



Responsible Business Impact Report 2025/26

**Supporting Our People,
Communities and Environment**

Since 1812 - Plymouth | Devon | Cornwall

A Message from our Managing Partner



Alisa Willows

Managing Partner,
Wolferstans LLP

At Wolferstans, we believe that being a successful business carries responsibilities beyond the services we provide to our clients. As a firm that has been part of the Plymouth community for more than 200 years, we recognise the important role we play in supporting our people, strengthening our communities and reducing our impact on the environment.

Responsible business is not a standalone initiative for us. It is embedded within our values, informs our decision-making and helps shape the culture we want to create for both our colleagues and the people we serve. Whether through supporting employee wellbeing, championing local charities, strengthening opportunities within our community or driving environmental improvements across the firm, we are committed to making a positive and lasting difference.

Over the past year, we have taken a significant step forward in formalising this commitment through the creation of our ESG Steering Committee. Bringing together colleagues from across the firm, the Committee provides leadership, oversight and accountability across our Environmental, Social and Governance priorities. It has enabled us to move from a collection of individual initiatives to a more coordinated, strategic and measurable approach to responsible business.

This report represents an important milestone in that journey. It not only celebrates the many achievements of our colleagues but also demonstrates our commitment to transparency and continuous improvement. We believe it is important to openly share both our progress and our ambitions, holding ourselves accountable for the commitments we make.

I am particularly proud of the enthusiasm and dedication shown by colleagues across the firm. From fundraising and volunteering to wellbeing initiatives and environmental action, the success of our responsible business programme is driven by the passion of our people.

While we are proud of what has been achieved so far, we see this as the beginning rather than the destination. We remain committed to building on these foundations, expanding our impact and ensuring Wolferstans continues to be a responsible business that creates positive outcomes for our people, our clients, our communities and the environment.

Wolferstans at a Glance

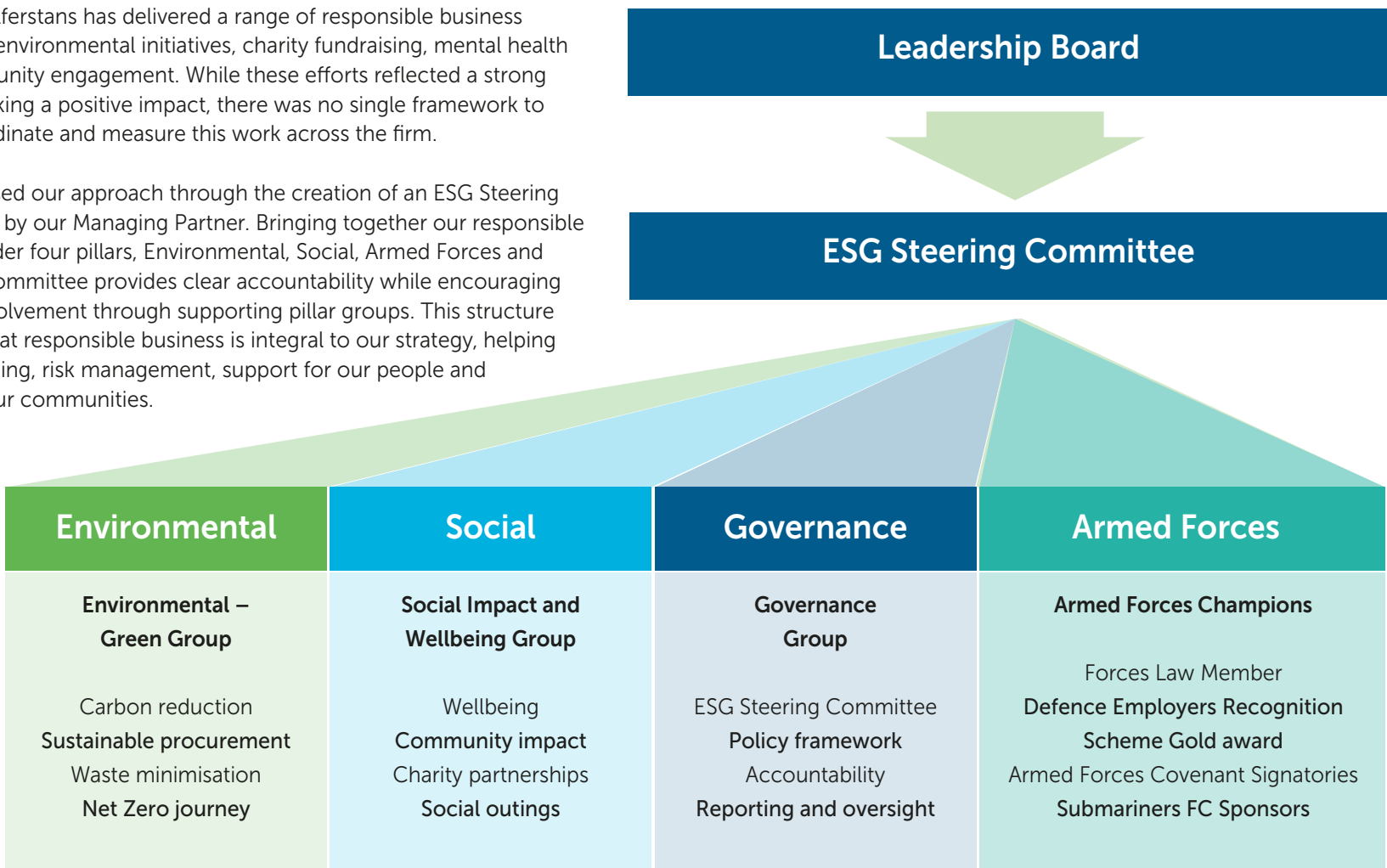


 200+ Colleagues	 5000+ Clients supported annually	 15 Chartered Legal Executives	 Armed Forces Covenant signatories since 2015	 NetZero commitment by 2050	 16 Qualified Mental Health First Aiders
 5 Accredited Association of Lifetime Lawyers	 51 Solicitors	 7 STEP Accredited Lawyers	 8 SQE Apprentices	 18 Trainee Lawyers	 150+ Clients supported through deputyship annually

Our Responsible Business Framework

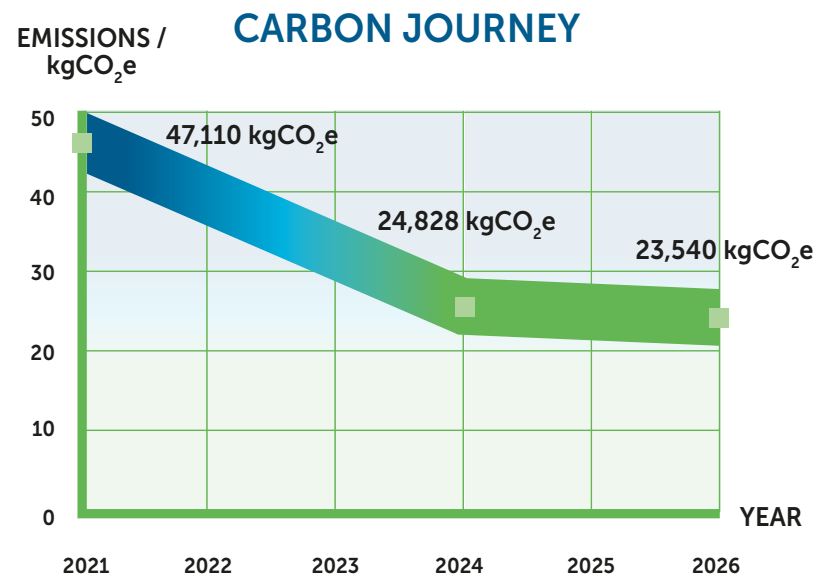
For many years, Wolferstans has delivered a range of responsible business activities, including environmental initiatives, charity fundraising, mental health support, and community engagement. While these efforts reflected a strong commitment to making a positive impact, there was no single framework to help prioritise, coordinate and measure this work across the firm.

In 2025, we formalised our approach through the creation of an ESG Steering Committee, chaired by our Managing Partner. Bringing together our responsible business activity under four pillars, Environmental, Social, Armed Forces and Governance. The Committee provides clear accountability while encouraging meaningful staff involvement through supporting pillar groups. This structure reflects our belief that responsible business is integral to our strategy, helping shape decision-making, risk management, support for our people and engagement with our communities.



Environmental Impact

Reducing our Environmental Footprint



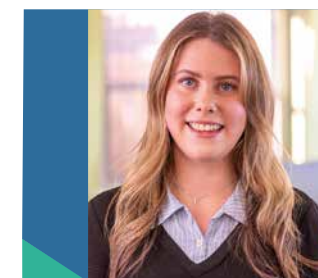
OUR INITIATIVES



ACTIONS FOR THE NEXT 12 MONTHS

- 1 Scope 3 reporting
- 2 Supplier engagement
- 3 Net Zero roadmap

“ Being part of the Green Group has given me the opportunity to contribute to meaningful environmental initiatives within the firm and help promote more sustainable ways of working. It is rewarding to work alongside colleagues who are equally committed to reducing our environmental impact, and to see how small changes can collectively make a positive difference to both the workplace and the wider community. ”



Emily Self
Senior Paralegal,
Medical Negligence

Supporting our People

Our Wellbeing Network

25

active members of our social impact and wellbeing group

In the last 12 months we've trained

21

mental health first aiders

Year-Round Activity

Winter	Spring	Summer	Autumn
		Cricket, Rounders & Padel	Padel & Wellbeing Week
	Padel		Annual Quiz Night
Walk & Talk Club, Football			
Mental Health Awareness Week		Life Centre Activities	Christmas Party
		Summer Party	

Being part of the Social Impact & Wellbeing Group has given me the opportunity to help create positive change within the firm while supporting initiatives that make a real difference to both colleagues and the wider community. I have particularly valued the opportunity to organise social and sporting events, which help bring people together and foster a strong sense of teamwork and community.



Sam Porrit
Paralegal,
Commercial Property

Supporting our People



MENTAL HEALTH AWARENESS WEEK

50%

of colleagues attended wellbeing activities

8

wellbeing events delivered

21

Mental Health First Aiders



HEALTH & WELLBEING WEEK

66

people attended vicarious trauma training sessions with Dr Anna Gough

Framed around the NHS

5

steps to mental wellbeing

10

wellbeing activities



STAFF SURVEY RESULTS

130

responses

92

respondents work full time

38

respondents work part time

2

staff surveys in the last 12 months

7.45/10

agreed there is good communication from senior management

8.38/10

agreed that they have good communication from HoD or supervisor

9.29/10

agreed that if you make a mistake, they would be confident discussing this with their HoD or supervisor



Being a MHFA is important to me as it helps to ensure that colleagues feel supported and know they can reach out to someone if needed. It is essential to contribute towards a workplace where wellbeing is taken seriously, because the firm cannot thrive in the long term if people are struggling or burning out.



Beth Woodhead

Solicitor,
Wills & Probate

Supporting our Communities

CHARITY AND COMMUNITY IMPACT - CHARITY OF THE YEAR

2025 **Hearts Together**



Hearts Together is a hotel located near Derriford Hospital that primarily provides low-cost accommodation and complimentary support services to people who are either going through treatment at the hospital or who have relatives who are going through treatment. The charity supports people both from Plymouth and further afield needing to stay near the hospital. The range of guests include family members of those who are visiting the hospital for planned procedures wanting to be close to their loved ones; parents with prematurely born babies needing to be close to the hospital; patients undergoing emergency treatment needing somewhere near to the hospital where they can stay due to a shortage of beds in the hospital itself; and anyone in-between.

In addition to the accommodation at the hotel there are wraparound services such as qualified counselling services, follow up wellness calls and even a shuttle bus which takes guests to the hospital when they are staying. This is where the charity really makes a difference for people at a difficult time in their life. Demand is so high that the hotel regularly has to turn people away when there aren't enough rooms and so the big project for the charity at the moment, called "The Big Build", is to complete a phased building project to add additional rooms and other facilities.

Challenge

To enhance the visitors experience on a limited budget

Action

We wanted to do more than just raise money by challenging ourselves to think outside the box.

Impact

We raised over **£12,000** to help towards their Big Build project.

We saved them over **£2,000** on training by delivering mental health first aid training to **10 members of staff**, giving them more tools to enhance the visitors experience.

We provided over **40 Christmas stockings** for visitors staying over the festive period.



Supporting our Communities

CHARITY AND COMMUNITY IMPACT - CHARITY OF THE YEAR



promoting children
in plymouth

2026 Promoting Children in Plymouth (PCiP)

Holly Ryan
Author



PCiP has a powerful vision: a Plymouth where no child's life chances are determined by poverty. Through its work, the charity delivers high impact, long term projects designed to break the cycle of poverty and create opportunities for children and young people across the city.

The need for this support is significant. Around 12,000 children and young people in Plymouth are living in poverty, with more than 9,800 experiencing generational and absolute poverty. The charity focuses on tackling the root causes of disadvantage, recognising that barriers such as poor literacy, low social mobility and limited access to educational resources can have a lifelong impact. With one in four children from disadvantaged backgrounds having little or no access to books at home, and more than half leaving primary school without meeting expected reading, writing and maths standards, the charity's work plays a vital role in helping young people build brighter futures and reach their full potential.

Challenge

Many children and young people across Plymouth face barriers to opportunity. PCiP works to reduce these barriers through initiatives that improve access to education, experiences and support, helping young people reach their full potential.

Action

Following the success of our partnership with our 2025 Charity of the Year, we wanted to do more than simply raise money. Our people told us that getting involved directly and giving their time helped them feel more connected to their colleagues, communities and the causes they support..

Impact

So far we have:

- had **17 members of staff** volunteer for **World Book Day** visiting **7 local schools**.
- Organised an **author visiting** a local school to do a draw along reading session where we gifted each child a copy of their own book.
- A **team of 6** attended PCiP's **Annual Quiz**
- **2 members of staff** ran the **Plymouth Half Marathon** and **3 members of staff** ran the **Plymouth 10k**
- **12 team members** volunteered their time at **Shallowford Farm** a residential that PCiP send underprivileged children too
- Organised a book drive which collected over **500 books** to support a **'Health Body, Healthy Mind'** event to ensure that every child who attended got to take home a book.

Supporting our Communities

CHARITY AND COMMUNITY IMPACT

KEY COMUNITY STATISTICS FROM THE LAST 12 MONTHS

£18,000
raised YTD

50+
volunteers from both
board level and staff

121
volunteer hours



9
events



13
community organisations
supported



Armed Forces Commitment

SUPPORTING THOSE WHO SERVE



HIGHLIGHTS

Defence Employer Recognition Scheme Gold Award
Armed Forces Covenant Signatory
Forces Law Member
Sponsors of Submariners FC



EMPLOYER RECOGNITION SCHEME

GOLD AWARD 2017
Proudly supporting those who serve.

KEY STATISTICS

Over **10%**
of colleagues
identify as being
from an Armed
Forces background

3
initiatives
delivered

3
military events
supported

Why it Matters

Plymouth has a strong service community, and Wolferstans are proud to be part of it. The firm has been helping members of the Armed Forces, their families and the people of Plymouth solve their legal problems for over 200 years.

We understand that Forces personnel and their families often receive confusing or inaccurate information, and we believe that, in a city whose identity is inextricably linked to the Armed Forces, it is essential for our firm to display a commitment to supporting this community with access to tailored support.



Over the years, many of our team have been veterans or part of a service family; therefore, we have developed a robust underlying knowledge and greater understanding of how the Armed Forces work, their unsociable working hours and the many Armed Forces protocols that exist.

We have made an Armed Forces Covenant pledge to continue to support our armed forces community and were awarded the Defence Employers Recognition Scheme Gold Award in 2017 in National recognition of this commitment. Wolferstans were the first law firm in the UK to receive the Gold Award, which was renewed in 2022 for a further 5 years.



As signatories of the Armed Forces Covenant and the first law firm to receive the Defence Employer Recognition Scheme Gold Award, supporting the Armed Forces community is something we take seriously.



David Price
Head of Talent &
Client Experience

Governance & Accountability

Strong Governance Underpins Impact

Why Governance Matters

For us, good governance is about creating an open, transparent and accountable organisation where our people have the information, voice and opportunities they need to thrive.

We want colleagues to be able to access important information easily, understand the policies and support available to them, and feel confident that they know where to go when they need help. The launch of our People Hub has been an important step towards this, creating a single, accessible source for our HR policies, guidance and resources and reducing reliance on informal knowledge or individual contacts.

We also believe that workplace culture should not simply be something that is defined by leadership and delivered to our people. It should be a genuinely collaborative exercise. Over the past 18 months, we have conducted two firm-wide staff surveys, giving colleagues the opportunity to tell us openly about their experiences, wellbeing, engagement and culture. We use this feedback to understand what we are doing well, identify where we need to improve and ensure that our people have a meaningful voice in shaping the future of Wolferstans.

Finally, transparency means recognising and celebrating the diversity that already exists within our firm. Our 2025 diversity data shows that 55% of our Equity Partners, 60% of managerial roles and 80% of our Leadership Board are female, while 54% of colleagues identify as coming from a lower or intermediate socio-economic background and almost 80% were state educated.

We believe that seeing people from different backgrounds succeed is powerful. By sharing those stories and making our organisation more transparent and inclusive, we hope to create an environment where today's colleagues can thrive, and inspire the next generation to see a career in law as something that is genuinely open to them.

KEY ACHIEVEMENTS

ESG

Committee established

Quarterly

review cycle

Annual

Impact Report launched

Completed

policy review programme

KPI's

clearly defined

DIVERSITY DATA

55%

of our equity partners are female

60%

of management positions are held by women

80%

of our leadership board is female

55%

of colleagues identify as coming from lower or intermediate socio-economic backgrounds

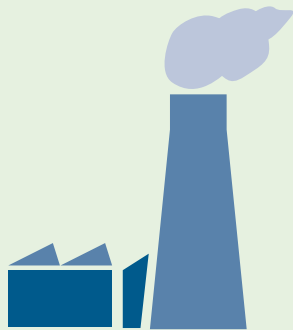
Almost 80%

of our staff were state educated

Year in Numbers

Responsible Business 2025/26

50%
Reduction
in
emmissions



£18,000
Raised for charity

25

Wellbeing events



31

Mental Health
First Aiders
trained in the last
12 months



13

Community
organisations
supported



121 hours
Volunteering time
across the firm



3

Military events
supported

Looking Forward

OUR PRIORITIES FOR 2026/27

Environmental	Social	Governance	Armed Forces
Environmental – Green Group Scope 3 reporting Supplier engagement Further emissions reduction	Social Impact and Wellbeing Group Expand wellbeing network Increase staff participation Enhance volunteering opportunities Deepen charity partnerships Increase volunteering impact	Governance Group Annual reporting KPI development Responsible business integration Enhance existing staff engagement framework	Armed Forces Champions Deepen partnerships Increase impact Successful renewal of the Defence Employer Recognition Scheme Gold Award Reaffirm our commitment to the Armed Forces Covenant

Closing Statement

Responsible business is not a separate programme at Wolferstans. It is how we deliver on our responsibilities to our colleagues, our clients, our communities and the environment every day.

Whilst we are proud of the progress highlighted in this report, we recognise that responsible business is a journey of continuous improvement rather than a destination. We will continue to listen, learn and

evolve our approach, building on the foundations we have established and looking for opportunities to strengthen our impact, increase accountability and gain external recognition of our commitment.

Together, we remain committed to creating positive and lasting outcomes for our people, our communities and the environment.