



Introducing our expertise

100 YEARS
1919-2019

 It's what we
bring together
that sets us apart 

Contents

Welcome	04
Why Bishop Fleming?	
Our business: at a glance	06
What our clients say	07
A team for you	09
Our expertise	
Compliance services	10
Other specialist services	11
International services	12
Adding value and keeping you up-to-date	13
Accreditations	14
Giving Something back	
Corporate social responsibility	15
Appendices	17

Welcome

We're delighted to have this opportunity to introduce our business to you. We'll give you an insight into what we do, how and why we do it, and share the values that are important to us.

We'll demonstrate how we can support you or your business with leading audit, accounting, tax and advisory expertise. But above all, we'll look to bring to life for you what it feels like to be a Bishop Fleming client and why we'd like to work with you.

Throughout 2019 we celebrate our centenary - 100 years of forging excellent client relationships and it is these powerful relationships that are the heart of our new brand: It's what we bring together **that sets us apart**.

Whatever size your organisation might be or stage in development, or whether you are an individual looking for personal advice, we very much hope that we can develop a relationship and be of assistance to you.

After all, it is a relationship which binds us together, and which sets us apart.



Andrew Sandiford
Managing Partner



100 YEARS
1919–2019

Why Bishop Fleming?

Whether you are a SME, owner managed business, large FTSE business, public sector organisation, charity, school or private individual, we have the capability and capacity to meet your needs.

From our office locations in the South West and the West Midlands we are able to serve clients across the UK, and internationally through our membership of Kreston International.

We are relationship led

Our relationship led focus is about how we work with you and how our people work with each other. Together, we deliver a common purpose to become your trusted advisers.

We are experienced

You will benefit from the highest standards of professional excellence, underpinned by a dedicated team who take time to understand your needs.

We are sustainable

We'll build a strong long-term relationship with you. Our sustainability is built on growth and with our growth comes with the ability to adapt and evolve to your changing needs.

Our work is rewarding

Our relationship focus makes our work more interesting, challenging and enjoyable – and your client experience better.



“Our clients come to us for our experience. But this is more than just technical knowledge. They come to us because of the people we are and the relationship we develop.”

Andrew Sandiford, Managing Partner

Our business: at a glance



Depth of talent

With 30 Partners and 350 people, we've got the capacity and expertise to meet your needs.



Continued growth

We grew by 6.5% last year and have been one of the fastest growing firms in the last decade



10,000+

Clients, including 1,250 new clients in the last 12 months.



Leaders in our field

No.1 firm in the UK to the Academies sector



We've been awarded Investor in Customers Gold



Award winning

We have a three star Best Companies ranking and have won multiple awards in the last 12 months

Employer of choice



We're ranked 26th in the Sunday Times Best Companies to Work For rankings

Corporate Social Responsibility

We're committed to making a positive impact on the communities we operate in and serve.



7 UK offices

Bath | Bristol | Exeter | Plymouth
Torquay | Truro | Worcester



National focus, international reach

Through our membership of Kreston International, we have access to a global network of independent accounting firms

Deep service and sector expertise

We deliver services across a wide range of services and sectors



Audit and assurance



Business recovery and insolvency



Business tax



Corporate and business services



Automotive



Charities



Education



Food & Drink



Corporate finance



Grants



IFA services



International tax



Healthcare



Leisure & tourism



Manufacturing



Media & Creative



Payroll services



Personal tax



Probate



R&D tax credits



Professional services



Property



Retail



Technology

What our clients say

Each of our clients are different, but they can be confident they are receiving the very best advice from experts who understand their needs.

Our priority is to anticipate your needs and guide you through any changes you need to make. That's why we proactively invest time with you to better understand your challenges, opportunities and aspirations.

We're proud to have been awarded the Gold Standard in our recent Investor in Customers survey, which demonstrates our commitment to delivering exceptional client service.



What sets us apart

"Quality, client-focussed people who are always willing to assist and introduce new colleagues with relevant experience."

"Bishop Fleming offer a first-class service. We have an excellent working relationship and they always listen to our needs."

"I have been a client of Bishop Fleming for almost 30 years - I think that shows how I regard them."

"They have a full range of services to offer and deliver a personal service every time."

"They are a pleasure to work with. Always ready to listen and help."

"Their people are very knowledgeable and personable, which means that you can have constructive and supportive conversations about the challenges faced in business."

"They have consistently worked hard to achieve the service levels we expect."



Delivering
exceptional client service
is at the heart of
everything we do.

A team for you

Our focus on relationships isn't just with our clients but also between our people too. We are a firm that challenges, motivates and rewards in ways that our people appreciate, to provide a greater sense of purpose and meaning through our work with you.

We collaborate and share information, we help and support each other and we always put the best team together to meet your needs. We have an ongoing commitment to creating a positive and inclusive environment for our own people.

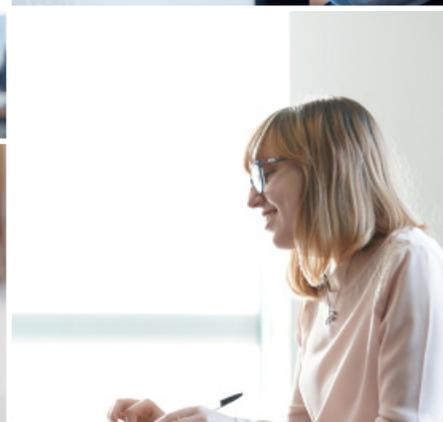
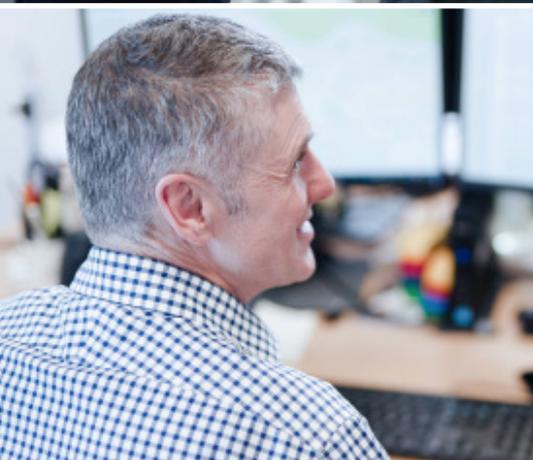
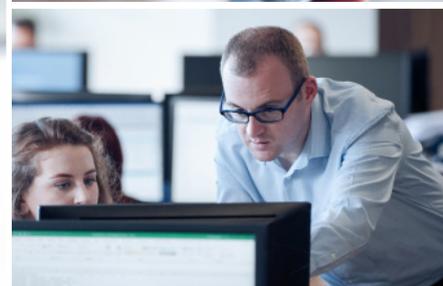
This is what makes us an employer of choice. And that's also why we're ranked as a Best Company and as one of the **Sunday Times Top 100 Best Companies to Work For** companies in the UK.



In everything we do, we are guided by our values

Our values underpin the way we do business. They sum up what our business stands for and what sets us apart. Through our commitment to our values, we always demonstrate that we are:

- Dynamic and forward thinking
- Passionate about our work
- Consistent in our delivery
- Honest with our advice
- Personable and friendly
- Adaptable to change



Compliance services

Compliance services are core to what we do. And creating value that makes a real difference to your business is intrinsic to our compliance approach.



Accountancy

As you would expect from a Top 30 firm, we provide audit and accounting services to a large portfolio of clients, ranging from sole traders to large corporations. The service we provide balances the compliance requirements our clients face with their need to run a successful business. Our team is highly skilled and technical, but we balance this with a commercial and pragmatic approach. We ensure best practice is followed for the presentation of financial statements to ensure they are transparent and meet all governance requirements. Furthermore, with HMRC mandating the filing of UK company accounts and Corporation Tax returns in iXBRL electronic format, we are well placed to assist you in meeting these requirements.



Audit assurance

We use market leading audit techniques and technologies to deliver outstanding quality and value for money in our efficient and effective audit processes, whilst ensuring the service delivery is both dynamic and insightful to our clients. This includes the use of data analytics to give greater insight to clients on their systems and processes.

You need accurate information about your company's financial health and we take quality control of our audits very seriously indeed. We submit ourselves to regular third-party reviews, as well as regulatory visits by the Quality Assurance Directorate (QAD). A tightly controlled system of audit licensing within our firm means that your audit will be performed by fully qualified and appropriately experienced audit specialists and no one else.



Corporate and Strategic Tax planning

Our tax clients are predominantly mid-market privately-owned businesses with turnovers ranging from start-ups to those more than £200m. Our team has extensive experience of providing expert tax compliance and planning advice. Such advice has included work on maximising tax reliefs available, tax efficient corporate restructuring and key employee rewards.



VAT

Our VAT specialists work closely with our accounts teams throughout the year. We are experienced in working with clients of all sizes, including those that are importing and exporting. We can help steer you through the implications of Brexit on VAT and advise you of options to consider. We will also be on hand to answer any day to day VAT queries that may arise, performing additional VAT reviews as appropriate.



R&D Tax credits

Research and Development (R&D) Tax Credits aim to incentivise and fund business innovation by way of increased tax relief for qualifying R&D expenditure. Bishop Fleming is one of the UK's leading R&D Tax Credit advisors, not only claiming substantial sums for clients (over £250m in the last seven years) but also engaging with HMRC and the Treasury on tax policy in this area. We can help in all areas of the R&D Tax Credit application process, from assessing eligibility through to delivering a successful claim to HMRC.



PAYE

We have vast experience in advising on PAYE throughout a wide range of business sectors and are keen to work alongside our clients to ensure systems are robust enough to pass any HMRC inspections.



Remuneration planning

Staff recruitment and retention is fundamental to business growth. We can advise you on innovative ways in which staff could be incentivised and rewarded:

- Employee bonus schemes
- Pension planning
- Tax efficient benefits

We like to stay in touch with our clients to keep up to date with your personal and business objectives and introduce specialists as appropriate.

Specialist services

Our goal is to become strategic partners with our clients, adding value to deliver their business goals.



Corporate finance

Our qualified team of corporate finance and merger & acquisition specialists, accountants and valuation experts provide a professional and creative consultancy service, based on many years' experience in successfully completing the right transactions for our clients.

We support clients at key stages in their business's life cycle; defining aims and objectives, adding clarity to business plans, carrying out due diligence on investment projects, assessing project risk through financial modelling, and supporting access to funding. We have strong contacts with numerous funding sources such as venture capital, private equity, banks, investment funds and high net worth investors. We can also provide you with ongoing advice and support on grant availability, eligibility, application and liaison with appropriate fund managers.



Independent Financial Advice

Bishop Fleming Independent Financial Advisers offer truly independent advice to people and businesses. All our advisers have significant experience and hold Chartered Insurance Institute (CII) qualifications, so they are in a good position to offer advice you can trust. Additionally, all our consultants are salaried employees, which we believe provides another measure to ensure our clients receive the most impartial advice.



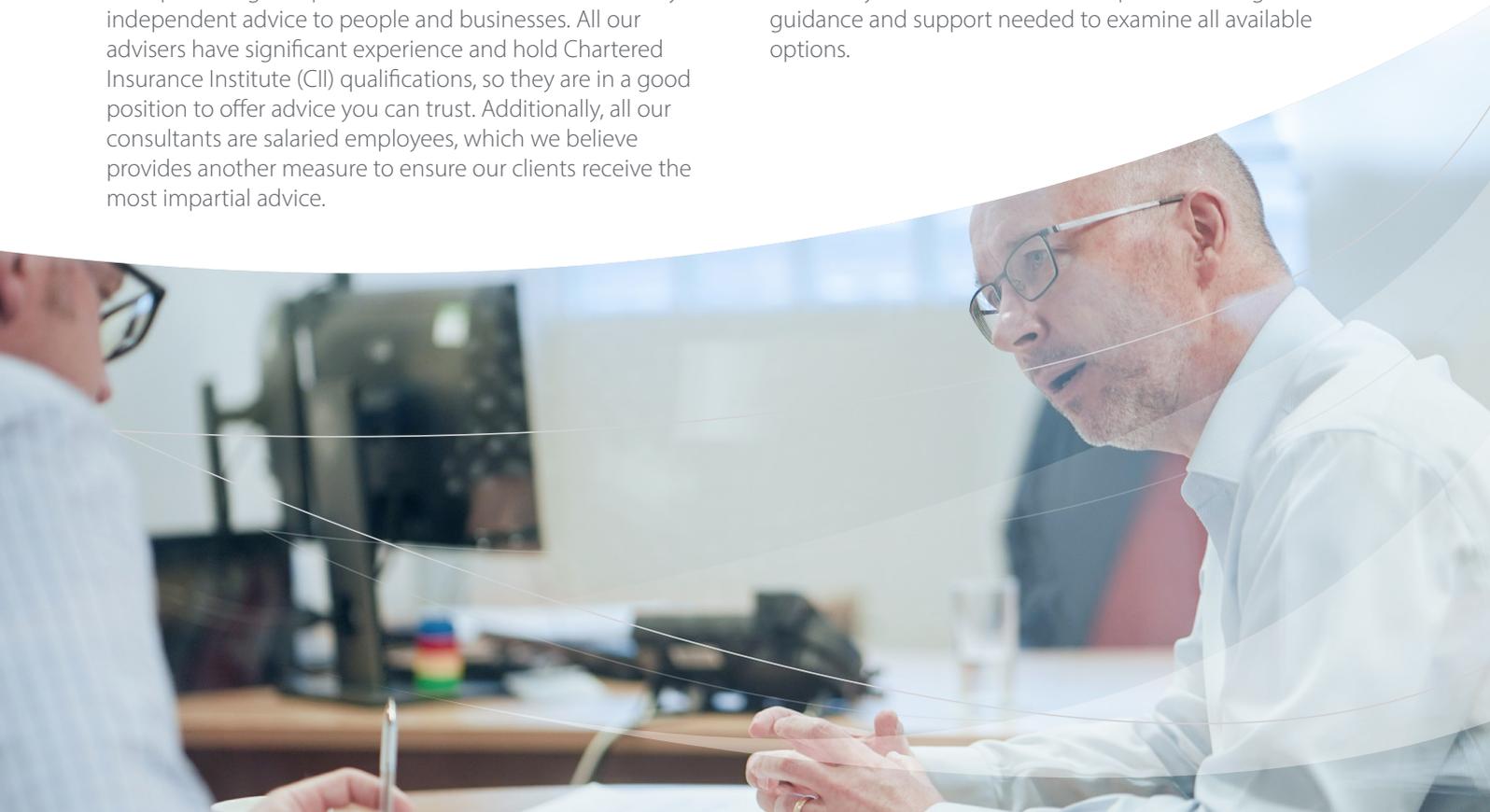
Payroll services

We provide a fully managed outsourced payroll and pension service that removes the burden of this complex area for clients, giving peace of mind that your staff will be paid accurately, on time every time. As a CIPP accredited and BACSTEL-IP approved bureau, secure data protection and client confidentiality are the bedrock of our service delivery. We currently look after 900 clients, with their payrolls ranging from 1 to 1,000 employees. In addition to payroll, many of our clients use our cost-effective auto enrolment workplace pension service, and many clients opt to use our BACS service to streamline their payment process.



Business recovery

No matter how well you run your finances, there's always a chance of something going wrong. It's often something completely beyond your control: a cashflow problem, an unpaid invoice, a contract that's fallen through. Bishop Fleming is one of the top 20 business recovery and insolvency firms in the UK and can provide the right guidance and support needed to examine all available options.



International services

Through our membership of Kreston International, Bishop Fleming has the experience and expertise to support you with any global transaction.

Re-siting assets, human resources and intellectual property offshore can bring both risk and opportunity, and we have practical experience of the issues that can arise when operating in multiple jurisdictions.

We work on many international assignments every year. This means that in addition to practical experience, we have real working relationships with our overseas partners – invaluable when you need a timely and accurate response to support an international opportunity.

As an international team, we regularly advise on matters including:

- Inbound and outbound investments
- Importing and exporting goods or services (including sales tax implications)
- Mobile employees
- Foreign branch / subsidiary creation
- Transfer pricing
- International e-commerce
- Double taxation agreements (including recovery and mitigation of with-holding tax)
- Personal tax advice for UK residents moving or working overseas
- International tax planning

We are also a leading agent for international tax and VAT queries for the Department for International Trade (“DIT”) in the region.

Brexit

The UK’s decision to leave the EU will have implications for business, individuals, the economy and the tax system. Whilst the outcome of the government’s Brexit negotiations is unclear at this point, we can help you prepare for the implications of its potential results, including:

- Accounting changes to reporting EU transactions
- Impact of customs duties on cashflow
- Treatment of VAT on goods imported from the EU and exports to the EU
- Impact of EU nationals working in the UK on workforce availability
- Impact of potential customs delays on the supply chain

Kreston International

We are a member firm of Kreston International, a global network of over 200 accounting firms. Through Kreston, we have access to compliance and advisory support in over 120 countries worldwide, including the entire EEA. For more information, please visit www.kreston.com.



Adding value and keeping you up to date

We are committed to keeping our clients abreast of the latest insights, industry developments, and other useful information.

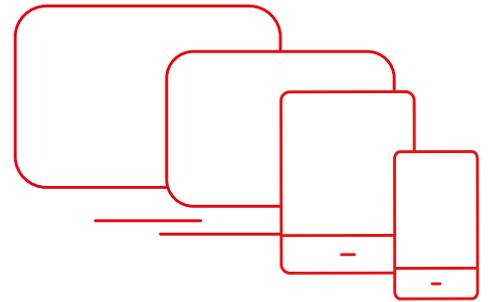
We will provide you with various communications include bulletins, newsletters and updates based on your preferences, together with invitations to a variety of events, courses, training opportunities and seminars such as:

- Free regional CPD courses and breakfast seminars for clients' Senior Finance professionals.
- Bulletins and insight articles on technical issues that you should be aware of, such as iXBRL, making tax digital, the future of UK GAAP and ongoing tax changes.
- Networking events.
- Budget briefings to summarise the changes resulting from the Chancellor's annual Budget.
- Our women's network provides networking opportunities across a wide range of experiential activities.

If there are any tax or accounting changes that you really should know about, our team will contact you directly as part of our proactive service.

Insights

For our latest news and blogs, visit: <https://bishopfleming.co.uk/insights>
To request future updates, visit: <https://bishopfleming.co.uk/signup>



Accreditations

We are an award-winning firm with a positive team-based culture, sharing ideas, knowledge and best practice to deliver added value to our clients.

Investor in Customers Award

Investors in Customers (IIC) carry out independent annual assessments of our client base to establish the strength of our service and customer relationships. Confidential feedback is given direct to the IIC accreditors and covers areas including:

- Understanding customers' needs
- Delivering products and services that meet those needs
- Delivering a first-class service
- Engendering loyalty (in customers and staff)

This is supplemented by desk research carried out by an independent IIC assessor. We chose to undertake this assessment as customer care and quality of service is of paramount importance to the firm. During our first assessment, we were delighted to be awarded the highest standard - classed as providing 'Exceptional' standards of care (a first for the IIC assessors). In 2018 we were again awarded the highest accolade with the new Gold standard. We will continue to submit ourselves for regular reviews to maintain this standard.



Sunday Times - Best Companies to Work For 2018

Bishop Fleming has been ranked 26th in The Sunday Times 100 Best Companies to Work For in 2018, after being awarded a coveted 'Three Star' status accreditation. We were delighted to be given the accreditation on our first time of entering the Award in 2016 where we were ranked 49th, and then 42nd in 2017.

The Sunday Times rated Bishop Fleming as an "extraordinary employer" and the firm was the highest ranked UK firm of accountants in the mid-sized business category. The accreditation is based on employee feedback and acknowledges those employers that regard employee development as a key element of their success. The listing comes on top of Bishop Fleming having already been Britain's first accountancy firm to win an "Investors in People" accreditation.



Award-winning Services

- Finalists in the 2018 CIPP Annual Excellence Awards for "Payroll Service Provider of the Year".
- Winner of the 2017 AccountingWEB Practice Excellence Awards for "Large Practice of the Year".
- Winner of the 2017 Business Leader Awards for "Corporate Finance Deal of the Year".
- Finalists in two categories of the 2016 British Accountancy Awards for "Mid-tier firm of the Year" for and for the "Top 50 Audit Team of the Year".



Cyber Essentials Plus

We do not under-estimate the importance of data security and take every measure to protect information relating to our clients. The firm has achieved the much-coveted Cyber Essentials Plus accreditation to reflect the high level of our data control systems and safeguards from internet attack. The award follows independent third-party tests of the firm's technology infrastructure systems to ensure information being held and processed is secure.



Giving something back

Our approach to Corporate Social Responsibility is based around four areas – *Community, Marketplace, Workplace* and *Environment*.



1. Community

We define Community as the positive impact we have as a business (and through our people) on the communities we operate in and serve. It encompasses activities associated with, but not limited to: charities, fundraising, volunteering and social activities.

Our staff regularly participate in charitable events and as a firm, we have set ourselves a goal of raising £100,000 for charitable causes during 2019, our centenary year. Examples of recent charity fundraising and ongoing community projects include –

- Tour of BF – staff relay bike ride linking all our 7 offices for local charities.
- Three Peaks Challenge – in aid of Cornwall Air Ambulance Trust.
- English Channel relay swim – in aid of Prostate Cancer UK and Level Water.
- Young Enterprise - our chosen firm wide charity.



2. Marketplace

We view our involvement in the Marketplace as business related activities that positively impact the markets, sectors and regions we work in, the clients we serve and the supply chain we use. It is a commitment to doing business in a way that delivers and supports all our stakeholders.

We are actively engaged with various bodies, chambers of commerce, business councils, sector trade bodies, local enterprise partnerships, BIDs, and business and science parks. In addition, many of our people occupy positions such as board roles, trustee and governance roles, council memberships and leadership positions.

3. Workplace

We regard the Workplace as an ongoing commitment to creating a positive and inclusive environment for our own people. We are committed to creating a working environment where every employee can fulfil their potential, where individual contributions are valued, and where people are treated with courtesy, dignity and respect.

- Reward – to attract and retain the best talent, our staff benefit from a comprehensive reward structure.
- Well-being - we recently engaged all staff in a Wellbeing Week as part of an ongoing focus on their good physical, mental and emotional health (#Wellbeing@BF).
- Personal Development – ongoing reviews, secondment opportunities, management development programmes, a 'Bright Futures' programme and exceptional study packages for professional qualifications.
- Inclusion – employee consultation through a new intranet portal, weekly MD updates, and staff forum.

Our commitment to the workplace has been recognised in our ranking of 26th in The Sunday Times Top 100 Best Companies to Work For in 2018.

4. Environment

Our business is committed to protecting our Environment as a responsible company and operating as a sustainable business. We are constantly working to minimise our carbon footprint and continuously seek opportunities to reduce our energy consumption by 5% per annum.

Since 2011, we have implemented an Environmental Management System (EMS) to measure our consumption of three main environmental indicators - electricity & gas, mileage, and paper. The EMS works on the ethos of 'what gets measured gets managed', which helps us limit our impact on the environment, and establish opportunities to reduce unnecessary costs.



Business mileage

Business mileage figure drops below the previous year (for the first time since we started collecting the data in 2012): Average miles per £000 income down 26.4% on 2012 figures



Paper consumption

Absolute reduction of 33% in reams per employee and an overall reduction of almost



Electricity and gas

Despite an increase in floor space utilisation, overall electricity and gas is utilisation is down 6.5% per employee on 2012

The Future - As an organisation employing over 340 staff, we are compliant with the government's Energy Savings Opportunity Scheme (ESOS). We are continually exploring new ways to improve our sustainability including investment in new technology and other efficient processes. We aim to continue to make Bishop Fleming a sustainable business and are committed to working with our staff to achieve this.



To find out how we can help you or your business, contact us:

T: 03333 21 9000

E: advice@bishopfleming.co.uk

W: bishopfleming.co.uk



© Bishop Fleming 2019. All rights reserved.

Bishop Fleming is a trading name of Bishop Fleming LLP, a limited liability partnership registered in England and Wales No. OC391282. Registered office: Stratus House, Emperor Way, Exeter Business Park, Exeter, Devon EX1 3QS. A list of members' names is available at the above address.