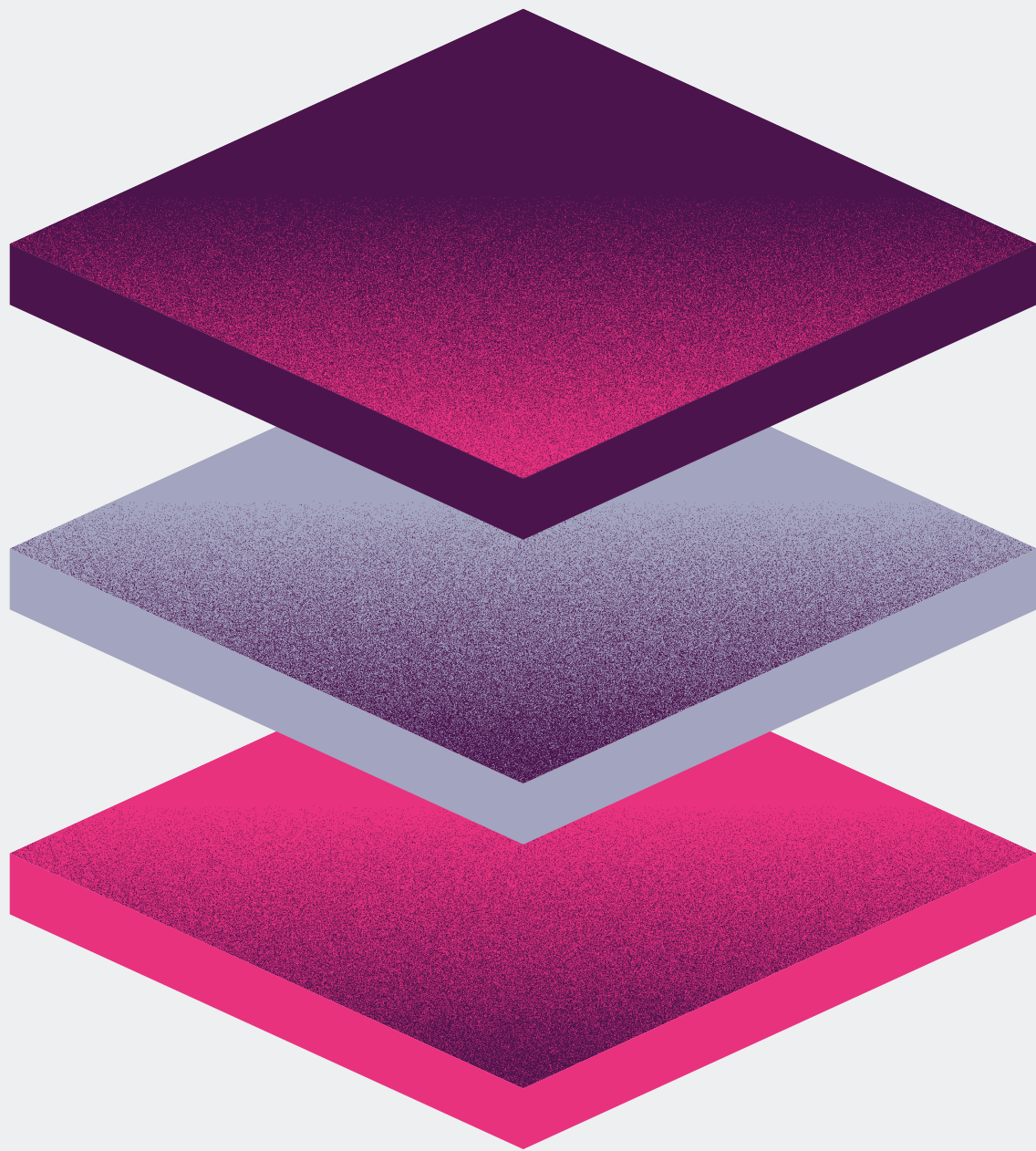


# OUR PURPOSE, VISION & VALUES





**+ AT LCF LAW, HOW WE DO THINGS MATTERS JUST AS MUCH AS WHAT WE DO**

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# + WHO WE ARE - AND WHERE WE'RE GOING

Our refreshed purpose, vision and values capture what's always been true about LCF.

- We genuinely care about people
- We find better ways forward
- We do what we say we'll do

They reflect who we are today and keep us focused as we grow.

“

**These principles aren't new — they're what already makes LCF Law special. Putting them into words just helps us be more deliberate about protecting and strengthening what we've built together.**

Ragan Montgomery  
MANAGING PARTNER

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## + WHAT YOU'LL FIND HERE



Our **purpose** is the difference we make:  
**WE LOOK AFTER YOU**

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Our **vision** is where we're heading:  
**WE'RE THE FIRM PEOPLE LOVE  
TO WORK WITH**

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Our **values** guide how we work every day:  
**SUPPORTIVE, CREATIVE, ASSURED**

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“

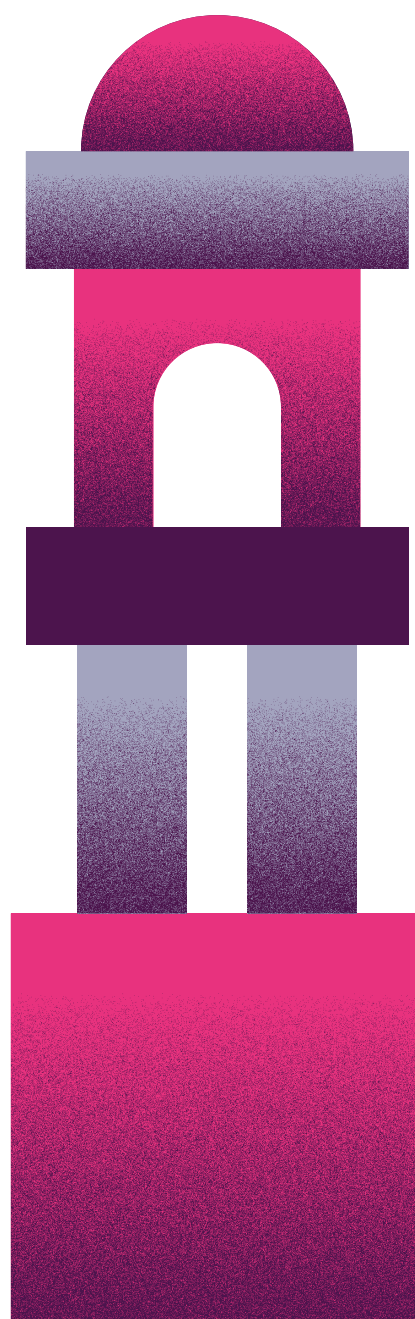
**Together, they shape what it feels like to work here — and what it's like to work with us.**

### Why now

We've built something strong: a talented team, solid systems and a culture rooted in doing the right thing. As we enter our next chapter, these principles keep us grounded in what matters most — looking after each other, supporting our clients and growing with intention rather than just ambition.

### Why it matters to you

When you know a colleague under pressure will get support, when you can suggest a better way of doing things, when clients trust you'll deliver — that's these values in action. They're not aspirational statements; they're a commitment to keeping LCF Law the kind of place where people do their best work and build careers they're proud of.





## OUR VALUES

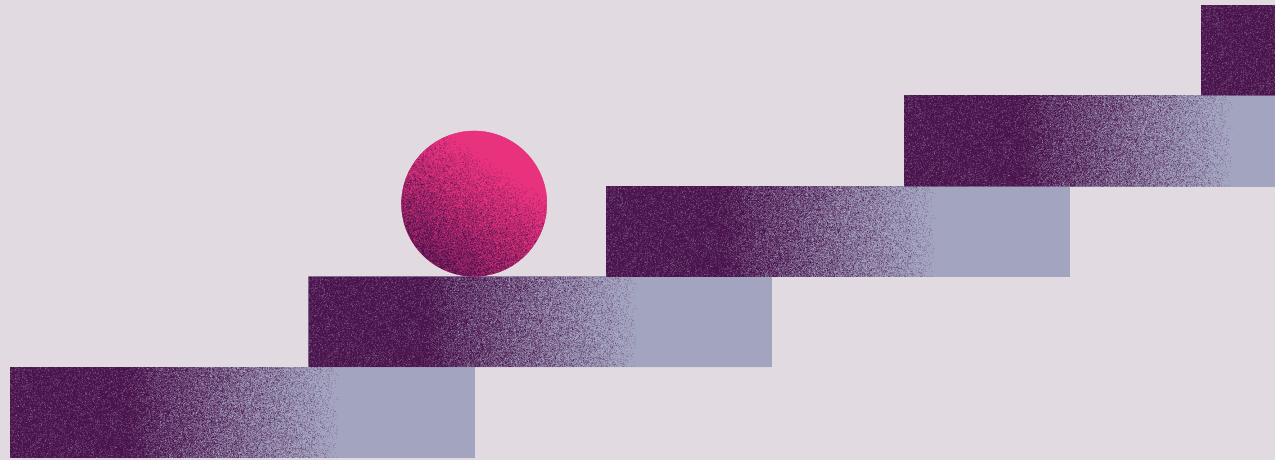
# SUPPORTIVE

Caring, Attentive, Understanding

### Behaviour - how we show up everyday

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- + We take time to understand what people really need, not just what they're asking for
  - + We listen properly and respond with empathy, whether it's a colleague under pressure or a client facing uncertainty
  - + We stay in touch with clients even when there's no active matter, because relationships matter
  - + We help people grow by giving honest feedback, creating opportunities and backing them when they try something new
  - + We look out for each other - if someone's struggling, we step in without being asked
-



## Supporting System - how we embed our behaviours

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- + Wellbeing strategy & support such as our employee assistance scheme
  - + Approachable leadership structure
  - + Regular proactive communication within and across teams, from quarterly appraisals to firmwide town hall updates
  - + Processes and systems to stay connected with clients between instructions
-



## OUR VALUES

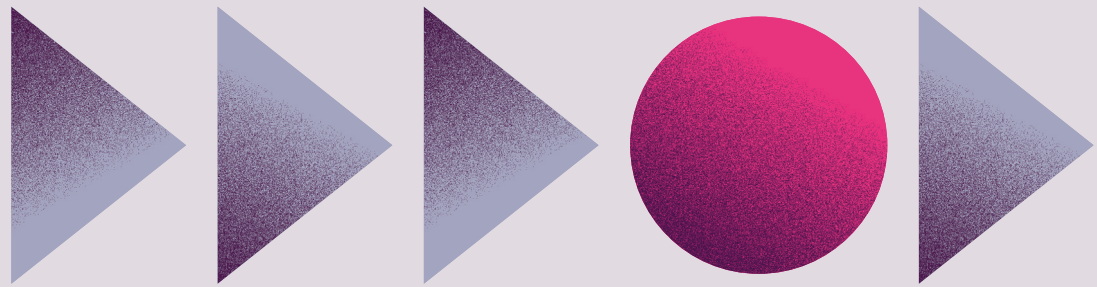
# CREATIVE

Adaptable, Open-minded, Innovative

## Behaviour - how we show up everyday

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- + We question whether the way we've always done things is still the best way, and we're open to trying new approaches
  - + We trust people to use their judgement and find solutions that work for their situation
  - + We put the human relationship first, then use our systems and expertise to support it - not the other way round
  - + We look for opportunities to make things better: client experiences, internal processes, our own skills and knowledge
  - + We encourage people who spot ways to improve
-



## Supporting System - how we embed our behaviours

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- + Regular systems and process reviews
  - + Client subscription services for flexible access
  - + Engaging client events that build relationships
  - + Employee engagement surveys & action plans, to respond to colleague feedback
  - + CSR initiatives that connect us to our communities
-



## OUR VALUES

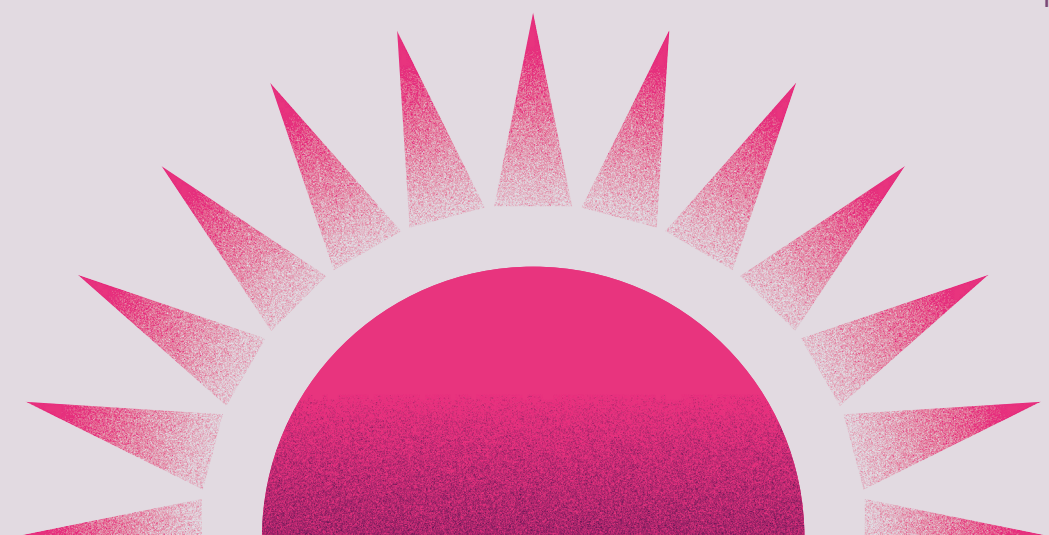
# ASSURED

Dependable, Confident, Consistent

## Behaviour - how we show up everyday

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- + We do what we say we'll do, even when circumstances make it difficult
  - + We're honest about what we know and what we don't - credibility comes from being genuine
  - + We bring calm and clarity to difficult situations, so clients and colleagues feel confident things are under control
  - + We're bold enough to challenge when needed and patient enough to get things right
  - + We create a welcoming environment where people feel they belong and can do their best work
-



## Supporting System - how we embed our behaviours

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- + Clear recruitment and career development pathways
  - + Service Level Guarantee
  - + Enabling personal ownership of objectives & goals
  - + Strong leadership and management structure
  - + Transparent firm-wide communication of strategy and plans
-

## + WHAT THIS LOOKS LIKE IN PRACTICE

Our purpose and values already exist in hundreds of small decisions you make each week. The point isn't to change who you are; it's to recognise and reinforce what's already working.

### EVERYDAY EXAMPLES:

#### Being supportive

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Might mean noticing a colleague's struggling with their workload and taking ten minutes to help reprioritise. Or keeping in touch with clients between matters, because you know legal issues don't respect neat project timelines.

#### Being creative

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Could be as simple as questioning whether a process still makes sense, or suggesting we approach a client conversation differently.

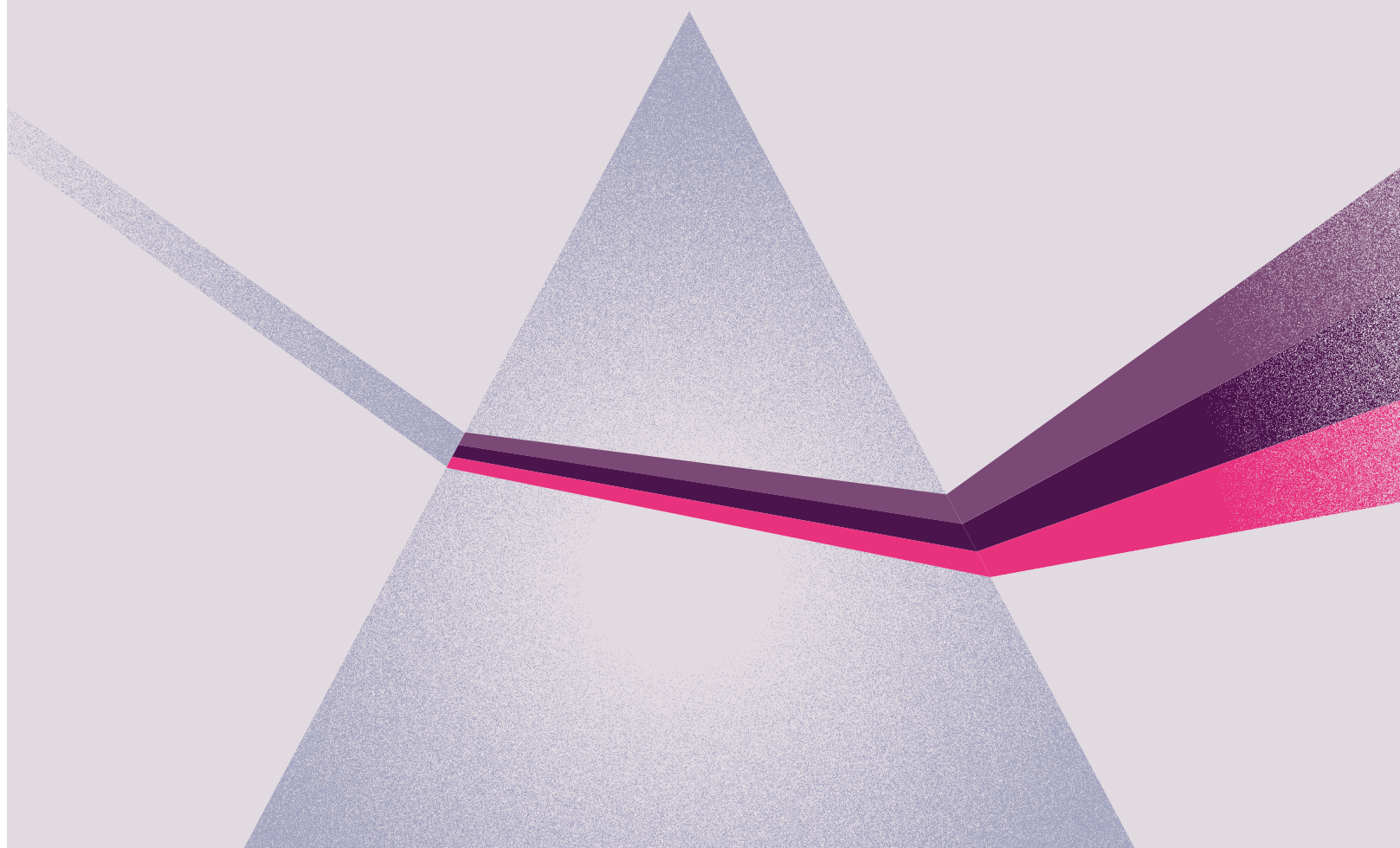
The best innovations usually come from people closest to the work who think "there's got to be a better way."

#### Being assured

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These principles shape how we make decisions — who we recruit, how we develop people, what we celebrate, how we measure success. You'll see them reflected in appraisals, training programmes and client feedback processes. Not because we're imposing something new, but because we're being more intentional about protecting what makes this firm special.

These moments happen dozens of times a day across the firm. They're what turn our purpose and values from nice ideas into the actual experience of working here and working with us.



## What changes

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These principles shape how we make decisions — who we recruit, how we develop people, what we celebrate, how we measure success. You'll see them reflected in appraisals, training programmes and client feedback processes. Not because we're imposing something new, but because we're being more intentional about protecting what makes this firm special.

## What stays the same

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The fundamentals that attracted you to LCF Law in the first place. The colleagues who have your back. The clients who trust you with their most important issues. The sense that this is a firm that does things properly.

We're not reinventing ourselves — we're being clearer about who we already are, so we can keep being that firm as we grow.



LEEDS | ILKLEY | BRADFORD | HARROGATE

LCF Law is a trading name of LCF Law Limited, registered in England and Wales.

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The firm is authorised and regulated by the Solicitors Regulation Authority ID 619553



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