

10 YEARS
1919–2019



Behind every journey there's a story

A collection of stories from our centenary year

We had a great year

Welcome to our centenary publication - a collection of stories we have captured from what was a fantastic centenary year for our business.

I would like to thank everyone who has made our centenary such a success. Our people, our clients, our contacts, and our communities. From those who have engaged in activities and participated in our events, to those that have raised funds for, or donated money to, our good causes.

Our centenary wasn't a birthday 'moment', but rather a year long programme of activity. And whilst it is important to recognise where we have come from, we have used our centenary to position our business for the future.

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

Our centenary was proof of that.



Andrew Sandiford
Managing Partner



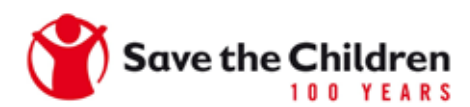
When you look ahead you stay ahead

We positioned our business for the future

We've been in good company

Bishop Fleming started in Torbay in 1919, when our founder Frank Bishop would reportedly meet Fleming in the trenches of World War One. On returning from the war, our business would begin.

However, buoyed by entrepreneurial spirit following the end of the war and on the verge of what would become known as the 'roaring twenties', we wouldn't be alone in embarking in business and as a result, we have shared our centenary with a wide range of other companies and household names.



It's what we
bring together
that sets us apart

More than just a birthday

In developing our plans, we were certain that our centenary wouldn't just be a single moment, but a year-long programme of activity, projects and events that would bring our business together.

Therefore we decided to create a centenary campaign using our brand promise '**It's what we bring together, that sets us apart**', which would become known simply as **BF100**.

Using our re-brand to launch the campaign, a new centenary visual identity would be followed by a marketing and communications drive and an advertising campaign to build brand awareness.



A new brand

We kicked off our centenary year by refreshing our brand identity. Core to our centenary objectives was the aim to position our business for the future and revamping our brand and visual identity was designed to reflect the ambitious business we wanted to be.

Aligning perfectly with our centenary year, the brand development was intended to be an evolutionary development rather than a radical departure - an opportunity to retain the character of our business whilst offering a fresh and dynamic impression.

The rebrand would launch us into the centenary year and would be reflected in offline materials, digital assets, office environments, merchandise and a new website and intranet.



To be the **most rewarding**
accountancy firm in the UK
for our clients, our people
and our communities.

A brand new ambition

In the summer, as an extension of our re-branding exercise earlier in the year, we set about developing a new ambition and a fresh set of values that would reflect the ambitious business we wanted to be.

Throughout August we engaged our people through a series of focus groups that would explore our culture and values with a view to setting a new course for our business. We realised that as attitudes to work shift and people are looking for more from their working lives as well as place of work, this idea gave us the ability to reframe 'rewarding' for a new era of purpose-led performance.



Rewarding for our clients

We're focused on ensuring that every client has an outstanding experience whilst receiving the quality services and access to our people that keeps them coming back. They come to us for top tier accountancy and advisory expertise from a high performing team of specialists who provide real value for money. But they also come to us for who we are: getting a genuine sense of partnership, a deep sense of doing what's right —and satisfaction— from people who establish a strong, open and honest working relationship from day one.



Rewarding for our people

Our people undertake stimulating and fulfilling accountancy and advisory work for a wide range of local, national and international clients. Everyone is part of a vibrant and agile one firm culture, where career and professional development opportunities run alongside wellbeing support, excellent communication, valued employee benefits and a quality of life - that sets us apart.



Rewarding for our communities

We take our responsibility to our communities seriously. Alongside providing local employment opportunities and support for financial, business and employability skills, we are actively involved in hundreds of community based initiatives, volunteering and personal fundraising challenges. From coastal clean-ups to dress-down days, quiz nights and everything else in between, our people put their heart and soul into everything, raising thousands of pounds for charities and causes across the country.

A new set of values

In order to help build a new culture, we developed a new set of values that would reflect and support our new ambition.

We think client

We know that we only truly succeed when our clients, whether internal or external succeed - so putting ourselves in the client's shoes at every opportunity, means we are more likely to deliver the service, advice and solutions that consistently exceed their expectations.

We put relationships at the heart

We value the relationships we build with our clients and with each other. We listen and learn what people need and want, respecting their opinions and always making them feel part of something special.

We work as one team

We value our willingness to work together, support each other and partner with others to achieve more, irrespective of location. We recognise and reward great work and invest in and further our reputation.

We have the courage to be different

We value our differences and are open to new ideas, wherever they come from. We aren't afraid to set a different course, if it's the right one - and we never stop learning or finding ways to keep each other and the business moving forward.

We do the right thing

We value our ability to stay grounded, keep our promises and take responsibility for our actions. We'll always do what we believe is the right thing to do, working to build trust and maintain the high standards we set ourselves.





A new start - where it all began

Exactly 100 years after our firm began in Torbay, we marked our centenary with an office move to new innovative new premises in Torquay.

The office was officially opened in July by Torbay MP Kevin Foster and was followed with a celebratory client event in September.

After over 40 years at The Terrace in Torquay, we moved to the aptly renamed 'Century House' on Nicholson Road. The new office was a demonstration our growth, ambition and commitment to the region.

The office, which has been designed with agile and flexible working in mind was then shortlisted for the Best Corporate Workspace Award at the Space Awards 2019. [Watch our opening video below.](#)

The firm has been such an icon here in the last century. There are very few private businesses that can say they've been operating for such a long time and has seen such changes in our economy and in how businesses function.

MP for Torbay, Kevin Foster



Left: Our Torquay team outside the new office
Above left to right: The Torquay office and it's official opening

A new office for a new century

We would end our centenary year with the fantastic news of our plans to move our Bristol office to a new flagship office in the city in 2020. The office move will comprise the whole top floor and roof terrace of 10 Templeback, a waterfront office situated near Temple Meads Station and at the heart of many new commercial developments in the Temple Back business area of the city.

With space to double our current headcount, the new office will be designed with flexible and agile-working in mind, enabling the business to service the region with the full expertise of our 370-strong workforce.

10 Templeback will become the largest office in our seven-office footprint and the second move in just 12 months.

Moving to 10 Templeback is yet another stride forward in our ambitious growth plans for our business and particularly this region. It will provide a cutting-edge working environment to attract and retain the highest calibre of people and to ensure the best delivery of professional services and experience for our clients.

Andrew Sandiford, Managing Partner



Left to right and opposite: our new office at 10 Templeback



Behind every story are our people

Our people came together in lots of ways

Record people growth

Our centenary year would witness a record number of graduates and school leavers as our business continues to expand. A total of 34 trainees would include 25 graduates, seven school leavers and two 12-month industrial placements recruited into all seven offices.

Beat the Centenary Clock

At our graduate recruitment fairs, we used the centenary to invite students to take part in an innovative game to stop the centenary stopwatch on exactly 100,000 to win a prize!



Headcount growth

Our investment in trainees will support our further expansion, which since September 2018 has seen a 3.71% increase in headcount, as well as continued growth for the past 10 years. By the end of the year, our headcount had grown to 370 people and we have ambitious plans to grow increase our headcount further.

Launching Launch Pad

We used the centenary to launch our first-class *Launch Pad* Level 7 Apprenticeship programme which enables school leavers the opportunity to train to become a Chartered Accountant without having to go to university. Our Launch Pad trainees experience rotations around a range of departments so will gain valuable work experience within our Business Services, Audit and Tax teams.

Professional Development

In an innovative development to our Professional Development Week, our 26 trainees would take part in a field trip to Thatchers Cider, which was a useful opportunity to gain some commercial understanding about the challenges of running a business. We would reciprocate by inviting Thatchers staff to visit our business too.

We have recently confirmed our commitment to create the most rewarding working environment for our people. The employment of a record number of graduates this year demonstrates our continued growth and success.

Anna Averis, People Director



Right: we welcome some of our latest trainee intake to our Exeter office





All Firm Event

On Friday 20th December, as a culmination to our Centenary year and a pre-cursor to our fabulous Centenary Christmas Party that evening, we brought all of our people from all seven offices together for our *All Firm Event*.

The event was held at Ashton Gate - the home of Bristol City Football Club and featured a large number of colleagues from across our business invited to present to the rest of the business.

Our *All Firm Event* is a rare opportunity to bring all of our colleagues together in one location and is a great way to engage our people.

The theme of the event was 'rewarding' to link into our new rewarding ambition and was a fantastic opportunity to reflect back on an excellent year whilst looking forward to 2020 and beyond.



Left: We successfully attempt to create a Team 100 photo in Ashton Gate's main stand

Bath Half Marathon

The largest team activity in our BF100 campaign was our title partnership of the Bath Half Marathon on Sunday 17th March.

We knew that this would appeal to many of our keen runners but the participation of our people far surpassed our expectations. We would enter a team of 120 runners - the largest corporate team in the history of the event, including some friends and family, and clients.

The Bath Half Marathon is the largest fundraising event in the South West, raising over two million pounds for charity each year. Our own team would raise an amazing £35,000 - the largest fundraising amount of our BF100 campaign.

Our Chair, Ian Smith was the official starter for the race, sending off all 13,000 runners and our women's team would go on to win the Women's Corporate Team Challenge, with the Men narrowly missing the top spot too.

Featuring our own hospitality marquee in the race village, and an open top double-decker supporters' bus on the course route, the event was a fantastic day for our business. In fact we enjoyed it so much, we are going to partner the 2020 event too.

Watch our video from the event on the right



Top: Our Chair, Ian Smith sounds the hooter to start the race
Right: Team BF100 on the start finish line at the start of the Bath Half
Overleaf: 13,000 runners set off down Great Pulteney Street





The challenge was a perfect fit for our centenary year, it was a fantastic opportunity to get a Bishop Fleming team together and raise funds for charity.

Will Hanbury, Partner



National Three Peaks Challenge



On Friday 21 June, a team over 30 scaled the heights of endurance by completing the National Three Peaks Challenge in just 24 hours.

The group, drawn from across the firm, climbed Ben Nevis in Scotland, Scafell Pike in the Lake District and Snowdon in Wales, completing it within the 24-hour time slot.



The team, who spent several months training for the event, left Bishop Fleming's Exeter office on June 20 and travelled to Ben Nevis where they began their first climb at 5pm on June 21.

Travelling over 2,000 miles and walking a total of 40 kilometres with a climb of over 3,000 metres, all teams had completed the challenge by 5pm on June 22.



It has been a fantastic event and a terrific way for us to celebrate our centenary year. It has been a great opportunity to organise, from the initial idea to watching everyone come in after completing the challenge.

Rachael Hatton-Smooker, Executive



£22,500

The amount raised by the team for a wide range of charities.

Left and above: Team BF100 get ready to take on the Three Peaks



100 miles for 100 years

On Tuesday 2nd July, Ian Smith, Charles Davey, Rachael Hatton-Smooker, Chris Trantham, Phil Redgate and Julian Carroll set off on a four-day, 100-mile walk tracing the river Severn, starting at Welshpool with stops in Shrewsbury, Ironbridge and Bewdley.

On the fourth and final day, their challenge incorporated the 31-mile sponsored walk - *Walk the Worcestershire Way for St. Richard's Hospice*, and were joined by a larger team from Bishop Fleming, ending their gruelling achievement in Malvern.



£10,292

The amount raised by the team in aid of St Richard's Hospice.

St. Richard's Hospice
CARING FOR LIFE

100 YEARS
1919-2019

Right: The team get ready to set off in Welshpool



For those who preferred two wheels

Throughout our centenary year we held a number of cycling events for those who preferred two wheels instead of walking or running.

BREAK THE CYCLE
30th JUNE 2019

Break the Cycle

For the fifth consecutive year, we sponsored Bristol Sport Foundation's *Break the Cycle* Ride. We entered a team of seven riders who rode 65 miles from Bristol, into Wales and back. In June, a large team of riders would then take part in the Mendip Sportive, riding between 34 and 100 miles.



Ride for Rowcroft

Once again, in October, we assembled a team of riders to support Rowcroft Hospice's annual fundraising



Cycle to work Day

On Thursday 8th August, we supported the annual Cycle to Work Day, encouraging our people to cycle into work instead of driving.



Left: Hannah Browne tackling the infamous Cheddar Gorge climb during our Mendips Sportive event





Centenary running series

The Bath Half wasn't the only running event in our centenary plans. As a firm with many avid runners, we set about creating a centenary running series that would help the health and wellbeing of our people and build on the momentum of the Bath Half.

Running events our people entered throughout 2019 included:

- Bath Half Marathon
- Berlin Marathon
- Bristol Half Marathon
- Bristol 10K
- Exeter 5K
- London Marathon
- Paris Marathon
- Plymouth 10K
- Plymouth Half Marathon
- Truro 5K
- Worcester 10K
- Worcester Half Marathon

Truro 10K Runway Runaround

On Sunday 3rd November, we would end our centenary year like we started it, by sponsoring another event - the Truro Runway Runaround. This unique race in aid of Cornwall Air Ambulance took place on the airfield of Cornwall Airport in Newquay, featuring over 800 runners.

Our running events would kickstart a number of running clubs in each office both after work and during lunch hours.



Left: Kathryn Williamson hands out medals to finishers at the Cornwall Air Ambulance Runway Runaround
Above left to right: our teams in various running events

Individual challenges

Throughout 2019 our people were involved in some amazing individual challenges and feats of endurance. In doing so, they have raised an incredible amount of money for a wide range of charities. Here's just a few of their stories:



In February, Harriet Reynolds, Senior in our Corporate and Business Services team, 'Braved the Shave' - shaving her hair off in aid of Macmillan Cancer, raising a fabulous £1,520 in the process. Harriet's challenge yielded 103 individual donations, the greatest number of donations by any of our fundraisers.

In May, Bradley Chamness-Soper attempted to row 100,000 metres non-stop. He completed the amazing feat in 8 hours and 5 minutes. Three weeks later Bradley went on to do 5,000 push ups, completing the challenge in 12 hours. A few weeks later, Brad went on to join our Three Peaks team too. Brad raised over £600 for Rowcroft Hospice.



On 8th June, Joe Scaife, partner and Head of Audit ran the Jurassic Coast Ultra Challenge - a 100km ultra-marathon raising £3702 for Prostrate Cancer UK.

It was a hilly 100k coastal path endurance event where completion of the event is victory in itself.

On 5th May, Natercia Hughes and Pauline Jenkins from Bishop Fleming's Truro office, took on the Yorkshire Three Peaks Challenge. Walking up the peaks of Pen-y-ghent, Whernside and Ingleborough, they covered 24 miles (38.6km), including 1585m (5200ft) of ascent. They raised a fantastic £2553 in aid of Cornwall Air Ambulance Trust.



In April, Leoni Sterling, an Assistant in our Corporate and Business Services team in Bath jumped out of a plane for Cancer Research UK for her great granddad, Jack, smashing her target and raising £390.





The collage consists of nine individual images arranged in a 3x3 grid. The top row features a bowl of pears, a Santa Claus cake, and a cow sculpture. The middle row shows two small sailboat drawings, a framed portrait of a woman, and two small blue and red abstract sculptures. The bottom row includes a framed sunset photo, a cake with chocolate toppings, and a collection of small figurines.

Ten finalists were shortlisted and our people then voted for the winner at our All Firm Event in December.

Without our clients there would be no journey

We cemented relationships with our clients



We have some amazing clients

As one of the largest accountancy and advisory firms in the UK, we have thousands of clients - all of whom contribute to the success of our business. Throughout our centenary year we have been able to cement our client relationships through a wide range of projects, activities, events, training and fundraising.

Our clients include entrepreneurs, family-owned businesses, SMEs, large corporate businesses, major brands, charities, schools, public sector organisations and visitor attractions – as well as private individuals who we provide with personal and wealth advice.

They cover a full range of sectors including technology, education, healthcare, food and drink, charities, financial services, property, manufacturing, hospitality and leisure and much more. Over the next few pages, we highlight some client stories from our centenary year.

Main Photo: Isambard Kingdom Brunel's Clifton Suspension Bridge in Bristol. We are proud to have The Clifton Suspension Bridge Trust who operate the bridge as one of our clients



100 not out

It was fitting that in our centenary year, we would celebrate 100 years of the relationship with our client Worcestershire County Cricket Club, which itself would celebrate its own 120th Anniversary.

We can trace our relationship with the club back to 17th May 1919, when Philip Rabjohns captained a trial side at New Road hoping to find cricketers who were fit enough after the Great War to play for the County. He acted as county scorer for many years and was a long serving member of the WCCC committee.

Phillip would later found the accountancy practice, Rabjohns in 1935 in College Yard, which would go on to merge with Bishop Fleming and the County is still very much a client of ours to this day.



Cricket World Cup

On Wednesday 26th June, to coincide with the ICC 2019 Cricket World Cup, to celebrate our partnership with Worcestershire County Cricket Club, we helped organise the final of a School's Cricket World Cup to raise funds for our client - The Cobham Worcestershire Cricket Trust which raises money for promoting cricket to Inner City schools, disabled cricket etc and grass roots with Worcestershire Cricket Board.

Held with kind permission at Hagley Hall, the seat of Lord Cobham, our finals would see a number of school teams compete, watched by our staff, clients and intermediaries.



Left: Bishop Fleming sponsored kit from the School's Cricket World Cup
Right: the teams in action at Hagley Hall, the home of Lord Cobham

The power of video

Throughout 2019 we have celebrated many of our clients using the power of video. Highlighting the great work we do across our services and sectors, the videos have been able to give a great insight into many of the clients we are proud to have the and relationships we have with them.

Together we have able to deliver over 40 videos in 2019 covering a wide range clients across our business on a range of topics. To watch one of the videos, click on the link or scan the QR code with a smart phone camera..



Malvern Theatres

We have work with Malvern Theatres for over 10 years providing audit and charity financial advice. In this video, CEO Nic Lloyds talks about the successful partnership between Bishop Fleming and Malvern Theatre and the vital importance of continuity of our advice.



Rowcroft Hospice

In this piece, Jon Hill, Finance and Commercial Director at Rowcroft Hospice explains how Rowcroft is supported in the complexities of its business by Bishop Fleming and how for several years we have supported the Hospice as one of our regional charities.



Westland Nurseries

We talk to Peter Taylor, General Manager of Westland Nurseries about the process of R&D tax credits and their innovation, including a new 2,000 hectare high tech glasshouse using LED lights and a hydroponic growig system.



Ruroc

Ruroc is predominantly a ski and snowboarding helmet company based in Gloucester which exports to over 80 countries. We talk to Bridget Rees, CEO about how we have supported with R&D tax credit advice to develop new products.



Torquay Academy

For the last few years, we have supported Torquay Academy with payroll advice We talk to Claire Beckett, Finance Director who explains how we have helped with transparency and have made payroll as smooth as possible for their staff.



Freemans

Freemans Event Partners provide food and beverage solutions for major events like the Ryder Cup and F1. In thus video we talk to Stephen Freeman, Managing Director about R&D and investment proposals to bring on more projects.



Flavour Works

Michelle Keating, Finance Director of the Flavour Works group which sources ingredients, tastes and flavours and innovates different products that will go into other food manufacturers to make products for consumers.



Home Orchard

Dave and Anne Martin, are owners of Home Orchard - a residential care home for young people with learning disabilities. We were recommended to Home Orchard for our expertise in care homes that would help them develop into the future.



Caple

In this video, we talk to Dominic Buch, founder and co-owner of Caple, who Bishop Fleming partners with, which provides access to full unsecured term of debt that reuires no security - a unique product in the industry.

We'll drink to that



Thatchers

We marked our centenary year with a new initiative that allowed our trainees to get an insight into Thatchers - one of our key clients, when all 26 of them took part in Professional Development Week as part of their ongoing training with our business.

The highlight of the weeks was a field trip to Thatchers Cider. As you can see, a good time was had by all, and more importantly the trainees used the experience to gain some really useful commercial understanding about the challenges of running a business. We would reciprocate by inviting staff from Thatchers to visit Bishop Fleming.



Cavanna Homes

In our centenary year, we also celebrated the 70th anniversary of our client relationship with Cavanna Homes. In fact, we are the only advisors they have ever had and they still have in their possession the very first set of audited accounts from 1949 that we signed off.

Since then, Cavanna have grown into a highly successful fourth-generation family company. In 2019 Cavanna were recognised as Medium Housebuilder of the year at the prestigious Housebuilder Awards.

Interestingly, Cavanna originally built our new Torquay office and are now our neighbours.

I have been with Bishop Fleming since I started my business with a £300 loan from my wife in 1962. Since then, the company survived the 1973 oil crisis, floated on the London Stock Exchange and was sold to Bosch for £72 million.

I am still with Bishop Fleming - need I say more?

Cecil Duckworth CBE

former owner of Worcester Engineering (now Worcester Bosch)



Exeter Cathedral Centenary Dinner

In September we invited 150 clients and contacts to join us for a fabulous centenary dinner in the breathtaking surroundings of Exeter Cathedral.

Our clients enjoyed a three-course dinner in the unique and memorable cathedral setting to mark the fantastic milestone and the event provided the us with a wonderful opportunity to reflect and celebrate. Entertainment was provided by Bishop Fleming Trainee, Alice Hudson who played with her string quartet band, *Verde Quartet*, throughout the evening. **The video from the event can be viewed below:**

The cathedral dinner was a great way for us to bring our client relationships to the heart of our centenary celebrations and thank our long-standing clients for their support to us over the last 100-years.

James Finnegan, Partner, Exeter



I would like just like to say thank you for your outstanding hospitality on Thursday night. The setting was outstanding and the company was excellent.

James Gaisford, Hawksmoor Investment Group

I thoroughly enjoyed the evening - what a wonderful venue, great company, delicious food and what an achievement for Bishop Fleming!

Debbi Bunclark - Handelsbanken

Thank you again for an excellent celebration yesterday evening. The Cathedral is such a fantastic venue, with lovely food and good company. A really fitting commemoration for the centenary milestone.

Paul Bettsworth, Bettsworths

A truly fabulous evening in great company and iconic surroundings.

David Roberts, Nu Heat





Worcester Cathedral Centenary Dinner

Following the success of our Exeter Cathedral event, our Worcester office held its own Centenary dinner in the magnificent Worcester Cathedral in October.

Bringing over 150 clients, contacts and Bishop Fleming people, the event was a fitting celebration to our centenary in the West Midlands.

Guests were treated to drinks and a fabulous dinner, and a speech from our very own Chair from the pulpit.

Our centenary year is a celebration of what we have achieved as a firm, and where we are heading. The evening was a memorable occasion as we celebrated with our clients, it plays a key part in our centenary and we look forward to being here for another 100-years.

Chris Walklett, Partner

The video from the event can be viewed by clicking on this image



A story without a purpose is like a journey without direction

We made sure we gave something back

Giving something back

From the very beginning of our planning for BF100, at the heart of our strategy was a simple commitment - that our centenary wouldn't just be about us, but an opportunity to give something back to the communities that sustain us.

Therefore we set the ambitious target to raise £100,000 by the end of the centenary year, through a variety of large scale team activities and the encouragement to our people to participate in some incredible feats and fundraising events.

It is a target we would smash in July, halfway through the year.

And, as announced at our end of year Christmas centenary party, the grand total we would go on to raise would be a staggering £150,000.

But the most rewarding aspect of our fundraising activities was not just an amazing amount of money, but rather the way these activities engaged and brought our people together - people who have not work with each other before to collaborate, train, prepare, practice, and participate together.

Similarly, our people donated over 2,500 hours to an incredible number of Corporate Social Responsibility and volunteering activities, ranging from charity involvement, tree planting and beach cleans.

Throughout the centenary year, we would support a huge range of initiatives, causes and campaigns and build close relationships with a number of key regional charities.

Giving Something Back would become the project for our 2019 Bright Futures Team - a select group of people drawn from all seven offices who would come together for learning, coaching and personal development.

They would go on to deliver some major giving back projects including the launch of an eco-dashboard, complimentary Bamboo coffee cups for all staff, and eventually help our business become plastic free champions.

Did you know?

Our title partnership of the Bath Half Marathon was so successful that we have decided to repeat it in 2020 with an even larger corporate team.



Fundraising at a glance


£150,000
Total raised in 2019


£100,000
Our original target that we smashed by 1 July


2770
Number of individual donations to BF100


103
The greatest number of donations achieved when Harriet Reynold shaved her hair for MacMillan Cancer raising £1520


£12,700
How much our Elmer the Elephant - 'Walk amongst the flowers' sold at auction


£37,000
Sponsorship and other corporate donations


£32,771
The largest amount raised by a single activity - the Bath Half Marathon

£58,000 
Raised in offline donations and across other fundraising platforms


135
Number of different fundraising activities held by our people


120
Runners competing in Team BF100 at the Bath Half Marathon - the largest corporate team in the history of the event


3000
Voluntary hours given to Corporate Social Responsibility activities by our people


£13,278
Claimed in Gift Aid by our donors


57 Charitable organisations benefiting from BF100


£2million+ Raised by the Bath Half Marathon that we title sponsored in 2019

Our Charities

With Young Enterprise established as our national charity, rather than choose a single 'charity of the year' for our centenary, we simply invited our people to raise funds for charities that were important to them, all joined together on our corporate Just Giving website.

As a result, the £150,000 that our people have raised in 2019 will benefit over 60 different charities, enabling us to be more rewarding to more organisations.





Supporting local charities

On a local level, throughout our centenary year, our charitable efforts would focus on helping a number of chosen charities, including St Luke's Hospice, Cornwall Air Ambulance, Mind, Children Hospice South West, Rowcroft Hospice and Primrose Hospice.

Our support for these charities would see our people engage in a wide range of events, quizzes, sporting activities and campaigns. By way of example, in Plymouth we chose to support St. Luke's Elmer the Elephant Sculpture Trail. *Elmer's Big Parade* which took place through the summer would enable us to give an extra £1 to St Luke's to anyone who shared a photo with the Elmer on social media.

In addition our people took part in fundraising activities such as, the Midnight Walk, whilst others have helped at the charity's shop distribution centre.

Our friends at Bishop Fleming have gone above and beyond in their fundraising for our charity, which will make a big difference to families going through a very challenging time. We couldn't be more grateful.

**Nicola Keen, Corporate Fundraiser
St Luke's Hospice**



Did you know?

When the sculptures were auctioned off at the end of the summer, our Elmer would sell for £12,700, contributing to total auction sales of over £300,000.



Diverse and inclusive

The month of June was chosen for LGBT Pride Month to commemorate the Stonewall riots, which occurred at the end of June 1969. So on the 50th Anniversary, in our own centenary year, to mark our support for Pride, throughout June we changed our swoosh logo. Throughout 2019, we have supported a wide range of corporate social responsibility initiatives, including:



International Women's Day, 8 March

To celebrate IWD, we used the opportunity to launch a week long social media campaign to celebrate some of the amazing women at Bishop Fleming. On Friday 8 March, everyone was invited to come into the office wearing a splash of purple - the official colour of IWD.



Women in Business Taskforce, 27 March

On 27th March, the UK's first Women in Business Charter was launched in Bristol last night, and we were one of eight founder firms to sign up to it.



Learning at Work Week, 13 - 19 May

We supported Learning at Work Week by providing our people with links to a range of resources and videos.



Mental Health Awareness Week, 13-19 May

We supported Mental Health Awareness Week through a series of activities led by our Health and Wellbeing champions. In December we would call for volunteers to be come Mental Health First Aiders.



National Volunteer's Week, 1- 7 June

To support National Volunteer's Week, we profiled a wide range of people on Twitter and the volunteering roles they undertake.



National Payroll Week, 2 - 6 September

We celebrated National Payroll Week with a digital and social media campaign. At the CIPP awards, our team was shortlisted for two awards.



Movember, November

As in previous years, a number of our people would take part in Movember growing a variety of different facial hair in the name of charity



International Men's Day, 19 November

To mark IMD, we used the opportunity to launch a week long social media campaign to celebrate some of our men.



Charity Fraud Awareness Week, 21 - 25 October

To support Charity Fraud Awareness week, we delivered a social media campaign on key issues facing charities.



Nancy Astor - the first woman in politics

Our centenary coincided with the centenary of Nancy Astor - the first lady of British politics, who entered the House of Commons on 1 December 1919, when she became the first female MP in British history to take a seat in parliament.

As the first female to take a seat in the House of Commons, Nancy Astor served the city of Plymouth for 26 years, fighting for the rights of women and children. Following a successful crowdfunding campaign, organised by Plymouth Women in Business Networking, more than £125,000 has been raised for a bronze statue in the former MP's honour, which now sits outside the Astor family home on Plymouth Hoe.

We are proud to have supported the appeal by offering compliance, regulation, VAT and accounts advice to enable the campaign to be in a financial situation to happen. A number of our own women have been closely involved in the project including Corporate and Business Services Manager, Claire Ambrose who sat on the all-female committee for the statue since day one, and VAT Director, Wendy Andrews and Hazel Tucker, Partner, Torquay.

Women continue to be under-represented in Parliament, business and public life in general. It's important to recognise and celebrate what has been achieved and build on this to continue the fight against prejudice, discrimination and lack of opportunity for women and other disadvantaged groups.

Wendy Andrews, VAT Director

Nancy Astor's achievement was courageous and changes the world in terms of equality, democracy, fairness and hope. There are few statues of females in the UK, the Nancy Astor Statue will be a legacy for future generations of young people.

Hazel Tucker, Partner

Bright Futures

Bright Futures is a 12 month personal development programme for a small group of talented staff picked from all seven offices. The programme is tailored to help them develop in the areas they need, and as well as taking part in a team challenge they work with a mentor and attend training sessions.

The team were given the *Giving Back* as a project for 2019 and were asked to deliver a number of activities that; supported a community or people-based charity; delivered an environmental initiative; and engaged and educated our business.

Here are their achievements:



Plastic Free status

Surfers Against Sewage have accredited Bishop Fleming as a 'Plastic Free Champion' following the team's efforts to remove single-use and avoidable plastics from our offices.

We are committed to protecting the environment as a responsible organisation operating as a sustainable business, and have completely ditched the use of over six commonly used single-use plastic items across the firm.



Eco-Dashboard

The team have created an illustrative monthly document that outlines our environmental impact on a regular basis highlighting certain areas of the business that we can influence, track and hopefully reduce.

This document enables the team's work in this area to be highlighted during the year and provide a legacy that will keep these aspects in the forefront of people's minds going forward.



Eco-Bricks

Eco-Bricks are a reusable building block, created by packing clean and dry used plastic into a plastic bottle to a set density. The purpose of the Eco-Brick project was to educate the staff about single use plastics, and to help reduce the impact of waste plastics in our local communities.

Staff in every office were invited to get involved and over the course the year, a total of 446 bricks were filled with over 80kg of plastic waste.



Re-usable coffee cups

At the start of the project, the team provided all colleagues with a Bamboo reusable coffee cup to help tackle the problem of disposable coffee cups that cannot be recycled.

With larger coffee chains offering a discount (approx. 25p) off the cost of a drink if a reusable cup is brought in to use instead of the disposable cup, this idea would help save money as well as the planet.



Beach Cleans

As part of the environmental initiative, the team organised a number of beach/river cleans and litter picks in local areas around our offices throughout the year.

With many of our offices on or close to the Coast, our people knew only too well the impact that plastic was having on local beaches and rivers.



Tree planting & maintenance

Throughout the year, the team organised a number of Tree Planting and maintenance days.

Inviting our colleagues to use their CSR day, we have since planted over 350 trees.



As part of our ongoing Health and Wellbeing campaign, we purchased 800 water bottles to give to our people, our clients and our contacts. But far from keep keeping us hydrated, these bottles are changing lives too.

Through the social enterprise, Give me tap!, every bottle we purchased has given 5 years of clean drinking water to someone in Africa.

Award winning health and wellbeing

Our 2018 Bright Futures cohort launched a project to improve the health and wellbeing of our people through a range of initiatives. Driven by Wellbeing Champions in each office, these activities would continue throughout our centenary year and would be recognised with several award wins.

Wellbeing Champions

Wellbeing Champions in each of our offices organised regular talks and activities on a range of health issues, and offered third party support for those who need further help and advice.

The team would help push communications around physical health topics such as musculoskeletal health and moving more, as well as financial health, nutritional health and mental health.

Wellbeing Initiatives

Throughout the year we would support a range of initiatives including Mental Health Awareness Week, Eating disorders awareness week, National eye health week, and Stress Awareness Day.

Fresh fruit is delivered on a weekly basis to all offices to encourage healthier eating, and free water bottles are provided to all to promote hydration. Many offices started running clubs to tie in with our various running events.

Worcester Works Well

Our Worcester office was accredited by Worcester Works Well, which is awarded to businesses that encourage, promote and improve health and wellbeing in the workplace. The Worcester office has also been equipped with a gym and table tennis facilities, and staff are encouraged to be active. The team in Worcester went on to win the Health and Wellbeing in the workplace award at the 2019 Herefordshire & Worcestershire Business Awards and then triumph at the West Midlands Award too.

The team went on to win the national award at the National Final which would eventually enable us to win the overall Business of the Year title too.



Along our journey we've celebrated our success

We've brought our people together



50th Anniversary of the Plymouth office

2019 wasn't just our centenary year, but also coincided with the 50th Anniversary of the opening of our Plymouth office.

Having opened our first Plymouth office in 1969, our team has increased substantially since, reflecting the growth in demand for our services.

The office marked the occasion by inviting retired-partner, Graham Foale, who opened the firm's Plymouth office 50 years ago in Headland Park, North Hill, returned to celebrate with his former colleagues.



This milestone in the firm's history offers an opportunity to reflect on the way the business has changed over the past 50 years. It has been quite a journey. As well as having a great team, the firm has developed deep and long-lasting relationships with its clients, something you can only do over time, and this helps them to regard Bishop Fleming as a trusted adviser.

Robert Davey, Partner

Top: our Plymouth team in 2019
Bottom: 25th and 50th anniversaries. Left to right: Graham Foale, Steve Tucker, Dominic Harry, Robert Davey and Emma Harris (Pam Tuckett fills in for Emma in the 50th Anniversary picture)



FRANK'S

WELCOME TO THE PARTY OF THE CENTURY

Frank's Christmas Party

A key objective for BF100 was to celebrate our success with our people. So in April we set about organising a fabulous party at the end of the year to bring our centenary to a close.

Coinciding with Christmas, we decided to transport everyone back to 1919 and the verge of the 'roaring twenties', with a fabulous *Great Gatsby* themed party, packed with entertainment. Named *Frank's* after our founder, Frank Bishop, we brought all of our people together in Bristol to 'Bishop Mansion' a 1920s fully themed venue and encouraged everyone to get dressed up for the event.

Over several months, we got everyone excited with posters, invitations and internal communications.

Watch our video from the event on the right.





FRANKS

10-PIECE
SWING BAND

GRAMAPHONE DJ

LIVE JAZZ QUARTET

DANCE OFF COMPETITION

FLEMING'S SPEAKEASY BAR

LIVE DANCE TROUPE · CASINO · DJ

FABULOUS FOOD AND DRINK · PRIZES TO BE WON

OH...AND SOMETHING VERY SPECIAL...

December 20th 18.00

BISHOP MANSION | BRISTOL

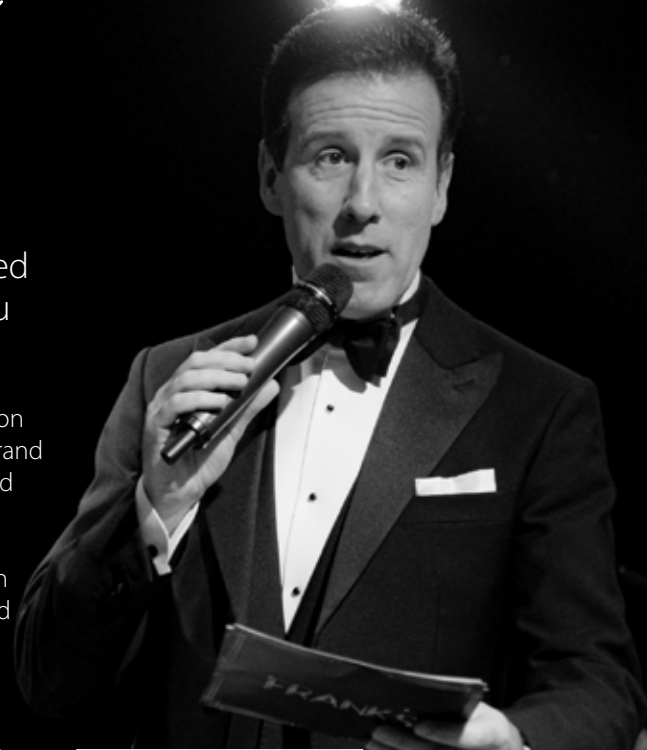


A very special surprise

Billed as a very 'special surprise', we were delighted to reveal BBC *Strictly Come Dancing* star Anton du Beke as our guest compère for the evening.

A secret that we managed to keep to just five members of staff, Anton joined us only a few days after reaching the *Strictly Come Dancing* Grand Final with his partner Emma Barton and was therefore a fabulous and timely addition to our event.

Dancing on to the stage with our professional dancers Anton was an amazing host for the event and thoroughly enjoyed our evening and especially the quality of our Charleston Dance-Off Competition.



Charleston Dance Off



At the heart of our entertainment was an idea to hold our very own Charleston-Dance Off competition.

Seven teams from our offices were created, and after lots of rehearsals, some professional dance lessons and choreography help, each danced a routine to a track of their choice for over a minute in front of our whole business.

However, little did our teams know that, BBC *Strictly Come Dancing*'s Anton du Beke would be hosting the event and compèring our competition. No pressure!

Congratulations to our seven teams, who created a fantastic piece of entertainment that will long be remembered by our colleagues - especially our winning team The Dancing Queens who were crowned Charleston Dance Off Champions.



A black and white photograph capturing a lively performance by four women on a stage. They are all wearing matching short, sleeveless dresses heavily embellished with fringe or feathers. The women are in various dynamic poses, suggesting a choreographed dance routine. The woman in the center foreground is captured mid-air, with one leg kicked high. To her right, another woman is also in a similar pose. On the left, two more women are visible, one slightly behind the other, also in motion. The stage is set with professional lighting rigs and trusses visible in the background. In the far left background, a glimpse of an audience seated at tables can be seen. The overall atmosphere is one of high-energy entertainment. The text "Fabulous entertainment" is written in a white, cursive script in the upper left corner of the image.





The future's looking bright

We ended the year like we started it



We have always had a culture that is focussed on our people. The firm fosters a positive team culture with a family spirit, and our working environment ensures that every person has the opportunity to achieve their fullest potential.

Ian Smith, Chair

Rewarding recognition

In February, we learned that we had once again been ranked in The Sunday Times 100 Best Companies to Work For lists for the fourth consecutive year. And at the time of writing, we have just learned that we will feature in the 2020 list too, to be announced in February 2020.

In addition, we have been awarded a coveted Two Star status accreditation from the 'Best Companies' organisation and recognition for 'Outstanding' levels of employee engagement. The Best Companies accreditation was based on a survey completed by 91% of our people. It is based on employee feedback and acknowledges those employers that regard employee development as a key element of their success.

We are also delighted to be ranked again in the Top 75 companies to work for in the 2020 Midlands and South West regional lists.

During the rest of the year we would be recognised and shortlisted for many other awards including 'Payroll Service Provider of the Year' and the 'Well-being and Employee Engagement Award' at the 2019 Chartered Institute of Payroll Professionals Annual Excellence Awards.

In November, we were shortlisted for the Mid-Tier Innovation of the Year award at the prestigious British Accountancy Awards.



Ending on a high

Capping off a truly amazing centenary year, on the 28th November at the prestigious British Chamber of Commerce National Awards, we were crowned *National Business of the Year*.

The awards, which are in their 16th year, are a highlight of the business calendar, recognising the key role that local businesses play in driving the UK economy forward.

Having recognised that having fit, healthy and happy employees provides a better client service and attracts and retains the best people, the firm won the regional wellbeing award in July at the Herefordshire and Worcestershire Chamber Business Awards, taking them through to the nationals.

The double win for our firm means we will now open the London Stock Exchange in 2020, and will receive a unique staff development experience from awards sponsors, Facebook.



We are so incredibly proud to have won Business of The Year and the Workplace Wellbeing Award. The double-win speaks volumes about the people and culture we have here at Bishop Fleming. It was our Bright Futures personal development cohort who designed and implemented a sustainable Wellbeing programme so it is fabulous to receive this national recognition.

Ian Smith, Chair



The future

If there is one thing that our centenary has demonstrated, it is that we are aren't just surviving but positively thriving.

We are ambitious for ourselves but mostly we are ambitious for our clients and we want to grow with them.

But most of all we want to achieve this growth in a rewarding way. We want to be rewarding for our clients, our people and our communities.

We look forward to continuing our rewarding journey in 2020 and beyond.

It's what we
bring together
that sets us apart





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