

TOZERS

Responsible Business

Impact Report Summer 2026

Welcome to Our Responsible Business Impact Report

Our Journey Toward a More Responsible Future

We are delighted to present our inaugural Responsible Business Impact Report, an important milestone reflecting both our commitment and continued progress as "Thoughtful Legal Partners for Life, Business and the Community." Our vision is to be recognised as a leading South West law firm delivering excellent legal services responsibly, minimising environmental impact, supporting our people and investing in our communities.

At Tozers, our approach to responsible business is rooted in our core values: High Quality Work, Healthy Growth, and Happy Teams. These principles guide our actions and define our identity, ensuring we foster deeper engagement with our local community and environment, and encourage compassion, creativity, and innovation throughout the firm.

Over the past three years, our Responsible Business Committee has worked diligently to develop and drive a strategy focused on three pillars: our

community, our people, and our environment. This framework enables us to prioritise initiatives that create meaningful social impact and support our ambition to grow responsibly, with sustainability and inclusion embedded across all operations.

As we share our progress and achievements in this report, we hope to demonstrate how responsible business is at the heart of our long-term success and growth strategy. The Positive Impact Programme, our Net Zero initiatives, and our commitment to wellbeing and diversity are testament to our efforts in empowering colleagues, supporting communities, and fostering an inclusive, values-driven culture. We believe that delivering excellent legal services goes hand in hand with making a positive impact in our community and beyond.

Thank you for joining us on this journey. We look forward to reporting on our continued progress and working together to build an even greater positive impact in the years to come.



Hear From Our Co-Heads of Responsible Business



"Responsible business is **central** to how we operate. It shapes our decisions and helps us make a **positive** difference to our people, our communities, and our environment."

James Evans, Partner and Head of Charities



"Through shared goals, openness, and collaboration, we're making steady **progress** toward a more **sustainable** future while continuing to deliver high quality legal services."

Caroline Bateman, Head of Business Development

About Us

Tozers is a law firm providing clear, practical legal advice to individuals, businesses, and organisations across the South West and beyond.

We focus on building strong, long-term relationships and delivering straightforward guidance that helps clients make confident decisions.

Our teams work across key areas including property, family, employment, private client, and charity law, supporting clients with both everyday matters and more complex legal challenges. We take the time to understand each client's needs so we can provide advice that is relevant, practical, and easy to act on.

Visit our website for further details:
<https://www.tozers.co.uk/about/>



Over 4500 reviews on review solicitors with a rating of 4.9/5.



Over 200 staff across 3 offices in Devon – Exeter, Teignmouth and Newton Abbot.



Multiple industry awards, with professional accreditations representing our commitment to the highest levels of excellence and client satisfaction.



Our Three Pillars

Our Communities

We help our local communities by offering financial support, organised volunteering, and pro bono work, including charity-driven projects. In 2023, we introduced the Positive Impact Programme (PIP), which allows colleagues to choose any voluntary group, community organisation, charity, or initiative they wish to support, either individually or as part of a team. PIP provides up to two days of paid leave, marketing assistance, and access to a dedicated community fund, enabling colleagues to use their skills and passions to make a difference, from gardening at local schools to volunteering at soup kitchens and food banks. This programme has expanded both the range and number of charities we assist.

We now monitor and value our social contributions alongside our carbon reduction targets, giving us greater insight into the positive effects we create for clients, communities, and the environment. Our approach makes social value a key part of our culture and ensures it is measured and shared, showing our strong commitment to genuine impact. Partnerships with organisations such as Exeter City Community Trust, The Sutton Trust, University of Exeter's Pathway to Law programme, Hospiscare, and Alice Cross Centre amongst others reinforce long-term social value.



33

community
days taken



26

charities
supported



£24,399

raised

Some of the charities we support



Thank you Tozers

Hospiscare

Tozers has been absolutely amazing over the years. Your support is so needed and we are so grateful.

– Ellie Melmoth, Partnerships Manager

Exeter Leukaemia Fund

The difference Tozers staff has made is massive for a small charity like Elf.

– Gary Moore, Development Manager

Exeter City Community Trust

The support from Tozers has been hugely beneficial to the charity. We always welcome people from Tozers to come down and lend a hand.

– Will Barrett, Head of Charity Development

Devon Air Ambulance

Everything we do is made possible by the incredible generosity of businesses like Tozers and their staff. Together you're directly contributing to our lifesaving mission.

– Tracy Hepper, Corporate Partnership Manager

Our People

Our people are at the heart of Tozers. We're committed to creating an inclusive, healthy and flexible workplace, inspiring loyalty and helping everyone reach their potential. We're proud to foster a welcoming, accountable and supportive workplace where everyone can flourish.

Our ED&I Network, wellbeing initiatives and career development opportunities are boosting engagement, retention and resilience.

Our new **People Partner** role aims to strengthen project delivery and ensure our colleagues voices are heard. This role champions colleague wellbeing, keeps initiatives visible and supports a truly people-focused culture. Our values, openness, collaboration, and inclusivity drive us forward. We grow together with our colleagues, clients and communities.

We focus on:

- Building strong, happy teams where people feel valued.
- Forming lasting relationships with clients and communities.
- Holding ourselves to high standards.
- Growing organically, building on our strengths.

We support colleagues to thrive both professionally and personally. Our Health & Wellbeing Programme evolves to offer practical help from cost-of-living payments and healthcare benefits to mental health & menopause support and flexible working. We champion equality, diversity and inclusion through our memberships, pledges and internal networks. Training, mentoring and flexible policies help everyone reach their best, and our collaborative forums ensure every voice is valued.

Our Areas of Focus:



Health & Wellbeing



ED&I Network



Careers





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TOZERS



We support colleagues to **thrive** both professionally and personally.



TOZERS

Our Environment

We're committed to achieving Net Zero by **2050**. In partnership with Ecologi, we measure and reduce our carbon footprint while transitioning to renewable energy and embedding sustainable practices across our operations, travel and procurement. This approach drives measurable year-on-year environmental improvements and supports long-term sustainability.

Ecologi

To reach our goals, we've introduced practical initiatives across the business. Working with Ecologi, we've recalculated our carbon baseline and created a clear reduction roadmap. We now use green energy across all offices and prioritise local, Fairtrade suppliers who share our values.

We're also reducing waste by recycling IT equipment and furniture, and by digitalising services to move towards paperless working. Travel surveys help shape initiatives that lower colleague emissions, including public transport support, travel loans and investment in virtual meeting technology.

Our colleague-led 'green team' encourages engagement across all levels of the firm and drives continuous improvement, helping us make steady progress towards a more sustainable future.



Total emissions at
base year **2024** –
751.96 tCO₂e



Emissions near
term target 42%
by **2030** – Scopes
1 and 2



Emissions long-
term target – Net
Zero by **2050** –
Scopes 1, 2, and 3

Our Responsible Business Journey

Measuring Progress and Shaping the Future

Our strategy is built on a commitment to increasing our investment in the community and fostering a culture of volunteering. We believe that by strengthening our involvement locally, we create positive change and reinforce our values beyond the workplace.

In the coming months, we will be publishing our new Carbon Reduction Plan in partnership with Ecologi. This milestone will provide a transparent account of our progress, challenges and achievements, marking a significant step forward in our sustainability journey.

Our dedication to responsible business remains unwavering. We continue to engage actively with our local communities, forums and industry through our LawNet membership, sharing best practice and seeking new opportunities for continuous improvement. By collaborating with like-minded organisations, we ensure our ambitions are met with accountability, learning and lasting impact.

As we look ahead, Tozers is proud to stand alongside our colleagues, clients and communities, working together for a brighter, more sustainable future.

Responsible Business is central to Tozers' long-term success, ensuring we deliver legal excellence with integrity, accountability and positive impact.



TOZERS

Thoughtful **Legal**
Partners for Life, Business
and the Community.

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