



# Responsible Business Report 2022

For what comes next  
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Off the back of a decade of rapid growth, the key pillars of our 2025 strategy include equality, diversity and inclusion, mental health and wellbeing and environmental sustainability, recognising that these are critical to our success.

# A message from Andrew Glynn and John Wood

**Welcome to our first responsible business report – an opportunity to reflect on the last twelve months and share how we and our colleagues are addressing some of the world’s biggest environmental, social and governance (ESG) issues, now and as we look to the future.**

We believe we have a duty – and the power – to bring about significant positive change for people, the planet and communities, never more so than when the world is facing into the lasting effects of the Covid-19 pandemic, economic and political uncertainty and the ongoing war in Ukraine.

2021 was an exceptional year, increasing people’s awareness of the ESG agenda and the need to build a fairer and more sustainable world for everyone. For us, it brought a new vision and strategic roadmap to guide us through the next four years to 2025.

Off the back of a decade of rapid growth, the key pillars of our 2025 strategy include equality, diversity and inclusion (ED&I), mental health and wellbeing and environmental sustainability, recognising that these are critical to our success. These focus areas have been embedded into our senior-level decision making – from the launch of TLT World, our fully flexible approach to work, to our decision to move into Scotland’s first net zero office building, Cadworks – and written into our values.

Each area is backed up by dedicated, specialist teams and clear plans to ensure that we are helping our colleagues to thrive, supporting social mobility and achieving our ambitious sustainability goals. And we are looking at this holistically, finding ways to integrate our activity to boost our impact.

We were honoured to be awarded **The Lawyer’s Law Firm of the Year 2021** for our strategic focus and performance, and are looking forward to building on this incredible achievement this year.



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# Our strategy

## For our people, planet and communities

**We are a responsible and future-focused business, because being here for the long term should never be taken for granted.**

Our purpose is to protect, prepare and progress our clients for what comes next, and it's essential that we do the same for our people, our planet and our communities.

We are continually driving sustainable change in every part of our operations – working with our clients and wider networks to deliver positive environmental, economic and social outcomes, thinking long-term, acting responsibly and supporting our people in their work, development and wellbeing.

We strive to go beyond expectations and think sustainability in all that we do across these three focus areas of people, planet and communities. Each is led by a partner champion and employee forums that bring together passionate and dedicated individuals to help raise awareness of the issues, create the right focus and drive rapid change.

### People

We're creating a diverse, open and inclusive culture where everyone is supported in their work, development and wellbeing, and encouraged to be their whole self.



**Esther Smith**

Equality, diversity, inclusion and wellbeing champion

### Planet

We're minimising our adverse environmental impact, maximising our positive impact and reducing our greenhouse gas emissions to net zero – by setting hard targets, promoting sustainable choices and collaborating with like-minded businesses to tackle environmental issues.



**Maria Connolly**

Environmental sustainability champion

### Communities

We're making a positive impact on our communities through our charitable activities, volunteering and pro bono support, using our time, skills and resources to help others.



**David Isaacson**

Charity champion



**Deborah Sheldon**

Pro bono champion



# People

## Building a supportive and inclusive culture

**We have over 1,300 people working across six cities and listening to our people is a critical part of our people strategy. We run regular engagement surveys to check in with our colleagues about how we are doing and where we can continue to improve.**

In October 2021, and in the context of the Covid-19 pandemic, it was fantastic to hear 84% of colleagues say they are proud to work for TLT and motivated to do their best work. Importantly, 85% were clear about our values and what they mean for them – a testament to how many people across the firm are committed to bringing them to life daily.

**84%**

of our colleagues are **proud to work for TLT**

In 2019 we consulted with over 70% of the firm so that we could set our ED&I strategy to 2025. Through focus groups and an anonymous survey, our people highlighted four areas of most importance which has underpinned our approach to ED&I. These are:

**Lead**  
we will  
redefine  
leadership with  
inclusion at  
its core

**Flex**  
we will  
expand the  
ways of flexible  
working

**Grow**  
we will grow  
diversity in the  
business

**Respect**  
we will create  
a culture of  
respect

Our commitment to ED&I continues to go from strength to strength, supported by both our established and emerging affinity groups, who keep us alive to the issues and opportunities we face. We have more women in senior positions at TLT than ever before, flexibility is enjoyed on a once unimaginable scale and our gender pay gap is at a record low.

There is of course still more to do. However, with the actions we are taking we are confident that we will continue to make dramatic progress and see positive changes in the firm and profession.





# TLT World – giving our people more choice about where, when and how they work

In support of our strategic ED&I pillar to expand our flexible ways of working, in June 2021 we launched a significant, long-term shift in our working practices to create a fully flexible, progressive, inclusive and sustainable work environment.

TLT World has three clear commitments:

1

To provide more choice, so that our colleagues can work at a place and time that suits them, their clients and their role.

2

To support that choice by investing in new physical and digital environments so that our people can connect, collaborate and innovate effectively, no matter how they work.

3

To support the transition by enabling a culture that is inclusive of different working styles.

To support the change, we started a two-year long, multi-million pound investment programme to deliver a digital and physical workplace to support choice, inclusion and sustainability.

“

This approach is about trusting our people – they can make the best decision about what will work for them, their teams and their clients. Each role is unique, each client is unique and a ‘one size fits all’ approach no longer serves what our people need, what our clients need or what the business needs.

Our progressive approach makes absolute commercial sense – it will help us attract and retain the best people, including from new geographic talent pools; it will help us on our journey to net zero; and it will empower our people to be at their best, ensuring that we can continue to build on our momentum and deliver for clients.



**John Wood**  
Managing partner

In November 2021, we made significant enhancements to our family leave policy, increasing maternity, adoption and shared parental leave entitlement and doubling paid paternity leave

We’ve also added an industry-leading “ramp down, ramp up” approach, giving colleagues transitioning to and from family leave the option to reduce their hours to 80% in the month before going on leave and two months after returning from leave, without any impact on compensation. Our policy now also includes paid leave for parents or carers of disabled children to attend hospital appointments.

“

At TLT we believe that having a career and a family aren’t mutually exclusive. By providing family-friendly benefits that are directly linked to feedback from our people, we are removing barriers and providing support that will allow us to retain and recruit the best people.



**Helen Hodgkinson**  
Chief people officer

“

While TLT World will mean different things for different people, I consider the common theme is knowing we are trusted to do what is best for us, our clients and our teams, without having to second guess yourself. This is really liberating – especially as a junior female partner in a historically male-dominated industry trying to juggle school runs and pick-ups and everything else that life throws your way.



**Louise Chopra**  
Partner



## AffiniTLT networks – building understanding and creating meaningful change

**Our affinity networks are passionate and dedicated communities of people from across TLT, led by senior co-sponsors and committed to helping create a culture of respect. They create safe spaces for support, reflection and debate among under-represented groups and allies alike, and help bring issues to the management table that might not otherwise have been raised.**

Beyond this sense of community, our networks act as a critical friend to the firm – to support with ensuring best practice in policies and processes, drive new projects and initiatives forward, and raise awareness and understanding through events and content.

Each year, everyone in the firm comes together to mark a number of key dates including Black History Month, International Day against Homophobia, Biphobia and Transphobia, International Men's Day, International Women's Day, Pride month and World Mental Health Day. The events are an important feature in our culture and communications and championed by our most senior leaders.

We have three established affinity networks: women's equality, LGBTLT+ and BAME, and most recently have set up social mobility and disability groups to evolve our existing work in these important areas.

We've seen increasing engagement from our colleagues from across the business in these networks, reflecting the importance of ED&I to our strategy.



Our affinity networks have already achieved so much; the contributions of our sponsors and diverse network members is critical to the ongoing delivery of our strategy. We recognise their work and often, their bravery in sharing their stories. There is so much more to do, and the more voices we have, the faster we can make these changes happen.



**Esther Smith**  
Partner





## BAME network – reflections on race

**We are passionate about continuing our conversations about race inclusion, and about acting to address barriers to inclusion and equity for all racial groups.**

In 2021, our BAME network ran a series of well-attended and highly praised events on racism, allyship, conversation and equality.

These events sparked new conversations about race, breaking down complex topics into accessible, digestible and informative sessions in a supportive and engaged environment.

Since then, through close collaboration with our BAME network, we have:

- Undertaken a data-led project to understand representation across the firm and start setting targets
- Strengthened our messaging on zero tolerance of racism across key employee and partner touchpoints
- Launched a reciprocal mentoring programme for BAME colleagues to mentor and be mentored



Being part of the BAME network has allowed me and others to have a safe space to discuss our experiences and how to ensure we feel comfortable to present our authentic selves at all times.



**Junior Mbulu**  
Associate



The ‘Reflections on Race’ series was an incredible achievement, because it allowed us to reflect and engage on concepts like allyship and other topics not part of everyone’s everyday lexicon. We have deepened our knowledge and understanding of the issues covered and are richer for having shared insights during these sometimes difficult, funny and emotionally challenging conversations.



**Noline Matemera**  
Partner and BAME network co-sponsor



One of the key aims of TLT’s BAME network is to be a voice for our BAME colleagues, but we also want to raise awareness and engage our non-BAME colleagues on the issues faced by ethnic minorities in the workplace – so that we can work together towards making the firm a more inclusive and truly meritocratic place to be.



**Kanika Kitchlu-Connolly**  
Partner and BAME network co-sponsor



# Women's Equality Network (WEN) – pushing for true gender equality in the workplace

The longest running of our networks, WEN is led by partners Nina Searle and Siobhan Fitzgerald, supported by a large and diverse group of colleagues. Its mission is to empower female colleagues to achieve their full potential so that there is gender diversity at all levels of the firm, and so that everyone, regardless of their gender, can lead fulfilling, equal and happy working lives.

In the last year, with the support and input of WEN, we have:

- Achieved 31% female partnership (up from 24% in October 2019), bringing us one step closer to achieving our target of 33% female representation at partner level by 2025.
- Reduced our mean and median gender pay gaps for the third consecutive year.
- Been re-accredited by Bristol Women in Business – a city charter committed to increasing the number of women at senior levels in organisations across Bristol – with special mention for enhancements to policies and our approach to flexibility through the course of the pandemic.
- Launched a menopause policy alongside continued efforts to raise awareness in the workplace about menopause, through events and discussions.
- Updated our policies to ensure seasonal safety when working late, at networking events and generally out and about for work purposes.
- Worked with 'Hey girls' to ensure all colleagues have access to eco-friendly menstrual products, while supporting the charity's work to alleviate period poverty.
- Celebrated International Women's Day with a firmwide webinar in conversation with Martine Wright, survivor of the 7 July 2005 London bombings.



Colleagues have welcomed having a forum to raise issues – such as maternity benefits, menopause support and seasonal safety – and then seeing TLT address those concerns and challenges. One of our most powerful tools for change has been storytelling and shared experiences, and we have also taken steps to promote female role models across the firm who set an inspiring example for others.



**Siobhan Fitzgerald**  
Partner and WEN co-sponsor



## 31%

female partnership  
(up from 24% in October 2019)

WEN's strategic focus for the coming year includes reproductive health, menopause, returning from family leave, and training and upskilling colleagues in areas that women in particular have identified would increase their confidence, presence and authority.



# LGBTLT+ – growing allyship and sharing experiences

**Our LGBT+ network (LGBTLT+) supports and empowers lesbian, gay, bisexual, trans and non-binary colleagues, plus all those who identify under the wider LGBT+ umbrella. Led by Jon Green, head of risk, and Peter Richards-Gaskin, partner, it has grown to incorporate allies and create a welcoming community for all.**

LGBTLT+ drives inclusion through events like Pride and by sharing content that explores LGBT+ lived experiences, from coming out to bisexual visibility.



## Gold

Achieved Gold by Stonewall for our commitment to being an LGBT+ inclusive employer.

In the last year, working with LGBTLT+, we have:

- Achieved Gold by Stonewall for our commitment to being an LGBT+ inclusive employer.
- Developed new LGBT+ inclusive policies, including a Trans Non-Binary Policy, and provided language and information to help everyone become better allies.
- Continued working with Stonewall through its Global Diversity Champions Programme to ensure we are taking a strategic and structured approach to initiatives.
- Delivered critical LGBT+ inclusion events and awareness days, including a Pride breakfast to an audience of over 160 colleagues, as well as Bi-Visibility Day and Trans Day of Visibility.

“

For me, Pride is about two main things: inclusivity and visibility. It is for everyone and about everyone, whoever they are and wherever they come from. It gives a voice to, and celebrates a home for, people who might otherwise have felt excluded from life and from society, as well as for those who wish to stand up with/alongside the LGBT+ communities.



**Peter Richards-Gaskin**  
Partner and LGBTLT+ network co-sponsor

“

When the opportunity arose to be part of the LGBTLT+ network committee, I didn't give it a second thought. I aim to bring what I have learned to the committee – in order to build an even better network, improve diversity and inclusion and hopefully be the role model that I wish I'd had when I was applying to law firms for the first time.



**John Smith**  
Senior associate





## Social mobility – open, accessible and inclusive

We have a longstanding history of working with clients and other organisations to address a lack of diversity in the legal profession, and to support children from low income families to consider a career in the law or more broadly within law firms.

Example initiatives include:

- The launch of two new routes to qualification as a solicitor via two new legal apprenticeships – essential in levelling the playing field and improving access to the law.
- Working with the Social Mobility Business Partnership and some of our clients, to support year-12 students from less privileged backgrounds to develop the skills and competencies they need to begin a successful career in business.
- Ranked 86th in the Social Mobility Foundation's 2021 Index, recognising our ongoing schools programme and attraction strategy for socially mobile job candidates.
- Capturing more information about our colleagues to understand our social demographic and support future planning.



People from lower socio-economic backgrounds can face significant barriers when it comes to pursuing a career in the legal profession. We are already working on building a strong community of people at TLT who can help progress the agenda and illuminating the steps that everyone can take to help make social prejudice a thing of the past.



**Sarah Hale**  
Partner and social mobility sponsor



rare

DIVERSITY  
RECRUITMENT  
EXCELLENCE





# Mental health and wellbeing

**Good mental health is more than just the absence of illness, it's a state of overall wellbeing. We've always been serious about our people's mental health and supporting them to pursue good wellbeing.**

We do this by anticipating the challenges everyone may face at some stage, from financial hardship to loneliness and poor physical health, and providing an extensive suite of services including free counselling, helplines, a wellbeing app, guides, webinars, classes and private medical insurance.

We also respond to what's happening in the world around us, and consider what extra support our colleagues might need – for example, promoting 'healthy at home' tips, classes and webinars since the start of the pandemic, a bite-size webinar series on mindful delegation, and wellbeing activities for children to help parents and carers look after their loved ones.

We are also signatories of the Mindful Business Charter, designed to minimise unnecessary stress in the legal profession, and have transposed this into a new approach to working together at TLT.



In 2021 we expanded our wellbeing pillars, championing six ways to be well at TLT: digital, financial, physical, mental, social and spiritual wellbeing.



Our holistic approach to mental health and wellbeing has been further supported by the appointment of mental health and wellbeing champions across our teams and all of our

regions. Champions are trained in mental health awareness, confidential and non-judgmental listening, and signposting, and meet regularly with our wellbeing team. These passionate and caring individuals offer colleagues a critical third line of support alongside their line manager and HR, and help to encourage openness and remove the stigma surrounding mental health and wellbeing issues across the firm.

Looking ahead, we see significant opportunities to align our environmental sustainability strategy with our mental health and wellbeing strategy. For example, following a week of nature-based activities to celebrate Mental Health Awareness Week, we are designing a volunteer programme with our new partner Belmont to allow colleagues to learn about conservation and spend time in nature.



In training a cohort of mental health and wellbeing champions, the firm has shown just how much of a priority this is alongside our day-to-day work. TLT is very engaged in promoting wellbeing and the champions are just one of several channels open to employees to get support, assistance and guidance on their wellbeing matters



**Fergus Charlton**  
Legal director and mental health  
and wellbeing champion





# Leading a fulfilling career

Having adopted a fully flexible approach to work and with ambitious growth plans in place, we have evolved our approach to supporting people's career development and celebrating high performance.

In 2022 we launched a new performance framework, new supervision and appraisal schedules and new career pathways – to help colleagues to stay connected, support their professional development and wellbeing and ensure that everyone at TLT can lead a fulfilling career.

This means that colleagues and their line managers meet more regularly – discussing wellbeing in their monthly connections and reviewing objectives in their quarterly conversations – and have a more structured approach and clear goals supported by learning and development.



## Our awards

- Shortlisted for **Best Talent and Inclusion Initiative – The Lawyer Awards 2022**
- Shortlisted for **Excellence in Equality and Inclusion – People in Law Awards 2022**
- Shortlisted for **Best People Leader – People in Law Awards 2022**





# Planet

## Leading the way on sustainability

**We have an ambitious approach to environmental sustainability, meaning we go beyond what's required or even expected of us, putting us at the forefront of the professional services industry.**

As a major business and employer with significant influence in the industries and communities in which we operate, we believe this is the right thing to do and how we can make the biggest impact, both directly and through partnering with like-minded organisations and inspiring others.

Environmental sustainability has always been a focus for TLT, underpinned by our longstanding reputation as one of the world's leading advisers to the future energy market. This gives us a unique perspective on the climate emergency and unrivalled experience and expertise that we can pass onto others.

Our ambition is enabled by:



**Being brave**



**Setting bold targets**



**Verifying our targets and plans with external specialists**



**Empowering our employees to make an impact**



**Collaborating with other like-minded organisations**



**Using our experiences to inspire others**





## Leadership

**Our sustainability strategy is led by two executive board members – Maria Connolly, head of real estate and future energy, and Helen Hodgkinson, chief people officer – and as such informs the key decisions we make as a business, from real estate to HR policies and supplier relationships.**

We have appointed a specialist sustainability team to deliver our strategy, which importantly sits within organisational development as opposed to facilities, as we believe that creating a more sustainable future needs systemic change that is inextricably linked to equality, diversity, inclusion and wellbeing rather than a functional set of actions.

Agnes Altmets, our senior sustainability manager, was included in edie's 2019 30 under 30 list and was the driving force behind Auto Trader becoming the first FTSE 100 company to achieve Carbon Literate Organisation accreditation.

We have a top-down, bottom-up approach to sustainability, ensuring that every colleague is engaged in our goals and journey and can play their part in the sustainability agenda. To this end, we have launched sustainability forums in all of our offices – helping to drive the sustainability agenda locally, socially, virally and with achievable targets. Led by a senior leader and with a local partner sponsor, they also have a budget to drive sustainable development.



The TLT sustainability forums have gone from strength to strength over the last year, catalysing employee engagement with the firm's net zero objectives and wider sustainability strategy. Across all office locations, the forums are facilitating real discussion and innovation and we're excited to see them continue to evolve.



**Jack Hargreaves**

Senior associate and sustainability forums co-ordinator

Example forum activities include:

- A virtual vegan cook-along, where a chef took our colleagues through simple ways to shop and cook more sustainably.
- A virtual half-day workshop in collaboration with Hubbub, teaching our colleagues how to make their homes more sustainable.
- A series of articles explaining how to make Christmas more sustainable.
- A volunteer day planting more than 1,200 trees in Glas-na-Bradán Wood in Northern Ireland.
- A quiz covering everything from rainforests and carbon emissions to oceans, cities and deserts, featuring tips to help reduce ocean plastic.





# Net zero

In 2022, our ambitious commitment to achieving net zero greenhouse gas (GHG) emissions by 2040 was verified by the **Science Based Targets initiative (SBTi)**, marking a monumental step forward in our comprehensive decarbonisation strategy.

## Near- and long-term emissions reduction targets (from a FY2019 base year):

- Reduce absolute scope 1 and 2 emissions **80% by FY2030**
- Reduce absolute scope 3 emissions **47% by FY2030**
- Reduce absolute scope 1, 2 and 3 emissions **90% by FY2040**

This goes beyond the SBTi's recommendation that businesses halve their emissions before 2030 and achieve net zero before 2050, as well as the UK's commitment to achieving net zero by 2050.



# 2040

Reduce absolute scope 1, 2 and 3 emissions 90% by 2040

In recognition of the urgency of the global climate crisis and the importance of rapid and deep emission cuts, our targets are:

- **Science-based** – meaning they align with the latest climate science
- **1.5°C aligned** – meaning they pursue the lowest target for global warming recognised in the Paris Agreement and by major governments and scientists worldwide
- **Long-term and short-term** – meaning they align with a net zero future
- **Total Scope 1, 2 and 3** – meaning they include scope 3 supply chain emissions. These are traditionally excluded from corporate strategies, the largest proportion of our emissions and the hardest to control
- **Approved under the SBTi's new Net-Zero Standard** – the world's first science-based standard for setting corporate net zero targets

We are now working on implementing our net zero roadmap, developed in conjunction with specialist consultants Carbon Intelligence as part of the SBTi submission.

Separate from the SBTi validation, we have also committed to offset our emissions in 2025 to enhance environmental protections even further.

In 2021, we also started publishing an annual carbon reduction plan to demonstrate transparency.



# Employee engagement

Employee engagement is an important part of our environmental sustainability strategy and crucial to achieving net zero; knowledge is power when it comes to bringing about lasting change. We run an extensive employee engagement programme including everything from mandatory e-learning and the publication of an environmental policy, to film screenings and regular updates about our net zero journey and ways to get involved.

This is further supported by our three sustainability pillars. These are based on our environmental sustainability strategy and key greenhouse gas emissions categories, and help people identify how they can have a positive environmental impact in and outside of work:



## Sustainable travel

following a travel hierarchy, where active travel comes first



## Sustainable purchasing

buying sustainable, local and/or British



## Sustainable community

supporting local businesses and charities

When our colleagues are on the move, we help them to make sustainable and healthy choices, including by promoting the travel hierarchy and with a growing list of sustainability-aligned benefits.

For example, in 2022 we ran Active Travel Week to coincide with Clean Air Day, and we promote the benefits of cycling through initiatives such as a cycle to work scheme, the Bristol Women's Cycling Charter and modern cycling facilities. In 2021 we were one of the first professional services firms to launch an electric car leasing scheme for our colleagues, reducing the cost barrier to low carbon transport. In 2019 we installed electric vehicle charging points at our Bristol headquarters, and the few car parking spaces available at our new, sustainable office in Glasgow are electric.

We have also signed up to initiatives like the [Greener Litigation Pledge](#) – a commitment to avoiding unnecessary travel and other carbon-intensive activities in relation to disputes.

## Sustainable travel

TLT World – our fully flexible approach to work – allows our colleagues to choose where, when and how they work, removing the need for unnecessary commuting.



## Sustainable purchasing

We have developed a sustainable procurement policy – embedding sustainable practices in this part of our business – and are implementing a supplier engagement programme to help reduce our supply chain emissions. We have also reviewed our facilities supplier list and switched to more environmentally friendly options, such as teas, coffees and soft drinks.

We chose Scotland's first net zero office building, Cadworks, as our new home in Glasgow, investing in circular building concepts and supporting innovative businesses in their ambitions to create a circular economy. It has a BREEAM Excellent rating; a significant amount of recycled content was used in the build and a minimum of 95% of construction and demolition waste was diverted from landfill.



## Cadworks

We've moved into Scotland's first net zero office building

We have also taken significant care in outfitting our new office space through the reuse of furniture like conference chairs, coffee tables, meeting room soft seating and more where possible. All unused furniture was responsibly repurposed or recycled. And new furniture was sourced from ethical and sustainable sources that use materials that have been constructed using recycled or environmentally-conscious materials, such as tables made from recycled suits.

When our pension arrangement came up for renewal, we looked at the sustainability performance of providers and selected one that more closely aligns with our net zero ambition as well as offering considerably reduced charges for members.

## Sustainable community

As a firm that believes passionately in the sustainable and inclusive opportunities that food, feasts and festivals can provide, we have given our office managers an incentive catering budget to celebrate their communities by purchasing local, sustainably sourced food that champions a diverse range of communities and events for colleagues to enjoy.

We encourage our colleagues to volunteer in their local communities – through our sustainability forums and various volunteering opportunities – and many of our volunteer days involve nature restoration and demonstrate the benefits of nature stewardship on society.

For example, we recently volunteered at a Glasgow-based community project that provides people with the opportunity to grow their own food while developing their skills and creating a more sustainable environment by transforming the land. It encourages healthy eating and widens the horizons of young children by taking them away from one of the most deprived areas of inner-city Glasgow on trips to different parts of Scotland.





# Environmental management

**This year we achieved ISO 14001 – an internationally agreed standard that sets out the requirements for an effective environmental management system – showing we’ve considered all environmental issues relevant to our operations, both positive and negative.**

Our environmental management system is a cross-departmental approach to identifying, managing, monitoring and controlling environmental issues, involving the senior leadership team, sustainability team, facilities, IT, risk, HR and procurement.

We received excellent feedback from the British Standards Institution and are now working towards re-accreditation in 2023.

## Our awards

- Winner – **Best Environmental Initiative – People in Law Awards 2022**
- Winner – **Lawyer of the Year (Maria Connolly) – Bristol Law Society Awards 2022**
- Highly commended – **Best Law Firm for Eco-friendliness – Legal Cheek Awards 2022**
- Commended – **Sustainable Business of Law – FT Innovative Lawyers Europe 2022**
- Shortlisted – **Sustainable Business of the Year – Bristol Law Society Awards 2022**





# Partnerships and collaboration

We believe that collaboration is essential to solving the world's biggest environmental sustainability issues, and are proud to partner with a growing list of like-minded organisations that are redefining what it means to be a sustainable business, or bringing people together on crucial projects.

Our partnerships and memberships include:

- **The Chancery Lane Project** (climate-aligned contract clauses) – active in suggesting, drafting and peer reviewing clauses; appointed to advisory committee for the built environment
- **Greener Litigation Pledge** (taking active steps to reduce, with a view to minimising, the environmental impact of litigation) – signatory (led by our greener disputes committee)
- **Aldersgate Group** (politically impartial, multi-stakeholder alliance championing a prosperous, net zero emissions, environmentally sustainable economy) – member
- **Business in the Community** (creating a fair and sustainable world in which to live and work) – member
- Green Britain Foundation (charity) – supporting initiatives including the **Ministry of Eco Education**
- **Forest Green Rovers** (the world's greenest football club) – partner
- **Action Net Zero** (easy, affordable actions for communities, individuals and businesses including transport, energy and buildings) – partner
- **Belmont Estate** (restoring nature, climate and community) – partner

- **Legal Sustainability Alliance** (advice, information and resources for law firms) – member and signatory of the Legal Renewables Initiative (commitment to get to 100% renewable energy by 2025)
- **City of London Law Society's energy committee** (leading the debate on pending legislation, law reform and practice issues) – member
- **Bristol24/7 Better Business network** (driving positive local change) – partner



I've been working in sustainability for over ten years, and it's an absolute honour to work with such a passionate and progressive organisation as TLT. Sustainability is a key part of the firm's strategy and we are making significant headway as we formalise our plans and work hard to bring about measurable changes in how we operate.



**Agnes Altmets**  
Senior sustainability manager





# Communities

## Making a difference locally

**We are committed to providing meaningful support to our local communities through the donation of time, skills and money to help our communities prosper.**

The Covid-19 pandemic has left many community projects and organisations struggling, and highlighted the critical work they do – and how important our community work is to our staff – and we have responded by further developing our approach.

We have appointed a new charity, volunteering and pro bono (CVPB) partner in each of our offices to help ensure that these activities are aligned and to help drive our efforts forward. We have also developed new guidelines to help attract, retain and support the different roles and groups, including our CVPB champions, CVPB partners, charity forum and charity committees.

### Charitable giving

In 2022, we launched a new project with our charity fund manager Quartet Community Foundation to review our use of the fund. We have c. £215,000 under management and this project will ensure an even more strategic and impactful distribution of funds to suitable causes in the Bristol region.

Every two years, our regional charity committees ask our staff to select a local charity to support with everything from fundraising to awareness-raising and volunteering. For the

period 2021-2023, they decided to support charities with mental health at the heart of their mission, and our staff voted for:

- **Belfast:** [Mind Your Mate & Yourself](#)
- **Bristol:** [Suicide Prevention Bristol](#)
- **London:** [Brighter Opportunities for Special People](#)
- **Manchester:** [Manchester Mind](#)
- **Scotland:** [Scottish Association for Mental Health](#)

With more staff working remotely as part of our fully flexible approach to work, TLT World, the committees have risen to the challenge and found even more creative ways to raise money, including encouraging people to swap their daily coffee for a donation and running a Wordle challenge.



## £215,000

under management with Quartet  
Community Foundation



## Volunteering

Working side by side is one of our values, and we believe that volunteering is a fantastic way to develop your skills – such as communication, problem solving, change management and innovation – look after your mental health, and give back to the local community.

Our volunteering policy encourages our colleagues to support the charities that mean something to them, by providing up to five paid days' volunteering per year.

We also offer TLT-organised volunteering opportunities, and in 2022 announced that we will be designing a volunteering programme as part of our exciting new partnership with Belmont. The Georgian estate is a nationally important conservation project and provides opportunities for our colleagues to learn about and support its efforts, and to reconnect with nature.



To coincide with International Volunteer Day, and to support our colleagues' wellbeing in the winter months, we teamed up with Business Volunteers to offer a host of volunteering opportunities across a number of our locations. Examples of charities we have volunteered for in the past year include the Woodland Trust (Belfast); Alive (Bristol); The Shettleston Community Growing Project (Scotland); Brighter Opportunities for Special People (London); and FareShare (Manchester).



Volunteering with FareShare was a fantastic experience and I'd do it again tomorrow. It was very rewarding and felt good to get involved alongside colleagues and give something back.



**Kirsty Wilson**  
Associate



I really enjoyed doing something completely different for a day outside of my comfort zone. Working on the allotment gave me a chance to catch up with colleagues and, importantly, help Alive and meet the wonderful staff that support people with dementia.



**Amanda Applegate**  
Associate

We are proud of our longstanding support of Bristol-based charity, Ablaze, which works to tackle inequality for young people in the South West. For several years, we have provided it with pro bono office space at our Bristol headquarters to ensure its continued survival during challenging times for the third sector. We also arrange volunteering to support its impactful schemes, including a reading programme. Here, TLT volunteers are paired with primary school children aged 8-10 years old for extra reading support. This important programme improves critical literacy skills, while also providing early contact with our business professionals.

At secondary school level, we support Ablaze's career mentoring programme, providing students aged 12-15 years old with meaningful insight into the diverse pathways into the workplace and key employability skills. After a short recess due to the Covid-19 pandemic, we are looking forward to reviving both programmes this year.



## Pro bono

Every week our employees actively engage in pro bono work, using their expertise to support individuals, charities and community groups by providing legal advice or representation to those who may be unable to afford to pay for that advice.

We have furthered our commitment to this by signing the Law Society's Pro Bono Charter, promising to strive to achieve best practice, share best practice and help shape the pro bono agenda.

Recent examples include:

- Advising a counselling charity on diversifying its revenue streams following the pandemic, allowing its volunteers to focus on continuing to provide crucial mental health support.
- Helping We the Curious to understand its legal position with regards to a situation, allowing it to concentrate on its charitable work and reopening its doors following the pandemic.
- We provide regular pro bono litigation and employment advice clinics to individuals seeking assistance via the Bristol Law Centre on a wide range of issues, from employment and debt advice to trusts and boundary issues.
- We have been members of the Competition Pro Bono Scheme since its inception, providing free expert advice to individuals and businesses that believe their rights under the European Community Treaty and/or UK competition law have been infringed.
- We work closely with the Pro Bono Committee of the Bar Library of Northern Ireland and offer solicitor support to a wide variety of new and ongoing pro bono cases, including contractual disputes, employment disputes and civil litigation.

Feedback from Bristol Law Clinic users:

"It gave me the confidence that I could deal with the claim more effectively and what my rights are."

"The advice I received was very precise and very helpful as well as helping me to reduce my panic."

"I am extremely grateful for this advice."

"It was incredibly helpful, but most of all reassuring."

"Reduced my extreme level of anxiety and helped build my confidence."

We are continuing to develop our approach in line with the charter commitments, and have appointed pro bono champions in all our regions to help ensure a strategic approach, raise awareness, build best practice and identify opportunities for defined activity.



# Governance

## Acting with integrity and honesty

**Strong governance and ethics underpin all of this; we act with integrity and honesty in line with the high moral standards expected of us by our stakeholders and society, and always in the long-term and best interests of our clients, colleagues and the firm.**

Our regulator's principles are at the core of everything we do, and we have robust systems in place to comply with this professional duty. As a law firm acting in several different markets, we are used to meeting exacting regulatory obligations.

Our executive, governance & oversight and operations boards, risk & compliance committee and non-executive director work together to maintain our position as one of the UK's most ambitious and sustainable professional services firms.

### Code of conduct

In 2021 we launched our own code of conduct, which sets out our commitment as a firm to our people, clients and wider community of stakeholders and business partners – and, the planet – as well as the responsibilities of each and every colleague.

The code is a complementary guide that describes our standards, objectives and values, so that every colleague is empowered to work by those principles confidently, every day

### Our values

Our five values describe the expectations we have of each other, in the way we support our clients, colleagues and communities.



Our code of conduct brings together all of our existing internal guidance and policies, making each element easier to access and providing a better overview of the commitments the firm makes to our colleagues, and of course, that we make to each other.



**Andrew Glynn**  
Senior partner



**Be open and  
inclusive**



**Work  
side-by-side**



**Drive  
sustainable action**

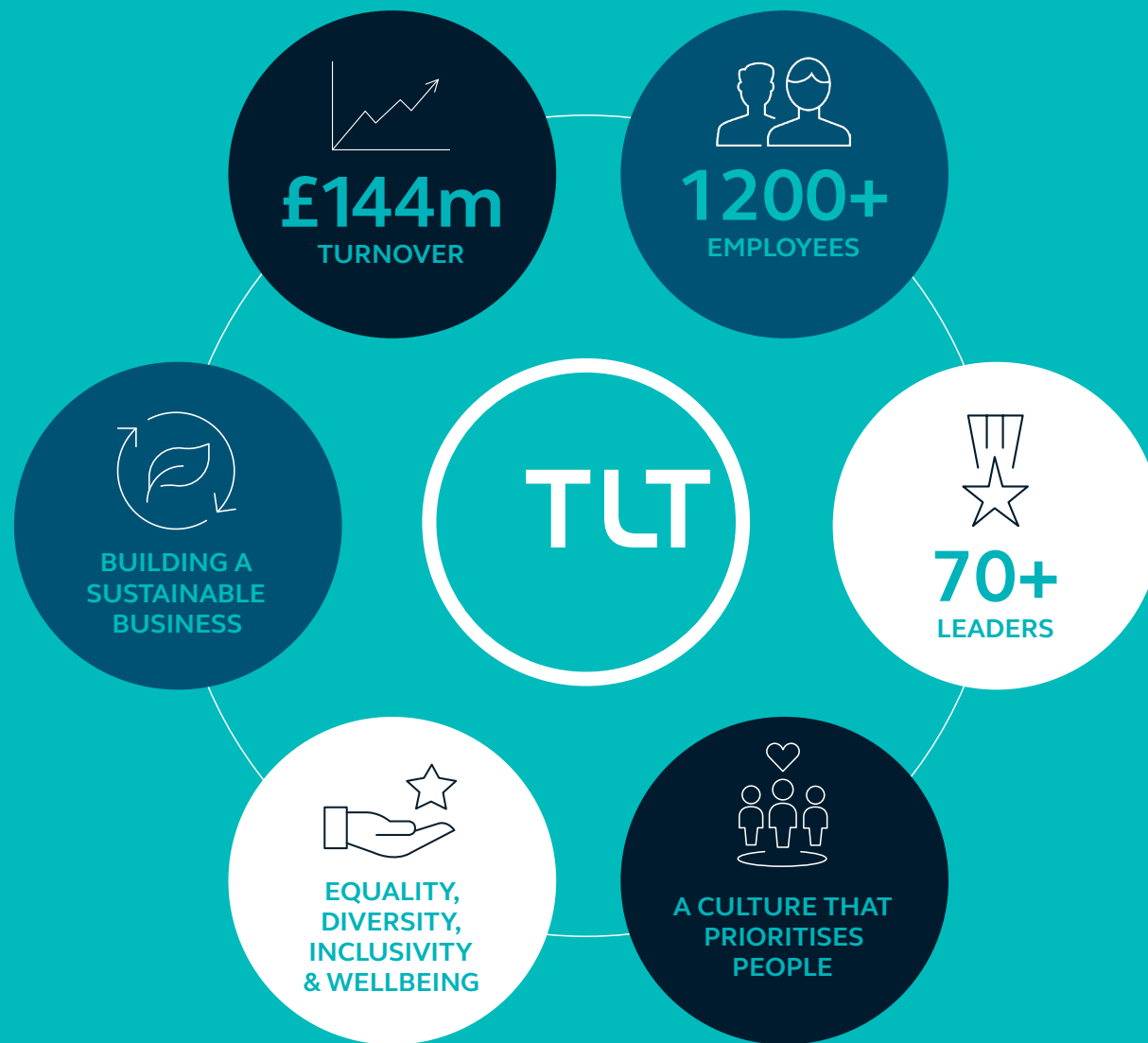


**Challenge  
convention**



**Go beyond  
expectation**

# About TLT



## For what comes next

We're your business advisers as well as your lawyers, working in step with you to protect your interests today and progress your ambitions for tomorrow.

With local, national and international reach, we draw on our diverse expertise to find solutions and look ahead to create new opportunities.

In an unpredictable world, your business adapts and evolves to succeed, and so do we. Bringing together our expertise with efficient processes and integrated technology, we'll anticipate change to keep you ahead of your challenges.

Whether it's building relationships or the sustainability of our actions, we think long term – working with you to put people, communities and the environment at the forefront.

Your success is our responsibility. No half measures, part of your team and with you every step of the way.

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