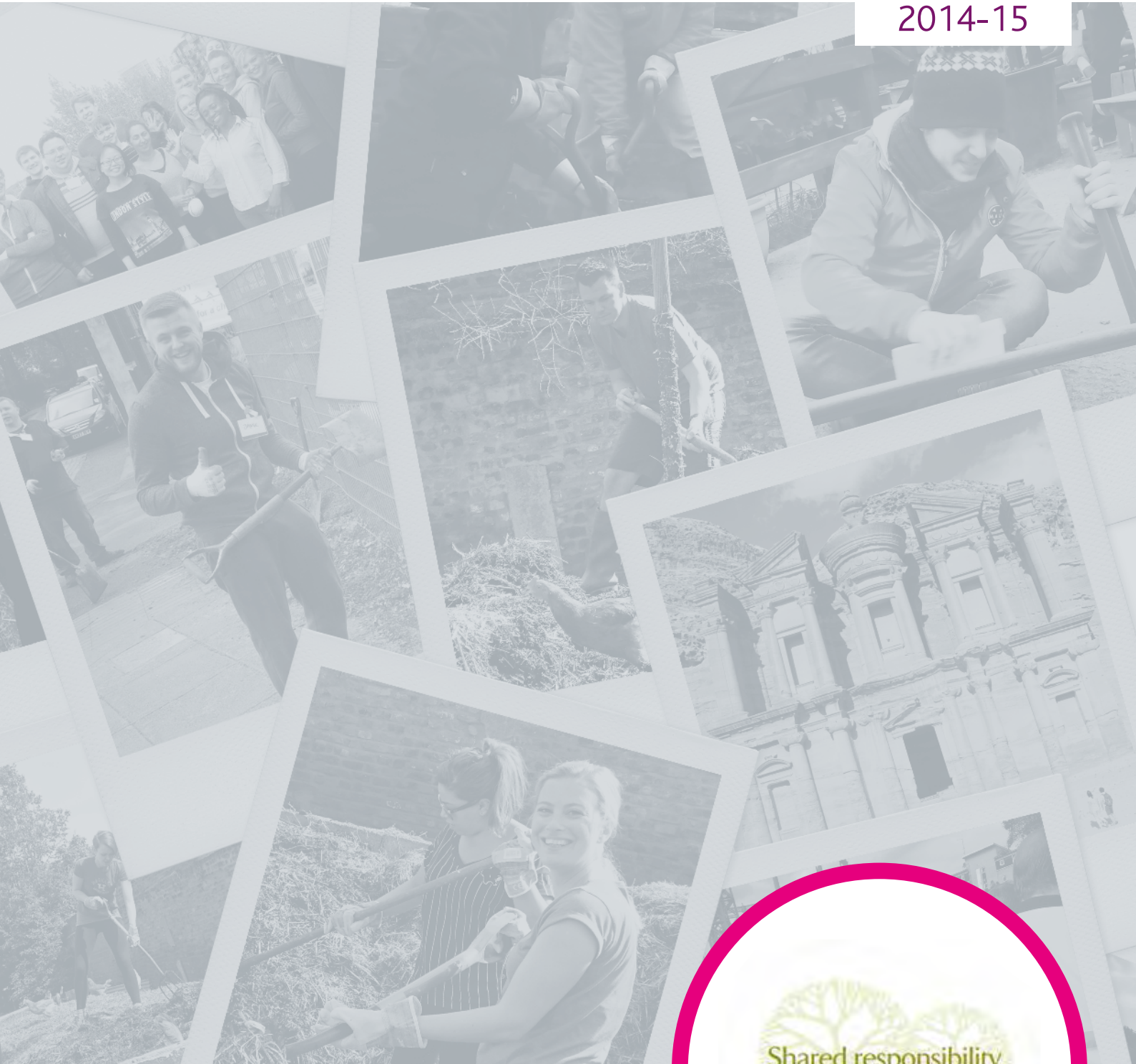




Buzzacott
CHARTERED ACCOUNTANTS

CSR Report

2014-15



Welcome

to Buzzacott's first CSR report



It has always been important to us to think about the world beyond our office walls.

As Trustees of the Stuart Defries Memorial Fund, our primary focus is on the firm's charitable activity – grant making, as well as matched giving and volunteering. Of course, there is more to CSR. Corporate responsibility includes our impact on the environment (see pages 11-12) and, more broadly, our behaviour towards all our stakeholders – for example, how we communicate with clients, how we choose suppliers, how we recruit team members.

Buzzacott's Shared Responsibility programme focuses on the more specialist aspects of CSR – philanthropy, community and the environment. **This report looks both at what we achieved in these areas in 2014-15 and how you can get involved in 2015-16.**

We hope you find it interesting and inspiring.

Scott Barber, Amanda Francis and Kath Patel

"Corporate responsibility includes our impact on the environment and, more broadly, our behaviour towards all our stakeholders."

An enormous thank you
to every single person who volunteered, suggested a charity, raised money through matched giving, switched a light off after a meeting or recycled as much as they could. The achievements reported in the following pages are yours.

2014-15 Volunteering



In 2014-15 we recorded 1,033 volunteering hours, exceeding our target of 1,000 hours.

Based on our headcount at the start of the year, **4,242 hours** were available (14 hours per person), meaning we realised **24.4% of these**.

Hours per team

BETS TEAM	6.35 HRS PER HEAD	HOURS	305
		PEOPLE	48
BGS TEAM	4.90 HRS PER HEAD	HOURS	49
		PEOPLE	10
BFP TEAM	2.50 HRS PER HEAD	HOURS	35
		PEOPLE	14
CHARITY TEAM	2.01 HRS PER HEAD	HOURS	135
		PEOPLE	67
CORPORATE TEAM	1.99 HRS PER HEAD	HOURS	159
		PEOPLE	80
HRC TEAM	7 HRS PER HEAD	HOURS	56
		PEOPLE	8
PRIVATE CLIENT TEAM	4.50 HRS PER HEAD	HOURS	126
		PEOPLE	28
PROFESSIONAL SUPPORT TEAM	3.10 HRS PER HEAD	HOURS	80.5
		PEOPLE	26
VAT TEAM	3.80 HRS PER HEAD	HOURS	87.5
		PEOPLE	23

These figures suggest that teams who have more members who spend time out of the office find it difficult to volunteer. One of our key objectives for 2015-16 is to look at creating more flexible ways of volunteering so that everyone can volunteer at times that make sense for them.

Let us know how we can help.

CHARITY PROFILE THE AHOY CENTRE



This year, we added two new volunteering challenges to our programme - canal clearing at Acton's Lock (with the Canal & River Trust) and a day at the AHOY Centre on the Thames at Deptford. AHOY is a watersports-focused charity that helps disadvantaged and at-risk young people. Its mission is to help change people's lives by improving their self-confidence, teamwork and life skills through sailing and rowing. AHOY is committed to helping others through its activities and programmes, which are focused on teaching transferable and employable skills.

“A refreshing change of scenery, the complete opposite of being sat in front of the computer all day!”

“Great opportunity and a friendly welcome.”

AHOY volunteers assist the charity in various ways, but their corporate volunteers generally help with maintenance – deep cleaning of boats, sanding and painting. Despite our eagerness, there wasn't quite enough to do when we went in May, so our next visit will be in February when more work is needed.

VOLUNTEER PROFILE LAURA TAMPLIN

Laura works in the Charity team and is one of our individual volunteers (volunteers who use their 14-hour allowance for their own projects). She volunteers through her church and is a member of the Parochial Church Council (PCC) as well as being involved in youth work. Laura runs a range of sessions for (mostly) 16-19 year olds, which take place in the evenings and at weekends.

It was her own experience of being a member of the youth group that made Laura want to volunteer. It's a close group

and its members have fun, but also know there are people there who care about them. It's an opportunity to raise moral and ethical questions and to prepare for adulthood and independence.

Laura's 14-hour allowance only covers a small amount of the time she spends as a volunteer (she is also helping to fundraise for the church and is involved with Ready for Action, a local group that – for example – tidies up public areas and helps elderly people with gardening). However, she says that it makes her feel that her charitable activities are recognised and encouraged.

Volunteering Programme 2015-16



The future of volunteering

This year, we aim to turn even more potential volunteering hours into actual hours, not least by doing more to help everyone who wants to volunteer to find an opportunity. Every Buzzacott team member is given 14 hours of working time per year for volunteering and this can be used in lots of different ways.

2015-16
volunteering
hours available:



2015-16
target for
hours taken:



HOW CAN YOU USE YOUR ALLOWANCE?

GROUP CHALLENGES

Fully organised by the firm

INDIVIDUAL/ SMALL GROUP

Organised by you but with advice, support and ideas from your Buzzacott CSR team

TOTALLY INDEPENDENT

Your own project, either one off or on-going (e.g., school governorship)

Individual/small group volunteering

This is a new initiative for 2015-16. It was originally designed to help trainees and those who are often out of the office, but we hope it will have a wider appeal. It's a **mid-way point** between independent volunteering and the Buzzacott set programme – so, you decide on the timing and we will support you with ideas, advice and contacts. **Look out for more information soon.**



How it works

VOLUNTEERING ADMIN

Buzzacott allows every member of staff **14 hours of work time per financial year**, not including travel time, to take part in voluntary activities. How do you do this?

Group volunteering days are advertised by email and on notice boards. To take part, let the CSR team (see p. 10 for details) know that you're interested and check that there are spaces left. Then fill in a one-off volunteering form (and health & safety declaration) for your manager to sign. When signed, just send this to Siân.

To do self-organised volunteering in or out of work time, please fill in a one-off or on-going volunteering form as appropriate and have it signed off as above.

If you would like to volunteer as an individual but don't have anything arranged and don't know what you would like to do, please contact the CSR team.

How it works

VOLUNTEERING TIME ON PE

Volunteering done during work time should be entered into **Practice Engine** under the INT code - select 'Volunteering/ Stuart Defries' from the drop-down Analysis list and enter the project/activity name in the narrative box.

Reading Partners and The Access Project volunteers or those wanting to claim time back for volunteering outside office hours – see Ellie in the first instance.

One-off volunteering days: The 2015-16 programme

This is what we have on the schedule so far, but we continue to research new opportunities (especially indoor activities to contrast with all the farms, rivers and canals). Suggestions are always welcome.

2015

- Gift wrapping (City YMCA) – 14 December 15

2016

- The Posh Club – January 16
- AHOY – 17 February 16
- Spitalfields City Farm – May 16
- Canal & River Trust – Summer 16
- Charlton Athletic – August 16
- Hackney City Farm – September 16

Long-term Volunteering



“ It’s good that you are paired up with just one child through the year, as you can identify and focus on the things that they struggle with. It’s rewarding to see how bit by bit they improve through the year.

(Reading volunteer)

“ It’s great to work with such an enthusiastic student in his GCSE English studies, and because it’s interactive, as well as being very different to my normal work, it makes it makes it very enjoyable for me.

(TAP volunteer)

Year-long volunteering

It is also possible to commit to regular volunteering activities organised by the firm, either through the Reading Partners scheme or The Access Project, both of which run over the course of a school year. What are these?

Reading Partners

Volunteers are partnered with a child at Globe School in Bethnal Green and read with them every other Thursday. It’s not just the extra help with their reading that the children benefit from, but also the chance to interact with adults who aren’t either parents or teachers. In addition, the children get the chance to visit the Buzzacott office once a year. Readers are supported with training and advice from The Tower Hamlets Business Education Partnership and informally from us.

“ I am in my third year of volunteering as a reading partner and find it very rewarding to see the children’s reading skills and confidence improve and to know that I have played a part in their development is really rewarding. Volunteering takes you out of your daily routine but most of all it is fun for both the children and the volunteers.

(Reading volunteer)

The Access Project

We have just entered our second year of working closely with The Access Project (TAP). TAP pairs up bright and motivated pupils from schools in deprived areas with volunteer tutors. The project is aimed at improving their grades and confidence, giving them the best chance of accessing top universities. Tutors are given professional training and support throughout the scheme and they all say that their maths (or English or French) comes back to them pretty quickly! At the moment, Buzzacott’s tutors help GCSE students from The Lister School in Newham.

To get involved, please contact the CSR team.

Charitable Giving

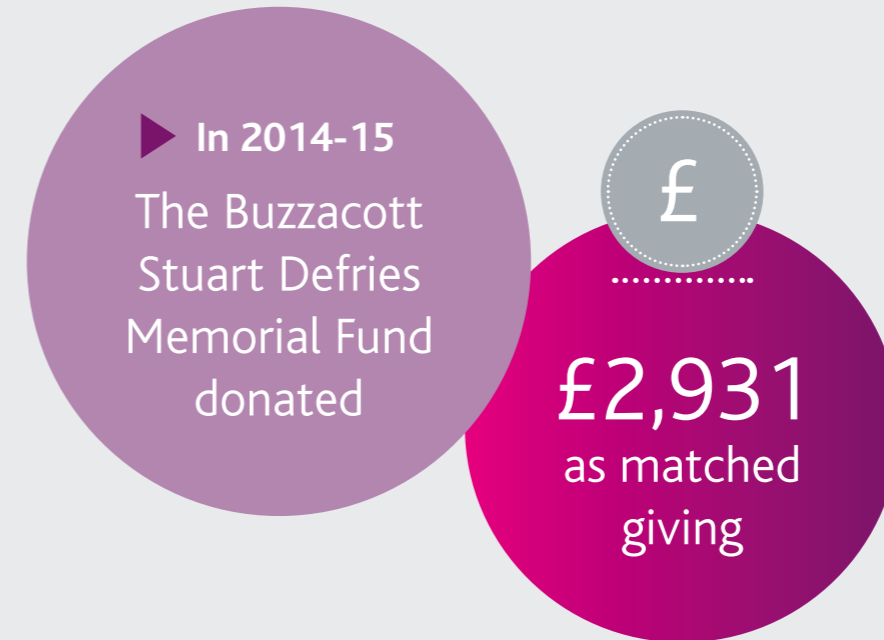
How it works



MATCHED GIVING

If you donate money to charity or sponsor a friend or colleague, Buzzacott will contribute an equal amount, doubling your contribution. This applies for every staff member up to a limit of £50 per financial year. The only restriction is that the charity receiving funding must hold a UK charity number. Matched giving can relate to one single charitable payment, regular payments or individual payments to more than one charity.

To claim matched giving, send confirmation of the donation information (e.g., an e-mail from Just Giving or a copy of a bank statement) to the CSR team and this will be arranged for you.



FUNDRAISER PROFILE: PETRA JURUSOVA

This October, Petra (in the Fiscal Solutions team) trekked for three days around Petra (in Jordan) to raise money for the Institute of Cancer Research. It was a tough challenge. The terrain around Petra is mountainous and there is little vegetation or shade. One of Petra’s fellow hikers calculated that they took 35,000 steps on the first day alone. The compensation was the beautiful and dramatic red sandstone landscape and a chance to see the extraordinary carved structures in Petra itself.

Petra’s fundraising also took a lot of hard work over at least a year. Her total now stands at £2,197, which is fantastic, and £567 of this came from matched giving. Most if not all of the generous colleagues who sponsored Petra also applied for the Fund for matched giving, resulting in a big boost to her efforts.

Petra describes her charity hike as a very tiring physical challenge, but highly enjoyable, partly thanks to having “a lovely bunch of people” as her fellow hikers. She’s going to have a rest next year, but is definitely keen to take on another challenge further in the future.

Charitable Giving

► In 2014-15
The Buzzacott Stuart Defries Memorial Fund donated **£14,700** in grants.

In 2014-15, the Buzzacott Stuart Defries Memorial Fund donated £14,700 in grants to charities.

The Buzzacott Stuart Defries Memorial Fund was established in 2003 in memory of one of our partners. Its purpose is to support children and young people in deprived circumstances in boroughs adjoining the City and it does this in various ways, including by making grants.

How does the Fund choose grant recipients?

The Trustees meet four times a year to consider applications for funding. These most often come directly from charities as unsolicited requests, but staff suggestions and client suggestions are

also good ways of discovering suitable charities. We are particularly keen to encourage more staff suggestions so that the Fund can assist charities that are important to team members.

Are there any restrictions?

Grants are given to UK charities whose work accords with the Fund's charitable objects, as described above. A suggested charity's work should chime with that, even if not covering all aspects, and the Trustees much prefer to support small and local charities so that a typical grant of £250 to £500 will have a meaningful impact. Finally, a charity can only be funded every three years – we'll check previous funding for you when you contact us with a suggestion.

How it works



NOMINATING A CHARITY

Staff members are encouraged to recommend a UK charity to the BSDMF for a financial grant. These grants are usually for £500 or less and recommendations are most likely to be successful if the charity's work matches the fund's ethos (see above).

If there is a charity you would like to put forward to the Fund, please send the charity number and/or their web address to the CSR team and they will take this forward. If there is a specific project you would like to seek funding for, please let them know.



Recipients



RECIPIENT PROFILE

THE ARCHWAY PROJECT

Established in 1982, **The Archway Project** works to enhance the lives of young people living in London. The charity works in partnership with schools, colleges, local authorities, the police force and social services and its key aims are to provide young people with meaningful qualifications (in mechanics, ICT and cooking) and to reduce anti-social behaviour, including truancy. The learning experience that the charity offers has been described by Ofsted as 'fantastic'.

In its latest impact report, recent alumni of The Archway Project talk about feeling more confident and motivated after achieving technical skills and qualifications, about having better relationships with their families and spending more time at school. Young people go to the charity by referral and are not allowed to attend courses or clubs unless they also attend school on non-Archway days.

The Archway Project was an excellent fit with the Buzzacott Stuart Defries Memorial Fund and was funded in February 2015.

RECIPIENT PROFILE

FUTURES THEATRE

Futures Theatre is a small theatre company and charity, founded in 1992, which creates productions based on the real-life stories of women and girls and provides workshops for disadvantaged women and young people. They tour productions to schools in order to reach young people who would not traditionally have access to live drama.

The charity's recent projects include *Sugar & Spice*, a theatre production touring to secondary schools in London that tackled topics including sexual coercion and gangs. Each performance was followed by a workshop in which students could explore the issues raised.

“ *Some of it has already happened to me so it helped me realise what to do. Audience participation helped us understand relationships and know what to do in that situation.* ”

Futures Theatre student

Futures is also currently running *An Alternative Life*, a programme of arts workshops for vulnerable women (for example, those living with violence), in which they can share stories and build a picture of a better future. Partner organisations support them alongside the workshops.

The Fund made a donation to support *Sugar & Spice* in July 2014.

Charity Donations 2014-15

Recipients of donations

3H Fund	Disasters Emergency Committee (Nepal earthquake appeal)	Linden Lodge Charitable Trust
The Archway Project	Docklands Sinfonia	Mimbre
Armonico Consort	Fiorentini Foundation	Mousetrap Theatre Projects
Bede House Association	Foundling Museum	NARA The Breathing Charity
Body & Soul	The Foyer	The National Autistic Society
The Brain Tumour Charity	Futures Theatre Company	The Sequal Trust
Brentwood Catholic Children's Society	Globe School	Strongbones Children's Charitable Trust
British Red Cross (Syria appeal)	Heathbrook Primary School	Tall Ships Youth Trust
Cardboard Citizens	In Touch	Teen Action
Clapton Common Boys Club	International Refugee Trust	Tomorrow's Achievers
Coram Family	JAGS Foundation (James Smartt-Ford)	Tower Hamlets Education Business Partnership
The Dame Vera Lynn Trust for Children with Cerebral Palsy	KIDS	



For further information on getting involved, contact

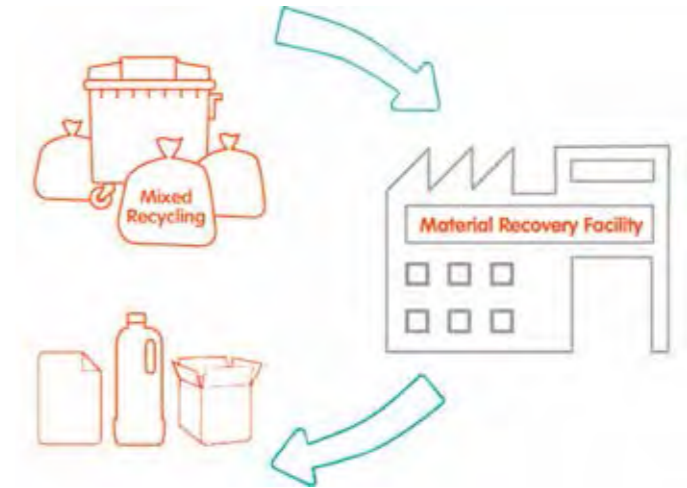
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Improving our Environment

Sustainability: a joint effort

The work we do to reduce our environmental impact isn't all in house. We also engage our suppliers in our efforts and when we look for new suppliers, their environmental performance is a factor in the choice. We thought we would tell you a bit about some of our suppliers' green credentials and how we have designed processes to help us to be more eco-friendly.



Stationery

Our stationery supplier, Image Direct, is ISO14001 certified (this is the standard related to environmental management) and a member of the Energy Saving Trust's Motorvate scheme. In 2012, we revised our ordering process so that we could have a single delivery each week, both saving fuel and reducing our impact on air quality.

Cleaning

When we last chose a new cleaner, ISO14001 accreditation was required for all bidders. The winner, IOC, uses biodegradable products and re-usable spray bottles and is in the process of replacing all its cars with a fleet of hybrid vehicles to reduce CO₂ emissions. **Question: is it time to try an eco-friendly handwash again?**

Catering

Our caterer Talkington Bates (TB) has been ISO14001 certified since 2007, has a Soil Association Food for Life Catering Mark and is a past winner of Compassion in World Farming's Good Egg award. TB uses suppliers based within ten miles of each site where possible and is conscious of food waste – as are we, which is why anything left over after catered meetings is taken to the break-out area or tea points for demolition by hungry colleagues.

The bin men

First Mile is a certified carbon neutral company and is one of the best known waste managers working in the City (where there is no public collection for businesses). First Mile says that its mixed recycling sacks – the ones we use – can allow businesses to recycle up to 90% of their waste. Mixed bags are taken to a material recovery facility and sorted into 14 streams before being baled and sent to suitable recycling facilities, meaning that we can recycle materials you may not be able to recycle at home.

How it works



THE BINS

What we don't do: we don't send anything to landfill, and haven't since 2011.

What we do recycle: Card, paper, newspapers and magazines, all cardboard and/or plastic food packaging, any other plastic including our milk cartons, plastic bags, Tetrapak, cans, foil (crisp packets!), glass, takeaway coffee cups. We can buy more recycling bins if we need them so please fill them up, except with...

What we don't recycle: Food scraps, fruit peel, tea bags, wooden coffee stirrers, chewing gum, textiles, pot plants, the inky part of biro's, Blu Tack, elastic bands, polystyrene packing beans. That's pretty much it. The general waste bins (the drawer-type ones) could be practically empty.

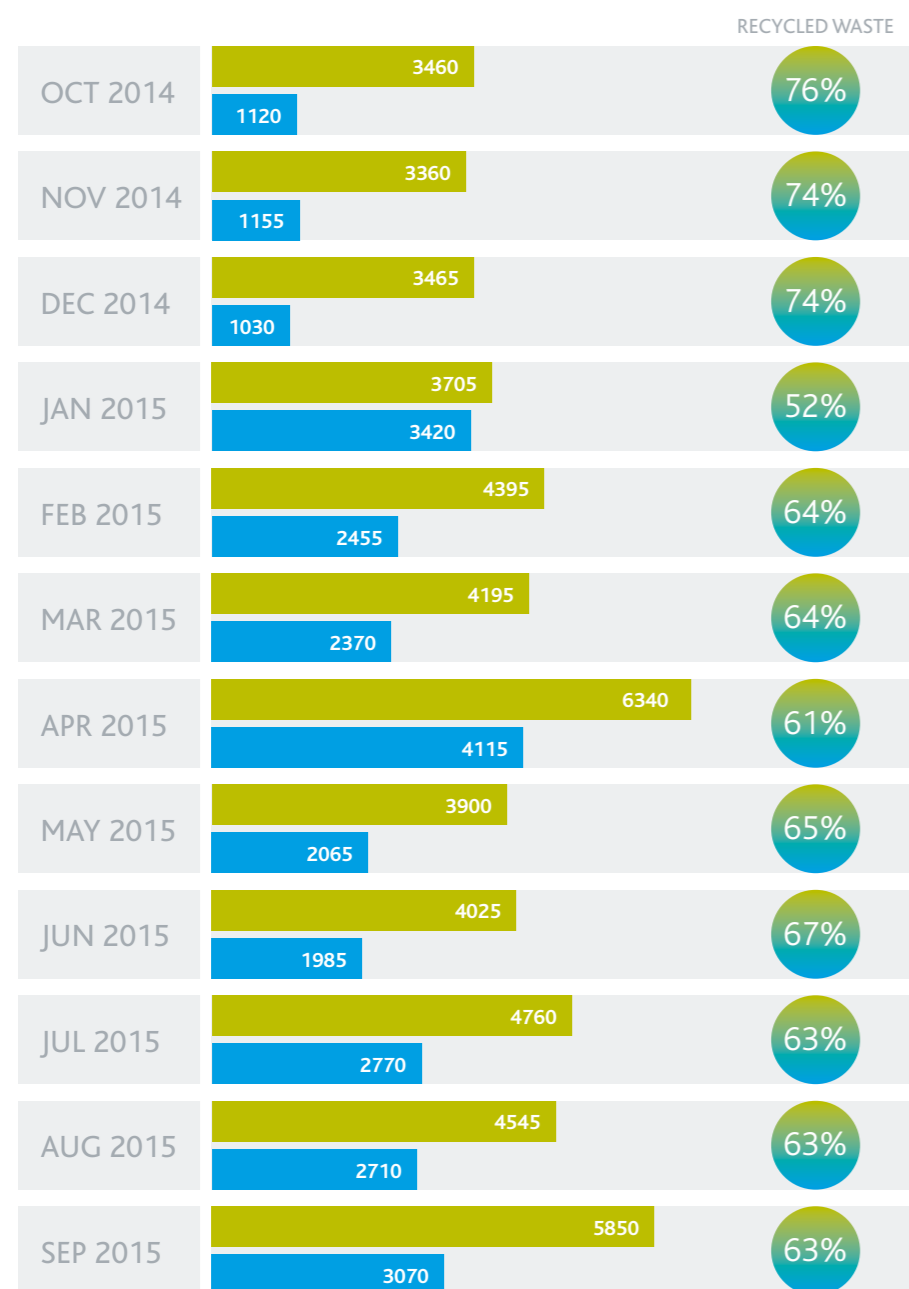
Improving our Environment

Waste

Waste management: results

Our firmwide recycling rates dropped during the course of the year. According to a breakdown of our recycling, confidential waste (after shredding) and paper make up by far the largest part of our recycled material (last figures showed 79%), so it may be that new paper-free processes are confusingly reducing our recycling percentage.

That said, we see piles of recyclable materials in our general waste bins every day, so there is certainly potential to achieve much more. The team is going to continue its efforts in communicating how much we can recycle and we ask for your support. I should also add that we pay less per bag for recycled waste, so being diligent about recycling will also reduce our overheads. **See page 11 for advice.**

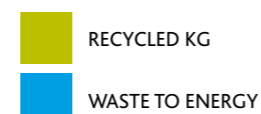


Clean City Awards Scheme: Will it be gold again?

In the last few years, we have been consistently judged as 'gold' achievers in the **Clean City Awards Scheme (CCAS)**. Our gold status reflects our efforts in the last few years to build waste and energy management into our office processes and to manage our waste responsibly. Initiatives that make a difference include our centralised waste bins, follow-me printing and recycling old furniture and fittings. The Clean City Awards have been going since 1994 and participants include both small and large organisations in the Square Mile.

What is ESOS?

This is where energy assessment comes in. The **Energy Savings Opportunity Scheme** was introduced in legislation last year (the ESOS Regulations 2014, which implement Article 8 (46) of the EU Energy Efficiency Directive, if you absolutely must know) and is administered by The Environment Agency. Under ESOS, all businesses that employ more than 250 people must undertake a mandatory energy assessment every four years, carried out by an independent consultant. This records the energy used by their buildings, motor transport and (if they have any) industrial processes. The consultant's recommendations are not binding. Our first assessment has taken place and we reported in early December 2015. **Please ask if you would like more details.**



Buzzacott

CHARTERED ACCOUNTANTS

