Stephens Scown

IMPACT REPORT 2026

The first large law firm in the UK to become employee owned, our B Corp™ Certification confirms our commitment to balancing people, planet and profit.

THE SUNDAY TIMES Best Places to Work 2026

Proudly employee owned.

Certified B Corporation

Learn more at bcorp.com

A MESSAGE FROM OUR MANAGING PARTNER



This year marks an important milestone in our journey as a purpose-led business. Following our successful B Corp recertification in May 2026, we are proud to have increased our B Impact Assessment score from 90.4 to 105, demonstrating real progress across Governance, Workers, Community, Environment, and Customers.

Our continued recognition as one of The Sunday Times Best Places to Work, alongside achieving Operational Net Zero and delivering another year of positive impact across the South West for our clients and communities, reflects the commitment of our employee owners to doing things differently and doing them well.

As we look ahead to the evolving B Corp standards, we remain focused on continuous improvement and ensuring that our success benefits our people, our clients, our communities and our environment as we grow into the greater South West with our four offices in Truro, Exeter, Taunton and Bournemouth.

I hope you enjoy reading about our areas of focus and progress in the period 1 May 2025 to 30 April 2026. Thank you to all our team that have worked hard to maintain our culture and to make this happen.

Richard Baker

OUR PURPOSE

FIRM STRATEGY

To be the leading South West law firm, where doing things differently matters...

OUR PURPOSE

At Stephens Scown, we believe that through doing things differently, we can be a catalyst for positive change.

We provide outstanding legal advice delivered with integrity, transparency and genuine care... **because you matter.**

From B Corp Certification and employee ownership, to ethical HR, sustainable development and environmental regulation, we help organisations and individuals meet their legal obligations and their aims, while creating positive impact... **because leading purposeful business matters.**

Through our actions and our giving back pillars of Volunteering, Pro Bono, Charitable Giving, and the Environment, we are proud to help build resilient, inclusive, and sustainable communities across Devon, Cornwall, Somerset, Dorset and beyond... **because our community matters.**

As the first large employee-owned law firm in the UK, we empower our people to share in our success and build fulfilling careers in the South West. Our culture – built on the principles of Being Great, Doing Good, Having Fun, and Owning It – has seen us consistently recognised as one of the Sunday Times Best Places to Work in the UK... **because leading workplace culture matters.**

PUTTING PURPOSE INTO PRACTICE

At Stephens Scown, purpose is more than a statement of intent. It is embedded into the way the firm operates, from our employee ownership model and B Corp Certification to the advice we provide to clients and the impact we seek to generate in our communities.

This impact report sets out examples of how we are meeting our purpose, the business relevance of our purpose, and how this is integrated into our firm strategy.

OUR JOURNEY TO B CORP™ CERTIFICATION AND BEYOND

2015
SUNDAY TIMES 100 BEST COMPANIES TO WORK FOR (SEVEN YEARS)

2016
FIRST LARGE EMPLOYEE-OWNED LAW FIRM IN THE UK

2018
GIVING BACK PROGRAMME ESTABLISHED

2020
NET ZERO COMMITMENT ADOPTED

2022
B CORP CERTIFICATION ACHIEVED

2024
SUNDAY TIMES BEST PLACES TO WORK (THREE YEARS AND COUNTING)

2025
OPERATIONAL NET ZERO ACHIEVED

2026
B CORP RECERTIFICATION ACHIEVED WITH SCORE INCREASE FROM 90.4 TO 105

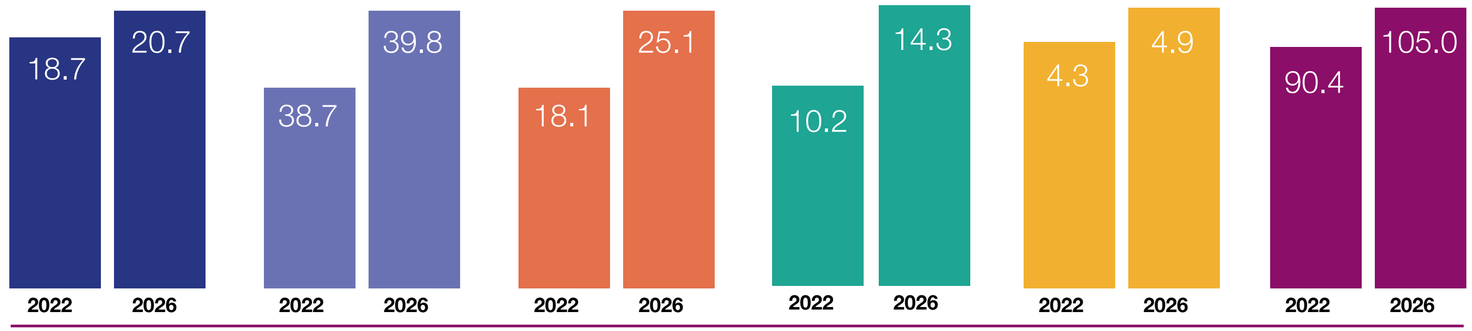
B CORP RECERTIFICATION

Recertified. Improved. Moving Forward.

In May 2026, Stephens Scown successfully achieved B Corp recertification.

Since first achieving certification in 2022, our B Impact Assessment score has increased from 90.4 to 105, reflecting measurable progress across every impact area.

The largest gains were achieved in Community and Environment, with almost half the overall increase attributable to Community, recognising our investment in volunteering, charitable giving, pro bono work, and employee ownership. Environmental improvements recognised our huge strides to achieve Operational Net Zero and our wider sustainability ambitions.



Governance
+2.0 increase

Workers
+1.1 increase

Community
+7.0 increase

Environment
+4.1 increase

Customers
+0.6 increase

Total
+14.6 increase

DELIVERING AGAINST OUR 25/26 GOALS

GOVERNANCE & STAKEHOLDER ACCOUNTABILITY

- ✓ Purpose Statement approved
- ✓ Code of Ethics implemented
- ✓ Stakeholder Governance Policy implemented
- ✓ Stakeholder Grievance Procedure launched
- ✓ Pay transparency actions completed
- ✓ Lobbying Review completed

HUMAN RIGHTS

- ✓ Human Rights policy updated
- ✓ Living Wage review of consultants completed

INCLUSION

- ✓ Public EDI commitment adopted
- ✓ ExCom and HR EDI training completed
- ✓ Increased coaching and mentoring for women
- ✓ Feedback from female colleagues around promotion
- ✓ Maternity returners additional support trial
- • Dedicated EDI hub - carried forward to 2026/27

COMMUNITY

- ✓ Volunteering participation above 25%
- • 12 Pro bono projects undertaken.
  We initiated 14 pro bono projects but only 11 have been completed at time of publication due to circumstances beyond our control, just shy of our target.

ENVIRONMENT

- ✓ Operational Net Zero achieved for Scope 1 and 2 emissions



GOALS FOR 2026/27

OUR GOALS THIS YEAR MATCH OUR STRATEGIC OBJECTIVES AND WORK TOWARDS OUR RECERTIFICATION ON THE NEW B CORP STANDARDS.

GOVERNANCE & STAKEHOLDER ACCOUNTABILITY

- Track grievances and assign accountability for resolving them.
- Responsible marketing and public relations policy.
- Finalise our public stance on lobbying.
- Plan how we can take part in collective action to advance social or environmental impacts.

HUMAN RIGHTS

- Assessing Human Rights Impacts
  - Get a process in place to assess the potential negative human rights impacts of working with potential organisational clients and projects.
  - Consider mitigating actions.
- Commit publicly to respecting human rights.
- Plan how we will consider actual and potential human rights impacts on our procurement decisions.

INCLUSION

- Collect specific data to inform our JEDI (Justice, Equity, Diversity, Inclusion) actions.
- Choose our JEDI actions using data and stakeholder feedback & record them in a plan.
- Create a JEDI area on our internal communication platform Scown Zone.
- Provide mentoring opportunities to employees.
- Sexual Harassment Training.
- Maternity Returner Coaching/Feedback.

COMMUNITY

- 25% volunteering (within whole colleague group).
- 12 Pro bono projects undertaken.
- Charity Giving above £15,000.

ENVIRONMENT

- Remain operationally Net Zero.
- Have a publicly available Climate Action plan.
- Assessing Negative Environmental Impacts
  - Get a process in place to assess the potential negative environmental impacts of working with potential organisational clients and projects.
  - Consider mitigation actions.





DELIVERING AGAINST OUR 25/26 GOALS

OUR COMMITMENT TO RESPECTING HUMAN RIGHTS

Stephens Scown LLP is committed to respecting and protecting the human rights of everyone we work with – our people, clients, suppliers, business partners and the communities in which we operate. Our approach is guided by internationally recognised standards, including the UN Guiding Principles on Business and Human Rights, the Universal Declaration of Human Rights, and the International Labour Organization's Declaration on Fundamental Principles and Rights at Work.

We are committed to

- Treating everyone with dignity, fairness and respect
- Providing a safe, secure, and healthy workplace that supports physical and mental wellbeing
- Promoting fair pay, decent work, and reasonable working hours
- Respecting freedom of association and the right to engage in collective dialogue
- Maintaining a zero-tolerance approach to modern slavery, human trafficking, forced labour and child labour
- Protecting privacy and ensuring the responsible and secure handling of personal data
- Acting responsibly to minimise environmental impacts and help protect people, communities, and future generations.

Our Supply Chain

We expect our suppliers and business partners to uphold standards consistent with our commitment to human rights and to work collaboratively with us to drive continuous improvement.

Raising Concerns

We encourage anyone with concerns about potential human rights impacts or breaches of this commitment to raise them through appropriate channels. We provide safe and confidential reporting mechanisms and do not tolerate retaliation against anyone who raises a concern in good faith.

Continuous Improvement

As part of our commitment to responsible business and our B Corp values, we regularly review and strengthen our human rights practices, policies and procedures.

STAKEHOLDER GOVERNANCE

During 2025/26 we continued to strengthen the governance structures, policies and processes that support our purpose.

This included:

- Launching our Code of Ethics.
- Introducing a Stakeholder Governance and Engagement Policy.
- Launching a publicly accessible stakeholder grievance procedure.
- Strengthening transparency around pay and reward.
- Developing our approach to human rights and stakeholder accountability.
- Ensuring the voice of our employee owners are heard through Strategy Board & Trustees.
- Building on our Client Experience initiatives.

Our specialist corporate governance lawyers, Laurie Trounce and Jen Short-Martin have been providing training and advising B Corps on who their stakeholders are and how to embed stakeholder governance into their businesses. They work to de-mystify this complex area, particularly around the new B Corp standards.



OUR PEOPLE

Creating Careers That Matter

Our people remain our greatest strength.

During 2025/26, we continued to invest in creating a workplace where our people ('Scowners') can develop fulfilling careers, contribute their ideas and share in the success of the business through employee ownership.

The result was continued recognition as one of The Sunday Times Best Places to Work 2026 and the only South West law firm to feature in the Big Organisation category.

They said:

"This Exeter regional law firm is quietly notching up all the accolades. B Corp Certified, it went operationally Net Zero in 2025 and is a signatory of the Mindful Employer Charter. It's also employee-owned, so its 371 staff get a say in how it is run, not to mention an equal profit share. Perks include hybrid working, private medical insurance, life assurance and free counselling, while social activities range from a workplace choir to charity fitness challenges."

Sunday Times Best Places to Work

2026 marked another year of improvement across our engagement results, seeing us maintain or improve our position in all of the six pillars.

- **77%** colleague participation rate (up from 74%)
- **85%** engagement score (up from 84%)
- **11%** above legal sector average
- **9%** above global average
- **57** Employee Net Promotor Score (up from 51)
- **6%** Wellbeing Risk (down from 8% last year)
- **6%** Flight Risk (down from 7%)

Our highest scoring pillars were Job Satisfaction and Instilling Pride, both scoring 87%. Particularly encouraging were improvements in Wellbeing and Reward & Recognition, which increased by two percentage points year on year.

Career Pathways

One of the most significant people developments during the year was the launch of our Career Pathways project.

Developed through consultation with colleagues, Team Leaders and Trustees, the initiative was designed to improve transparency, progression and access to opportunity across the firm.

Achievements included:

- Creation of the Senior Paralegal role.
- Introduction of Career Pathways maps.
- Review of legal support job titles.
- New Competency and Behaviours framework.
- Greater visibility of progression opportunities.

Many stories from Scowners' career paths have been shared on Scown Zone to inspire others to aim high and achieve their potential, including:

Becky Pickford
Reception to Partner
Joined Stephens Scown in reception in 2013, qualified through CILEX while working and became a Partner in 2025.

Sam Moles
Video Production Assistant to EO leader and Strategic Board Member
Progressed from a digital marketing role into employee ownership leadership and Strategic Board membership.

Ellie Hibberd
Partner, Strategy Board member and Working Parent
Demonstrates progression to Partner while balancing family life and part-time working.

Ed Bidder
Family Court Worker to Senior Paralegal
One of the first colleagues promoted under the new Senior Paralegal framework.



EQUALITY, DIVERSITY & INCLUSION

Commitment to Building an Inclusive Workplace

Stephens Scown is committed to eliminating unlawful discrimination and to promoting equality and diversity in all our professional dealings with clients, employees and partners, other solicitors, barristers, third parties and suppliers.

We treat everyone equally and with the same attention, courtesy and respect, regardless of gender, race, colour, sexual orientation, ethnicity, age, disability, marital status, religion or belief.

Stephens Scown is committed to creating a culture of inclusivity and tolerance, and to celebrate and embrace our differences and the contribution which each individual can make. We do not tolerate rude, discourteous or disrespectful behaviour, and are committed to providing a workplace which is free from discrimination, bullying or harassment, and where everyone is treated with dignity and respect.

Our Equality and Diversity Policy underpins all our other policies, practices and procedures to ensure that neither the firm nor its employees discriminate in the services we offer, the instructions we accept from clients, the selecting or instructing of Counsel and other experts, the provision of services, nor in the recruitment and selection process, promotion, reward and recognition of our employees.

During 2025/26 we continued to focus on ensuring fair access to opportunity, transparent progression and inclusive leadership.

Meeting this commitment is assigned to ExCom and delegated to Lucy Palmer, Director of HR, as the EDI lead.

Highlights from the last year included:

- 67% increase in women participating in mentoring programmes.
- Focus on women's health and Scowners sharing stories to increase awareness.
- Dedicated support for maternity returners.
- Working parent initiatives.
- EDI training for our Executive Committee and HR.
- Improved structure around pay, and transparency around promotion and development.

Workforce Growth

Measure	2025	2026
Total Headcount	341	372
Employees	296	324
LEPs & EPs	45	48

The firm grew by 31 Scowners while maintaining flexible working options, with around 22% of colleagues working part-time.

There was a 67% increase in women joining the mentoring scheme which is hoped will increase the proportion of women in senior roles. This is our ongoing focus through increasing coaching and mentoring and tracking participation by women in the firm, seeking feedback, providing maternity returners with increased support and sharing career stories of working parents who have successfully balanced the demands of family responsibilities whilst also achieving their potential at work.



COMMUNITY IMPACT

Giving Back to the Communities We Serve

Community impact remains at the heart of our Giving Back programme through volunteering, pro bono work, charitable giving, and environmental action.

Volunteering

We set a target of achieving 25% colleague participation in volunteering activity. All Scowners can take three days paid volunteering leave each year.

We exceeded this target, with approximately 34% of all Scowners taking part in volunteering during the year. Participation is increasing year on year as Team Leaders encourage participation, incorporate volunteering into team away days and stories are shared on Scown Zone which inspire colleagues to make a difference in their communities by using their leave:

B Corp measure volunteering by the total number of full-time employees who took part, which was 82 in 2024/25 and 111 in 2025/26.

The positive impacts of volunteering are not only on the community projects we take part in but also for the individuals and teams who take part, who feel great for doing good and working with others.

Year	Total number of Scowners Volunteering	Increase YOY	% of Scowners	Total hours
2024/25	117	+34	34%	734.25
2025/26	137	+20	34%	1033 (+40%)



Volunteering for Force Cancer

Scowners volunteering with Force Cancer by dedicating their time to attend local supermarkets to collect donations for the charity.



Supporting Roll the Dice Cornwall

Roll the Dice Cornwall is a CIC focused on improving mental and social health. Luke Richards volunteered by teaching games of Warhammer to a mother and son, providing some painting activities for the young people and manning the busy retail element of the store.







More Litter Picking and Clearing of Invasive Rhododendron.

One of our Scowners volunteered with the Positive Nature Network and carried out conservation work for The Bioasis.

Family Team Beach Cleaning at Widemouth Beach.

In August last year, our Family team spent the afternoon beach cleaning and enjoyed a BBQ social afterwards as a reward!











Litter Picking for Coastal Recycling

Scowners litter-picking from our Exeter office to and around the Quay in Exeter.







National Trust – Killerton House

Scowners maintained a previously planted hedgerow on one of Killerton House's estate farms, which involved removing protective guards from the trees, so that they can be reused as part of another tree planting scheme!

Helping at Dartmoor Zoo

Scowners supported the zoo by helping to cement around their new coffee bar and cleaning out their otter enclosure.

Construction Team Volunteered at the Ferne Animal Sanctuary

In March, our Construction team spent a day refurbishing the intake sheds where rescued animals receive their initial health checks.





Inspiring Junior Professionals with Young Enterprise

A Scowner volunteered with Young Enterprise by helping groups of year 11 students at Blundells School with a business challenge and participated in networking where the students asked them questions about their career in law.









Christmas Food Donations to St Petrocs

Our firm donated food from our Christmas party, and chocolates, to St Petrocs, which was appreciated by the team at St Petrocs: they said, *"Wishing you all a Christmas full of the same warmth and kindness you have shown to others."*

More Scowners helping at Dartmoor Zoo

Building fences around the enclosures and helping with gravelling the perimeters.







Volunteering at Farm and Country Days Fair

In March, Scowners volunteered for the Royal Cornwall Agricultural Association at the Farm and Country Days Fair, where 1500 Cornish primary school children had a hands-on, interactive learning experience to see how their food travels from field to plate.

Another Beach Clean!

Some of our Scowners dedicated half of their day to beach cleaning at a National Trust beach, despite the rainy weather!



PRO BONO

Pro bono work is professional work undertaken voluntarily and without payment or at a reduced fee as a public service. Our colleagues continued to use their legal expertise to support charities, community organisations, and individuals who may otherwise struggle to access legal support.



Peter Shilton's anti-gambling charity, Shilton's Silverlining

Laurie Trounce and Olivia Miller advised on the most appropriate structure and governance to achieve the founders' aims and ensure clarity, practicality, and built-in growth potential.

Peter Shilton CBE said:
"The team were absolutely superb… highly professional, focused and committed. They are part of the beating heart of this charity."

Longmead Community Farm

Lydia Hart assisted this CIC Farm based in Dorset, which offers families in crisis respite therapy, to sort out its leasing arrangements with the landlord.

Karen Allan, Chief Operating Officer at Longmead praised Lydia's work. *"We're extremely grateful for the legal support you've provided under the pro bono scheme. Your advice around the property lease has been clear, thorough, and incredibly helpful in guiding us through the process with confidence."*

Newquay Hornets Rugby Football Club

Dealing with a new underlease of their grounds together with licences to underlet with the Duchy of Cornwall and Cornwall Council.
Person acting – Lydia Hart

Last Chance Hotel

Advice and assistance to charity to recover possession against various occupiers of land it holds in a tenancy from The Tregothnan Estate
Person acting – Richard Bagwell

Homemaker Southwest incorporating Money Advice Plymouth

Advice in respect of data retention and GDPR
Person acting – Leanne Yendell

LawWorks

Involvement with pro bono roundtable covering Cornwall, Devon and Somerset arranged by LawWorks, Advocate and the National Pro Bono Centre.
Person acting – Jim Gorrod

Cornwall Community Foundation

Our employment team supported CCF with arrangements for a consultant to support one of their key fund projects.

As an organisation CCF helps people across Cornwall and the Isles of Scilly by awarding small grants to grassroots organisations who are working to overcome the challenges of disadvantage, exclusion and poverty in their communities.
Person acting - Verity Slater

Teignmouth Rugby Football Club

Employment Team provided support in relation to a sensitive employment matter.
Person acting - Ellie Hibberd

CHARITABLE GIVING & SPONSORSHIPS

During 2025/26: £12,880.84 donated to charitable causes







Charitable Sponsorships

In addition to the firm's chosen charities, Children's Hospice South West, Cornwall Hospice, Fear Free, and The Open Door, we have sponsored many other charities and community projects, including Cornwall Community Foundation, the Solicitors' Benevolent Association, Cornwall Wildlife Trust, Fisherman's Mission, Somerset Counselling Centre, Via Ferrata Cornwall CIC, and Redruth Town Council for the St Piran's Festival.

We also sponsored the Head and Tails for Love Musgrove speaker night, run by the Taunton Round Table specifically for the Beacon Centre, a cancer treatment centre, adding another 50% onto the heads and tails total to bring it up to £1,980 on the night.

£5,686.87 raised by our Charity Committee.

£4,525 Feedback Donations:

£1,420 donated through Sunday Times survey participation.

£3,105 donated through client listening surveys.

Scowners' own marathon, half marathon, walking and fundraising challenges supported across the firm.

Mark Roby sprinted the London Marathon for The Farm Safety Foundation, which supports farms raising awareness of health & safety risks and mental health initiatives.

Alex Mackie ran the London marathon for the British Heart Foundation and The Grand Appeal.

Rosie Brice ran a half marathon for FORCE Cancer Charity.

Amy Ralston ran a half marathon for Cancer Research UK.

Kate Evans – fundraising for Endometriosis UK: Kate Evans is fundraising for Endometriosis UK.

Rachel Lingley did a walk in aid of Devon Air Ambulance.

We entered a team for the Taunton Swimathon raising money for the Taunton Round Table, which raised over £15k for local charities.



CHARITY COMMITTEES INITIATIVES

Our dedicated team of Scowners has done so many fantastic fund-raising events throughout the year, including a firm-wide Step-a-thon competition, ice cream sales, a Wimbledon watch party with the obligatory strawberries & cream, a ping pong event, car washing, a farmers market, a Spring fair, an Easter egg hunt, a Halloween bake sale, our annual Advent charity auction, Christmas wreath making, an unwanted Christmas gifts raffle, serving pancakes of all imaginable varieties on pancake day, and quiz nights. It is great to see their efforts produce significant donations to our chosen charities.

FEAR FREE BREAKING THE CYCLE OF ABUSE

Cornwall Hospice Care

children's hospice SOUTH WEST

Open Door Taunton















ENVIRONMENT

Achieving Operational Net Zero

In January 2026, we announced the achievement of Operational Net Zero, successfully delivering on the commitment first made in 2020. This milestone relates to our Scope 1, 2 and a proportion of Scope 3 carbon emissions, including business travel and waste removal.

This milestone was achieved through:

1. Reducing our emissions: including
   - Renewable electricity procurement.
   - Improvements to our Exeter office.
   - EV charging infrastructure.
   - Introduction of an electric pool car.
   - Transition away from gas heating technologies.
   - Digital first, paper-lite approach.
   - Wider energy efficiency improvements – such as getting our Exeter office EPC from a C to A rating.
2. Offsetting the small residual balance by supporting high-quality carbon removal projects:
   - Nicaraguan forest restoration (via the Norteak Group) and
   - Tree planting in Cornwall with Plant One.

We chose to offset all our recordable Scope 1, 2 and 3 emissions.

Scowner Tree Planting with Plant One at Cabilla, Bodmin.

Around 25 Scowners visited Cabilla, Bodmin, in conjunction with Plant One, to plant trees to extend the nearby Temperate Rainforest. Despite the cold weather, the team managed to plant over 300 trees and contribute to a legacy that will survive for many hundreds of years.



FURTHER REDUCING OUR CARBON FOOTPRINT

We are on a continuous journey to lower our carbon footprint having achieved Operational Net Zero at the end of 2025.

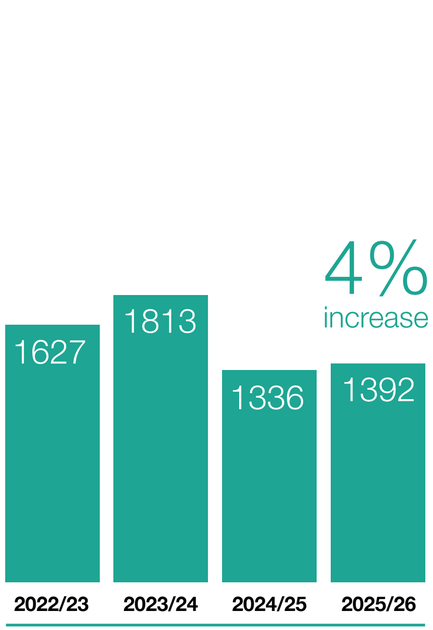
When measured using the same parameters we have applied since 2019/20, our limited Carbon Footprint for 2025/26 is 56215 kgCO2e.
This includes Scope 1 and Scope 2 emissions, plus part of Scope 3 emissions relating to business travel.

Since 2022/23, we have measured our carbon footprint more comprehensively as part of our drive towards Net Zero.

We have recorded data across Scopes 1, 2 and 3, and our footprint has been independently verified each year by Chris Philips of Exeter University.

This year's results are more extensive and accurate across the board, giving us a clearer account of the firm's energy usage and carbon emissions.

Total 2025/26	kgCO2e	kgCO2e	KWH	kWh
Gas	0.00	0.00%	17007.56	0.63%
Electricity	493.80	0.04%	249530.60	9.25%
Electricity T&D & WTT	12421.95	0.89%	0.00	0.00%
Water	312.41	0.02%	0.00	0.00%
Business Travel	55409.16	3.98%	220441.83	8.17%a
Pool Car	509.28	0.04%	2026.13	0.08%
Travel WTW	12422.00	0.89%	3122.33	0.12%
Accommodation	3925.20	0.28%	15616.16	0.58%
Waste	130774.96	9.39%	520279.91	19.29%
Staff Commuting	358783.22	25.77%	1427396.41	52.93%
F-Gas	9666.00	0.69%	38455.57	1.43%
Suppliers and Services	807613.07	58.00%	202997.58	7.53%
TOTAL	1392331.04		2,696,874.09	
Scope 1	10175.28	0.73%	57489.26	2.13%
Scope 2	493.80	0.04%	249530.60	9.25%
Scope 3	1381661.97	99.23%	2389854.23	88.62%



1392 tCO2e
total carbon footprint for 2025 – 2026



CARBON PER SCOWNER

This year the firm has continued to grow, increasing our energy usage. Alongside more comprehensive reporting, this has contributed to higher recorded carbon emissions. However, due to continued investment in energy efficiencies we have continued to reduce our carbon intensity per person by a further 1% compared to last year and 25% compared to 2022/23.

The table below shows the previous reporting years:

Year	Staff No	Carbon Footprint kgCO2e	Carbon per Person	% Change
2022/23	317	1627110	5132.84	
2023/24	332	1813115	5461.19	Up 6%
2024/25	342	1336339	3907.42	Down 28%
2025/26	360	1392331	3867.59	Down 1%

This provides evidence that we are making the right choices as a firm by reducing our carbon intensity per person while continuing to work towards Net Zero.

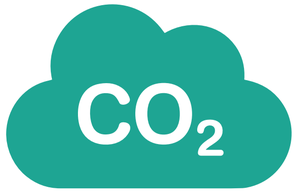
CARBON WINS THIS YEAR



We encourage car sharing for all travel. A new notification system helps Scowners identify colleagues making similar journeys, while enhanced expenses claims for carrying additional passengers are designed to increase car sharing and reduce business travel emissions.



We continue to send no waste to landfill. Across our estate, recycling rates have increased and overall waste produced has reduced by 10%.



The emissions attributed to Suppliers and Services are largely calculated using a spend-based methodology. Despite inflation increasing costs, emissions in this category have decreased.

This is an encouraging indication that our procurement policies, which focus on working with suppliers that share our values and are committed to reducing their environmental impact, are making a positive difference. There is still more work to do, but the direction of travel is very positive.



Our electric usage is down by 2%, with all sites now using 100% renewable energy. Refurbishment to our newly acquired Truro office will continue to improve our estate, with new energy efficiencies including PIR sensors and 100% LED lighting.

CLIENT EXPERIENCE

Listening, Learning and Improving

Client experience remains a strategic priority and a key differentiator for the firm.

During 2025/26 we continued our transition from collecting feedback to actively listening to clients throughout their journey, encouraging participation by committing to a charitable donation for every completed survey.

Results

- 941 client responses received.
- Net Promoter Score of +70 (81% of our clients are promotors).
- 36 points above industry average (of +34).
- Complaints reduced by 30% over two years.

The introduction of our Client Listening model allows us to gather feedback during active matters, enabling issues to be resolved earlier and ensuring continuous improvement in service delivery. Great feedback is shared internally via TV screens in our offices and on Scown Zone whilst feedback that gives opportunities to rectify situations is picked up with individual legal advisers, creating ownership and responsibility for resolution with the client.

Scowners have the freedom to recognise life moments with clients, having £30 to spend without signoff via the CX30 scheme. It can be used to get a taxi for a client, celebrate a promotion or to let them know they're being thought of after a bereavement or illness. We have created a shopping portal in collaboration with Social Supermarket (a fellow B Corp) so that Scowners can choose from a variety of high quality, responsibly sourced gifts and we encourage staff to use their imaginations on anything that helps to exceed client expectations.

We also celebrate Scowners who demonstrate excellent client service by achieving positive feedback with CX Superstar, Champion, and Trailblazer pin badges, ensuring that the experience of our clients is an ongoing conversation and a top priority across the whole business. Stories of our Scowner Stars are then publicised internally to spread and embed the culture of going the extra mile for clients.

We were finalists at the LexisNexis Legal Awards, the Modern Law Awards and the Devon and Somerset Law awards in 2026 in Client Care categories in recognition of these initiatives and our proactive approach to constantly improving our client service.



WIDER IMPACT

Supporting The B Corp Movement

Stephens Scown continues to play an active role in developing the B Corp community across the South West.

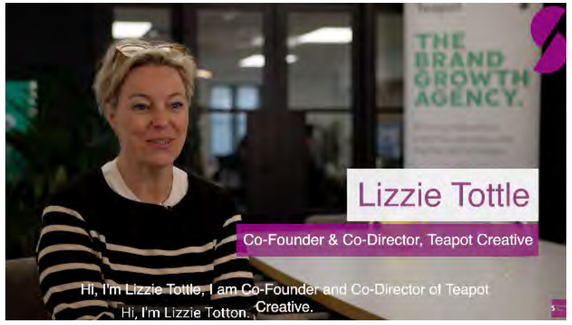
Highlights include:

- Jen Short-Martin and George Demirev's roles as B Local leaders in Cornwall and Devon respectively.
- Supporting organisations pursuing B Corp certification – for example our employment team provides HR advice to Treveth, a B Corp certified property developer with a focus on providing sustainable, affordable housing to local people in Cornwall.

Adam Ronaldson, Treveth's Commercial and Financial Director says, *"It's nice to work with a like-minded, trusted partner who has a mutual understanding of what being B Corp means. The team at Stephens Scown has been even-handed and honest, providing good advice and practical help throughout our working relationship."*

- Mission Lock and governance advice for purpose-led businesses, like our work with Teapot Creative.

As a fellow B Corp™, Teapot Creative shares our belief that business can be a force for good. We supported Teapot with legal advice on its terms and conditions, intellectual property matters and the development of its company articles, helping to embed its purpose-led approach within its governance framework. Today, Teapot proudly holds B Corp™ certification, reflecting its longstanding commitment to social and environmental responsibility. Supporting businesses like Teapot demonstrates how legal advice can help purpose-driven organisations align commercial success with positive impact, reinforcing our own commitment to responsible business and ESG principles.



Watch Teapot Creative's client story: here.

Lobbying

Following a review by our Risk Committee, we are not engaged in activities that meet B Corp's definition of lobbying.

Access To Justice

In addition to pro bono activity, the firm continues to support access to justice through its specialist legal aid family work.

This particularly supports those who have suffered domestic violence and represents children, particularly those who are subject to care proceedings. We strongly believe that in doing this work we are supporting those most vulnerable in our community: this also has a commercial impact for us given the remuneration received by the Legal Aid Agency is around a quarter of the usual rates.



LOOKING AHEAD

As we celebrate successful B Corp recertification and an improved score of 105, we recognise that impact is a journey rather than a destination.

Over the coming year through our goals, we will continue to strengthen our approach in line with the evolving B Corp standards, further embed stakeholder governance, develop our environmental action plans, expand opportunities for our people, and continue to support the communities we serve.

As an employee-owned B Corp, we remain committed to proving that profitable business can be a force for good and that doing things differently continues to matter.



Stephens Scown

www.stephens-scown.co.uk

The Sunday Times Best Places to Work 2026

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Certified B Corporation

Learn more at bcorp.com