

2024-2025

IMPACT REPORT

Client-Centric
Clear & Concise
Community First
Proven Legal Excellence
Trusted, Respected & Responsive

BARRISTON
LAW

Our Vision.

To be Central Ontario's premiere law firm by creating positive and meaningful impact and redefining the law firm experience.

Our Mission.

We deliver peace of mind to our clients, co-workers and communities.



Our Clients.

We go the extra mile.

In 2024, we made significant strides to enhance our client experience. We hired a consulting company to help refine our Client Service Standards and goals, transforming them into an interactive and accessible client service training program for all firm members. This initiative clearly defined our standards, creating a unified experience across our offices and departments. Additionally, we rolled out Client Welcome Packages in our Real Estate Department to provide our clients with information on the process in a simplified and easy to read format. These packages replaced our standard retainer letters. We also created the role of Intake Clerk in our Solicitor Department, following the lead of our Family Law and Litigation Departments. With responsiveness being so important to potential new clients, connecting with a dedicated intake clerk quickly to get preliminary information and a warm introduction to the right legal team, has proven invaluable.

Finally, based on feedback we received from interviewing our clients, we investigated ways to improve our billing processes, which led to changes that will be rolled out later this year. We also began deeper conversations about succession planning within our legal teams. These efforts are part of our ongoing commitment to redefine the law firm experience for our clients.



"I recently had the pleasure of working with Barriston Law on the purchase of my new home, and I couldn't be happier with the service. Guy and Ashely provided exceptional guidance and support throughout the entire process. They were always responsive and proactive. Their professionalism, expertise and commitment to client satisfaction are truly exceptional. I highly recommend Barriston Law for all real estate services." - Barriston Client

Our People and a Culture of Teamwork.



We Drive and Encourage Growth, Talent and Leadership.

Our team is at the very heart of what we do. We aim to foster an environment that values and rewards each person's talents and interests, providing support for growth and advancement.

In 2024, we experienced 15% growth in our team. We supported 6% of our employees in promotions and internal role changes, demonstrating our commitment to career development. Our internal training program, the Barriston Academy, continued to expand, offering opportunities for all firm members to enhance both hard and soft skills. Additionally, we provided leadership, finance, and speaker training to prepare our leaders of tomorrow. Notably, our team members docketed over 500 hours of mentorship and mentee-ship time, reinforcing our dedication to fostering a supportive and collaborative environment. These efforts reflect our ongoing commitment to professional growth and excellence.

We Pay a Living Wage.



Barriston is proud to be a Living Wage Employer. This means that we are paying all of our full-time and part-time employees the living wage rate for our region. This is not only an investment in our people but an investment in our community.

Our People and a Culture of Teamwork.

We Measure Employee Engagement.

Regular Employee Engagement Surveys help us measure & monitor current employee engagement levels and identify driving factors and obstacles to increased engagement. It also gives our team members an opportunity to voice their opinions and it gives us a benchmark for where we are now, helping us to create goals for the future.

In 2024 the results of our engagement survey told us that our staff feel **safe, secure and respected at the firm**. Our people indicated they are proud of their work, enjoy their role, are very happy with the firm's flexibility, have good relationships with their colleagues, and are very satisfied with the firm and our culture. We scored an overall approval rating of 90%.

Our Goal is Belonging.

Our Social Committee plans events throughout the year where team members from all of our offices can gather and feel a sense of connection. Whether it's a bowling night, a summer social, or a cake day to celebrate birthdays or a work anniversary, we create opportunities for relationship-building, engagement and belonging.



2024 Best Place to Work. In 2024, Barriston was once again recognized by Canadian HR Reporter as being an employee-centric workplace, fostering a vibrant culture, offering competitive compensation and benefits, promoting a psychologically safe environment, and demonstrating a strong commitment to diversity, equity, and inclusion.



Our Communities and a Culture of Giving Back & Making an Impact.



We Encourage & Foster Community Involvement.

Giving back to the communities in which we live and work is baked into our DNA. Barriston places an emphasis on meaningful, measurable and strategic support. Our focus is on 4 main areas that we believe build strong communities: Arts & Culture, Health & Wellness, Building Business & Education and Community Building.

We Measure Impact.

At Barriston, we encourage and incentivize our team to donate their time and involve themselves with organizations that align with their values and make the world a better place. We celebrate time spent on community involvement, monthly, by listing everyone in our firm who is participating at a community level in some way, and we award draw prizes as a way to say thank you to our team. We celebrate the winner of the draw, each month, by highlighting the work they are doing and the organization they support.

In 2024 our team recorded a total of 1,877 hours of community involvement!

We Provide Leadership.

In 2024, five years after our initial certification, Barriston proudly recertified as a B Corporation. This achievement underscores our commitment to balancing profit with purpose and leading in sustainable business practices. Being a B Corporation means meeting rigorous standards of social and environmental performance, accountability, and transparency. Our recertification is a testament to our dedication to creating a positive impact on our clients, community, and the environment, reinforcing our role as a leader in better business practices.

Certified



**This company meets the
highest standards of social
and environmental impact**

Corporation

Highlighting some of the community organizations that our team supports.



Our Future and a Culture of Innovation.

We Track and Reward Innovation.

As a B Corp, it is important to stay on the cutting edge of innovation and good governance. At Barriston, we measure and reward time spent on innovation to promote out of the box thinking, efficiency and an even better client experience. We're always adding processes to help make the experience at Barriston efficient, simple and as clear as possible. Not including onboarding new employees, in 2024 we had over 300 hours of recorded time spent on training and innovation.

We Search out New Ways of Working.

To remain competitive in today's world, remote and hybrid work, online meetings with clients, digital signing and electronic delivery of documents are all essential. So is staying abreast of new developments in artificial intelligence. Our move to a cloud-based practice has enabled us to work and interact remotely, respond to clients more quickly, and access information more easily. We continue to investigate new technologies and adopt new ways of working to transform the legal experience for our clients and our team.

Our Tech Steering Committee focuses on researching, demoing, and making recommendations for the best technologies to support our legal teams and to create efficiencies, ultimately resulting in cost savings for clients. The Innovation Committee is tasked with finding new ways to perform our jobs more efficiently and effectively, reducing points of friction for our clients, and staying up to date with the changing legal landscape. This committee never utters the words "but we have always done it that way." Our team members volunteer to participate in these committees, utilizing their strengths for the betterment of the firm.



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highest standards of social
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[Find out more about B Corps here.](#)