

HARTLEY LAW

**IMPACT
REPORT
2024**



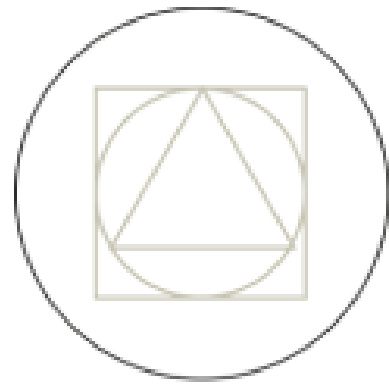
OUR MISSION AT HARTLEY LAW

is to challenge the status quo
of the legal industry.

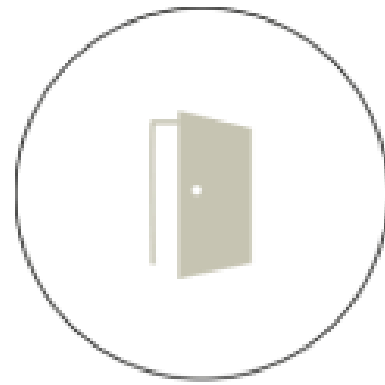
We do things differently;
placing client care at the heart
of everything we do.

We aim to make the law
simple, understandable and
easy to navigate, providing
unmatched expertise and
support throughout, and
cultivating real relationships
with our clients and
stakeholders.

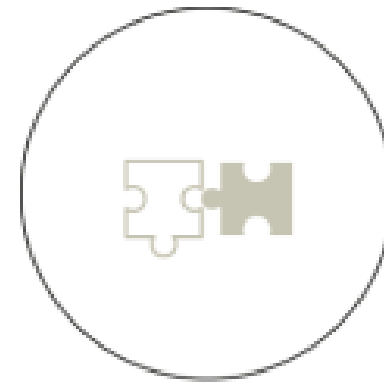




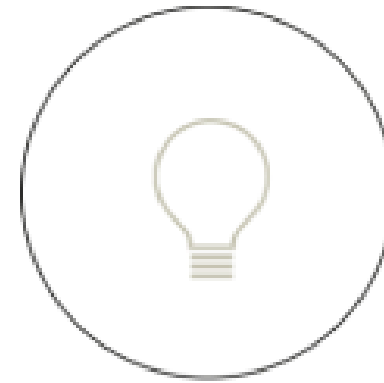
**Diverse
and
Authentic**



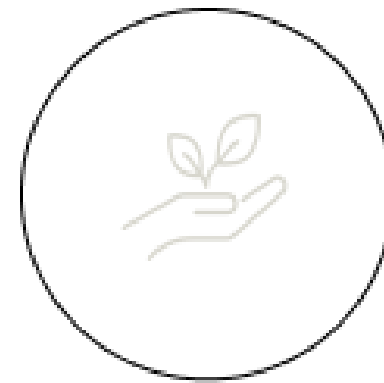
**Transparent
and
Honest**



**Practical
and
Solution
driven**



**Creative
and
Forward
thinking**



**A Good
Business**

Our values act as our “*North Star*”, guiding and informing how we do business and how we interact with our clients and stakeholders - along with our mission, vision and purpose, these outline our philosophy and approach.

Our values set out our commitment to ethical conduct, integrity and transparency, our dedication to delivering high-quality services and maintaining client satisfaction.

Our ‘Good Business’ value was built into our ethos since day 1, and fully aligns with our B Corp commitments.

OUR VALUES AT HARTLEY LAW

"2024 was a fantastic year for Hartley Law, denoted by being our first year of official certification. Yet, that's not all, the firm reached some key achievements that have not only signified great progression but will allow us to further grow as a business moving forward.

Becoming a B Corporation was an easy decision for us. We do things differently. The desire to make a tangible impact is woven throughout our operations, and achieved through a ripple effect based on how we work; implementing small changes across the board. These resonate wholly with colleagues, partners, suppliers, clients and stakeholders - often inspiring change of their own.

Though small, we are mighty. We are fortunate to have a team that lives and breathes our commitment to making a positive impact, allowing us to activate a number of strong initiatives throughout 2024.

To me, business is about both shaping and driving the industry; creating a legacy business and helping other solicitors be their very best, supporting them on their career journey and enabling the existence of a better, forward-thinking industry for generations to come...



A note from Karenjit Dhaliwal

CEO and Founder
Hartley Law



“I’M EXCITED TO SEE WHAT IS NEXT IN OUR JOURNEY, TO CONTINUE TO MAKE WAVES IN THE INDUSTRY”

...I'm incredibly proud of our journey as a firm so far, with important work and progress in several areas which we will share throughout this report.

Some personal highlights for me have been growing our student mentorship and work experience programme, providing support for 9 pupils from local schools and colleges who completed a total of 27 days of in-office experience - an 28.6% increase on 2023, and establishing a strong working relationship with the local charity Victoria's Promise, providing Pro Bono support in addition to formally joining the cause as Trustee.

We have also strengthened our relationship with the charity Refuge, with the team taking part in a number of activations, while I have actively participated in key panels and discussions for the cause.

We have also helped other businesses and a client of ours to achieve their B Corp certification.

I'm excited to see what is next in our journey; to continue to make waves in the industry, do good and make a difference along the way. This is only the beginning."

Karenjit Dhaliwal



"We are incredibly grateful for the amazing support of Hartley Law in raising over £300 since 2023 for our charity. This contribution will make a significant difference in the lives of women and their children affected by domestic abuse. Their dedication and generosity has been incredible and we are honoured to have them as our Charity of the Year partner.

We have also had the privilege of working closely with CEO Karenjit Dhaliwal, whose incredible personal commitment of time and energy is helping us to continue building excellent services and elevating the voices of survivors throughout all our work.

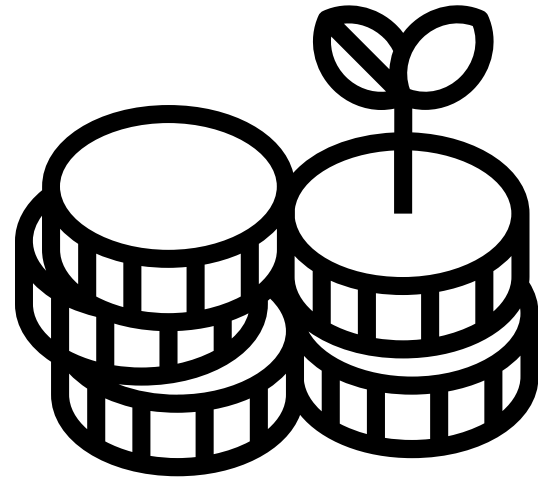
Thank you for helping us continue our vital work in providing live saving and life changing services to survivors of domestic abuse."

Fundraising and Survivor Engagement team, Refuge



SOCIAL IMPACT

QUICK STATS



39.4% of our revenue
percentage derived from B
Corp clients



21.22% of our revenue was
donated to charity - in money
and time on
pro bono work



Separately, a large amount of time
was invested into Victoria's
Promise by Karen in her capacity
as Trustee for the charity

WHY B CORP

Hartley Law was founded with the aim of changing not only how the law is perceived, but **ensuring legal support is accessible to all**; is practical and always timely.

From the very inception, we have firmly believed that as a business, **we bear a collective responsibility to contribute to the creation of a liveable society** and a thriving planet for future generations.

Becoming a Certified B Corp has been crucial to solidifying our commitments to truly making a tangible, lasting difference in the world we operate in.

Joining a global community with the common aim of prioritising purpose and working towards socioeconomic change has enabled us to realise, as well as understand how, to approach a number of aspirations, **providing us with instrumental guidance and support.**

Our journey to certification was **sparked by the desire for continuous improvement** and propelled by the opportunity to share our journey; learnings, obstacles and growth, with other like-minded organisations.

OUR JOURNEY TO CERTIFICATION





THE B CORP DIFFERENCE

Becoming certified has **meant a shift in a number of aspects of our business** - from recognition to action - aligning with the B Corp movement in everything we do has guided our focus this 2024.

We are proud to don the B Corp Certified logo across our online and offline presence wherever possible, it not only serves as a constant reminder of why we do what we do, but symbolises to others that interact with us that **we prioritise differently than your average law firm.**

We now seek to actively collaborate with other B Corporations, whether that's new clients, suppliers we engage with, or other businesses we collaborate with more broadly.

We have found that with this approach, **the common thread that weaves through our mutual ways of working is not only visibly strong but a key connector.**

Doing business has become a powerful collaboration for a greater cause than profit.

"Hartley Law Limited, founded in 2016 by Karenjit Dhaliwal, continues to provide professional, bespoke legal support to businesses. The firm focuses on delivering advice promptly and with swift turnaround times. It operates in a forward-thinking manner, balancing commercial advice with a strong understanding of evolving business needs while ensuring a high level of personal service.

The firm continues to foster a strong ethos of legal excellence and client care...given the firm's commitment to continuous improvement... and the ongoing development of its services and internal processes, I have no hesitation in recommending that Hartley Law continues to be awarded Lexcel accreditation.

I commend Karenjit and her team for their dedication, professionalism, and engagement throughout the assessment process."

Martin Rice, Lexcel Assesor, CEO at Next Level Impact



B CORPS IN THE LEGAL REALM

At Hartley Law, we recognise the role law firms play in shaping society and believe that with power comes responsibility. We are passionate about this approach and strongly believe that it is imperative that more law firms follow suit, embracing the ethos of social and environmental responsibility, and fostering a legal landscape where giving back and making a genuine impact are not just aspirations but essential obligations.

With a total of 26 law firms officially certified by B Lab in the UK (0.28% of total firms) and only 75 worldwide, Hartley Law is pleased to be amongst the few to truly commit to doing better.

As a firm looking to change how law is perceived in more ways than one, not only becoming a B Corp, but inspiring other law firms to do the same and collectively moving the industry forward is paramount to us.

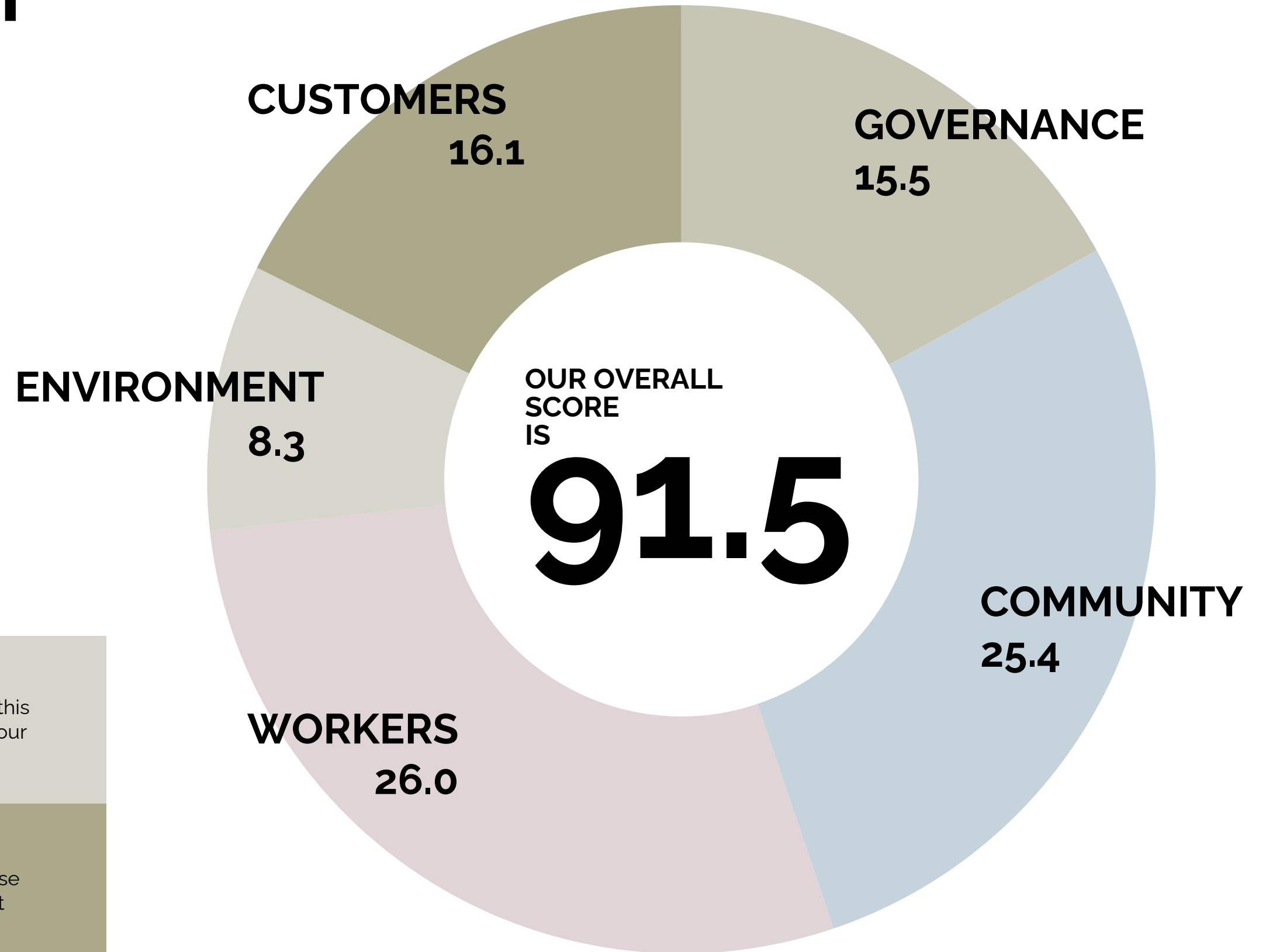
OUR B CORP IMPACT ASSESSMENT SCORE

For our first certification, Hartley Law scored 91.5 - with 50.9 being the median score for ordinary businesses.

We are extremely proud to have scored so high in our very first assessment, but the hard work does not stop here.

We are committed to not only maintaining our current levels of impact, but improving these ahead of our next certification, where we will **aim to score 95**.

Our areas of focus will be on the **environment** and our **clients**.



ENVIRONMENT

We aim to provide environmental awareness training for all staff members in 2025 - this includes any new joiners as well as current colleagues. We will also work to reduce our website's carbon rating.

CLIENTS

We will be setting client satisfaction targets, as well as building our B Corp client base further. We have a number of clients who are B Corp and we will continue to support them to enable them to serve underserved communities.

“Karen’s contribution to Victoria’s Promise over the last year has been instrumental. Not only has Hartley Law provided our charity with important legal support pro bono, but Karenjit also joined us as Trustee, dedicating a significant portion of her time to advise and support in a number of ways.

Karen and her firm’s work with Victoria’s Promise has been a gift - I can confidently say that Hartley Law truly do practice what they preach, their work is stellar, and commitment clear.”

Fiona Eastman, CEO and Co-Founder, Victoria’s Promise



THE ENVIRONMENT

As a firm, we are environmentally conscious and aim to bring this thinking to life through how we do business. We do this in a number of small ways that in unison, have an impact on the bigger picture.

Last year the firm went virtually paperless and we also use motion sensors for all lighting in our office. We also equipped our space with pre-loved furniture. We conduct the majority of our meetings virtually, to avoid unnecessary travel.

Karenjit, Hartley Law's CEO recently switched to a fully electric business car. The firm already has an internal recycling policy, but will be spearheading an office recycling programme, as well as providing environmental and sustainability awareness training for all staff.

We will be conducting a carbon audit for our corporate website, and working on reducing our footprint throughout our digital presence.

SMALL ACTIONS, BIG IMPACT

OUR PEOPLE

We prioritise and support colleagues' wellbeing and mental health, with many meetings taking place outside in the fresh air. We also encourage working outside wherever possible.

We are proud to work in a peaceful environment surrounded by nature, a setting we leverage for many of our team and learning days.

We're incredibly proud of the work we do for the society at large, ranging from big impact initiatives, to smaller projects with purpose.

We have actively supported a number of clients in the pursuit of becoming B Certified, as well as helping a student with his dissertation on B Corp.

SOCIETY AT LARGE

The work Hartley Law does with the council goes towards improving society under customers. We have also participated in a number of local careers fairs, providing students with insight into the legal profession, and hopefully helping to inspire a future generation of solicitors and legal professionals.

"The key factor that drew me to Hartley Law was their commitment to prioritising purpose over profit. Since joining, I have seen first-hand the positive impact the firm makes through pro bono work, charity initiatives, and providing work experience opportunities.

Hartley Law places a strong emphasis on building meaningful connections and offering opportunities to all, making my time here all the more rewarding."

Amy Henderson, Paralegal, Hartley Law

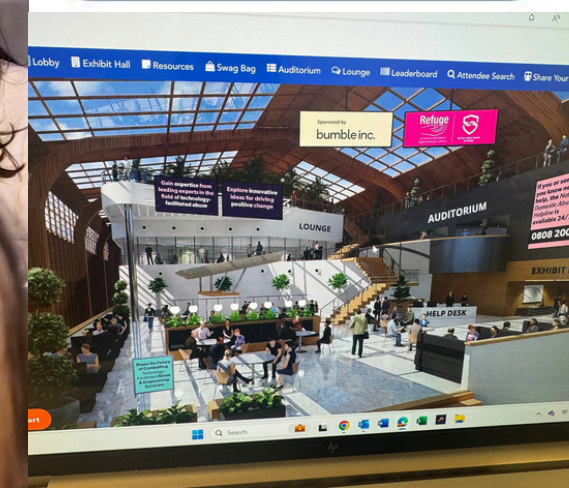


IMPACT WOVEN THROUGHOUT

IN EVERY ACTION, EVERY DAY

- From obtaining accreditations and certifications, to our communication, the people we surround ourselves with, the businesses we support, the awards we are nominated for, the initiatives we spearhead and the projects we partake in.
- We are proud to be a Cyber Essentials Plus certified business, this means that our IT systems are robust enough to withstand the toughest tests, ensuring our client's data is 100% secure.
- In 2024, we passed our annual Lexcel assessment with flying colours, meeting high levels of excellence in client care and consistently delivering high quality service.
- We spearheaded charitable initiatives within our shared office space, hosting a bake sale to raise money for our chosen organisations. This led to the Arena space holding monthly charity-led events from there on out.
- We were finalists for two legal awards, Boutique Law Firm of the year and Innovative Leaders award in Private Practice.
- CEO and Founder, Karenjit Dhaliwal has made incredible strides collaborating frequently with Refuge on a number of projects, helping to raise awareness and educate around technology-facilitated domestic abuse.
- Our team has grown by three new members in 2024, the driving workforce which will allow us to continue our growth trajectory in 2025, with some big plans ahead for this year.
- We have continued to promote and improve our student mentorship and work experience programme, with a total of 9 students spending time in-office learning about the legal world in 2024.
- We are currently procuring branded merch for the firm, a large part of these items supplied by fellow B Corps. We also gifted our staff items from B Corps for Christmas time.

HARTLEY LAW



"Karen is exceptionally fast, highly professional, and consistently goes above and beyond. Hartley Law's ongoing assistance and expert advice has been invaluable to supporting our business."

Neil Spreadbury, Finance Director, Farrow and Ball



IMPACT AREA AND PLANS FOR PROGRESS

2024 was our first year of certification, which means this is the first time Hartley Law is assessing our approach in the five key areas B Corp assesses.

While we do not have a benchmark for comparison based on previous years of certification, it's an exciting time for the firm. Based on our initial assessment and score, we can now look ahead and plan and prioritise a number of goals for overall improvement.

We have set out our objectives in this slide and the next, listing initiatives and approaches the firm aims to incorporate throughout our operations, not only to reach our recertification score goal, but to make significant improvement across the board.

GOVERNANCE

Governance evaluates a company's overall mission, engagement around its social/environmental impact, ethics, and transparency.

This section also evaluates the ability of a company to protect their mission and formally consider stakeholders in decision making through their corporate structure (e.g. benefit corporation) or corporate governing documents.

PLANS FOR 2025

- o Conduct regular team meetings
- o Continue to build on all of our people about our vision and mission and how we can support them to support our B Corp mission and principles.

WORKERS

Workers evaluates a company's contributions to its employees' financial security, health & safety, wellness, career development, and engagement & satisfaction. In addition, this section recognizes business models designed to benefit workers, such as companies that are at least 40% owned by non-executive employees and those that have workforce development programs to support individuals with barriers to employment.

PLANS FOR 2025

- o Ensure more diversity
- o Continue to build an inclusive working environment. Ensure people feel safe to speak up.
- o Write gender neutral job descriptions
- o Add charitable objectives to employee objectives.
- o Allocate work time to raising funds for charity and in particular events which are good for employee wellbeing
- o Pay Real Living Wage as a minimum

COMMUNITY

Community evaluates a company's engagement with and impact on the communities in which it operates, hires from, and sources from.

Topics include diversity, equity & inclusion, economic impact, civic engagement, charitable giving, and supply chain management.

In addition, this section recognises business models that are designed to address specific community-oriented problems, such as poverty alleviation through fair trade sourcing or distribution via microenterprises, producer cooperative models, locally focused economic development, and formal charitable giving commitments.

PLANS FOR 2025

- o Involvement in more charitable projects.
- o Empower more work experience students/careers talks etc, supporting the next generation of lawyers and giving students a step on to the career ladder.
- o Ensure a diverse range of work experience students including from minority groups and local State schools.

ENVIRONMENT

Environment evaluates a company's overall environmental management practices as well as its impact on the air, climate, water, land, and biodiversity.

This includes the direct impact of a company's operations and, when applicable its supply chain and distribution channels. This section also recognises companies with environmentally innovative production processes and those that sell products or services that have a positive environmental impact. Some examples might include products and services that create renewable energy, reduce consumption or waste, conserve land or wildlife, provide less toxic alternatives to the market, or educate people about environmental problems.

PLANS FOR 2025

- o Investment in office furniture (where needed) that is up-cycled and sustainable
- o Education and induction training on environmental awareness (in office and at home)
- o Reduction of carbon footprint of data storage
- o Reduction of carbon footprint of digital presence including our corporate website

CUSTOMERS (CLIENTS)

Customers evaluates a company's stewardship of its customers through the quality of its products and services, ethical marketing, data privacy and security, and feedback channels.

In addition, this section recognizes products or services that are designed to address a particular social problem for or through its customers, such as health or educational products, arts & media products, serving underserved customers/clients, and services that improve the social impact of other businesses or organizations.

PLANS FOR 2025

- o Increase number of B Corp clients
- o Increase number of B Corp suppliers and local/diverse suppliers.
- o Offer more free training events
- o Ensure all clients have streamlined feedback mechanisms available to them, allowing them to express any views they would like to share around our service - allowing us to improve in any necessary areas

IMPACT AREA AND PLANS FOR PROGRESS

*We are proud to have produced
this report internally*

THANK YOU

**Contact Hartley Law
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