

## Products and Services

Stakeholder	Committed Action Statement	Output	Outcome	Responsibility	Timeframe
Clients	Partner with existing Ashurst clients who are FIAP trailblazers to work together in delivering various FIAP actions	<ul style="list-style-type: none"> <li>Identify opportunities to support other FIAP trailblazer organisations, for example by providing targeted legal advice on particular FIAP initiatives on a pro bono basis</li> <li>Maintain existing, and identify new, opportunities to collaborate on financial inclusion focussed initiatives</li> </ul>	Contribution to the success of the FIAP program, and ensure resources are being efficiently and effectively applied by the trailblazer group to achieve robust and high impact outcomes	Business Development Legal Staff Pro Bono	March 19
Community / partners	Review and improve Ashurst's referral pathways for pro bono clients who are experiencing financial hardship or exclusion issues or risks	<ul style="list-style-type: none"> <li>Identify existing referral services offered by organisations in not-for-profit and for-profit sectors</li> <li>Create database of key contacts at organisations for referrals</li> </ul>	Increased ease of access for pro bono clients to services to assist them with all aspects of financial hardship or exclusion	Pro Bono	Review by December 2018 Database by March 2019
Pro bono clients	Provide holistic support for Ashurst's pro bono clients suffering from financial hardship to ensure they have access to a range of services	<ul style="list-style-type: none"> <li>Review referral, acceptance and matter management processes for pro bono clients to identify opportunities to incorporate an assessment of financial health</li> <li>Develop and conduct training for Ashurst lawyers to assist them in identifying where pro bono clients are facing financial hardship/exclusion and providing additional assistance (including access to referrals database) where required</li> </ul>	Improved service for pro bono clients that addresses a wider range of issues including financial exclusion and hardship	Pro Bono Learning & Development	March 19
Community / partners Staff	Continue to develop relationships with community organisations that support individuals facing financial exclusion or hardship	Meet, network and build relationships with organisations who support individuals facing financial exclusion or hardship	Opportunities developed and strengthened for individuals facing financial exclusion or hardship to have access to support from community organisations	Pro Bono Corporate Responsibility	Ongoing and monitored annually

## Capabilities, Attitudes and Behaviours

Stakeholder	Committed Action Statement	Output	Outcome	Responsibility	Timeframe
Staff	Communication of FIAP to Ashurst staff including establishing a dedicated hub for FIAP (including all training and education sessions) to be uploaded onto our global intranet page	<ul style="list-style-type: none"> <li>Design team to create hub</li> <li>Development of communication regarding FIAP hub to staff</li> <li>Ensure all training / education sessions are captured</li> </ul>	<ul style="list-style-type: none"> <li>Increased staff awareness and engagement with the FIAP program</li> <li>Improved access for all staff to training sessions focussing on financial inclusion"</li> </ul>	Communications Learning & Development AV Services Diversity & Inclusion	March 2018 and ongoing
Staff	Make training opportunities for staff a key consideration in the selection process for the firm's superannuation provider.	Make superannuation training and information sessions available to staff nationally	Improved understanding for all staff of superannuation generally, and specifically, what happens to their super contributions	Human Resources	March 2018 and ongoing
Staff	Raise awareness about Ashurst's financial hardship associated policies using different forms of media	Communication of various hardship policies through nationwide internal update emails and intranet information pages	Greater awareness of staff about the services they can access in time of financial hardship	Human Resources Diversity & Inclusion Communications	March 2018 and ongoing
Staff	Launch a "Financial Hardship Checklist" for staff to assist them in times of financial hardship, including the ways in which Ashurst can support	Produce Financial Hardship Checklist for staff and make available through Ashurst's intranet	Greater awareness of staff of the services that can be accessed in times of financial hardship	Human Resources	March 19

**Awareness and Understanding of Culture and Diversity**

Stakeholder	Committed Action Statement	Output	Outcome	Responsibility	Timeframe
Community / partners	Promote financial inclusion and raise awareness of the FIAP program within the legal sector	<ul style="list-style-type: none"> <li>➤ Attend and host events focussed on financial inclusion</li> <li>➤ Develop a communication strategy to raise awareness of financial exclusion issues and the FIAP program among law firms and not-for-profit legal organisations</li> </ul>	<ul style="list-style-type: none"> <li>➤ Increased awareness in the legal sector of the issue of financial exclusion in Australia</li> <li>➤ Greater participation by law organisations in FIAP-led and other financial inclusion initiatives</li> </ul>	Pro Bono Corporate Responsibility Communications Events	March 2019 and ongoing
Staff	Educate managers & partners on ways in which the firm can assist staff facing hardship	Develop training materials / sessions for partners and managers	Partners and managers are better equipped to identify signs of, and to assist staff members facing, financial hardship	Human Resources	March 2019 and ongoing
Clients Staff	Raise awareness of the FIAP Program in the business community, and with clients interested in learning more about the program	<ul style="list-style-type: none"> <li>➤ Draft and approve statement for inclusion in pitches and client-facing material to communicate about the FIAP program and Ashurst's involvement to clients</li> <li>➤ Develop a communications strategy to educate Ashurst staff about involvement in the FIAP program to enable them to engage with clients</li> </ul>	Improved understanding and awareness of financial inclusion across the business community	Business Development Communications	March 2018 and ongoing
Community / partners Staff Clients	Continue to implement existing initiatives supporting the promotion of financial inclusion (for example initiatives identified in the Reconciliation Action Plan which support financial inclusion)	Continue to support, implement and report on the identified initiatives	Ongoing support for initiatives that aim to increase financial inclusion	Corporate Responsibility (as coordinator of relevant business functions)	2018-2020

**Economic Participation and Status**

Stakeholder	Committed Action Statement	Output	Outcome	Responsibility	Timeframe
Suppliers	Review procurement process in all Australian offices to identify existing or new supplier relationships promoting financial inclusion	Conduct a local and national review of procurement processes and relationships	Increased opportunity for service providers who support financial inclusion to participate in Ashurst's procurement opportunities	Business Services	September 2018 and ongoing on annual basis