



dwf

Code of Business Conduct 2022

July 2022

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dwfgroup.com



enquiries@dwf.law



[linkedin.com/company/dwf](https://www.linkedin.com/company/dwf)



[@DWF_Law](https://twitter.com/DWF_Law)

Introduction

A message from our Group CEO...

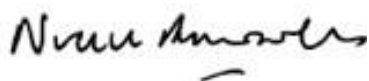
Doing the right thing defines who we are as a business and integrity is essential to everything we do. It's what our clients expect of us and it's what we expect of each other.

By following the principles and guidance contained within the Code, you deliver on our Purpose and help sustain a work environment that is open, inclusive and fair for all, keeping integrity at the heart of our culture.

We must never allow our culture to be compromised by accepting or excusing behaviour inconsistent with our values and our Code helps us to sustain that position. Its implementation is not optional and it is expected that everyone across our company uphold these principles and standards because ultimately, how we behave and conduct ourselves determines whether we are seen as a great place to work and do business.

There will be times when we are unsure of what to do and when that happens, we need to speak up and look for support. There will be times when we get it wrong and when that happens, we must acknowledge it and put things right.

If something doesn't feel right, then it probably isn't, so we must all know what to do and where to go for guidance. Be aware that certain provisions may have changed since the last version of the Code was issued, so please review carefully and keep it close for reference. It is our personal responsibility to read, understand and embed the behaviours within our Code and if in doubt – Speak Up!



Sir Nigel Knowles

Group CEO



Introducing our Code of Business Conduct

Responsible behaviour is fundamental to how we do business.

It starts with our Purpose

At DWF we are driven by a common purpose to deliver positive outcomes with our colleagues, clients and communities. As a global legal business we must act responsibly, how we do business is just as important as what we do.

Our business conduct impacts our reputation and both are inextricably linked to the long term value we want to create as a global business.

Leading with purpose means living up to our values, ensuring we are able to demonstrate the extent to which those values inform business decisions in a way that is consistent with the expectations of our stakeholders.

In a global context, rules governing business conduct can vary from region to region and country to country, but our values transcend these differences and apply to us all including consultants under contract or on a temporary basis.

Each of us is responsible for understanding and following local laws in the places where we work or do business and through our actions, demonstrate our support for the UN Global Compact and its principles covering human rights, employment standards, the environment and anti- corruption.

If in doubt – Speak Up

Ways of Working – am I doing the right thing?

Q: What should I do if there is a conflict between a local law or regulation and our Code of Business Conduct?

A: You must always comply with the law or regulation.

Your responsibility

It is the personal responsibility of everyone in our business to:

- Lead by example
- Take personal responsibility for implementing the behaviours within our Code
- Respect the human rights of colleagues and the communities in which we operate
- Encourage and role-model good ethical behaviour and business conduct including complying with all applicable laws and regulations
- Follow all company policies and processes
- Seek guidance when unsure of the appropriate course of action to take
- Promote a culture where colleagues feel comfortable to raise a concern and Speak Up
- Participate fully and honestly in any investigation into suspected breaches of our Code

Living our Values

This Code describes how we put our values into practice. It helps us to do the right thing, to ask the right questions and make the right decisions every day. However, no Code can describe every situation we might face, cover every applicable law or action we take.

Our culture depends on all of us living our shared values every day, so our colleagues, clients and communities can remain confident that their trust in us is not misplaced.

Our values define who we are and what we stand for. They are what we believe and influence the behaviours people see and experience. That's why it is so important that we apply these values to everything that we do.

Our Values

Created, shared and upheld by our colleagues, our values help us to define and reinforce our culture.

Always aim higher

We exceed the expectations of our colleagues and our clients in everything we do.

Be better together

We listen, recognise and support each other to protect a diverse and inclusive culture and sustain our business, clients and communities.

Disrupt to progress

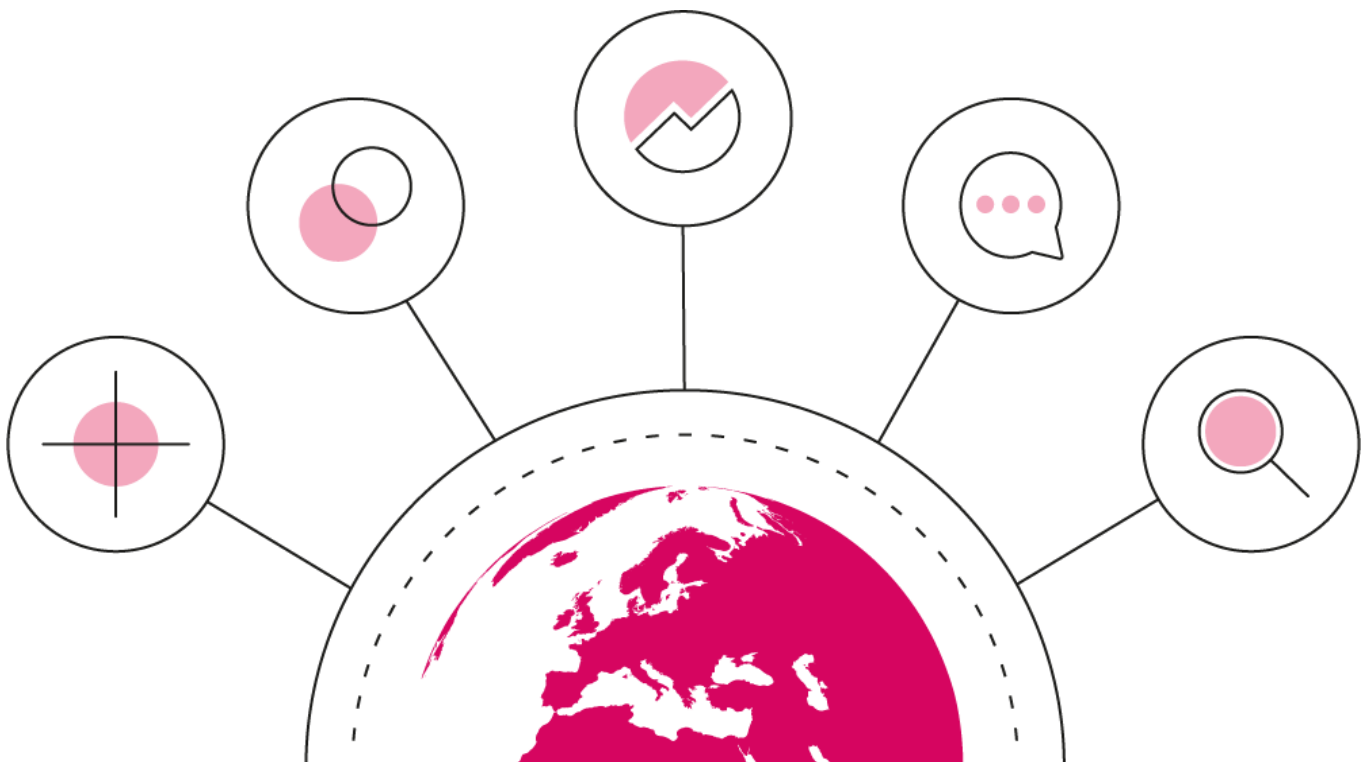
We embrace change and new ways of working to enhance our performance and our reputation.

Keep all promises

By keeping the promises we make to our colleagues and our clients, we build trust, loyalty and credibility.

Attend to details

We achieve the best results to complex problems by focusing on simple and effective solutions.



Zero Tolerance

While this Code gives you guidance for certain situations there are specific areas where we have a zero tolerance approach:

- Unsafe, illegal or unethical working practices
- Discrimination, bullying and harassment
- Bribery and corruption
- Retaliation against anyone who speaks up and does the right thing

By not applying the guidance referenced within our Code, you put yourself, your colleagues and DWF at risk. If you seek advice, speak up to raise a concern or report misconduct, you are doing the right thing!

If anyone fails to observe or uphold our Code and associated policies, they could face disciplinary action up to and including dismissal.

Policies & Procedures

Our policies and procedures document the way that we carry out our daily work. They describe in detail the requirements designed to ensure our approach to risk management is consistent - to keep us safe and secure.

It is your personal responsibility for ensuring you are familiar with and adhere to these policies.



Speak Up!

We are committed to maintaining an open culture with the highest standards of honesty and accountability, a culture where colleagues can report any legitimate concerns in confidence. We expect you to maintain these same standards in everything you do.

You can seek advice or raise a concern on any issue relating to our Code by speaking with your line manager. Alternatively, concerns can be raised or advice sought from the specific functions highlighted throughout our Code or through our Speak Up helpline.

Our Speak Up policy outlines the process to raise a concern about wrongdoing, safe in the knowledge that it will be investigated promptly and effectively.

To work out the right thing to do in any situation, ask yourself:

- Is it legal?
- Does it comply with DWF policy & procedure?
- Have I understood the risks and possible implications of what I am doing?
- Have I consulted others who have knowledge of the topic and sought advice to help me make an informed decision?
- Would I be comfortable if my decision was made public?

If the answer to any of these is 'no' then we expect you to **Speak Up.**

Speak Up is an online and phone-based system provided by Convercent which allows you to raise a concern about a genuine suspicion of malpractice or wrongdoing within the DWF Group. It is available 24 hours a day, seven days a week in all languages.

There may be occasions where clients or other third parties may wish to raise a concern. For the most part, such concerns can be raised in other ways, e.g. through a complaint. However if you are made aware of a concern, it is your responsibility to report this to your line manager, a partner, a director, or via the Speak Up helpline.

Any concern raised via Speak Up is kept confidential to the fullest extent possible and will be investigated. Regular updates on the investigation can be provided to the individual raising the concern, but not where it has been raised anonymously.

Ways of Working - am I doing the right thing?

Q: I'm worried about being penalised or treated differently if I report something

A: If you suspect wrongdoing you should always report it. Assuming the requirements of the Speak Up policy have been met, DWF undertakes to protect you from any personal claims and from any victimisation, harassment or bullying which may result from disclosure. However, the making of false and malicious allegations will be regarded as gross misconduct.



Health, Safety & Wellbeing

The health, welfare and safety of our employees is always the top priority for DWF.

Our success in meeting this commitment depends on each of us playing our part by taking responsibility for the safety and security of our workplace. Put simply, if it isn't safe, don't do it.

We expect you to report immediately, any unsafe conditions, hazardous situations; injuries, regardless of how minor or severe; or threat to the safety or health of a colleague, client, contractor, supplier or other business partner, to your line manager, Group Health, Safety & Environmental Manager or your local Facilities Management team.

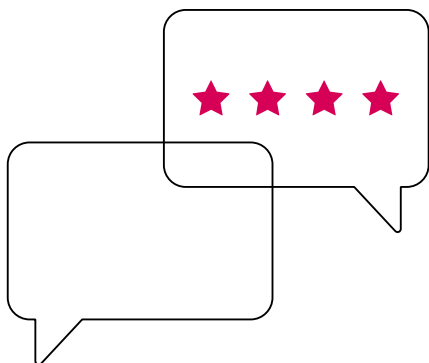
COVID-19

COVID-19 continues to remain a part of our lives and DWF continues to be reactive to government and other local authority/agency guidance to always ensure we take the necessary measures to prioritise your health and safety. In the unfortunate event that you test positive or show symptoms that are consistent with the virus, you should contact HR Enquiries and your line manager regardless of whether you are fit enough to work.

Mindful Business Charter

As a signatory to the Mindful Business Charter, we actively encourage a culture of openness to remove the avoidable stressors in the workplace and stigma surrounding mental health.

As agile working becomes the norm for most of us, we must all find ways to ensure an effective separation of our work and personal time and to help each other to do the same.



Expected behaviours:

- You should always take your annual leave entitlement without an expectation of being available or emails being picked up. Where necessary, provide handover notes to your colleagues and clients so that any work or queries can be dealt with in your absence
- Thought should always be given to timings of meetings, to accommodate agile workers
- Avoid over use of email and unnecessary copying in, consider if the phone or Teams is more appropriate.

Drugs and alcohol

Because your health, safety and wellbeing is paramount, while at work you must remain free of the influence of alcohol, illegal drugs or any other substance that may impair your ability to work safely and effectively.

From time to time we may organise events where alcohol is served. You are always expected to drink responsibly at these events and keep in mind that you are representing DWF and our brand reputation at all times.

Ways of Working – am I doing the right thing?

- Complete your manual handling on line training and DSE assessment
- Ensure your workstation is set up correctly
- Look out for your own safety and others around you
- Report any accident, near miss, injury, ill health or unsafe condition so action can be taken
- Ensure you are properly trained for the work you are doing
- Familiarise yourself with your building's fire extinguishers, fire exits and emergency evacuation procedures

Diversity & Inclusion

At DWF our vision is to create a working environment and culture where colleagues of all different backgrounds are able to contribute at their highest level to deliver positive outcomes for our colleagues, clients and communities.

People perform better when they can be themselves and we want you to feel proud of our diversity and our culture of inclusion. It is your personal responsibility to take ownership and responsibility to ensure mutual respect and dignity is seen and valued as an integral part of our ways of working.

Understanding the diversity of our workforce is vital and excepting those jurisdictions where local labour laws restrict reporting, we encourage colleagues to self-declare their D&I characteristics. This not only ensures we are attracting, developing and retaining diverse talent in our business, it also supports our ambitions to increase the transparency of pay gap reporting.

At all times

- Treat each other with mutual respect and dignity
- Contribute to an inclusive culture where different points of view can be expressed and respected
- Recruit, progress and reward people on merit
- Make opportunities for professional development widely available
- Encourage a healthy work/life balance
- Empower colleagues to take action to make others feel included and challenge if behaviour fails to live up to our shared values

Dignity at work

Mutual respect and dignity at work underpin our ways of working and DWF does not tolerate any form of discrimination, harassment, victimisation or bullying.

As a global business, we operate in many countries with differing laws and are sensitive to these and to cultural and social differences. However, our values are universal and we have a zero tolerance approach to harassment and intimidation.

Harassment is commonly understood as behaviour intended to offend, disturb or upset, and it is characteristically repetitive, threatening and serves to degrade or humiliate. Bullying is the use of force, threat or coercion to abuse, intimidate or aggressively dominate others and the behaviour is often malicious or insulting, repeated and habitual.

At all times, you have a personal responsibility to behave in a way that aligns with our values and in a manner that is not offensive to others. Ask yourself a few simple questions:

- Do I consider how my behaviour can make others feel?
- Would I like a family member or friend to be treated the same way?
- Would I act the same way or say the same thing if a family member or our CEO were present?
- Would it embarrass you or DWF if your conduct was reported in the media?

Ways of working – am I doing the right thing?

Q: What should I do if I experience or witness an incident of discrimination, bullying or harassment?

A: If you feel able to, speak to the person causing the offence and explain that their behaviour is unacceptable and ask them to stop.

You may well find that this is enough to stop the behaviour and prevent it happening again. If you feel that you are unable to deal with a situation without support you should speak to your line manager, local HR contact or use our Speak Up helpline.

Anti-Bribery and Corruption

DWF operates a zero tolerance approach to bribery. We do not engage in bribery or any form of unethical inducement or payment, including facilitation payments to secure business or to gain any advantage for DWF or for any employee.

Any offer of an unlawful bribe must be refused and reported immediately to the Group Risk Director.

Business gifts and hospitality is a customary practice throughout most of the world and can promote good working relationships and goodwill. However, no gift, invitation or hospitality can be offered under any circumstance where the sole intention is to obtain or retain business, and there is an intention to induce any form of improper advantage for DWF.

Corporate hospitality must be commercially justified, proportionate to the value of the business relationship and must not be excessive. Client or staff entertainment that is sexually orientated does not align with our values and is prohibited.

Anti-corruption laws, in general, prohibit offering or paying anything of value — including cash, gifts, travel, meals and entertainment — to any government official to influence the performance of official functions and to retain or obtain business

Ways of working – am I doing the right thing?

Q: You have recently pitched for some work with a new client, competing against three other law firms. You are awaiting their decision. In the meantime, your Client Development team have tickets to a major sporting event and have asked you to invite your clients. This particular client is top of your target list – should you invite them?

A: No. DWF's success is built on trusted, long lasting relationships which you are encouraged to develop but in this instance, such a gesture could be seen as an attempt to influence them and win their business.

Money laundering and terrorist financing are serious threats to society, losing revenue and endangering life, and fuelling other criminal activity.

Those who try to benefit from the proceeds of crime, try to carry out activities that are often handled in such a way that their origins are concealed from the authorities by a process known as money laundering.

DWF has Anti-Money Laundering (AML) and Counter Terrorist Financing (CTF) procedures in place, and procedures to follow for reporting suspicions. Failure to comply with any of the requirements could incur a criminal liability on both the individual and the company, and given the risks to DWF, which also includes a substantial reputational risk, your failure to comply with any of the procedures laid down could result in disciplinary action.

Client related risks (Fee earners only)

We work with our clients to help future proof their businesses by leveraging our ESG expertise. That's why all fee earners have a responsibility ensure that our clients are aware of our ESG Strategy and our Purpose of delivering positive outcomes with our colleagues, clients and communities.

Our stakeholders are increasingly likely to challenge the way we do business and we must remain alert to their ability to generate both positive and negative media reaction. In all cases, you are expected to apply your experience, judgement and sector knowledge to inform the following risk evaluation criteria when considering who are clients are and what services we provide:

- Does the prospect or client operate within one of the six sectors identified in our ESG Client Policy?
- Is working with the prospect or client likely to create negative reputational impacts on DWF stakeholders (investors, colleagues, clients and communities) or in conflict with the DWF ESG strategy?

Business will not be declined simply because it is in one of the sensitive areas and sectors but must always be escalated in line with our ESG Client Policy. If in doubt, seek guidance from our Group Risk Director.



Conflicts of interest

Conflicts of interest can arise when personal interests compete with DWF's interests and impact our ability to make objective decisions.

For this reason, we must identify and appropriately manage real and potential conflicts of interest. Even the perception of a conflict of interest can damage our business, our reputation and stakeholder confidence.

As an employee of DWF, you are responsible for identifying, escalating or reporting conflicts that can arise in connection with the provision of products and services to clients and to DWF. You cannot accept instructions to act, or continue to act, where there is a conflict or significant risk of a conflict. Doing so, may result in criminal action.

A client conflict will occur where we owe separate duties to act in the best interests of two or more current clients in the same or related matters and this either creates a conflict of interests or a significant risk of a conflict of interests. If there is a conflict between duty of confidentiality to one client and a duty of disclosure to another client, the fee earner intending to act for the new client or in the new matter must contact our Group Risk Director for advice on the circumstances where it may be possible to act with appropriate safeguards in place.

If you are considering taking on an external appointment or want to engage with or have an interest in another business, you will first need to seek approval. The External Appointments and Interests Policies setting out the requirements and process for Employees and Members can be found on Rubix.

If in doubt, seek guidance from our Group Risk Director.

Ways of working – am I doing the right thing?

Q: I have approached a supplier to submit a Request for Proposal. I have a personal connection to the business involved but would not directly benefit financially, if they are successful. Should I inform anyone?

A: Any individual involved in the procurement of goods and services on behalf of DWF must declare to their line manager and Procurement any direct or indirect interests held by themselves, by partners or immediate family in any company, which supplies, or is being considered to supply, goods and services to DWF.

Insider dealing

Insider dealing is using confidential price-sensitive information, not readily available to the public, to gain an unfair advantage when buying and selling shares of a publicly traded company. It is illegal and unethical. Any instance will be reported to the relevant authorities and treated as gross misconduct.

You must not disclose any confidential information about DWF (including any inside information) except where you are required to do so as part of your employment, profession or duties. This means that you should not share DWF's confidential information with family, friends or business acquaintances.

Unless it forms part of your employment contract (where applicable), you may not engage or be interested in any other business or professional activity without DWF's permission. This includes investments or holding shares or other securities in any such business or activity, other than holdings which are not more than 3% of the total issued share capital of any company listed or dealt in on a recognised stock exchange.

All employees who come into contact with information which may affect DWF's share price must comply with the Group Wide Share Dealing Policy and the Share Dealing Code (where applicable) which place restrictions around dealing in the Company's shares.

If you have any questions or need further information about the implications of a proposed transaction, contact our Group Company Secretary.

Protecting our assets

We each have a duty to look after and respect all of DWF's assets – namely our place of work, computer, phones and supplies you may have access to. You must protect these assets from loss, damage, misuse or theft and ensure other companies cannot gain an unfair advantage by accessing important information about our business.

Company devices or networks should not be used for unauthorised or unlicensed software, to visit inappropriate internet sites or access or distribute inappropriate content.

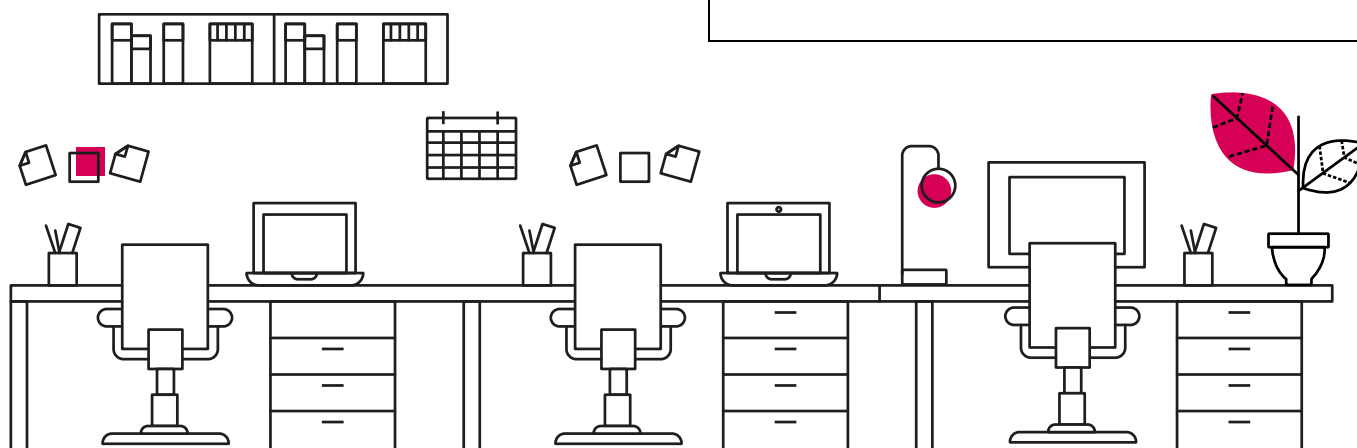
You should:

- Use DWF resources responsibly and appropriately
- Ensure hardware, such as laptops, phones and other handheld devices, are never left in public or insecure places
- Ensure that all sensitive, confidential and personal information you handle stays secure
- If you have any questions please contact your local IT support team.

Ways of Working – am I doing the right thing?

Q: Can I use my work computer and phone for personal use?

A: Yes. However, any such use must be legal, kept to a minimum, comply with our policies and not interfere with your work. You should have no expectation of privacy when using DWF's systems or property.



Information security

Information is a vitally important DWF asset and we all have a responsibility to make sure that this information is kept safe and used appropriately. Email, databases, voicemail and websites through to paper-based communication, photos and video content, whatever its format, information and passwords must always be appropriately protected.

Any inappropriate use of confidential client information weakens trust and our relationship with our clients. Without due care, personal, client or business information can be misplaced or leaked and vulnerable to increasingly proactive and sophisticated attempts at theft.

You have a personal responsibility to:

- Make sure that only those who need access to data have that access.
- Not store information where it can be accidentally exposed or lost, e.g. sending unencrypted USB drives and non-DWF laptops.
- Ensure when data has to be transported it is done so securely using encrypted devices, encrypted emails (where the recipient is able to receive such) and encrypted file transfers.

It is never acceptable to discuss confidential information in a public place. The security and confidentiality of the information could be compromised if someone overhears the conversation.

Privacy

As a global business, we take a consistent approach to protecting privacy across our international group and are committed to safeguarding the privacy of all individuals who interact with us and we respect the privacy choices they make. DWF's Privacy Notice explains how we collect, use, share and protect the information we collect through our interaction with clients and their rights in relation to that. To ensure that we are fully compliant with regulations and best practice in all of the locations in which we operate, some jurisdictions have additional local privacy requirements. If in doubt, seek advice from our Group Risk Director.

Financial and non-financial accounting and reporting

The trust of our clients, employees and shareholders is DWF's most valuable uninsured asset. We have a personal responsibility to all our stakeholders to ensure that we report openly, honestly and accurately on our business performance. Accurate recording protects our reputation.

You must always:

- accurately and fairly report all business transactions and performance metrics
- complete all expense claims accurately and in line with business expense guidelines
- maintain records in accordance with legal requirements

Time recording and billing (Fee earners only)

All time must be recorded correctly and promptly, regardless of chargeable or non-chargeable hours in nature. Time recording is a habit. You need to do it daily. Help to keep our lock-up days to a minimum by raising your bills and collecting payment from our clients as soon as possible. Unbilled disbursements must be kept to a minimum at all times, to increase cash flow within the business and to reduce unnecessary outlay on our clients' behalf.

Ways of working – am I doing the right thing?

Q. As a fee earner, should I still record my time on a matter even if it is not appropriate for me to bill it to the client?

A. Yes, all time should be recorded whether it is billable to the client or not; this enables both the business and the client to have visibility of the true extent of what has been done to deliver that piece of work.

External Communication

You must take care when using social media and email. Remember, when you use social media, you represent DWF. Once you have made a public statement you have no control over what happens to it or who uses it. Inappropriate conduct, sharing of confidential information, harassment or excessive use of DWF's assets for personal matters will not be tolerated.

Internal communication is just as important, as this can easily make it into the public domain. Always be aware that your actual audience might not be the one you intended to address.

Ways of working – am I doing the right thing?

Q: You have been approached by a journalist who is writing an article on the legal sector and is keen to get your views. What should you do?

A: Refer the enquiry to our Communications Team. They will determine whether a response is appropriate, work with you to ensure your response is consistent with our values and direction, or if required, identify a more relevant spokesperson for the subject matter.

Political Activity

We respect the rights of employees to make personal political donations and to be involved in political activity on their own time. However, these activities are conducted as an individual and not as a representative of DWF.

As a business, we need to communicate and engage with regulators and from time to time, politicians, since changes to laws and regulations can have an impact on our business. We operate on a politically neutral basis and it is not our policy to make political donations or incur political expenditure.

Respect for Human Rights

DWF supports the principles of Human Rights set out in the Universal Declaration of Human Rights, the International Labour Organisation (ILO) core labour standards and is a signatory of the United Nations Global Compact.

Modern slavery is a crime and a violation of fundamental human rights. It is a term used to encompass slavery, forced and compulsory labour, child labour and human trafficking.

Your personal responsibility is to not engage with any business knowingly involved in any aspect of modern slavery. This expectation is also specifically reinforced in our Supplier Code of Business Conduct.



Supplier relationships

Whenever we engage the services of another business (either a supplier or someone that provides us with a product) we need to ensure that they meet with our high standards in responsible business practice, safety and value for money.

If you are responsible for a supplier relationship, you must obtain proper approvals before engaging a supplier. For example, completing a New Supplier Request Form after goods/services have been provided and an invoice received, is unacceptable and presents a potential risk to DWF, which could be avoided.

Any individual involved in the procurement of goods and services must also demonstrate an awareness and understanding of DWF's Modern Slavery statement and received training and guidance to assess the human rights and labour performance of suppliers.

If in doubt, seek advice from our Global Supply Chain Manager.

Ways of working – am I doing the right thing?

Q: What is Supplier due diligence?

A: This is the process of seeking information from a Supplier to establish that they have the appropriate credentials to become a supplier to DWF. This includes responsible business aspects contained within our Ethical Sourcing Questionnaire, such as their approach to Health & Safety, Modern Slavery, Diversity & Inclusion and Environmental stewardship.



Climate Action

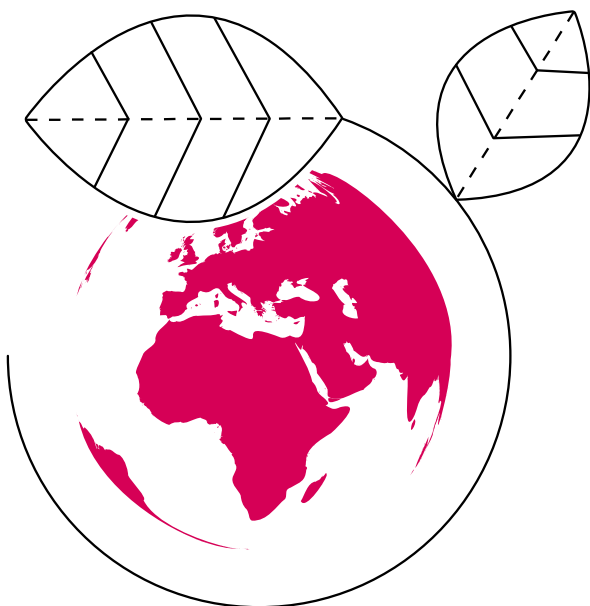
We have set an aggressive science-based target to reduce our carbon emissions by 50% in line with a 1.5C pathway. Our focus is on actual reductions in emissions by cutting energy use and significantly reducing the frequency and carbon intensity of commuting and business travel.

Everyone of our colleagues must play a part in reducing both the frequency and the carbon intensity of their commuting and business travel as we evolve new ways of working, where colleagues travel with our purpose in mind, as they connect and collaborate with each other, our clients and within our communities.

Environmental Sustainability

You are also expected to contribute to our global efforts to reduce, reuse and recycle wherever possible by:

- taking action to ensure efficient use of resources – generating less waste and thinking before you print!
- using alternative forms of communication to avoid or reduce the need for business travel
- encouraging those around you to also promote and apply environmental best practice to help future proof our business and safeguard the planet.



Community Investment

Our purpose is to deliver positive outcomes with our colleagues, clients and communities.

Our colleagues remain the driving force behind our community engagement efforts through volunteering, fundraising and pro bono activity.

We encourage you to get involved in our community programmes and charitable activities, primarily in support of the DWF Foundation. The opportunity to make a difference will enable you to:

- share and develop your expertise, knowledge and skills
- get involved individually or within a team
- help address the social issues relevant to the communities in which we operate
- create opportunities to engage clients in collaborative activity.

Ways of working – am I doing the right thing?

Q. A client is taking part in a marathon to raise money for their nominated charity. They ask if DWF will make a charitable donation. Do you say yes?

A. The DWF Foundation is an independent charitable foundation, established by DWF, with the sole aim of providing funds, resources and support to help our communities achieve their full potential.

As a result, it is not our policy to make ad hoc donations to support the charitable endeavours of clients or other key stakeholders.

Only requests from registered charities received via The Foundation's online application process will be considered by its Trustees.



DWF is a leading global provider of integrated legal and business services.

Our Integrated Legal Management approach delivers greater efficiency, price certainty and transparency for our clients. All of this, without compromising on quality or service. We deliver integrated legal and business services on a global scale through our three offerings; Legal Advisory, Mindcrest and Connected Services, across our eight key sectors. We seamlessly combine any number of our services to deliver bespoke solutions for our diverse clients.

[dwfgroup.com](https://www.dwfgroup.com)