



PENNINGTONS  
MANCHES  
COOPER



## Case Study

# Striving for Best Practice in Quality and Environmental Standards

## About

Penningtons Manches Cooper (PMC) is a leading UK and international law firm which provides high quality legal advice tailored to both businesses and individuals. Covered in Scope of this case study are their UK offices in the City of London, Basingstoke, Birmingham, Cambridge, Guildford, Oxford and Reading.

Key facts and figures for PMC:

- 139 Partners and 878 People
- 300 year history
- Over £100m turnover for 2021-22
- 99% of clients rate their services

The 2023 editions of legal directories *The Legal 500* and *Chambers UK* have ranked Penningtons Manches Cooper highly for its quality across a range of practice areas, from services for businesses and private individuals, to its sector expertise. This comes as the firm has also been recognised in *The Times Best Law Firms list 2023*, which highlights the top legal practices in England and Wales.

## Aims

No strangers to compliance, and in alignment with their existing Solicitors Regulation Authority (SRA) requirements, PMC understood the significance of formalising their existing approach to delivering a top-quality service for their clients and to being a more sustainable firm. They recognised the value of implementing ISO Standards as a credible way of demonstrating these commitments.

PMC Customer focused values:

- We Care
- Proactively Evolving
- Constructively Challenging
- Curious and Grounded
- Stronger As One

PMC Sustainability Commitments:

- Deliver a 46.2% reduction in our scope 1 and 2 emissions by 2030 (SBTi methodology)
- Switching electricity contracts to 100% renewable energy by 2025

## Solution

During 2022 they made the strategic decision to formalise best practice through implementing an integrated management system compliant to ISO 9001:2015 and ISO 14001:2015. Combined with the existing sustainability activities and the newly developed values defined by the firm, this has enabled PMC to embed best practice within its core DNA.

Engaging with Blackmores, PMC commenced this journey with a kick-off awareness session within the firm to fully understand the internal and external issues, drivers, risks, and opportunities that form the context of both the firm and its management system.

The firm ensured full engagement with the management system through delivery of awareness activities to all and making the management system centrally available on their intranet.

Following a thorough round of internal audits and a comprehensive management review, PMC proceeded as planned to formal UKAS certification of their management system with SGS in December 2022, achieved with zero non-conformities.

## Next Steps

In recognition of the value they have derived from in-depth internal audits, PMC have already invested in a two-day Internal auditor course with Blackmores in early 2023 to further strengthen their internal governance team for ISO 9001 and ISO 14001.

*"Blackmores gave us clear advice around how to proceed with achieving the Standards. Our consultant was very approachable knowledgeable, and went above and beyond what we expected in terms of the advice and coaching given. And very reasonable fees too!"*

**Ben Garrard**

Head of Best Practice Operations