

Responsible Business Impact Report 2024-25

Delivering impact with purpose





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Welcome

Welcome to our fourth annual Impact Report – an opportunity to share, celebrate and reflect on our progress along our Responsible Business journey this year.

At Bishop Fleming, what truly sets us apart is the way we come together to make a positive impact that goes well beyond our day-to-day roles. In July 2024, we launched our 1% for Communities pledge, an initiative to give back the equivalent of 1% of the firm's turnover through impactful, community-focused volunteering, fundraising and related activities.

As part of this commitment, I'm proud to say that in 2024-25, we didn't just meet that target, we exceeded it - giving back over £500,000 in value across the firm. From charity fundraising quiz nights, team volunteering days and even skydives, these moments bring us closer to the communities we're part of, strengthens team connections, boosts wellbeing, and helps us attract and retain great people, whilst underpinning the firm's ambition to be the most rewarding accountancy firm in the UK for its clients, people, and communities.

For the third consecutive year we were recognised as a Great Place to Work® by the Best Workplaces Programme, as well as being re-listed again as a UK Best Workplaces™ for Women which reflects who we are as a firm.

In recruitment, 2024-25 was another record year for our Ofsted Outstanding apprenticeship programme, and we are delighted to be ranked 11th in The Sunday Times Top 100 Apprentice Employers 2025.

We remain committed to reducing our impact on the environment, actively partnering with environmental experts and industry leaders to better understand how to shape a clear, actionable path towards a Net Zero future. Our commitment is reflected in our values and embedded in our Environmental Policy and our Carbon Reduction Plan.

I'm truly delighted with what we've accomplished this year, and especially proud that our efforts were recognised with the 2024 Accounting Excellence Pride-ESG Award. Drawing on our achievements, I look forward to implementing our 2025-26 objectives and realising their full potential for more positive impact.

Fleur Lewis



Partner and Responsible Business Lead



A Strategic View

We launched our Better Growth business strategy three years ago, designed to double the size of our business through sustainable organic growth. Our performance during that time has been unrivalled in the mid-market space, such that we are now extending our Better Growth vision to grow beyond £200m of income, more than 2,000 people and establish a national presence.

Over the last 12 months, we have laid the groundwork for such extensive growth, attracting an investor, significant new talent and undergoing substantial transformational change, not least creating a scalable and sustainable operating platform which includes becoming only the second accountancy firm to implement the full Workday ERP platform - a significant investment designed to unlock our full potential and provide the foundation to scale up our business.

Our Better Growth strategy represents a fresh vision in shaping the firm for ambitious sustainable growth and an even more rewarding and stronger future for our people and clients. We aim to bring new capacity, capability, specialist expertise and talent into the business, ensuring the firm can build on its award-winning client service excellence, and continue to integrate our ambition and values into our culture.

But our performance is not just about top or bottom-line growth. Through our Better Growth strategy, we are committed to sustainable growth and delivering 'better' in all aspects of our business.

As such, a focus on Responsible Business is more important than ever and we look forward to working with all our stakeholders to strengthen our commitment in this area.



Andrew Sandiford

CEO and Managing Partner

Our Responsible Business Approach

Responsible Business is a commitment to manage our business to deliver a positive impact on the communities within which we operate.



We are proactive members of Business in the Community (BITC), the largest and longest established business-led membership organisation dedicated to responsible business.

We use BITC's responsible business framework to implement actions that contribute towards the United Nations 17 Sustainable Development Goals (SDGs).

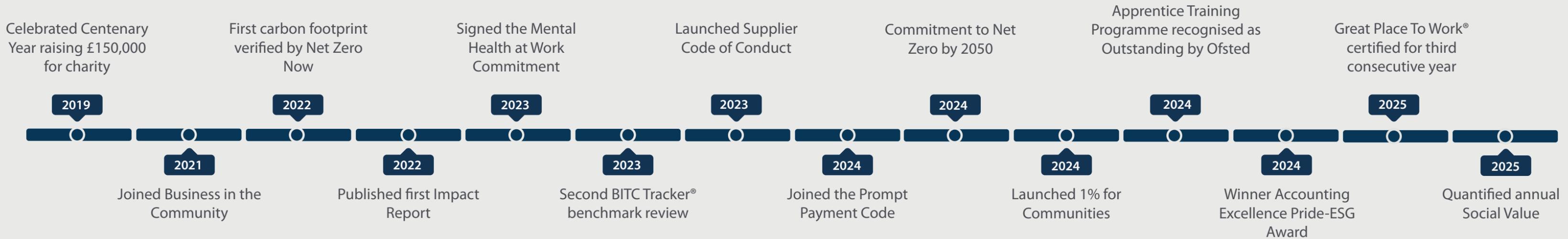
We are primarily focused on the eight goals highlighted below:

SUSTAINABLE DEVELOPMENT GOALS



Our Responsible Business Journey

Our responsible business journey is an evolving process featuring continuous review, stakeholder engagement and transparency.



About us

Bishop Fleming is a purpose-driven UK accountancy firm committed to empowering businesses and communities through expert financial guidance.

With nine strategically located offices across the South West and West Midlands, we deliver impactful, tailored solutions to clients nationwide and globally, leveraging our partnership with the Kreston Global network. Our diverse client base spans SMEs, large corporates, public sector bodies, charities, schools, and private individuals, all of whom we support in achieving sustainable growth and long-term success.

Visit our website for further details – [About Us: Our business at a glance](#) | [Bishop Fleming](#)



Depth of talent

Capacity and expertise with 48 partners and over 500 people



Continued growth

Fee growth of 15% on previous year to over £48m



9000+ Clients

1000+ new clients in last 12 months



Award winning

13 awards won or shortlisted in last 12 months



Outstanding

Ofsted rating for our Apprentice training



Employer of Choice

3rd year recognised as a Great Place to Work®



1% for Communities

Over £0.5m in value given back through impactful volunteering and fundraising



International reach

Membership of Kreston Global's network of international independent accountancy firms



Recognition



Winners of





Better for our Business

Ambition and Values | Governance and Transparency | Employee and Stakeholder Engagement | Value Chain | Digital Transformation



Ambition and Values

Guided by our values, our approach to being a responsible business remains directed by our purpose-led ambition:

Our ambition is to be the most rewarding accountancy firm in the UK for our clients, people and communities.

We continue to promote an agile and inclusive culture and believe it's what we bring together that sets us apart.

Central to our culture are five core values.



We think client.



We put relationships at the heart.



We work as one team.



We have the courage to be different.



We do the right thing.

Our Managing Partner, Andrew Sandiford, explains what our values mean to us in this short video.



Governance and Transparency

As members of the Institute of Chartered Accountants in England and Wales (ICAEW), we adhere to a robust code of ethics that guide how we run our business, as well as how we advise our clients.

Membership of Business in the Community (BITC) helps provide a framework for our responsible business journey and we play a proactive role in their South West Leadership Board.

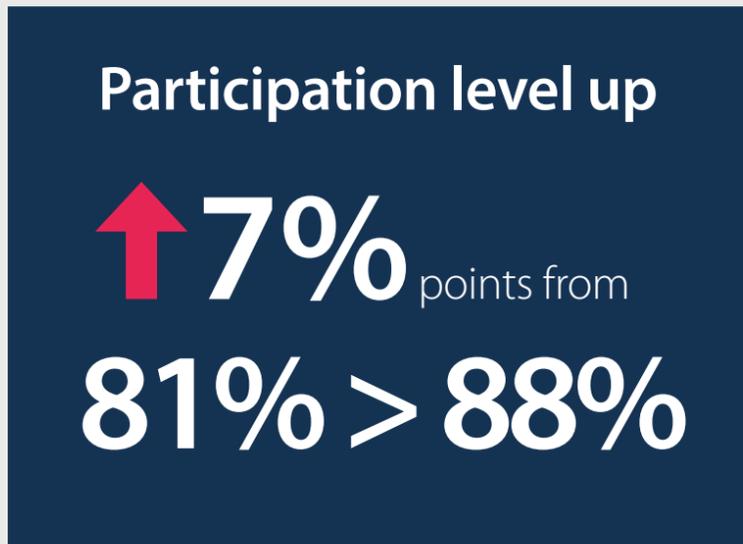
Responsible Business is integrated into our Enablement Leadership Board, which reports to our Executive Committee and Managing Board. Fleur Lewis is our Responsible Business Partner, and as Head of Responsible Business, Ewan McClymont co-ordinates all our responsible business activities with established working groups for Health & Wellbeing, Inclusion & Diversity, and Environment.



Employee Engagement

We are delighted to have been certified for a third year running as a Great Place to Work® under the Best Workplaces Programme.

Great Place to Work® is the global authority on workplace culture. By taking part in Great Place to Work® we are building a culture where every individual feels empowered by purpose, inspired to share bold ideas, and supported with the tools they need to grow and succeed.



"People are put first; it is understood that a motivated team is the foundation of our growth and client service."

"People genuinely care about others and provide the support needed to succeed."

"Flexible working allows me to manage personal commitments alongside work commitments, for which I am grateful."

"The culture and people are genuinely among the most friendly and nicest people I have worked with."

"Being recognised once again as a Great Place to Work® reflects our continued investment in creating a modern, inclusive workplace where everyone feels supported and empowered to thrive."

Anna Averis, Chief People Officer & Partner



Stakeholder Engagement

We actively engage with a diverse network of stakeholders - clients, team members, key suppliers, regulators, professional associations, community partners, and environmental advocates. These relationships are central to our ambition, driving collaboration, accountability, and sustainable progress in our business operations.



THE STRIVE INTERNSHIP



We are committed to delivering an exceptional client service that exceeds expectations. Our ongoing focus on this area has been recognised through winning not one, but two industry awards.



We are proactive members of the Institute of Chartered Accountants in England & Wales (ICAEW), and encourage our people to take up positions of responsibility within the organisation.



We are extremely proud that our Risk Partner, Caroline Smale, has been elected by the Council as an Office Holder of the ICAEW. Caroline is serving as Deputy President and will serve as President from June 2026. As a leading ambassador for ICAEW, Caroline's focus is on relationships with members and promoting the work of ICAEW to members, students, and other professional bodies.

"My initial volunteering for ICAEW came out of a wish to give something back to the profession that has afforded me a wonderful career. ICAEW is a force for good, shaping professional standards, promoting ethical conduct and contributing to sustainable business practices. I am immensely proud to represent ICAEW at home and abroad."

Caroline Smale, Risk Partner and Deputy President ICAEW.



Value Chain

Our supply chain is as diverse as the services we deliver, spanning everything from agile startups to global enterprises.

We are committed to acting ethically and responsibly in all areas of procurement and have developed an enhanced due diligence process to help ensure the compatibility of our supply partners with our [Supplier Code of Conduct](#), which is based on the eight UN Sustainable Development Goals material to us.

All our people, including new joiners to the firm, undertake regular and mandatory [Modern Slavery](#) training in order to reinforce the importance of implementing effective systems and controls when engaging with a new supplier.

Last year we spent over £6.7m with suppliers local to our nine offices, representing just under 38% of our total procurement.

Building on our membership of the Prompt Payment Code, we are committed to gaining accreditation to its new successor scheme, the [Fair Payment Code](#).



Digital Transformation



This year we have successfully completed the largest and most significant business transformation project in the firm's history. This represents a commitment to invest in and deliver a new Operating Platform with partners Workday, enabling our operating model to drive our Better Growth business strategy.

As a result, we now have a fully integrated cloud-based management platform linking all business functions, enhancing productivity and transparency across all areas of the business. In doing so we are only the second UK accounting firm to implement a full enterprise-wide industry platform, and the first firm globally to go live with the Workday sales quoting module.

In recognition of this achievement, we are proud to have won the Workday Forward Thinker Award at Workday Elevate London, earning us a nomination for the Workday Rising EMEA Forward Thinker of the Year Award.

The firm has also successfully achieved re-accreditation for Cyber Essentials Plus, reaffirming our certification for another year. This is a significant accomplishment, particularly as the certification standards evolve annually, becoming increasingly rigorous. Cyber Essentials Plus is the more advanced tier of the government-backed Cyber Essentials scheme. Unlike the basic certification, it includes a comprehensive hands-on technical assessment to verify that our security controls are operating effectively. This process involves vulnerability scans, configuration reviews, and simulated cyber-attacks to ensure our systems are resilient against common threats.

As cyber threats continue to grow in complexity and frequency, Cyber Essentials Plus is becoming a key requirement for many clients, offering greater assurance of robust cyber security practices and a deeper commitment to data protection.



Achievements and Objectives



GPTW – Re-certified as a Great Place to Work® for the third year with increased participation from 81% to 88%



Workday – successfully integrated all elements of the business under one operating platform



Value Chain – developed a new supplier due diligence process to enhance compatibility with our ESG values

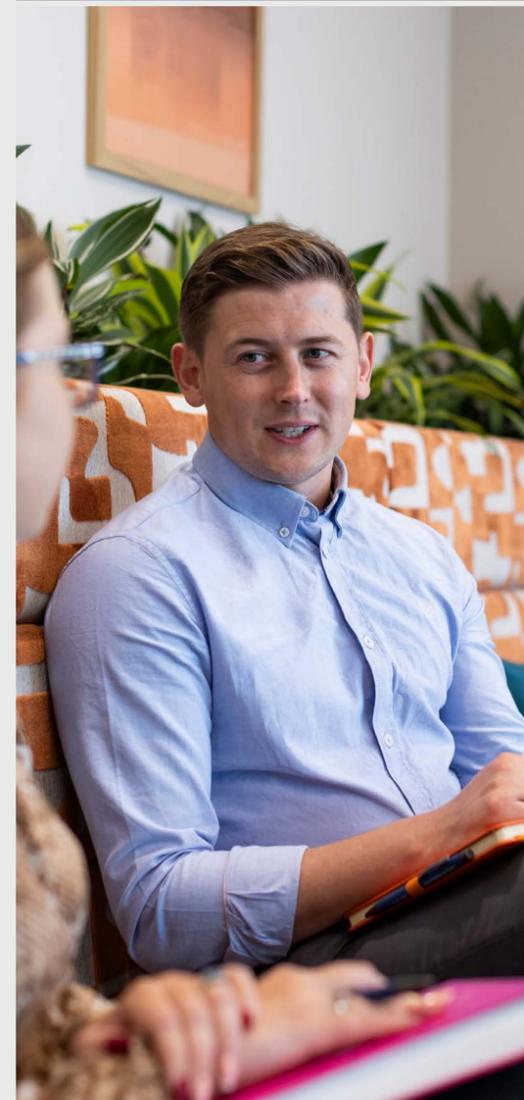
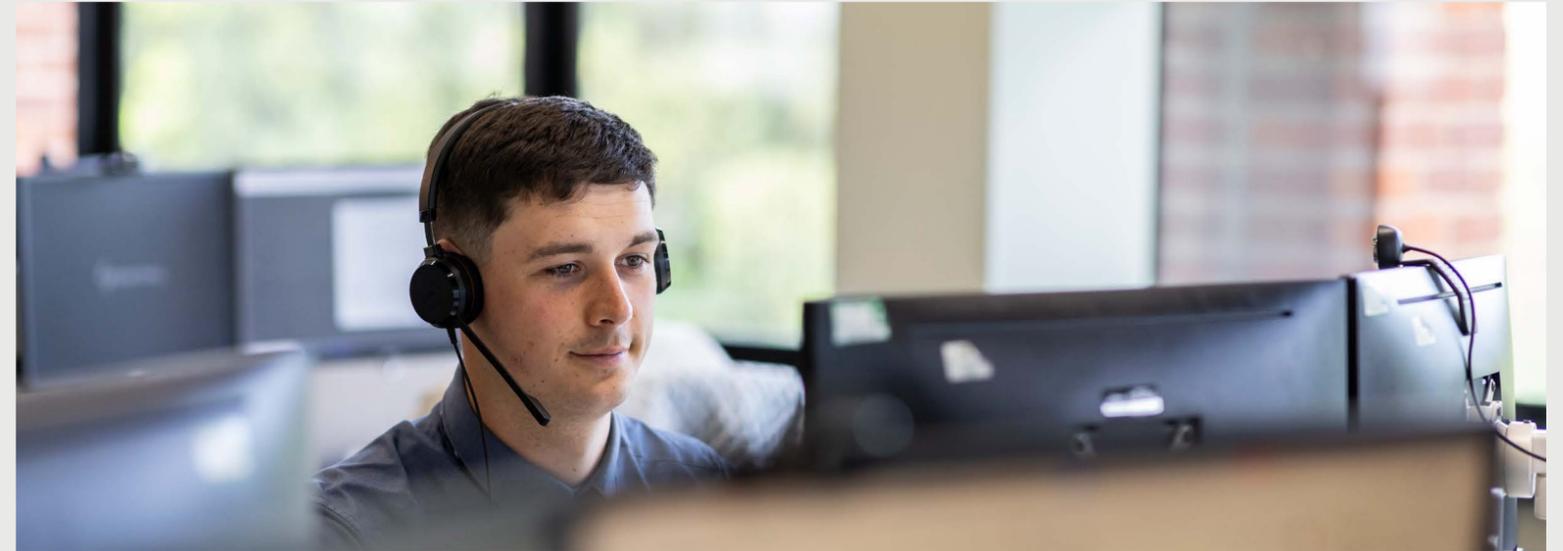
Objectives 2025-26

Reinforce our Ambition and Values as the central foundation upon which our culture can thrive.

Continue to embed a feedback culture that recognises, rewards, and celebrates best practice behaviours and attitudes, through an Annual Awards programme and the use of employee platforms to create an environment where recognition is frequent and accessible.

Complete procurement due diligence with all new suppliers and Top 50 by spend to ensure compatibility with Supplier Code of Conduct.

Successful application to join the new Fair Payment Code (previously known as the Prompt Payment Code).





Better for our People

Health and Wellbeing | Inclusion and Diversity | Employment and Skills



Health and Wellbeing

Our ambition is to cultivate a workplace culture where every individual feels empowered to thrive, both professionally and personally, fostering an environment that champions authenticity, inclusivity, and a sustainable work-life balance. We continue to focus on the following four core wellbeing pillars.



Mental



Physical



Financial



Social

Mental

Supporting employee mental health is essential not only for individual wellbeing but also for our Better Growth strategy.

This year our 8 Wellbeing Ambassadors and an additional 20 colleagues have undertaken refresher and initial accreditation as Mental Health First Aiders (MHFA) with Mental Health England.

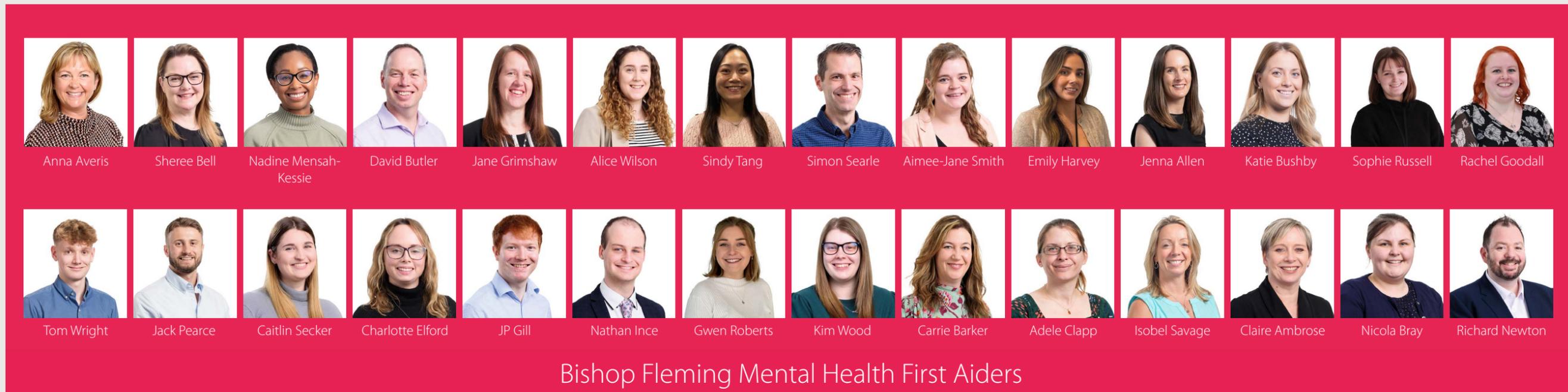
We have supported and celebrated several mental health national awareness days, including Movember, Stress Awareness Month, and Mental Health Awareness Week.

“The Mental Health First Aider training allowed me to learn how important it is to be there for someone in their time of need, ensuring that I have the correct tools to help recognise if someone is struggling and to be there to offer meaningful support.”

Tom Wright, Associate and Wellbeing Ambassador

“Discussing mental health openly and keeping the conversation going will help to reduce the stigma surrounding it; hopefully building a culture of openness, ensuring that nobody feels they have to struggle alone.”

Charlotte Elford, Assistant Manager and Wellbeing Ambassador



Bishop Fleming Mental Health First Aiders



Financial

Our Financial Wellbeing Team continued to use national awareness weeks to encourage our people to take time to consider their financial health. The theme for November's Talk Money Week was 'Do One Thing', in which we highlighted tips on budgeting and saving, causes and coping with financial stress, and the extensive range of employee financial benefits at Bishop Fleming.

The team also organised an excellent webinar with experts Better With Money, focusing on sustainable finance to highlight the impact of environmental savings, investments and pensions, as well as the financial and environmental impact of consumerism in society.

“Financial wellbeing affects all of us; in fact, as many as 24 million adults across the UK in 2023 said they don't feel confident managing their money. That's why it's important to take the time to consider your financial wellbeing, and whether you can take steps to improve it.”

Caitlin Secker, Audit Executive and Wellbeing Ambassador



Physical

Once again, we are proud to have promoted and embraced several team and individual challenges this year, in almost every case raising funding as part of our 1% for Communities commitment.



Social

As the firm increases in size, social wellbeing continues to be the foundation of a connected workplace. It reflects the quality of our relationships - how we collaborate, support, and engage with one another, and encompasses the strength of our interactions with colleagues and clients.

Our office social committees have worked hard to foster a deeper sense of inclusion and belonging with a range of social events, as pictured here.





Great Place to Work[®] - Health & Wellbeing Feedback



77%

My organisation actively promotes mental health among its employees



76%

My organisation actively promotes physical health among its employees

“Big focus on health & wellbeing initiatives - such as charity events, volunteer days, charity walks etc. makes it an enjoyable and rewarding place to work.”

“People genuinely get on with each other and their personal wellbeing - getting the balance right between work and home life.”

“People are always happy to help and support each other to improve and progress.”

“I believe my organisation has a strong focus on my personal wellbeing.”

“The culture is great and leadership has lots of wellbeing initiatives already, many of which are a lot of fun.”

“The flexibility in working location and working hours makes it much easier to maintain a healthy work-life balance.”

“What truly sets Bishop Fleming apart is the team culture. The firm's core value of “working as one team” is something I see reflected every day. Whether it's guidance from colleagues or support through challenges, I've always felt encouraged and part of a collaborative environment.”



Achievements and Objectives



28 Mental Health First Aiders – increased trained team of MHFA by over 100% with Mental Health England.



Full review of internal processes to ensure clarity around job role, objectives, and expectations.



New Management Development Framework enabling integrated people management training.

Objectives 2024-25	Status	Progress
Support the Growth Coach training programme to enable a high-performance culture, leading with empathy, including mental health awareness training.	○ ○ ●	Launched Management Development Framework which integrates Growth Coach and people management training.
Focus on a range of activities to support our people in reducing occasions of excessive work-related stress.	○ ● ○	Added Stress Awareness Week into events calendar to raise awareness of symptoms, signs, support, and management of stress.
Continuous programme of activities under the four H&W pillars to be delivered locally by Wellbeing Ambassadors.	○ ○ ●	Celebration of national awareness days across all pillars.
Promote BITC's Let's Care Together programme to support our people with caring responsibilities.	○ ● ○	Ongoing promotion to encourage support for our caring community.
Undertake refresher and new Mental Health First Aider training for existing cohort and new volunteers.	○ ○ ●	Increased our trained MHFA team to 28.

Objectives 2025-26

Undertake service line focus groups to better understand GPTW results, sentiment, and input to constructive and positive action. Aim to increase the GPTW Extended Wellbeing Index to 70%.

Continued focus on a range of activities to support our people in reducing occasions of excessive work-related stress. Monitor absenteeism and retention rates to identify trends and implement timely interventions.

Increase monthly awareness of H&W with spotlight on areas such as mental health conditions, benefits and support available, and supporting change management.

“At the heart of our growth strategy is a commitment to foster a culture where ‘work-life balance’ and wellbeing are not just priorities, but foundations for success. Whilst we recognise that we have much still to do, our ongoing focus is on creating a supportive environment where everyone can achieve their full potential.”

David Butler, Partner and Health & Wellbeing Lead





Inclusion and Diversity

At Bishop Fleming, inclusion and diversity are not just part of our values—they are strategic drivers of innovation, growth, and meaningful change. We are committed to building a workplace where every individual feels seen, heard, and empowered to thrive in order to foster a culture of belonging.

Our ambition is to be a truly inclusive and equitable organisation, one that actively challenges discrimination and unconscious bias, and continually evolves how we engage with our people. We strive to ensure that everyone - regardless of gender identity, sexual orientation, race, religion, ethnicity, age, disability, or any other unique characteristic - feels respected, valued, and free to be their authentic selves at work.

A copy of our latest Diversity Report can be found [here](#).

Our Inclusion and Diversity working group, BF Voices, has continued to engage our people on five key strategic areas.



Representation of Women at Senior Levels

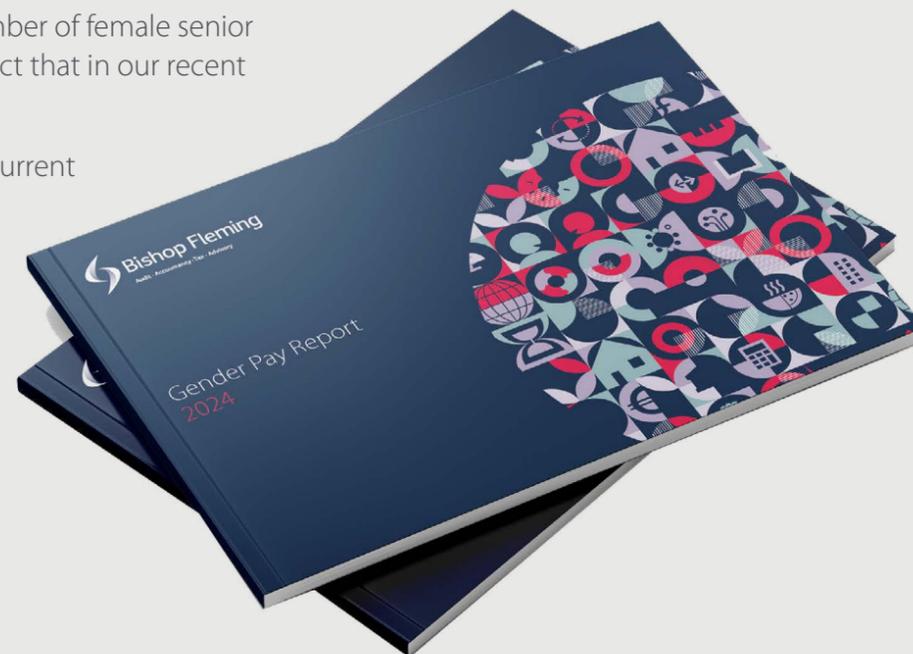
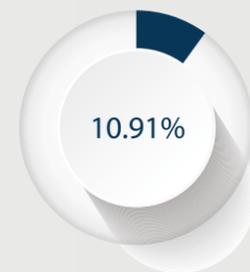
Whilst we still have much to do with the proportion of female senior leaders in the firm, the number of female senior managers and directors has increased from 33% to 40% in the last 12 months. This reflects the fact that in our recent promotional rounds, 57% of those promoted were female.

In addition, we are pleased to report that our mean gender pay has reduced once more. In the current reporting period, there has been a reduction of 2.39 percentage points from 13.3% in 2023 to 10.91% in 2024.

Our median pay gap remains very low, and the gap has switched from being slightly higher for male employees to being slightly higher for female employees. Our analysis of the data shows that the median gender pay gap is a difference of just 40 pence in hourly pay.

We are proud to be recognised as a UK Best Workplaces™ for Women for the third consecutive year in 2025.

Our Gender Pay report can be viewed [here](#).



Parental Coaching Programme

Designed to support working parents in balancing their careers and family responsibilities. Relunched following positive feedback and delivered again in partnership with How Do You Do It, a coaching and consultancy company specialising in supporting working parents and caregivers.

Maternity Coaching Programme

Providing three tailored one-to-one coaching sessions for all maternity leavers, supporting mothers to navigate the transition through parental leave, returning to work, and balancing career progression with family life. The coaching is designed to boost confidence, enhance work-life balance, and provide practical strategies suited to individual needs.

Positive feedback from participants is highlighted below.

"A great opportunity to meet others in the firm facing similar challenges and exchange ideas."

"It helped me reflect, prioritise, and gain new perspectives on balancing work and parenting."

"Having dedicated time at work to discuss the biggest challenge in my career has been invaluable."

International Women's Day

Nominated by the colleagues they inspire, we celebrated women at Bishop Fleming who support, guide, and inspire those around them, appreciating the everyday actions that they take to make a real difference.

One word to describe Becky?

Aspirational

Becky Targett

"Becky has been an incredible mentor, helping us set goals and grow. As a newly promoted Corporate Tax Director in a male-dominated industry, she leads with strength and ensures everyone feels valued."



One word to describe Freya?

Encouraging

Freya Parayne

"Freya's deep knowledge and support to mentoring our apprentices, shaped by her own journey through the business, is truly inspiring. She proves that when we support others, we don't just rise—we accelerate progress for all."



Charismatic.

Adele Clapp

"Adele brings charisma, kindness, and efficiency to everything she does. She has transformed our PT process, making a real difference to the team. No matter the challenge, she uplifts and inspires those around her."



Ethnic Diversity

Strive Internship Programme

We were delighted once again to support the Strive Internship initiative in conjunction with University of the West of England, Sanderson, and Bristol City Council to provide a paid summer internship for students from Black, Asian and Minority Ethnic backgrounds living in Bristol and South Gloucestershire.

National Inclusion Week

We embraced this year's theme, 'Cultural Intelligence: Inclusion Across Cultures' to raise awareness and celebrate the incredible work of our inclusion groups. Activities included a firm-wide webinar featuring DE&I expert Asif Sadiq, an update on unconscious bias, local office activities such as cultural exchange events and food exhibitions, as well as updates from the Neurodiversity and LGBTQIA+ Groups.



Our Worcester colleagues celebrate National Inclusion Week.

Social Mobility

Bristol Future Talent Partnership

We continue to support this work experience week for Black, Asian and Minority Ethnic sixth form students to introduce them to a professional career that they may not have previously considered.

BITC Opening Doors

We have joined Business in the Community's Opening Doors campaign to underpin our inclusive recruitment practices. In addition to work already underway, both our main and careers websites are more accessible and inclusive via a new Accessibility Toolbar for visitors with accessibility requirements, vision impairment, and neurodivergent needs. Both sites can also be translated into over 100 languages by a single [click](#).

We are in the process of introducing new psychometric assessment software designed to support neurodiverse candidates through inclusive design, research-led adjustments, and personalised feedback. This will ensure a fairer, more engaging recruitment experience for all.

"Joining BITC's Opening Doors campaign has helped hone our focus on areas where we can make improvements in a bid to become an even more inclusive employer. We are currently exploring how we can widen out our opportunities to disadvantaged groups and look forward to seeing how this progresses in the coming months."

Sam Ford, Talent Acquisition Manager



Recognition of the LGBTQIA+ Community

Awareness Campaigns

Once again, our BF Voices group have been extremely proactive in maintaining a healthy ongoing dialogue through insights and articles, as well as celebrating Transgender Awareness Week, Pride Month, and International Day Against Homophobia, Transphobia and Biphobia.

Bristol Pride

We were proud to support and sponsor a place at the 2024 Bristol Pride Parade and have done so again in 2025. As part of Pride Month, our BF Voices group also promoted a Wear it Rainbow Day to raise funds and awareness of the [Stonewall charity](#).



Neurodiversity and Carers

Neurodiversity Awareness

We embraced Neurodiversity Week in March with a series of internal blogs, as well as very powerful social media videos from the BF Voices team sharing their personal experience of autism and neurodivergence, how it enhances and shapes their approach to work and challenging misconceptions.



[Sam Wotton's insights on how neurodivergence enhances his work approach](#)



[Otis Llewelyn's challenge to misconceptions about autism in the workplace](#)



[Lottie highlights how being autistic shapes the way she works](#)

Grammarly

We have introduced Grammarly licenses to support clear, inclusive, and professional communication across the business and continue to review other AI-powered tools which can support employees to write with greater accuracy and confidence.

BITC Let's Care Together

Recognising our colleagues with unpaid caring responsibilities, we fully support Business in the Community's initiative to enable regular access to support, financial signposting, and ongoing mentoring. By improving the carer's wellbeing, the scheme also indirectly extends the benefits to the household they support.



Great Place to Work® - Inclusion & Diversity Feedback



100%
This is a physically safe place to work



98%
People here are treated fairly regardless of their sexual orientation



96%
People here are treated fairly regardless of their race



91%
People here are treated fairly regardless of their gender



92%
When you join the company, you are made to feel welcome



86%
I am treated as a full member here regardless of my position



85%
I can be myself here

Achievements and Objectives



Reduced mean and median Gender Pay Gap



GPTW – UK Best Workplaces™ for Women 2025 for third year



Increased female Senior Managers & Directors from 33% to 40%

Objectives 2025-26

Continued focus on social mobility outreach initiatives such as Empowering Girls, Strive Internship Programme, Bristol Future Talent Partnership, and Young Enterprise.

Ongoing commitment to increase female representation in leadership roles and foster a more inclusive and diverse leadership pipeline across the firm.

Develop a 3-year DE&I plan to align with future Better Growth strategy. Involve key internal and external stakeholders to promote better equity, diversity and inclusion across the business, both now and for the future.

Objectives 2024-25	Status	Progress
Continued focus on the Women's Development Programme to support diversity enrichment in senior management positions.	○ ● ○	Launched initial training module and integrated into Female Leadership Programme.
Continued commitment to diversity and social mobility outreach through the Strive Internship Programme, Bristol Future Talent Partnership, and Young Enterprise.	○ ● ○	Continued focus on key social mobility outreach schemes, including Strive, Bristol Future Talent, Empowering Girls, and Young Enterprise.
Continued support for all diversity groups, celebrating key national inclusion events such as Pride Month and National Inclusion Week.	○ ○ ●	Implemented a calendar of key events, raising awareness and enhancing education.
All employees to undertake training on unconscious bias.	○ ● ○	Mandatory training delivered to all partners, managers and growth coaches. Rolling out to all employees and now included in new joiner onboarding going forward.

"We're committed to building long-term strategies that strengthen diversity, equity, and inclusion across our business. I'm incredibly proud of our BF Voices workgroup and it's particularly satisfying to see a further reduction in our gender pay gap, helping lay the foundation for a new Women's Leadership Programme."

Ria Burrige. Partner and Inclusion & Diversity Lead



Employment and Skills

Our learning and development programme is the foundation for our Better Growth strategy, driving excellence throughout our organisation. Tailored to empower our diverse team, we invest in cultivating critical soft skills, strategic people management, and dynamic client engagement training through our new Client Management Development Programme.



We're proud to be featured in
The Sunday Times Top 100
Apprenticeship Employers 2025

Developing and implementing a Client Manager Development Programme will enhance client satisfaction by equipping managers with the skills to build stronger, more strategic relationships. Its aim is to support the need to drive business growth through improved client retention, added value, and service delivery. Additionally, we believe it will foster internal talent development, boost employee engagement, and support future succession planning.

To support this, we have launched a new Workday Learning Platform which has enabled us to develop tailored learning pathways and create courses and materials accessible to everyone across the business. It also includes functionality to log and track individuals' CPD requirements, thus supporting ongoing professional development.

Apprenticeships

We are delighted to be ranked **11th in The Sunday Times Top 100 Apprenticeship Employers** - national recognition of doing the most to deliver a high-quality, inclusive, and impactful apprenticeship programme. The rankings are entirely data-driven, based on new apprentice starts, diversity, and successful completions – a strong endorsement of the culture and infrastructure we've built around early careers.

Induction Week 2024

We welcomed our 75 new apprentices to Bristol for a Professional Development (PD1) Week - an energetic week of training and social events to celebrate the start of their career with Bishop Fleming.





"I've been lucky enough to work on a really wide range of clients of different sizes and in different sectors, including several well-known Bristol landmarks. I've also enjoyed the challenge of moving from always being the most junior person on the job to starting to senior smaller clients and taking more responsibility for the delivery of work."

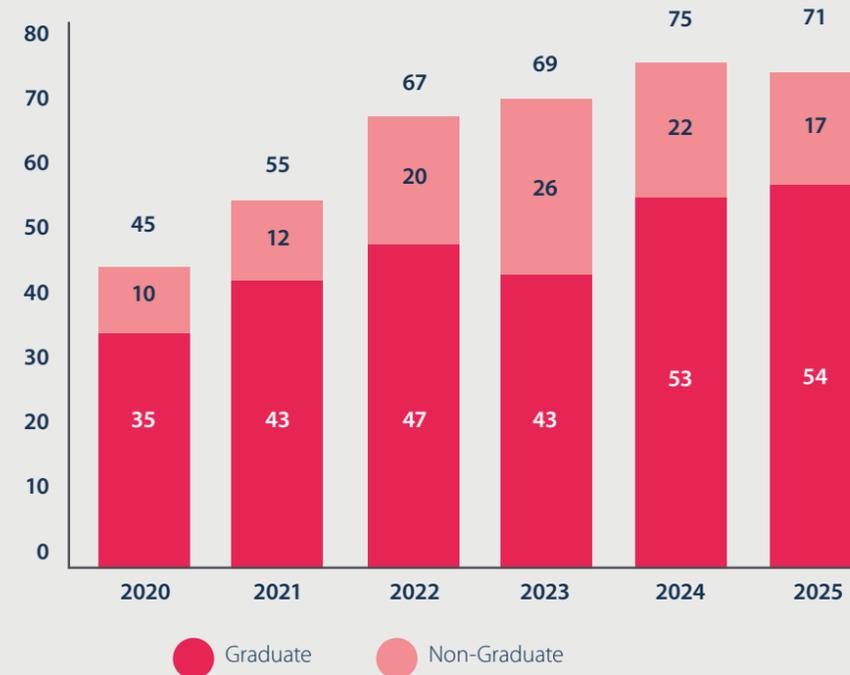
Lottie Cobley, Audit Associate



Click here to watch a short video on our award winning Apprenticeship programme.



September Apprentice Intake



Each September we continue to onboard over 70 new apprentices onto our Ofsted Outstanding rated Apprenticeship Programme. Approximately 30% of them join our Launch Pad scheme straight from school – an important element of our social mobility focus.

In addition to our 2025 cohort, we have also onboarded 3 new one-year placement students to give valuable work experience as part of their degree.

"The culture at Bishop Fleming promotes a positive working environment - there is a great support network for apprentices. There are also opportunities early on to take real ownership of your work, providing ample opportunity for professional growth and learning."

Jack Pearce, Tax Associate



"Everyone here wants others to do well, we have a fantastic, positive culture of helping others. We provide great, structured training to our trainees, and they are well supported. I am proud to work here, with a progressive and supportive team, with opportunities for all."

"I think the graduate scheme is a really good aspect of Bishop Fleming. Having a cohort of people to share the experience with who are all going through similar things at the same time really helps to develop relationships and build confidence."



89%

I am given the resources and equipment to do my job

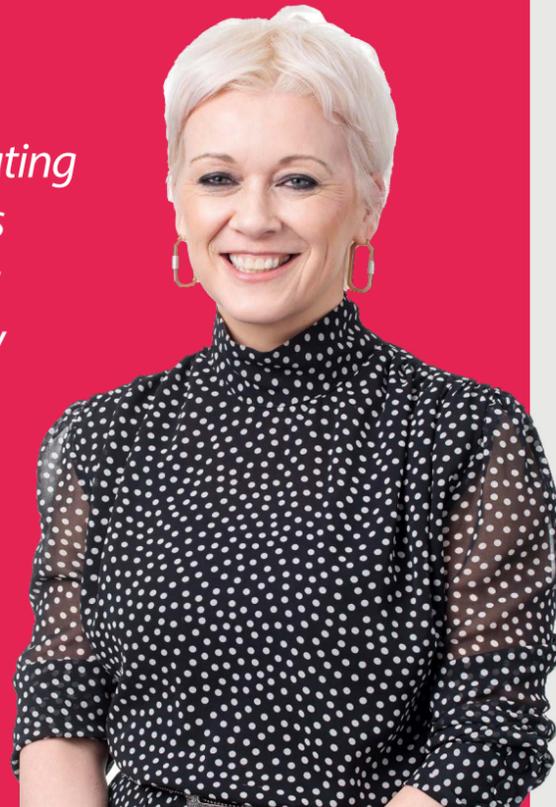


83%

I am offered training or development to further myself professionally

"One of our most significant achievements over the last 12 months has been the recognition of our apprenticeship programme with an Outstanding rating from Ofsted. Since its inception, the programme has grown substantially, and this distinction reflects our unwavering commitment to delivering high-quality training that empowers learners and meets the evolving needs of our business. This recognition not only enhances our external reputation but also helps us attract top talent and strengthen our relationships with stakeholders and future clients."

Toria Kendrick, Learning & Development Manager



Achievements and Objectives



Ranked 11th in The Sunday Times Top 100 Apprenticeship Employers



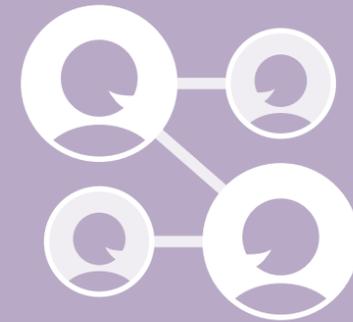
Ofsted Outstanding



Workday Learning Platform and Client Manager Development Programme

Objectives 2024-25	Status	Progress
Launch and develop the Workday Learning Platform to transform the way the business delivers and records learning.	○ ○ ●	Successfully launched the Workday Learning App, enabling tailored learning pathways.
Launch a new Client Management Development Programme with all client managers.	○ ○ ●	Successfully launched new Client Manager Development Programme, enabling strengthened client relationships.
Adopt BITC's Opening Doors commitment to further promote inclusive recruitment.	○ ● ○	Accessibility toolbar now on careers website. Reviewed a number of psychometric testing providers to enable greater candidate inclusivity from a wider demographic range.

Objectives 2025-26
Continuous enhancement to the Management Development Programme - integrate advanced leadership capabilities and strategic learning pathways and launch L4-L8 Service Excellence initiative.
Successful launch of new Female Leadership Programme that empowers high-potential women through targeted development, mentorship, and networking opportunities.
Support BITC's Opening Doors programme to review partnership opportunities with organisations that work with getting disadvantaged groups into employment.



Better for our Communities

1% for Communities | Social Value | ESG Advisory



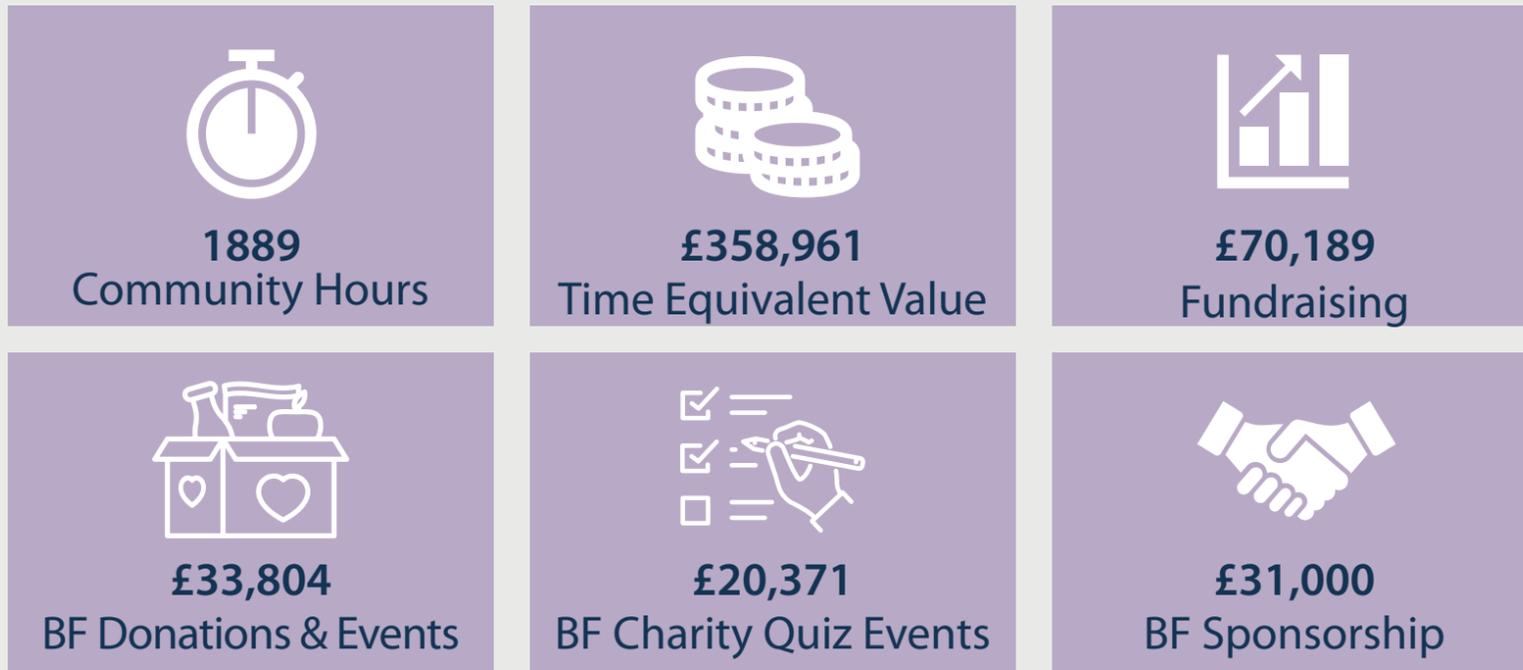
1% for Communities

As part of our commitment to community collaboration, we pledge to give back the equivalent of 1% of our turnover through impactful volunteering and fundraising activities.

Through this, we are better able to support our communities, foster employee engagement, promote team building, and contribute to meaningful causes. It also underpins our ambition to be the most rewarding accountancy firm in the UK for our clients, people, and communities.

In the last 12 months we have increased our responsible business hours by 19%, and achieved fundraising growth of 40% to over £70,000.

We are delighted to have exceeded our 1% for Communities pledge, delivering over £500,000 in value across the firm.



£514,325 TOTAL 1% for Communities

Fundraising

A huge effort has gone into raising funds for our six partner charities, and several other local and national causes. Particularly rewarding is learning of the impact that these funds will make.



"We're incredibly grateful to Bishop Fleming for the amazing support given to Cornwall Hospice Care over the past year. Your support is helping us make every day matter for our patients and their loved ones, through our two hospices and through our work in the community. Thank you so much!"

Erica Vitai, Relationships Partner, Cornwall Hospice Care



"A massive thank you to all at Bishop Fleming Cheltenham. It has been amazing to work with a company who understands social value and the importance of engaging not just in fundraising for a good local cause but in conversations about hospice care."

William Robinson, Interim CEO, Longfield Community Hospice.



"We are incredibly grateful to Bishop Fleming for their support and dedication to Southmead Hospital Charity. This partnership exemplifies the power of community and corporate collaboration, and we are proud to celebrate the lasting impact Bishop Fleming has made."

Sally Bennett, Director, Southmead Hospital Charity



"The amazing amount raised will have a deep impact on supporting the services provided to the local community by the clinical and support teams at St Luke's Hospice Plymouth. We would like to send a heartfelt thank you to all of the amazing staff at Bishop Fleming and the local businesses that have supported their fundraising events."

Wayne Marshall, New Partnerships Lead, St Luke's Hospice Plymouth



"It's been a pleasure to work with Bishop Fleming, please pass on our heartfelt thanks to everyone involved for their tremendous support and generosity. Their continued support helps us care compassionately for people across Worcestershire, which means so much to them and their loved ones. On behalf of everyone at St Richard's - thank you."

Ria Simons, Corporate Fundraising Lead, St. Richard's Hospice Foundation



"I am incredibly grateful to everyone at Bishop Fleming for choosing to support FORCE Cancer Charity and continuing with our charity partnership for another year. As a local charity solely funded by donations, it would not be possible to offer the wide range of support services to over 16,000 visitors a year without support like yours. Thank you so much."

Kate Few-Singh, Chief Executive Officer, FORCE Cancer Charity



Looking ahead, our offices have selected seven partner charities, three being supported for the second year running, and plan to raise **£100,000** through joint fundraising activities over the course of our financial year.





"Being part of the charity team for 24/5 has been a great experience; co-ordinating events for the team from a 31-mile walk to a Christmas raffle, and being involved in others such as the skydive. Very proud to not only represent the firm but also being part of the team to raise lots of money for charity."

Helen Archer, Executive



"Being involved in our charity fundraising team is incredibly rewarding. I enjoy contributing to causes that have a meaningful impact, and it's motivating to see how our collective efforts can support organisations doing important work. It's also a great way to build relationships across the business, develop skills outside my usual responsibilities, and give back in a way that feels practical and positive. I'm proud to play a small part in helping make a difference."

Erin Rumble, Audit Associate



Volunteering

We actively encourage volunteering, giving every employee a free day to undertake community support of their choice. This is a key part of our 1% for Communities commitment.



"I see on a daily basis what difference governance makes. When I see practice that could be better, I want to influence it. When I see good practice, I want to celebrate it and help it become even more effective. For a few hours a week on average, doing something I love in my spare time, I can be a part of making kids lives better. What more can you ask than that."

Sally Timmins, Senior Manager and volunteer Multi Academy Trust trustee



"As a Trustee at Torbay Advice Network I'm able to give something back to the community through a leadership role in a charity that provides invaluable welfare training and advice in Torbay."

Matt Fellows, Senior Manager and volunteer charity trustee.



Young Enterprise

Since 1962, Young Enterprise has worked with both the business and education sectors to engage over four million young people. As a national charity it motivates young people to succeed in the changing world of work by equipping them with the work skills, knowledge, and confidence they need.

Young Enterprise remains our chosen firmwide charity and we are pleased to have increased our volunteering commitments with them this year, supporting their local Launch Pad and Learn to Earn days, as well as judging at regional final events.



“The Young Enterprise Learn to Earn programme offered me the opportunity to open students’ eyes to the world of work and future planning. This chance to give back to young people and get them reflecting on their future aspiration was highly rewarding, and it is especially important for them to see working adults in fields they may not already be aware of.”

Kate Marron, Tax Associate



Empowering Girls

Co-ordinated by Exeter City Council, and managed by Devon, Plymouth & Torbay Careers Hub, Empowering Girls was founded in Exeter in 2019 with the main focus to support diversity and gender balance in the workplace.

Eleven of our people have volunteered to mentor Year 9 girls (aged 13-14) with the aim of building confidence and inspiring them as role models to help reach their potential. We’re excited to continue supporting this impactful programme and the next generation of talent.

“Volunteering for Empowering Girls has been an amazing experience! Supporting my mentee to explore her ambitions and career options has been so rewarding, as I’ve seen her growth over the past six weeks. It’s also helped me strengthen my mentoring skills and reflect on my own journey - I was surprised by just how much I gained from the sessions too!”

Danielle Evans, Audit Associate



“I joined Empowering Girls because I wanted to make an impact - and also push myself out of my comfort zone. It has been incredibly rewarding and I’d absolutely encourage anyone who can to get involved!”

Daisy McDonald, Audit Associate



Empowering Girls
Developing aspirations



Great West Run



As part of a three-year commitment, we were proud to be the title sponsor for the second year of Devon's largest running event, the Great West Run. Once again, a Bishop Fleming team of over 100 runners took part, embracing the Exeter community and raising thousands of pounds for local charities.

To celebrate the 40th anniversary of this year's Great West Run, we invited runners to apply for forty £100 donations to their charity of choice.

Here are a selection of their stories.

"The GWR was actually the third and final part of a trio of halves that I'd set out to do for FORCE, as we're all affected by cancer, more recently my father a couple of years ago. Well done again guys for the support prior to, during and post event!"

James Speight

"I ran the half marathon race in support of Pete's Dragons, a local charity that provides vital support and resources to individuals and families affected by suicide. It was such an incredible day, and the atmosphere was amazing, the energy from the crowds really helped keep me going right to the finish!"

Isabella Roddick

[Click here](#) to watch our YouTube video all about The Great West Run 2025



Run Cheltenham

We are also proud to continue our partnership with Run Cheltenham for a second successive year, entering a 100-strong Bishop Fleming team of colleagues, friends, family and clients, again raising thousands for local charities.



Social Value

As part of our responsible business focus, we measure our Social Value using the proxy values from the National TOM System™.

The National TOMs framework is built around four key themes, supported by 128 specific measures that allow an organisation to identify and measure the benefits of its operations to the local community. We have selected 14 key measures that are particularly material to our business.

This helps us reach a holistic understanding of the positive environmental, social, and economic impacts that we deliver for the communities and clients we serve.



ESG Advisory

The need to report on ESG (Environmental Social Governance) is an increasingly prevalent factor for our clients. This is driven by ongoing new legislation, as well as market forces such as consumer and employee demand.

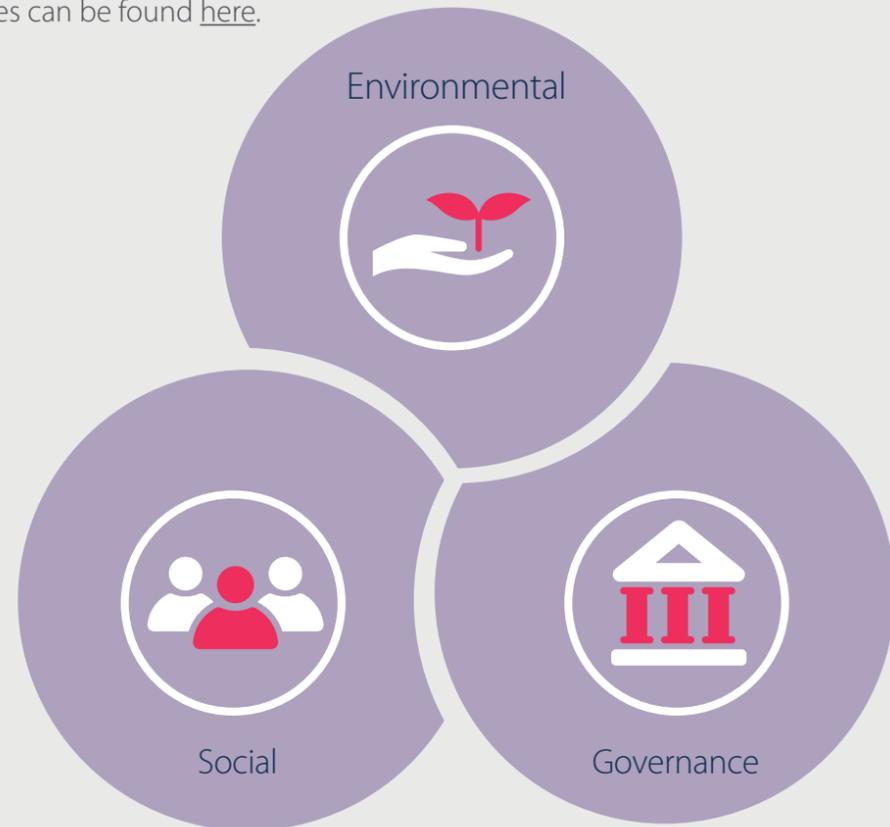
We have continued to run a series of successful Finance Director workshops across our region, this year inviting the South West Regional Cyber Crime Unit to highlight steps that can help prevent impairment in this area.

We were also pleased to co-host two ESG client workshops at Yeo Valley Organic and at Riverford Organic Farm, sharing our own responsible business journey and discussing the challenges and opportunities around ESG.

With a continually changing landscape, we have established an ESG Advisory team to help our clients focus on what is most material to their business and prioritise impactful actions.

In addition, Fleur Lewis is Chair of the ICAEW APA Sustainability Committee, focused on sharing insight and best practice around sustainability reporting and assurance, and liaising with key stakeholders including regulators to provide continual improvement and feedback to improve sustainability reporting.

Details of our ESG Services can be found [here](#).



Achievements and Objectives



Exceeded our 1% for Communities commitment



Quantified our Social Value



Adopted Empowering Girls as a core volunteering programme



Increased collaborative volunteering with Young Enterprise



Strengthened our ESG Advisory Service

Objectives 2024-25	Status	Progress
Integrate 1% for Communities into our people's charity and community engagement, ensuring achievement of this metric.	○ ○ ●	Exceeded 1% of firm's 2024-25 turnover through impactful volunteering and fundraising activities.
Establish charity committees in all offices to focus and co-ordinate local fundraising and volunteering activity.	○ ○ ●	Established proactive charity teams in each office focused on local community partnerships, fundraising, and volunteering opportunities.
Increase volunteering with Young Enterprise, focus on social mobility and participation in events like the Great West Run.	○ ○ ●	Established a collaborative and regular volunteering programme with Young Enterprise, and supported Empowering Girls through focused volunteer mentoring.

Objectives 2025-26
Ensure we uphold our 1% for Communities commitment, giving back the equivalent of 1% of turnover through active fundraising and volunteering.
Establish focused teams to increase structured and impactful volunteering with Young Enterprise and Empowering Girls.
Meet our £100k charity fundraising target through co-ordinated local office and firm-wide initiatives.

"We're delighted to have reached the ambitious target we set for our 1% for Communities pledge - it's a testament to our shared belief at Bishop Fleming that business success should go hand in hand with social impact."

The 1% for Communities pledge has given us a clear framework to measure and focus our efforts, and hitting our target in the first year shows what's possible when there's both structure and commitment behind the work, and it's something we're determined to build on."

Fleur Lewis, Partner and Responsible Business Lead





Better for our Environment

Climate Action | Nature Stewardship | Circular Economy



Net Zero

Bishop Fleming is committed to reaching Net Zero emissions by 2050, aligning our operations with a sustainable future for our people, clients, and communities.

We actively partner with environmental experts and industry leaders to better understand how to shape a clear, actionable path toward this goal, and are guided by recognised standards and evolving environmental legislation.

Our aim is to reduce our environmental footprint, set sustainability into every aspect of our business, and make a meaningful contribution to the global fight against climate change. This commitment is reflected in our values and embedded in our [Environmental Policy](#) and our [Carbon Reduction Plan](#).

Better Travel campaign

Business travel and employee commuting accounts for 43.7% of our Scope 3 emissions. We have therefore launched an ongoing Better Travel initiative to encourage greater use of public transport and car sharing. All apprentice trainees are entitled to a free railcard throughout their training period, and we plan to utilise Perkbox as a means to recognise and reward better travel behaviour.



Climate Action

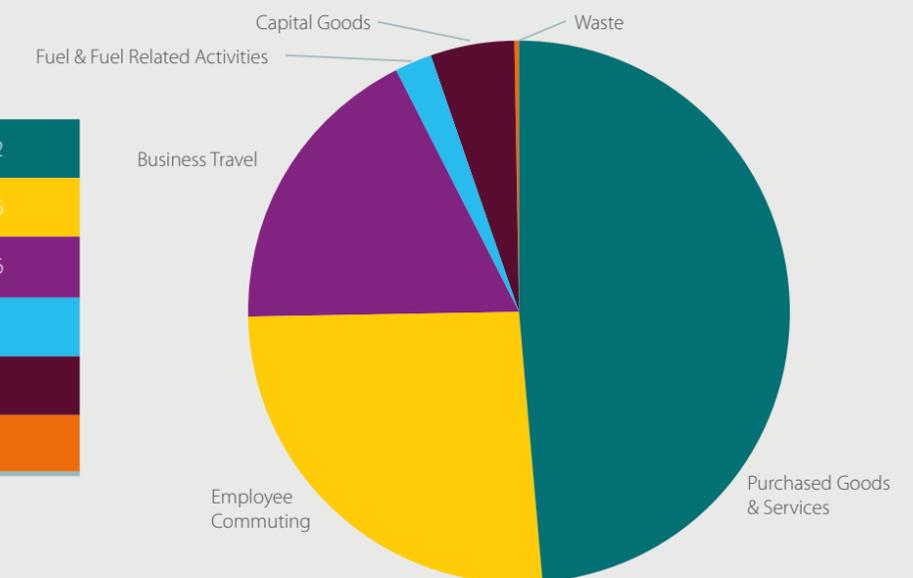
We are pleased to continue our partnership with carbon experts Net Zero Now (now integrated with Ecologi), who have independently validated our greenhouse gas measurement for the fourth year.

		2024-25	2023-24	2022-23	2021-22
Scope	Explanation	tCO2e	tCO2e	tCO2e	tCO2e
One	Gas heating, air-conditioning gases	18.17	46.59	9.38	24.88
Two	Electricity (single occupancy offices)	0	0	0	29.77
Three	Business travel, commuting, purchased goods & services, waste, transportation, shared office electricity	1669.08	1372.22	1236.09	1014.65
Total	Absolute	1687.25	1418.81	1245.47	1069.30
Total	Per Employee	3.47	2.96	2.77	2.73

We have made positive strides in the reduction of our Scope One emissions, and our Scope Two emissions remain at zero due to renewable energy powering single occupancy offices.

Our Scope Three emissions remain our greatest challenge, particularly as we undergo ambitious growth. Our Scope Three increase is a factor of renewed IT equipment, Workday investment, increased business and commuting travel, and the expansion and renovation of our Bristol and Exeter offices.

Scope 3	tCO2e	%
Purchased Goods & Services	814.83	48.82
Employee Commuting	435.02	26.06
Business Travel	294.57	17.66
Fuel & Fuel Related Activities	37.25	2.23
Capital Goods	83.52	5.00
Waste	3.89	0.23
	1669.08	100



Nature Stewardship

We are delighted to continue working closely with Surfers Against Sewage, this year organising beach and litter cleans near our Plymouth, Exeter, Torquay, Bristol, and Worcester offices as part of their Million Mile Clean initiative.

In addition, we are in the early stages of supporting Surfers Against Sewage to pilot a new process enabling large organisations such as ourselves to achieve the Gold Plastic Free Champion standard.



Several colleagues from our Exeter and Torquay offices used their volunteering day to plant trees with Devon Wildlife Trust.





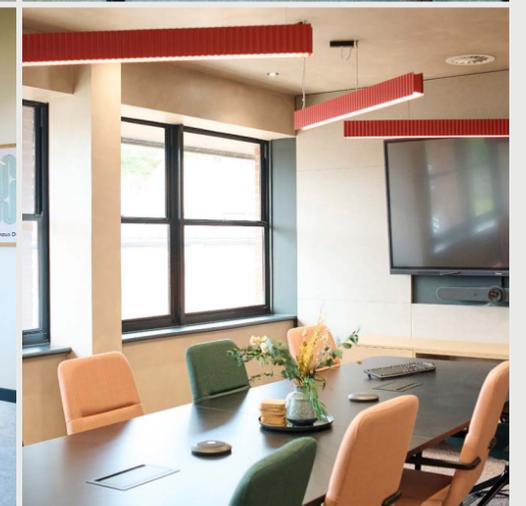
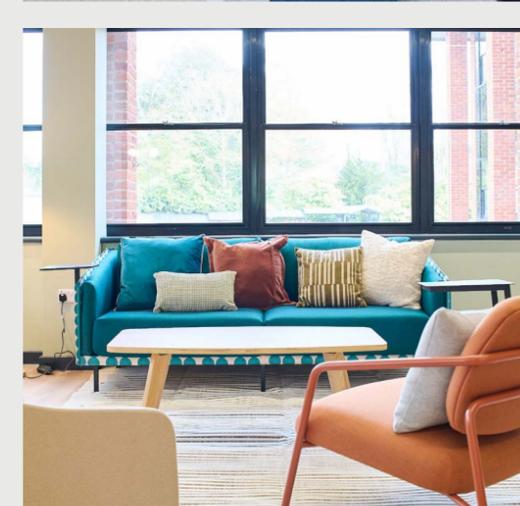
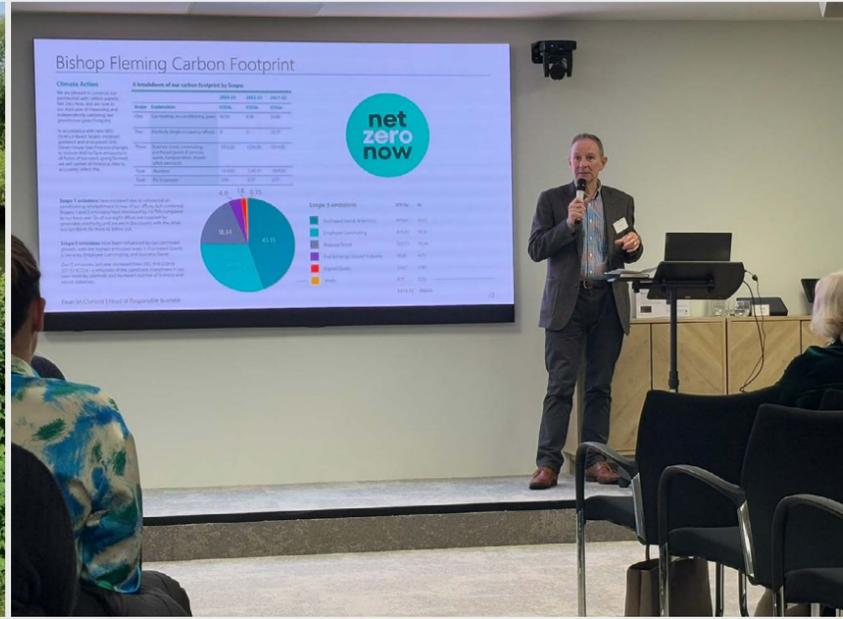
Circular Economy

We are committed to increasing our goods and services purchases with local and sustainable suppliers wherever possible.

Our annual paper usage represents 258 fewer trees compared to our printing habits in 2012, and we will continue using recycled copy paper from The Woodland Trust.

With ongoing expansion of the business, IT remains one of our largest spend areas but our focus remains on extending equipment operational lifespan through reconditioning, reusing, and recycling with virtually zero waste to landfill.

In relocating our Exeter office to new premises we partnered with leading sustainable workplace change service provider, Crown Workspace. This ensured over 400 pieces of furniture were able to be recycled and re-used by local community groups.



Achievements and Objectives



Developed our Carbon Reduction Plan



67% reduction in Scopes 1 & 2 against Base Year



151 Hours environmental volunteering



404 pieces of furniture locally recycled and reused



Launched Better Travel campaign

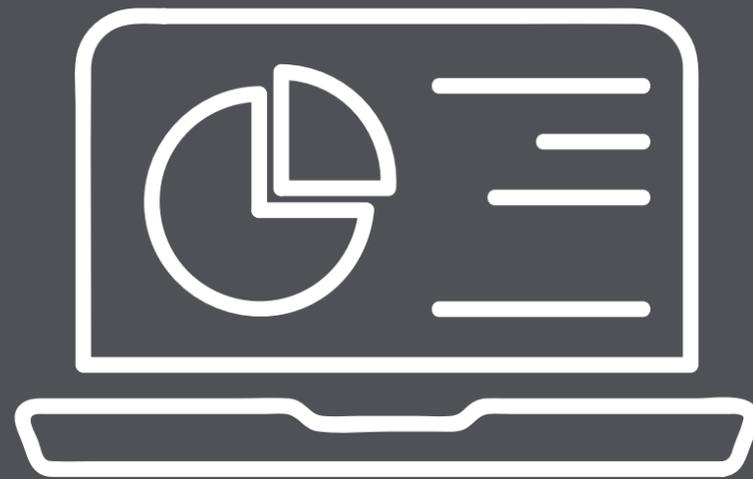
“Like many of our clients, our challenge is to balance growth with environmental responsibility. By better understanding our greenhouse gas emissions we are committed to reducing our carbon footprint and empowering our people to drive change through initiatives such as Better Travel.”

Alex Robins, Partner and Environment Lead



Objectives 2024-25	Status	Progress
Develop a sustainable travel policy aimed at reducing fossil fuel business miles through better use of car sharing and public transport.	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Launched the 'Better Travel' campaign to recognise and reward use of car sharing and public transport.
Work with Surfers Against Sewage to further reduce single-use plastic and achieve SAS Gold Plastic Free Champion status.	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Organised four SAS beach, park and river cleans, removing 162kg waste material. Working with SAS to pilot a new Gold Plastic Free Champion process for large organisations.
Re-use, recycle, and adopt sustainable practices where practical, in planned office refurbishments.	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	Exeter office relocation ensured over 400 pieces of furniture were recycled and reused within the local community.
Foster employee engagement through recognition and reward for good environmental practice.	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Developing a recognition and reward scheme to encourage engagement across multiple areas.

Objectives 2025-26
Review feasibility of an Electric Vehicle Salary Sacrifice Scheme to reduce business and commuting emissions.
Foster employee engagement through ongoing communication and education, as well as recognition and reward for demonstrating sustainable practices such as Better Travel.
Promote nature-based volunteering with community organisations such as Surfers Against Sewage.
Embed sustainability into decision-making processes, including procurement, employee benefits, and operational policies.



Impact Summary





Key Performance Indicators

We measure progress on each of our four responsible business areas through key performance indicators. Our financial year is 1st June to 31st May.

Better for our Business	2024-25	2023-24	2022-23	2021-22
Awards shortlisted or won	13	10	8	2
Employee Listening – Net Promoter Score	N/A	+27	+30	+29
Client Listening – Net Promoter Score	N/A	+43	+50	+48
BITC Responsible Business Tracker	N/A	48%	N/A	20%
Better for our People				
Headcount (FTE)	486	479	449	392
Female partner %	26%	24%	28%	27%
Female directors and senior managers %	40%	33%	28%	28%
Gender Pay Gap (mean)	10.9%	13.3%	16.4%	14.1%
Gender Pay Gap (median)	-2.4%	1.5%	8.7%	17.3%
Number of new Apprentices recruited	75	69	67	55
Sickness absence (% of working hours)	0.81%	0.83%	0.38%	1.35%
People turnover %	20.6%	20.7%	21.6%	24.2%
Better for our Communities				
1% for Communities (total)	£514,325	N/A	N/A	N/A
Community & Charity Volunteering (hours)	1889	1590	945	1167
Amount raised for Communities and Charities	£70,189	£50,168	£23,700	£15,640
Better for our Environment				
Total CO2 emissions (tCO2e)	1687.25	1418.8	1245.5	1069.3
CO2 emissions per employee (tCO2e)	3.47	2.96	2.77	2.73
Business Travel emissions (tCO2e)	294.6	250.3	247.2	156.3
Business Travel emissions per employee (tCO2e)	0.61	0.52	0.55	0.4
Paper use (reams)	676	681	794	776

Contact us

If you'd like to know more about our Responsible Business approach, please don't hesitate to get in touch.

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