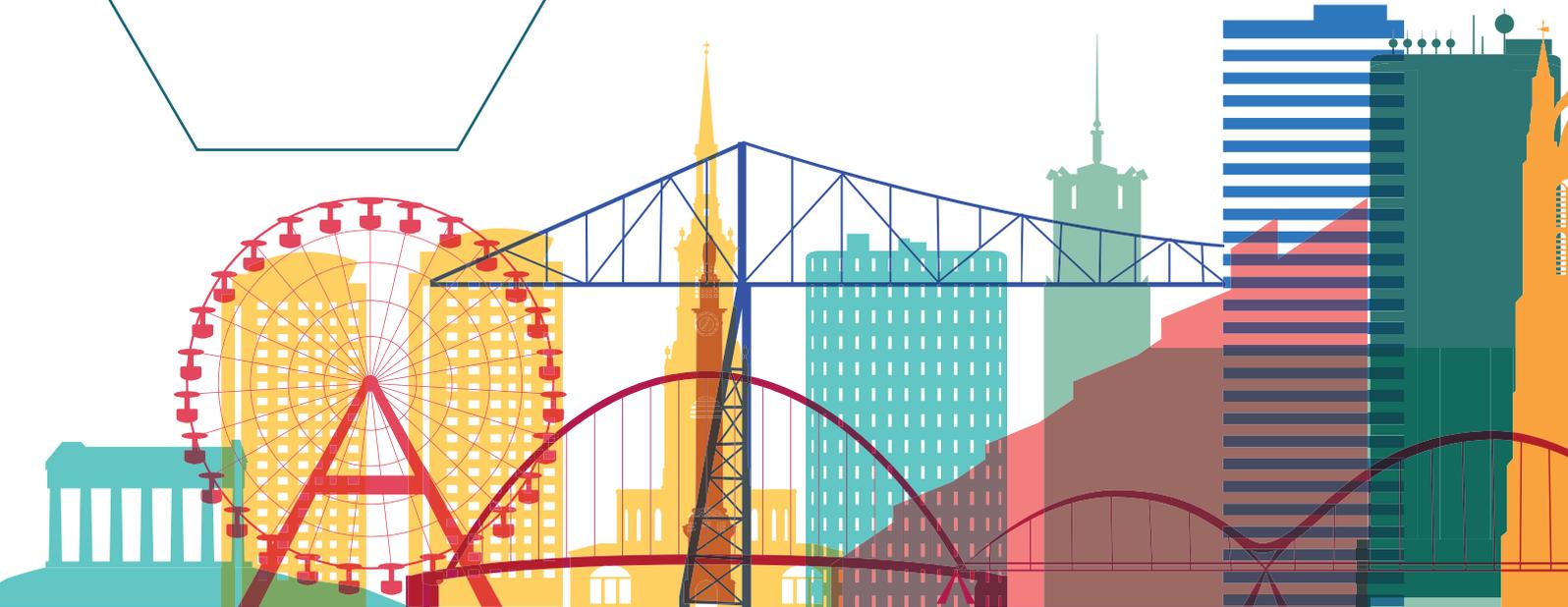
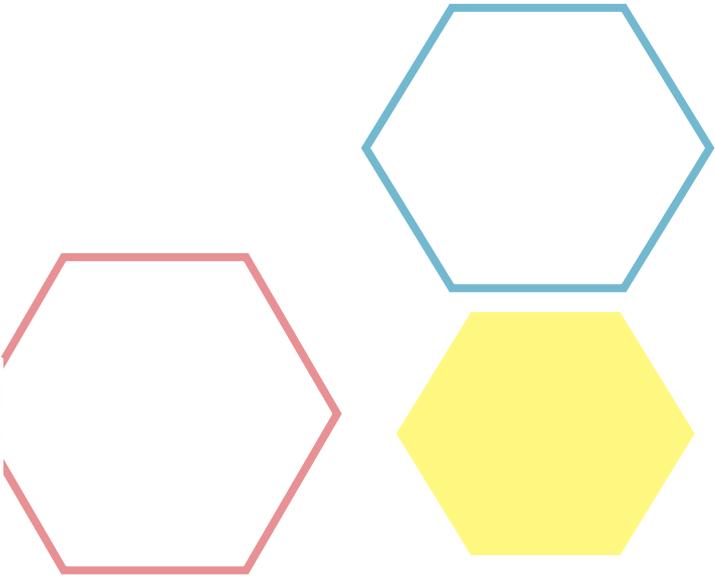


CORPORATE SOCIAL RESPONSIBILITY REVIEW

2017/18





Welcome

We believe that being a responsible business is part of what makes our firm what it is. We are driven by a desire to share our success with the broad North East community in which we all live and work.

It is this passion for supporting the community that drives our corporate social responsibility programme, now clearly shaped by six main components.

1. **The Muckle Charitable Fund** – to which we donate 1% of our annual profits.
2. **Free legal advice** – we give around £100,000 of free legal advice each year.
3. **Volunteering** – we each get 2 paid days' volunteering leave per year and many volunteer in their own time too.
4. **Thinking green** – implementing strategies to keep our carbon footprint down.
5. **Equal opportunities** – supporting equal opportunities and overcoming disadvantage.
6. **Workplace culture** – creating a great place to work.



Encouraging and supporting our people to take part in community projects they believe in and care passionately about is incredibly important to us, particularly at this time when charities are facing many financial and other challenges.

None of this would be possible without the efforts of a great many people, inside and outside Muckle, who support us in a variety of ways and I would just like publicly to thank them for all that they do.

I hope this short review gives an insight into some of our CSR work and helps to illustrate that businesses working in conjunction with the community can make a real difference.

Hugh Welch
Senior Partner



1% of our profits goes to charity

Each year we donate 1% of our annual profits to the Muckle Charitable Fund at the Community Foundation. From football clubs and scout groups to mainstream regional charities, organisations throughout the North East have received grants.

The Community Foundation connects us with a wide range of excellent local charities, with many more nominated by our people. Last year, a total of 37 local charitable causes benefitted from a whopping £32,167 in total grants from the fund.

£32,167
given to
local causes

37 North East
charities benefitted

Our people and our fund

We want our people to decide how our fund is spent and every local cause we support is chosen by our Community Team, made up of a range of employees across our business. We focus the majority of our giving on 4 key areas.



Ouseburn Farm £1,000

1. Social mobility

Social mobility is defined by many factors, but perhaps the most limiting is access to jobs, education and training. As well as being a visitor attraction, Ouseburn Farm offers training for vulnerable adults at its workshop. That's why we donated £1,000 to help fund its workshops and training for adults with learning difficulties or disabilities, homeless people and young children.

“ You are providing us with much-needed financial resources, which will make a significant impact to those who use them. ”

Sally Adams,
Ouseburn Farm

2. Young people

Bright Futures works with young women aged 11-25, helping them to deal with many issues including alcohol and substance misuse, sexual health, homelessness, education and more. Our grant has helped them provide a range of programmes aimed at tackling child sexual exploitation, including the charity's Young People's Personal Safety Programme which addresses online safety, grooming and relationships.



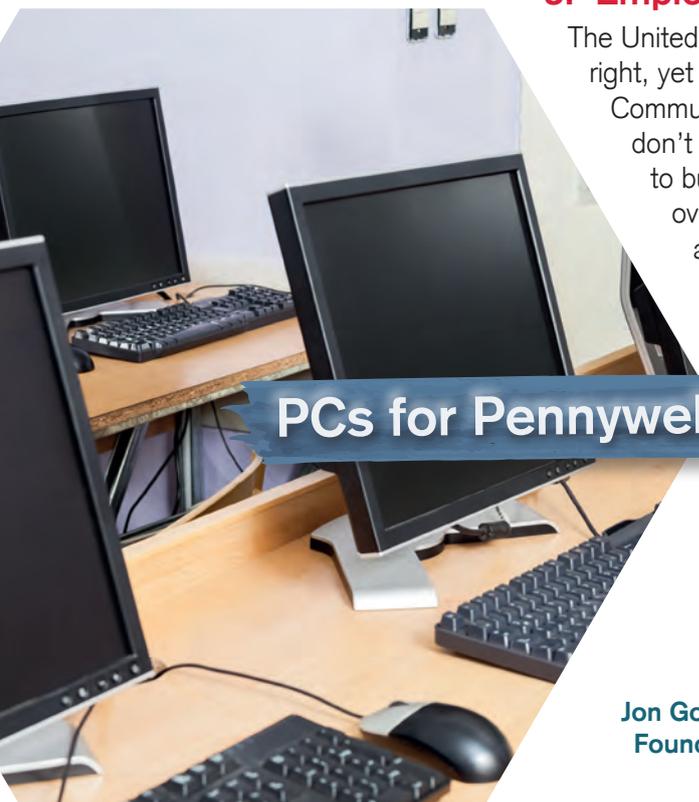
Bright Futures £1,000

Thank you for your generous donation, it has allowed us to continue to deliver a range of educational and prevention programmes aimed at combatting child sexual exploitation in Tyne & Wear and Northumberland.

**Nicola Whalen,
Bright Futures**

3. Employability

The United Nations recently deemed internet access a basic human right, yet there are many who are simply unable to afford it. Pennywell Community Centre, Sunderland, wanted to help its local people who don't have internet access at home, and our fund enabled the centre to buy five PCs for their Electronic Village Hall. Within 12 months over 1,500 people had used the new facilities, 10 times more than anticipated, and now a steady stream of job seekers visit daily.



PCs for Pennywell £1,750

This is another great example of Muckle thinking strategically about the long term impact of a grant, using their fund to tackle specific problems, aligning with their four key areas of focus, and making a real and lasting difference to people's lives.

**Jon Goodwin, the Community
Foundation Tyne & Wear and
Northumberland.**

4. Disadvantage

We support many causes which strive to reduce disadvantage, as you will see later, including Newcastle's West End Food Bank. As well as donating food to replenish stocks, we also issued a grant after damage caused by vandals forced it to close. The funds helped pay for urgent repairs needed for the food bank to reopen.

“When I saw the damage I felt like I'd been kicked in the stomach. But now my faith in humanity has been restored.”

Michael Nixon,
Newcastle West End Food Bank

£1,000 Newcastle West End Food Bank





Help that's close to home

The Muckle Charitable Fund is also here to help causes our people and their families are personally connected to. For example, Matthew Balme, who works in our operations team, discovered his Grandma's bowling club members were struggling to manually fill and empty an old boiler, making boiling water for tea a precarious business. We were happy to donate the funds for a new modern boiler, and now the club's many visitors can meet and enjoy risk-free tea whenever they wish.

Bomarsund Bowling Club £500

“ Thank you for your generous donation. Carrying the old boiler to the sink was quite dangerous, especially as we are getting older. Luckily, with your money, we have bought a free standing plumbed in water boiler which is much safer. ”

**Margaret Balme,
Bomarsund Bowling Club**



£2,721

donated in match funding

Lots of our people take part in their own fundraising activities, especially sponsored sporting events like the Great North Run. We match any funds people raise with an equivalent donation up to £250, and in the last 12 months Muckle has donated £2,721 through match funding.

Food for thought



“raising around £300 in just a couple of days”



Many thanks for Muckle LLP's very generous donations. It is one of the largest corporate collections we have had and is a tremendous effort on the part of all of your colleagues. It comes at a time when our food stocks are running very low owing to high levels of demand so is particularly welcome.

Stephen Lightley
West End Food Bank Treasurer

Did you know, UK food bank use reached its highest on record in 2018? The Trussel Trust, a charity which runs over 400 food banks across the UK, handed out over 1.3 million three day emergency food supplies to people in crisis in just 12 months.

It is devastating that food banks are needed at all in our country, and recently Newcastle's West End-based food bank was so busy it ran out of food. Spotting an article in the newspaper, events manager Ruth Craig and solicitor Henry Mullen rallied round and got us all raiding our cupboards at home for non-perishable food to donate.

Paralegal Jaymes Anderson Glew took the initiative to another level, offering to purchase food with cash donations from our office. His supermarket sweep snowballed and Jaymes spent all night stacking hundreds of tins, jars and packets bought after raising around £300 in just a couple of days.



 **200 packets of instant soup**

 **32** packs of pasta and spaghetti

 **24 tins of peas**

 **45** tins of fish

 **130 packets of biscuits**

 **180** sachets of porridge

 **12 jars of hot dogs**

 **24** packs of noodles

 **240 tins of beans**

 **35** pasta meals

 **12 tins of fruit cocktail**

 **16** packs of couscous

 **24 tins of carrots**

 **69** tins of tomatoes

 **72 litres of UHT milk**

 **24** tins of new potatoes

 **36 tins of spaghetti**

 **120** bags of sweets

Time well spent

Many of us volunteer our time and skills to help all kinds of charities in all kinds of ways. Everyone at Muckle gets two days' volunteering leave per year and lots of people use their personal time to give back too.



“ Since being introduced to Muckle, their support has been quite unbelievable and has had a profoundly positive effect on our charity, staff and clients. ”

Julie Fernyhough
JET CEO

Blue sky thinking

Newcastle based charity JET (Jobs, Education and Training) helps people from black and minority ethnic backgrounds, refugees, and any new migrant communities to find work, improve their skills, and integrate into the North East. We've been working with JET for several years, recently helping them move into new premises with a new IT suite and training room. A number of our people have also volunteered for the charity, including managing partner Jason Wainwright, who teaches language and employability skills to new migrants at Newcastle Central Mosque.

Julie Fernyhough, JET CEO, said: "Muckle helped improve our HR processes, provided staff training and delivered all the legal advice for our new premises. They even helped with moving costs. Now we are able to focus the delivery of our varied ESOL (English for Speakers of Other Languages) support packages and one to one advice and support around successful integration, which is critical to the financial independence of our clients."

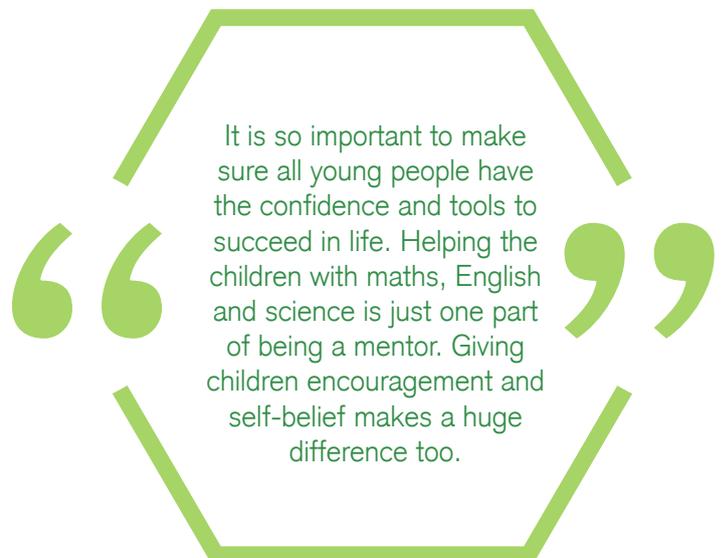


Learning social

We've continued our work with Success4All, helping to enhance the learning and development of children with grants and donations. Last year we donated five state-of-the-art laptops and several of our people have volunteered as tutors and mentors as well.

Success4All plays a vital role in fighting social, economic and digital exclusion in the community and aims to boost learning, academic ability and confidence in young people, particularly in deprived areas. The charity provides free to low-cost support for children in areas of low academic achievement across Newcastle.

In 2018 we helped the charity reach its £22,000 crowdfunding bid to convert a double-decker bus into a multi-functional learning centre. As well as making a significant donation, we rallied our business contacts and a major contribution from The Watson Family Charitable Trust delivered the funding target.



It is so important to make sure all young people have the confidence and tools to succeed in life. Helping the children with maths, English and science is just one part of being a mentor. Giving children encouragement and self-belief makes a huge difference too.

Sam Roberts
Solicitor and volunteer mentor

A+B+C = successful CSR

Good CSR not only supports causes we care about. It engages our people and helps our brand stand for so much more.

However, we certainly don't want to be complacent about the work we do. That is why we recently commissioned an independent review to get an impartial assessment of our CSR activities, and to understand how we can make an even bigger impact. The report, conducted by Goodlabs Consulting, highlighted some useful recommendations and found three essential elements that make up our corporate social responsibility DNA.



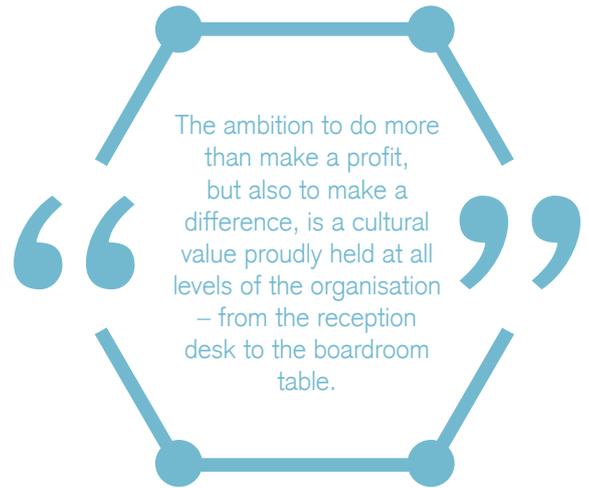
Analysis
provided by



Ambition

What we learned

To make a bigger impact, we need to be even more ambitious. We're now looking at ways to promote CSR opportunities more internally, including mass participation events where employees and their families can get involved in firm-wide volunteering activities throughout the year.



Breadth

What we learned

With such a broad range of CSR initiatives, making sure they are all supported, promoted and optimised is not easy. So we're expanding the remit of our community team to also monitor our pro bono work and community day participation as well as our successful grant giving. We now meet regularly to decide on how our CSR activities should continue to develop.



Consistency

What we learned

While we have some systems and tools in place to report on performance, consistency could be improved with better measurement. We've since updated our internal pro bono guidance and extended its remit so that the work of our many trustees, school governors and others with formal charity roles, is captured. We're also exploring ways to report on other voluntary work.

Our CSR

Giving

- The Muckle Charitable Fund
- **1% of profits** goes to charity
- **£500,000+** donated so far



Volunteering

- **2 Community Days** volunteering leave for all our people
- **40% of our people** volunteer regularly, mostly in personal time
- **200+ volunteering hours** amassed collectively each month



Equality

- **Inspiring Careers programme** for local students
- **Solicitor apprenticeship** – a uni fees free route into the profession
- **Vacation placement** scheme
- **Employability support** for disabled people through Momentum Skills
- **CV writing**, mentoring and interview prep for students





Environment

- Let's Think Green Team
- ISO14001:2015
- LEAF carbon offsetting
- Zero emissions with our electric pool car



Free advice

- **£100,000 pro bono** legal advice per year on average
- **Help for charities** to get established, lease premises, reduce bureaucracy...
- **Free training** to local charities, helping them to handle more legal issues themselves



Workplace culture

- Running, cycling and walking clubs
- Healthy living week each year
- Work-life balance through agile working policy
- Social events, ice cream trucks, pancake vans, amazing tea trolleys...
- IIP Gold and IIP Health & Well Being awards

“ There is a special sense of CSR vocation within the Muckle culture that is translated into leadership both within and beyond its moorings in the legal sector. ”

Matthew Wilson, Goodlabs Consulting

Free legal advice



Gifting our expertise is one of the best ways we can make a difference. On average we give around £100,000 of free advice to charities each year, recognised in 2017 when we won a national award for our 'pro bono' work.

We won 'Best contribution by a firm with a Regional Head Office' in the LawWorks Annual Pro Bono Awards 2017 at the Law Society, London. The achievement recognised the breadth and range of our pro bono activity.

“Muckle LLP is a very worthy winner of the LawWorks Pro Bono Award. The firm is a leader in its commitment to the local community, with a strong corporate social responsibility ethos and approach, including providing pro bono support for local charities and businesses.”

Martin Barnes
LawWorks Chief Executive



Walking for 'Justice For All'

We were delighted to join forces with a wide range of law firms, chambers and judges to take part in a 10K sponsored walk in aid of legal support for people who are unable to afford it.

The Access to Justice Foundation, which helps the poorest and most vulnerable people in local communities across England, Wales and Scotland, arranged the walk with the North East Legal Support Trust (NELST). The 10K legal trek started outside Newcastle Combined Court Centre and finished at the Quayside. Together we all managed to raise over £6,620, which all goes directly to help North East people and charities who desperately need legal support.



To receive such support from so many people is heart-warming and demonstrates how when people unite with a common cause they can really make a difference to our goal of justice for all.

Laura Cassidy, Fundraising and Development Manager at NELST



Thinking green

We do our best to recycle as much as possible, including waste paper, electrical items, printer toners and mobile phones. We even build our Christmas tree out of recycled rubbish each year.

It's all achieved largely thanks to the efforts of our Let's Think Green Team. They keep our firm's carbon footprint in check and maintain our ISO14001:2015 certification by helping us reduce our impact on the environment each year. Members of the team are now talking to other companies in the region, encouraging carbon friendly practices and sharing some benefits of thinking green.



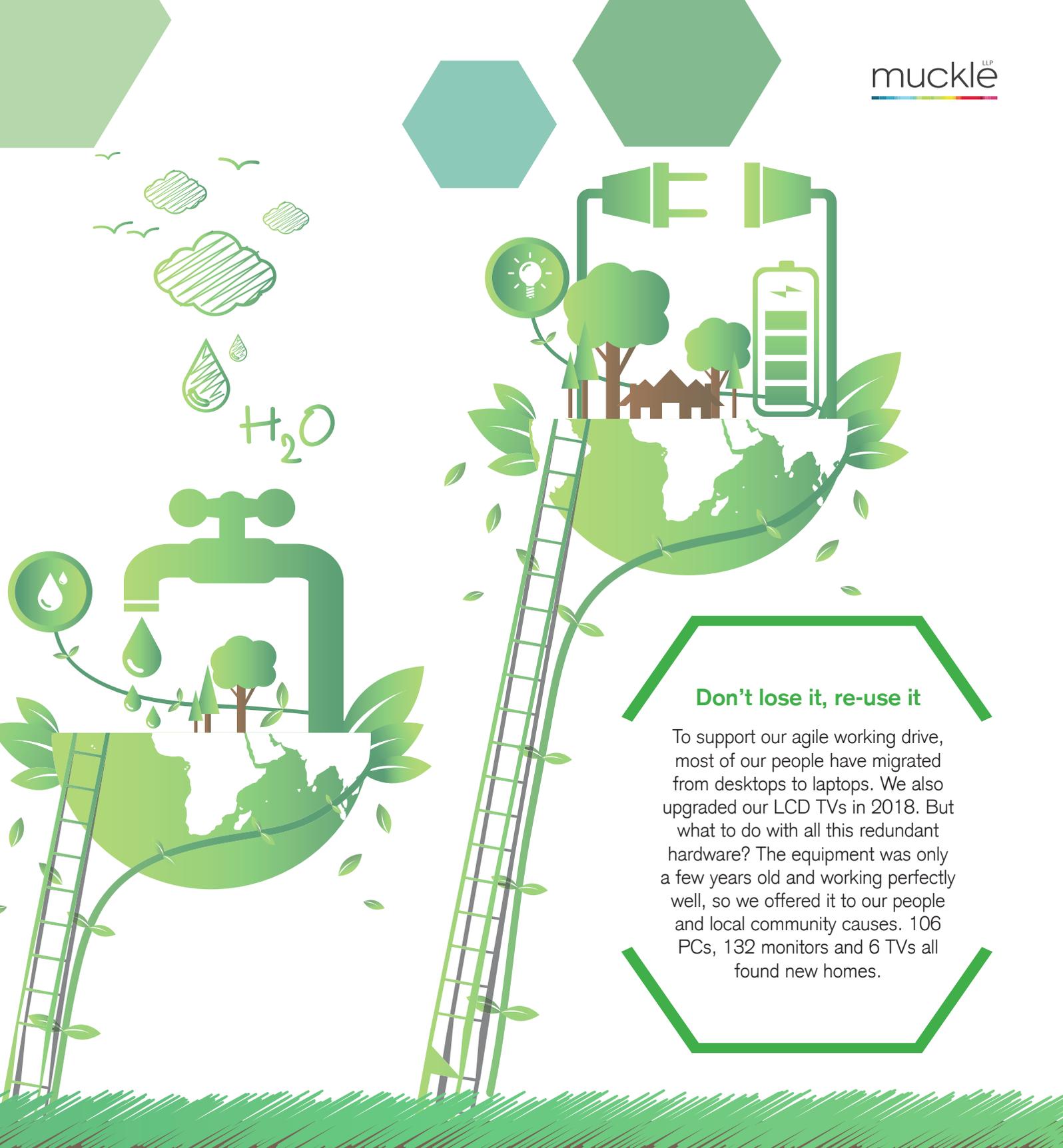
23% less CO2
We set a benchmark when we started monitoring our carbon emissions through the Legal Sustainability Alliance in 2009, and we've managed to use significantly less energy ever since. 23% less in 2018.

5% less paper used

From competitions to see who can use the least paper to doing more things digitally. It's all helped us continually reduce paper consumption.

42 tonnes of paper recycled

Some paper use can't be helped, but we recycle all we consume and try to use less each year.



Don't lose it, re-use it

To support our agile working drive, most of our people have migrated from desktops to laptops. We also upgraded our LCD TVs in 2018. But what to do with all this redundant hardware? The equipment was only a few years old and working perfectly well, so we offered it to our people and local community causes. 106 PCs, 132 monitors and 6 TVs all found new homes.

Maximum output, minimum power

Striving to do more things digitally and keep electricity use low is a bit of a working contradiction. But it does work. In fact we've reduced electricity consumption year on year.

Sustainable travel

Our ability to blow away our CO2 target each year is aided by our approach to travel. Our cycle to work scheme and annual Metro and bus pass loans make it easier for our people to travel sustainably. Our Nissan Leaf electric pool car helps keep emissions down on business travel too.

Carbon clean conscience



Did you know that Britain fails to recycle around 16 million plastic bottles a day? They end up cluttering up our environment, polluting our seas or at best making it into landfill. It's one of the reasons why we chose Northumberland's beach clean project to offset most of our annual carbon footprint last year.

Each year we calculate the cost of the carbon emissions we produce and donate that value to North East projects dedicated to improving the environment. Our carbon offset grants are managed for us through the Local Environmental Action Fund (LEAF), and £2,000 went towards a year-long litter surveying and clean-up project across beaches in Northumberland.



Thank you very much for the generous donation. This project will encourage public participation in beach litter surveys and clean-ups, raise awareness of the issues relating to marine litter, its environmental and financial impacts, as well as encouraging sustainable lifestyles. It aims to engage up to 500 volunteers during the 12 months, and carry out litter picks on at least 20 beaches.

Katie Wellstead
LEAF Principal Adviser at the
Community Foundation



Giving back to our roots

Scotswood Natural Community Garden works with nature to create a great place for people and wildlife in the local area to enjoy. We've supported the community project with a variety of grants, fundraising activities and group volunteering initiatives. We've cleared hedges, planted trees and most recently, pressed apples.

£93

from our Christmas buy-a-bauble campaign

£887

from our Harvest Festival auctions

£450

from carbon offsetting fund, donated through LEAF

Equality

We're a people business. And you can't really be certain of finding the best people unless you give everyone a fair chance, no matter their background.

That's why the North East Solicitor Apprenticeship programme (NESA) is such a fantastic opportunity. Aspiring lawyers can experience real life work, qualify as a solicitor and achieve an LLB university degree without the burden of university fees. Plus they earn a salary too.

Having led the group of law firms that established NESA in 2017, we're delighted it's become such a huge success. In its first year it was nominated for a string of accolades, including a British Legal award.

Generation next - our apprentices

Our first two apprentices, Ben Evans and Anna Douglas, have hit the ground running and are immersed in the cut and thrust of our busy firm. In NESA's second year Lauryn Hellewell and Paula Normington also joined the programme in 2018.

Fair and open access to the legal profession is something I have always felt passionately about. To me, it doesn't matter where you come from - you should be able to become a lawyer if you have the ability, drive and interest to do so.

Jason Wainwright
Muckle LLP
Managing Partner



“ During my selection process, the ethos and culture at Muckle really stood out. People were happy to help and were extremely supportive and friendly. I chose the apprenticeship route due to the invaluable work experience I will gain alongside my studies with the support of top solicitors at Muckle.

Anna Douglas

“ The welcome we were met with at Muckle was fantastic and the support I receive on a daily basis is integral to how quickly I've settled in. Muckle is a modern and forward-thinking place to work that really makes you want to do your best.

Ben Evans

“ I've worked in the sector for a number of years and becoming a lawyer is the next step in my career progression. Full time higher education isn't a practical option for me, so this apprenticeship now means I can continue in my day-job and qualify as a solicitor at the same time.

Paula Normington

“ I already feel like I am part of the team and I enjoy being in such a positive and friendly environment. I have learnt so many different skills in just a couple of weeks and it amazes me to think about what I will know after six years!

Lauryn Hellewell

Inspiring Careers

The best people aren't necessarily the best connected. Through our Inspiring Careers programme, we engage local schools in less advantaged areas and offer 6th form students the chance to experience life at a busy law firm. Far

from lumbering them with mundane tasks nobody else wants, students get to shadow top lawyers, engage in a series of specially designed events and really see if a career in law could be right for them.

“Extremely helpful in having guidance on a future career.”

“The week has been extremely helpful and engaging. If I could do it again I would!”



“I had a real insight into the firm's current work.”

“I now know what businesses look for in a recruit.”

Bridging gaps

We're incredibly passionate about equal opportunities, valuing diversity and creating an inclusive working environment for everyone at Muckle, and we've been looking more at gender inequality in 2018.

Our HR director Nicola Leyden arranged gender equality and diversity training for all female employees as well as all our partners and directors. Since then we've identified some key areas where we can promote greater gender equality and diversity across our firm.



The Girls' Network

Our partner group is currently made up of 32% females to 68% males – well above the norm – which is less than 20% of partners being women according to a recent poll of the UK top 50 law firms. But we can always do more to provide gender equality.

We've teamed up with The Girls' Network, a charity which aims to empower girls from the least advantaged communities by connecting them with a mentor and network of positive female role models. On top of a £500 grant from our fund, a number of us have signed up to mentor girls across the North East and we're excited to be involved.

Alison Allan, Girls' Network Manager (North East), said: "We believe that no girl should have their future limited by their background, gender or parental income and that all girls should be supported to realise their ambitions.

So many girls wouldn't dare to dream that they could work for a firm like Muckle, but when their mentor becomes not only a lawyer but a supportive face, a friend, somebody who watches TV and cooks pizza, likes climbing and chocolate, is sometimes tired and fed up, sometimes fails but tries again, their perspective on their own ambition and achievement is going to look very different!"

Healthy balance

We believe a responsible business also has a positive working environment. Our whole 150 strong team, from our lawyers to our support departments, works on one floor, in one big open plan office. No closed doors, just close working relationships.

Of course, it always helps to find ways to wind-down, which is why we set up workplace walking, cycling and running clubs. These proved so popular, we now dedicate a full week to healthy living each year. Five days of free on-site fitness classes, expert talks and sporty challenges. Everyone tracks the distance they cover and, in Healthy Living Week – 2018, our collective energy took us a tremendous 2208 miles. But then, going the extra mile is what we do.

2208
miles covered

209,822
calories burned

373KG
of Co2 saved

HEALTHY LIVING WEEK WINNERS

263 MILES CYCLED - STEVE CUNNINGHAM

200 FLOORS CLIMBED - SHARON STAFFORD

20 MILES RAN - KATE NEWMAN

171,104 STEPS - JAYMES ANDERSON GLEW

57 MILES WALKED - JANINE CALKIN

Free events and talks in the office

- Kickboxing taster session
- Yoga taster session
- Zumba taster session
- Bulletproofing - injury prevention and treatment
- Physiotherapy matters – the benefit of exercise and realistic targets
- Daily healthy breakfasts

Awards

Winning awards is not what's really important, which is why this features at the back of this review! But it does help promote CSR to more businesses. It also shows that we must be doing something right.



Royal recognition

Andrew Davison, partner and head of Corporate, was recognised in the Queen's 2018 Birthday Honours list with an OBE for services to the environment, culture and communities in the North East. The outstanding achievement acknowledges decades spent supporting several charities and profit-for-good organisations including Greggs Foundation, Magnetic North East, Northumbrian Pipers' Society, Tyne Rivers Trust, Newcastle University, SageGateshead and the Local Environmental Action Fund of the Community Foundation (Tyne and Wear).

“

I feel extremely fortunate to have had the opportunity to contribute to some wonderful causes, all of which are dedicated to making the North East a better place for everyone to live and work. This award is truly not about what I have done personally but reflects what so many of my colleagues, in organisations I have been privileged to work with, have helped to achieve for the region.

”
Andrew Davison, OBE
Muckle LLP partner

Best place to work

Perhaps the crowning recognition for everything in this review was winning Best Medium Company at the Journal's North East Best Places to Work Awards 2018. From our workplace running, cycling and walking clubs to surprise social events organised by our BEAM (Being Engaged At Muckle) team, we've created a culture that makes Muckle a fun place to work. We've also tried to build a business people can feel proud of, and our community work is a key part of that.



Giving something back

Senior partner Hugh Welch, picked up the Pease Award for philanthropy in business at Percy Hedley's Alternative Business Awards. Hugh won the 'Business Giving Something Back' category, in memory of the late Brian Manning - the former chief executive at Esh Group who did huge amounts to promote CSR during his lifetime.



This award is very much a win for Muckle and I'd like to congratulate and thank everyone here for their continued commitment to giving something back. Clearly, the judges feel it is making a huge difference and I know the organisations we have supported really appreciate our help.

Hugh Welch
Muckle LLP senior partner

This award is testament to all our people, who work really hard, not just in their day jobs, but also in respecting and looking out for one another and engaging each other in all the things that make Muckle LLP an amazing place to work.

Jason Wainwright
Muckle LLP managing partner



Thank you

muckle^{LLP}



WINNER
Best Medium Company



Muckle LLP

 @MuckleLLP

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