



Centralizing sustainability reporting for a multi-national law firm



Company overview

DWF LLP is a British law firm headquartered in Manchester, England with 18 offices across England, Scotland, Ireland, Dubai, Germany, France and Brussels. It trades as Resolution Law for its claimant services business.

“Corporate responsibility means a lot to us. Being committed to innovation and excellence goes far beyond our business and legal work and means standing up for the things we believe in. We’re determined to create and maintain a business that is a force for good, through diversity and inclusivity,” said Tyrone Jones, Director of Corporate Social Responsibility and Engagement.

Company: DWF LLP

Industry: Law

Location: Manchester, England, UK

Number of employees: 2,100

Number of locations: 18

Client since: 2015

Summary

Since implementing the Diligent ESG management system, DWF reduced CO₂ emissions per employee from 2.6 tons to 2 tons and achieved a 15% reduction on paper. Telephone and video conferencing increased by over 150% and they now recycle 80% of their waste.


DWF's commitment to good corporate citizenship is evident in their policies, approach and attitude, and they underpin how DWF care for people regardless of age, gender, relationship and family status, professional skills or status, race, colour, nationality, ethnic origin, disability, sexuality, religion or belief.

Background


With ambitious plans for corporate social responsibility and sustainability performance improvements, it was clear from the outset that a software solution would be required. In order to optimise the green team's time and to focus all facets of the business on the collective sustainability goals, more regular reporting of performance towards targets was a must.

The required Scope 1, Scope 2 and Scope 3 data was spread across multiple systems, and supplier data was patchy in places. A systematic approach to the data collection was required. Spreadsheets were far too time-consuming. The reporting burden and overhead was becoming an inhibitor to change, whereas regular reporting should be a catalyst for change and improvement.

Achieving consistency across all offices in all countries was becoming more complex as the reporting scope expanded. Keeping up with changing emissions factors, standards and protocols for quarterly internal reporting led to frustration, delays and an overall dissatisfaction with the reporting process. Simple human error such as unit conversions, data entry mistakes, gaps and anomalous supplier data all contributed to the problem.

 The flexibility of the Diligent ESG system is fantastic. The dashboards and reports are really insightful, and the data being cleansed during data entry or upload is a real bonus."

Jana Callan
Healthy Safety and
Sustainability Manager





The solution

After a web search, Diligent ESG was shortlisted as one of the software solutions DWF should consider. During the evaluation process, DWF evaluated all vendors against predefined criteria of capabilities, functionality and reporting flexibility.

As a relatively small organisation, DWF wanted to avoid a long IT implementation, capital outlay, or any plug-ins or software installs which would require time from the internal IT team. A cloud-based solution was preferred and one which is configurable without any software development was the ideal target solution.

The results

Since starting to use Diligent ESG, DWF have been able to focus on achieving their performance improvement targets instead of data chasing and number crunching in spreadsheets. This led to a 15% reduction of paper waste; an increase in teleconference utilisation by 150%, thereby reducing business travel; and 80% of all waste now being recycled.

Key benefits included:

- All data included on a single global platform with complete transparency to all calculations for all offices
- Up-to-date reports and interactive dashboards that are consistent across the board
- Readily available in all of the formats required for both internal and external stakeholders

About Diligent

Diligent is the leading GRC SaaS company, empowering more than 1 million users and 700,000 board members and leaders to make better decisions, faster. The Diligent One Platform helps organizations connect their entire GRC practice — including governance, risk, compliance, audit and ESG — to bring clarity to complex risk, stay ahead of regulatory changes and deliver impactful insights, in one consolidated view. Learn more at diligent.com.

“Having a robust and reliable reporting system in place is a very important element of our overall CSR and sustainability strategy. Diligent ESG provides this in a clear, auditable and easy-to-use solution which gives us everything we need to achieve our goals moving forward.”

Tyrone Jones
Director of Corporate
Social Responsibility and
Engagement



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