

KARANJA-NJENGA ADVOCATES- BUSINESS SERVICE DELIVERY POLICY CHARTER

1. OUR AIM

Our underlining objective is to continually uphold and fully subscribe to the business ethos of professionalism, integrity and efficiency within the context of being responsive to the needs of our clientele.

To achieve this end, we at all times strive to improve and attain the highest of professional standards by offering and providing sound and result oriented legal services.

2. OUR COMMITMENT TO YOU

We will: –

- Represent your interests and work to provide you with the highest quality of confidential, ethical legal services and keep your business confidential.
- Explain to you the procedural work which may be required.
- Make sure that you understand the legal issues involved.
- Keep you regularly informed of progress.
- Deal with your queries as quickly as is practicable.
- We will work with you to develop a full understanding of your business / organization and expectations.
- We will pursue your work conscientiously and without delay. We will work together with you to establish time specific goals and objectives that meet your needs.
- We will delegate work to our Advocates who have the legal expertise and experience appropriate to both the nature and complexity of the matter and our understanding of your expectations. Where deemed appropriate by you, we will designate a qualified Advocate(s) as an alternative service contact to ensure continuity of service when the Advocate responsible for

your matter is not available. At your request, we will work with you to develop practical fee estimates. We will always strive to add value.

- At your request we will provide documentation that outlines the scope of the legal services to be provided; the potential timeline for handling the matter; a list of the client team members and alternate service contact, with their fields of expertise; and our lawyers' contact information.
- We will meet and strive to exceed your expectations and always welcome your feedback. We will from time to time seek from you, either formally or informally, an assessment of our performance.
- We will maintain effective channels of communications including keeping you informed of all significant developments in your legal matter and responding to your contact in a timely fashion.
- Accounts will be easy to understand. We will always be receptive to client feedback on our billing practices. When issues arise, we will treat them seriously and respond promptly.
- If you are dissatisfied with our services, or if you feel we have failed to meet any of these commitments, we ask that you call the service lawyer on your matter, the alternate service lawyer, the Managing Partner to discuss your concern. We will honestly and fairly address your concerns.

3. **WE WILL PUT CLIENTS FIRST – ON OUR PREMISES**

- We will be welcoming – the client will be greeted by name first by a professional receptionist and later by attorneys and staff.
- We will be punctual – so the client will not have to wait.
- We will make an unavoidable wait pleasant – offering a beverage, a comfortable waiting area, newspapers and current legal and business journals, directions to the rest room and access to the phone and Internet. We will apologize for any delay.
- We will not make negative comments or discuss any client's business in a public place (hallway, elevator or snack room) where it might be overheard by a visiting client.
- We will keep the files of other clients out of the view of visiting clients.

- We will give a visiting client our undivided attention – putting other calls and distractions on hold until after the meeting.
- We will introduce the visiting client to other attorneys and staff – especially those on the client team.

4. **WE WILL PUT CLIENTS FIRST – BY BEING ACCESSIBLE**

- We will provide clients with our office, mobile numbers as well as e-mail addresses.
- When out of the office, we will carry, cell phones and laptop computers with remote access to firm resources.
- We will provide clients with constant email updates where they can access information about their matter.
- We will answer our own phones. When this is not possible, the client will have a choice of short message text or talking to a real person.
- We will train all attorneys and staff (especially switchboard personnel) in professional communication protocols.

5. **WE WILL PUT CLIENTS FIRST – BY BEING RESPONSIVE**

- We will check for phone and e-mail messages regularly and return them within a set period of time – no longer than 24 hours, and preferably much less.
- If we cannot respond to a message personally, we will make that sure someone else who is familiar with the client’s case or matter returns the call or replies the message.
- We will check for and acknowledge the receipt of all faxes.
- We will let clients know when we will be out of reach, and give them the contact information of the person who can answer their questions in our absence.
- We will make sure that each client has multiple contacts at the firm, and that the client’s staff has contacts among parallel members of the law firm’s staff.

- We will learn and use the names of a client's staff; we will be courteous and respectful at all times.
- We will respond to any complaints, fix them and let the client know how the problem has been fixed.

6. **WE WILL PUT CLIENTS FIRST – BY UNDERSTANDING THEIR NEEDS**

- We will ask clients about their service preferences before, during and after each engagement.
- We will create a client service suggestion box – and encourage clients to contact this person if they are less than perfectly satisfied.
- We will listen more than we talk. We will never give the impression that we are too busy to give a client our complete attention.
- We will take a hard look at our own interpersonal skills – and ask for professional development assistance if necessary.
- We will keep current with our client's development and congratulate clients on their successes.
- To respect the client's financial needs, we will staff each matter in a way that provides the best value for the service provided.

7. **WE WILL PUT CLIENTS FIRST – BY CONTINUOUSLY IMPROVING OUR PROCEDURES**

- We will manage client expectations through clear client intake procedures.
- We will communicate clearly regarding fees, costs, team members, deadlines, risks and outcomes.
- We will hold a team meeting with the client at the start of any engagement.
- We will avoid surprises.
- We will discuss a proposed action with a client before we incur any fees.

- We will provide clients with copies of documents – in the format they prefer.
- We will review documents carefully for typos, misspelled names or missing pages.
- We will meet or exceed our deadlines. If we cannot, we will let the client know well in advance.
- We will handle client correspondence promptly upon receipt.
- Our fee notes will be clear, correct and prompt; they will be a format that meets the client's needs.
- We will review the first fee note with the client and resolve any questions promptly.
- We will provide a status update monthly, even if there are no billed hours.
- We will accept responsibility for any mistakes, apologize and provide a solution.
- At the end of any engagement, we will send a thank you note. We will survey to find out how we could have provided better service. We will make changes to our procedures based on what we learn from our clients.

8. OUR HOURS OF BUSINESS

The normal hours of opening at our offices are between 8.00 a.m. and 5.00 p.m. on weekdays. Messages can be sent to our mobile phones outside those hours and appointments can be arranged at other times when this is essential.

9. PEOPLE RESPONSIBLE FOR YOUR WORK

The firm also has well trained professional advocates and a fully fledged support staff who facilitate its smooth operation and are akin to ensure that any legal work you engage it in is done to your full satisfaction.

10. TIMESCALES AND CRITICAL DATES.

Our legal firm is aware that its clientele requires legal services to be rendered expeditiously and within an appropriate agreed time frame.

We always ensure that we meet specified dates for presentation of our assignments to the client.

11. CHARGES

Our charges are calculated mainly by reference to the time actually spent by the advocate(s) and other staff in respect of any work which they do on your behalf. This will include meetings with you and perhaps others, reading and working on papers, correspondence, preparation of any detailed costs calculations, and time spent travelling away from the office when this is necessary.

We are also guided by the Advocates Act Cap 16 (Advocates Remuneration Order 2014) Laws of Kenya.