

Corporate Social Responsibility Report 2017/18



As a firm we believe creating better futures shouldn't be left to chance. At the forefront of our industry, we focus on pioneering and innovative solutions for our clients to help their members achieve brighter pensions prospects.

This commitment to creating positive change in our market place is at the heart of what we do, and reflected across our approach to our people, our communities and the environment. In 2017 we reached a significant milestone in our commitment to securing better futures for the communities we work in, with the registration of The Hymans Robertson Foundation as a charity in England & Wales (1168951), and Scotland (SC046931).

Donations:

£160,369 donated by Hymans Robertson LLP and The Hymans Robertson Foundation, in the following ways:

£85,000 Financial Footsteps programme

£55,244 Supporting our employee charitable commitments

£20,125 Supporting local communities via our Helping Hands groups

Volunteering:

Over **1,000** hours dedicated to volunteering. We actively support and encourage our people in their commitment to give back to the communities in which we live and work.

Fundraising:

£53,000 raised by our people for charities across the UK.

Financial Footsteps:

Over **500** young people supported since the start of our Financial Footsteps programme. Working in partnership with strategic charity partners, we aim to improve the financial literacy and employability of young people most in need of help to turn their lives around.

Environment:

ESOS compliant and **ISO14001** accredited. As a professional services firm, our impact on the environment is relatively small. However, we take our environmental responsibility seriously and continuously review and adopt new approaches to help shrink our carbon footprint.

2017/18 – A Review

At Hymans Robertson we believe everyone has the right to a better future. This fundamental belief isn't limited to our clients or to our people; it extends to the communities where we live and work. Corporate social responsibility is at the heart of what we do; it embodies the type of firm we are, and is reflected in the core values and business strategy of our partnership.

We are committed to creating positive change in three key areas: our Communities, our People and our Environment.



Our Communities

The Hymans Robertson Foundation

Supporting and enabling the charitable activities of our people has long been a focus at Hymans Robertson, and **2017** was a pivotal year with the establishment of The Hymans Robertson Foundation.

Initially set up with the objective to improve the financial literacy of disadvantaged and underprivileged young people, the vision of The Hymans Robertson Foundation has expanded to encompass all charitable activity at Hymans Robertson, supporting progress towards securing financial, mental and physical wellbeing for all. We have a mission to improve the futures of those in need by reason of youth, age, ill health, disability, financial hardship or other disadvantage.

The Foundation works in partnership with charities and with stakeholders in Hymans Robertson LLP to advance two core campaigns:

- 1 Enhancing financial literacy and employment skills via the Financial Footsteps programme;
- 2 Supporting local communities through projects led by Hymans Robertson community involvement teams, our Helping Hands groups.

As well as Financial Footsteps and Helping Hands, The Hymans Robertson Foundation encourages individual fundraising commitments through a matched funding scheme. We understand there are many and varied personal motivations behind the issues our people choose to support. As such, any of our people may apply to match the funds they have raised, for registered charities which meet our Foundation objectives.

In **2017/18**, The Hymans Robertson Foundation donated a total of **£123,282** to these three areas of charitable activity.



We actively encourage everyone to volunteer for our partner charities



Volunteering

Over the past year, our people have given over **1,000** hours of their time volunteering for our Financial Footsteps and Helping Hands community partners. These strong partnering relationships allow us to offer a variety of volunteering opportunities, to encourage as many of our people as possible to participate.

Financial Footsteps

Our Financial Footsteps programme began in **2014** in partnership with Tomorrow's People and TLG The Education Charity. Through a series of workshops and group sessions the aim is to equip young people with the practical knowledge to manage personal money, as well as provide opportunities to help them develop skills for employment.

We have since expanded our programme to work with Mencap, The Prince's Trust and SportInspired. Through these strategic partnerships, we are able to support young

people from diverse and disadvantaged backgrounds who are at risk of underachievement or exclusion from school, or those who are trying to transition into higher education, employment or training.

Our vision is to use our skills in financial matters, and our educated workforce, to positively impact the lives of disadvantaged young people through financial education and employment skills and opportunities.

We still have a long way to go, but over the past four years more than **200** of our employees have participated in **27** Financial Footsteps programmes run with our charity partners. This has enabled us to positively impact over **500** young people across the UK.

This year **38** volunteers from across our offices took part in Financial Footsteps, delivering financial and employability workshops directly to **66** young people supported by Mencap, The Prince's Trust and Tomorrow's People in Birmingham, Edinburgh, Glasgow and London.



Helping Hands

Alongside the skills-based volunteering opportunities supporting Financial Footsteps, our people can choose to participate in team volunteering opportunities coordinated by our Helping Hands groups, which are active in all four of our offices. With a focus on working with charities active in our local communities, many of our Helping Hands partnerships extend over several years, allowing our people to support regular annual events including HomeStart and AgeUK Christmas parties in London, the Revive MS Support Annual Art Show in Glasgow, as well as firm wide fundraising for Macmillan Cancer Support, Red Nose Day and Children in Need.

Highlights of the past year include:

- Birmingham volunteers carried out essential improvements to a Mencap supported living residence, creating a sensory room and transforming the garden area to improve the environment for the residents;
- London volunteers cooked and served hot meals for residents at King George's Hostel in London, whilst others chose to help redecorate some of the hostel rooms;
- Glasgow provided over **30** volunteers to support the SportInspired inaugural "World Youth Urban Games". Tapping into the power of sport to transform the future of young people, children from **5** schools tried out a variety of urban sports, inspiring them to continue their participation in newly established classes at their schools;
- Edinburgh volunteers delivered employability skills to young people participating in The Prince's Trust 12 week personal development TEAM programme, and fundraised to support improvements at a local primary school to enhance the health and wellbeing of children in the community.



Fundraising and Corporate Giving

As well as offering volunteering opportunities in Financial Footsteps or Helping Hands activities, we are proud to support our people in the impressive number of fundraising activities they take part in both inside and outside of work.

Throughout the year our people have risen to the challenge of running marathons, tough 10ks and demanding 5ks. They have organised, and danced the night away, at ceilidhs and balls, tackled a football marathon, cycled through the spectacular Scottish Highlands and along iconic city routes.

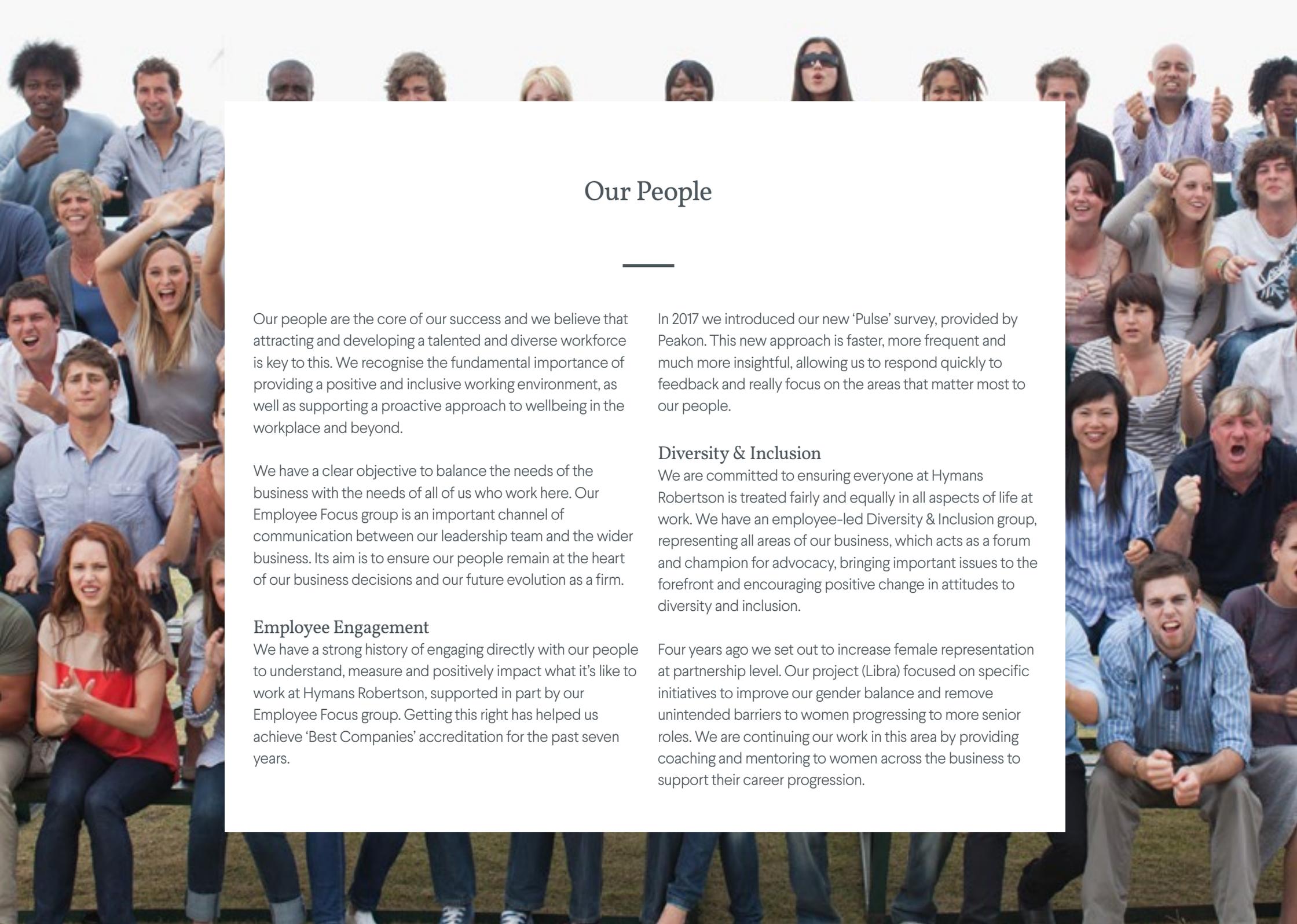
They've climbed mountains, undertaken the midnight Moonwalk through London, and walked the entire length of a London Underground line. Whether testing their nerves, their endurance, or the resolve of colleagues tempted by cake bakes and sales, we're proud of the tremendous efforts our people have put into their fundraising.

The Hymans Robertson Foundation matches employees' fundraising, up to a maximum of **£500** per individual. Over the last year our people have raised an inspiring **£53K** with a further **£18K** donated through the matched fundraising programme.

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Our People

Our people are the core of our success and we believe that attracting and developing a talented and diverse workforce is key to this. We recognise the fundamental importance of providing a positive and inclusive working environment, as well as supporting a proactive approach to wellbeing in the workplace and beyond.

We have a clear objective to balance the needs of the business with the needs of all of us who work here. Our Employee Focus group is an important channel of communication between our leadership team and the wider business. Its aim is to ensure our people remain at the heart of our business decisions and our future evolution as a firm.

Employee Engagement

We have a strong history of engaging directly with our people to understand, measure and positively impact what it's like to work at Hymans Robertson, supported in part by our Employee Focus group. Getting this right has helped us achieve 'Best Companies' accreditation for the past seven years.

In 2017 we introduced our new 'Pulse' survey, provided by Peakon. This new approach is faster, more frequent and much more insightful, allowing us to respond quickly to feedback and really focus on the areas that matter most to our people.

Diversity & Inclusion

We are committed to ensuring everyone at Hymans Robertson is treated fairly and equally in all aspects of life at work. We have an employee-led Diversity & Inclusion group, representing all areas of our business, which acts as a forum and champion for advocacy, bringing important issues to the forefront and encouraging positive change in attitudes to diversity and inclusion.

Four years ago we set out to increase female representation at partnership level. Our project (Libra) focused on specific initiatives to improve our gender balance and remove unintended barriers to women progressing to more senior roles. We are continuing our work in this area by providing coaching and mentoring to women across the business to support their career progression.



We want to empower all our people to meet their full potential



Over the last 3 years, the number of female partners has increased from **17%** to **35%**, exceeding our original target of **30%**. This has been achieved through a combination of reciprocal mentoring, flexible working practices, technology to support agile working and support for those returning from parental leave.

Of course, diversity isn't only about gender; we want to empower all our people to meet their full potential. Over the past few years we have put in place a number of initiatives to meet our objective to be a responsible employer and create an inclusive work place for everyone. Last year we introduced a more relaxed dress code, allowing all our people choice in how to dress for their day ahead. And because we recognise the importance of a healthy work/life balance, everyone is entitled to take an extra leave day on their birthday, which we encourage them to take as near to the day as possible.

We actively advocate more agile ways of working, and flexible working patterns are supported at all levels of the business, including for new joiners. We now have **24%** of employees working flexibly, compared to **11%** in 2016. That

we are getting agile working right was evident during the 2018 'Beast from the East' severe weather storms, which left most of our people unable to travel into work for several days, and yet there was no discernible reduction in productivity or service standards.

In 2015 we launched a voluntary programme of diversity and inclusion training workshops with a focus on challenging unconscious bias and discrimination, alongside Diversity Dialogues hosted by external speakers sharing their personal experience. Participation is open to all, and to date just over **25%** of our people have chosen to take part, with more signed up to attend in the coming year.

Gender Pay Gap

We have welcomed the new gender pay gap reporting requirements. This legislation supports the work we are doing to create a more diverse and inclusive working environment, bringing clarity of focus. Our first gender pay gap report (published in January 2018) can be accessed [here](#).



Wellbeing

Our wish is to make this the best job our people ever have, and much more than just about the pay. In 2017 we restated this in our “iDeal” framework, which sets out our commitment to everyone who works with us and the expectations the firm has in return.

Alongside this, we reinvigorated our approach to wellbeing in the work place. Our focus is on promoting all round wellbeing, addressing key concerns about physical and mental health. We have ‘Wellbeing Champions’ in all offices, who make up our employee Wellbeing group and are the driving force behind wellbeing initiatives and activities.

Throughout the year there was a strong focus on mental health awareness. We offered workshops presented by the charity, MIND, and provided regular communications on topics such as spotting mental health conditions, resilience training and encouraging work breaks throughout the day. We marked The Mental Health Foundation’s ‘Mental Health Awareness Week 2017’ with our own campaign, sharing information on common mental health conditions and practical tips on how to look after our mental health.

Some of the other ways we promote wellbeing include encouraging an active lifestyle with office based exercise classes, discounts on gym membership and a focus on healthy snacks with the provision of free fruit. Our annual ‘Wellbeing Week’ raises awareness on topical issues and provides an opportunity to take part in workshops and access support on financial, physical and mental health and wellbeing. We have a dedicated Wellbeing section on our intranet with year round access to a wide range of information and support on all these areas, plus regular communications from our wellbeing champions.

We also consider the wellbeing of our people in the design of our office layout. All our offices have break out areas and informal meeting rooms, and in 2017 we installed a number of standing ‘hot desk’ stations in all offices to encourage people to spend less time sitting.



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Human Rights

Hymans Robertson LLP is committed to acting ethically and with integrity in all our business relationships. Our policies and our anti-slavery statement reflect our commitment to pay people fairly and as a minimum the appropriate Living Wage; and we undertake to enforce effective systems and controls to ensure slavery and human trafficking is not taking place anywhere in our business or supply chains. Read more [here](#).

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Environment

As a professional services firm, Hymans Robertson has a relatively small impact on the environment, however we recognise the operation of our business does still rely on natural resources. We are committed to sustainably managing this operational impact, including reducing energy consumption, avoiding unnecessary business travel, decreasing the amount of paper and other resources consumed, and dealing with our waste according to reduce, reuse and recycle principles.

Accreditation

We have been ESOS compliant since 2014 and our environmental management system has been ISO 14001 certified since 2016. Sponsored by the Board, our Facilities team continually works to measure, control and reduce our impact on the environment. We have a nominated Green Champion in each office to ensure our people are aware of sustainability issues, and we support and encourage everyone to work with us to reduce our environmental impacts.

Energy Usage

All four of our offices occupy shared buildings, however our Facilities team works closely with building management and other tenants to reduce energy consumption. Last year we completed the installation of light sensors and low-energy lighting in all our offices.

Business Travel

Our greatest environmental impact is the carbon footprint generated by business travel. Since 2016 we have invested in new technology to improve our communications platforms. Led by the Board and Partnership Council, who have dramatically reduced face to face meetings to quarterly, we actively encourage our people to travel less and to hold online meetings whenever practical.



This policy is further supported with the recent rollout of agile working practices across the business. Since agile working was first successfully trialled in 2016, some **95%** of our people have been issued with a laptop allowing them to work flexibly across different locations, and from home, further reducing unnecessary travel.

In addition we offer a Cycle to Work scheme, which allows us to lend bikes and cycling equipment as a tax-free benefit. In 2017 an additional **19** people took up this benefit.

Waste and Resources

In 2016 we moved to a new secure printing strategy, meaning people can only print using their security card at a centrally located printer. This has resulted in less wasted paper and ink from uncollected printing, beating our target of a **20%** reduction in paper consumption over the last year. All our paper is made using sustainable resources and recycled pulp.

It's all about making small improvements, such as moving to an in-house bottling system in all offices, providing refillable glass bottles for meeting rooms and replacing single use plastic cups with glass and reusable cups. All our offices now have segregated recycling facilities, including food waste recycling.

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Responsible Investment

As well as our credentials as a responsible employer, we aim to be responsible in our approach to consulting with clients, specifically, in helping our clients take a responsible approach to investment. Our dedicated Responsible Investment (RI) Team has a diverse mix of skills allowing us to help clients understand how integrating RI matters into decision-making can help deliver sustainable long-term returns. In achieving this, we separate RI issues into two key areas:

Sustainable Investment: Recognising the potential financial impact of Environmental, Social and Governance (ESG) factors in investment decision making;

Stewardship and Governance: Acting as responsible and active owners, through considered voting of shares, and engagement with company management when required.

Hymans Robertson is a signatory and supporter of the Principles of Responsible Investment, uniting asset management firms, fund owners and professional services partners through a set of common principles which consider ESG issues in investment decision-making.

During 2017, we were also pleased to support the initiative led by the Association of Member Nominated Trustees and the UK Sustainable Investment and Finance Association to encourage investment consultants to raise RI issues with their clients.



Targets and Commitments for 2018/19

For the year ahead we are flipping our approach to community involvement, with the introduction of a **5,000** hours volunteering target. This is a huge change for us, increasing our volunteering leave allocation from one day to up to **21** hours volunteering leave per person per year, and is a really positive testimony to our commitment to enabling our people to give back to our communities.

Building on our experience, we are adapting our Financial Footsteps programme to extend our impact and reach as many young people as possible. As well as continuing our partnerships with Mencap, SportInspired, TLG and The Prince's Trust, we are excited to be funding The National Literacy Trust ground-breaking research into the link between financial capability and literacy. This partnership will support the development of programmatic content and help us raise the issue around literacy and financial capabilities at the highest levels.

As part of a review of our policies supporting working families, we are introducing enhanced parental leave to equalise remuneration for shared parental leave. In addition, we are taking part in a Women Returners programme. This

will offer us the opportunity to access and support a network of women looking to return to the workplace after a career break.

We are taking positive measures to improve social inclusion in our recruitment process, both in the way we advertise our roles and how applications are reviewed, and we will closely monitor our progress. In addition, a number of our people are signed up as STEM Ambassadors, supporting the STEM Learning programme to help inspire young people from all social backgrounds to pursue science, technology, engineering and mathematics in school and beyond.

We have a number of initiatives to maintain the momentum of our Wellbeing programme for the year ahead. One of the themes we will develop further is our financial wellbeing offering by extending the free access to one to one financial advice and our Guided Outcomes (pension) technology; to complement this we have a series of financial workshops and webinars planned. We are also continuing our focus on mental health with our newly inducted 'Mental Health First Aiders' providing easily accessible support to colleagues, and more training for people managers.

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