnel are encouraged to make applications on behalf of local charities, in line with the Firm's Grant Making Policy.

4.4 All applications for charitable donations are vetted by the CSR committee before being submitted monthly to the Board for consideration. Donations are considered against our aim to assist local, generally smaller charities, often for a specific charitable purpose or initiative, where our donations can make a real difference. Requests often come from someone within the firm, for whom the charity holds meaning.

4.5 Donations from the Charitable Foundation are generally capped at £1,000. However, the trustees of the charitable foundation may from time to time approve donations greater than £1,000. These donations are primarily for 'small charities with a big project', where the donation will make a material difference.

4.6 The CSR committee post regular updates on the Firm's intranet to publicise office fundraising events and charitable donations made by the Firm.

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

4.8 Many of our personnel and Partners act as Trustees, Company Secretaries, or board members to local charitable organisations.

4.9 Our personnel and Partners are encouraged to support and volunteer with local and regional charities.

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

5. Our Environment

5.1 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.

5.2 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 personnel.

Reducing our carbon footprint

5.3 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.

5.4 We look to avoid unnecessary travel between our offices by holding meetings using Microsoft Teams wherever possible.

5.5 We provide key personnel with iPhones and remote-access IT systems so they can work from home.

5.6 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.

5.7 We recycle redundant IT equipment and ink cartridges.

Spreading the word

5.8 mfg complies with all the relevant environmental, legislative and regulatory requirements, and encourages Partners, clients and suppliers to consider environmental factors and sustainability concerns when selecting and using office materials and consumable resources.

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

6. Our People

Equality and diversity

6.1 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

6.2 We provide a friendly, flexible and effective working environment for all our personnel within the framework of our business needs. All personnel and Partners are given generous holiday time and are encouraged to take all their annual leave. Where possible personnel are able to work flexible hours to suit their needs.

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

6.4 Personnel are encouraged and enabled to work from home where viable. This reduces travel time while also reducing stress levels for some personnel.

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

6.6 We listen to our personnel in relation to ideas for improving practices within the company at cross-office divisional meetings and through suggestions to our Office Partners. Post Covid, we will return to having regular office meetings where we encourage all personnel to air suggestions and ideas.

Ethics

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

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

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

6.10 We also have a dedicated Client Care Statement which 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.

6.11 In addition, mfg is ISO9001: 2015 compliant.

VERSION CONTROL – to be amended as appropriate

Persons responsible for this policy	**CSR Committee Chair / Managing Director**	
Version No	**Description**	**Date**
1	First draft created	22.07.16
1	Reviewed October 2017 – no changes	October 2017
1	Reviewed October 2018 – no changes	15.10.18
1.1	mfg definition added. Minor formatting changes	04.12.19
1.1	Formatting updated	13.01.20
2	Fully reviewed and updated	08.03.2021
2.1	Amendments to 5.8 and 6.6	05.04.2022
2.2	Reviewed – typo corrected at 4.4	10.01.2023
2.3	SCL replaced KEB as chair of committee	04.07.2023
2.4	Addition of clause 4.5. Explicit links to the grant-making policy.	28.02.2024
2.5	Chair of CSR updated from Sharon Lerry to Tim Lang	26.02.2026