

00:00:05:10 - 00:00:21:21

David Jackson, CEO, Shoosmiths

Hi everyone and welcome to Shoosmiths' 2022 Impact Report. It's been quite the year for the firm making an excellent and focused impact on our clients, our people, our communities and our environment. We encourage you to explore the details of these exciting developments in our reports here on our website.

00:00:22:10 - 00:00:43:08

Peter Duff, chairperson, Shoosmiths

This year, we have continued to strive to create a truly client focused culture at Shoosmiths. Following the positive results of our client satisfaction survey in 2021, we have maintained these high standards. Much of our work this year has been around ensuring we are able to continue to gauge client satisfaction through a number of channels and build on the work from the previous year.

00:00:44:04 - 00:01:02:14

Peter Duff

We have done this through listening, through practicing excellence, and through partnering with clients to deliver change. Shoosmiths has also looked to the future by opening its first international office in Brussels to provide an enhanced ability to service our clients combined. UK and EU competition, regulatory and trade law needs.

00:01:03:07 - 00:01:31:05

David Jackson

There's no doubt through 2021 and 2022 so far have showcased our propensity for innovation. In March '21, we were excited to launch Shoosmiths8 Connected Services. A new business stream based around providing clever solutions to clients' needs to help them work smarter, faster and better. Its non-legal products complement Shoosmiths' legal advice, and we know its innovative products, which include AI platform Cia® have made a game-changing difference to our clients lives.

00:01:31:22 - 00:02:02:03

David Jackson

Our unique approach to innovation, underpinned by listening to our clients tell us what they need, is helping us to set market leading standards in the delivery of next generation legal services. We know that to perform our best, our people need to feel supported, empowered and inspired, and they need to be provided with the best environment to work optimally. This year we further consolidated our hybrid working model and the response to these improvements has been met with exceptional feedback from our people and our clients alike.

00:02:02:16 - 00:02:25:03

David Jackson

We've also been able to recognise the success of our people through a new innovative reward programme that recognises the fact that it takes everyone at Shoosmiths to achieve success for the firm. We are always reviewing our policies to ensure that our people are supported at every stage of their working lives. And we've made significant progress this year in relation to support for important issues like fertility and pregnancy loss.

00:02:25:17 - 00:02:31:14

David Jackson

In the report, we also explore our approach to wellbeing, which is supported by a dedicated network of committed colleagues.

00:02:31:20 - 00:03:00:12

Peter Duff

On environmental issues, we're proud to be making progress towards our net zero aspiration and in a major milestone last year we had our carbon net zero targets validated by the Science Based Targets Initiative. We also recognise that we are in a privileged position of having lots of information to hand about how to reduce and eliminate carbon emissions, which is why this year we started sharing our knowledge and best practice with our client communities through roundtables as ESG matters become a high priority in the boardroom.

00:03:01:07 - 00:03:22:20

Peter Duff

We are also extremely proud to have launched the Shoosmiths Foundation, a grant making body which has in the last year donated more than £90,000 to tackle youth homelessness and unemployment. Year on year, Shoosmiths has enjoyed record turnover and this year is no exception. We believe this success is down to our people and our unique approach to understanding our clients and delivering excellence.

00:03:23:14 - 00:03:42:11

Peter Duff

We hope you enjoy reading all about our activities and initiatives in the last year. We believe that through these we have delivered meaningful impact and positive change to our clients, people and the communities in which we operate.

