

OUR CORE VALUES AND CLIENT SERVICE STANDARD POLICY

OUR VISION

To be the most dynamic top -tier one -stop-shop legal services and solutions provider in Kenya and the Eastern Africa region.

OUR MISSION

To add value to customers by offering them with excellent and commercial -sound legal solutions as well as robust legal representation through a results- oriented and a dynamic multi-disciplinary team.

CM ADVOCATES LLP CLIENT PROMISE

It is our mission to uphold our reputation of proactively and innovatively remaining at the forefront of client service excellence, by striving to add value to our clients through provision of quality, timely, cost-effective world-class service and legal solutions.

We hold it as self-evident that clients are our '**Kings**' and are entitled to receive full value for the fee charged.

Thus, we hold ourselves accountable to the **FOLLOWING VALUES AND STANDARDS OF SERVICE TO EACH OF OUR CLIENTS:** -

INTEGRITY

We have a commitment to fairness, reliability, honour and truth. We will work to provide you with the highest quality of **confidentiality** to all matters entrusted to us. All files shall be kept away from unauthorized persons and no information shall be divulged without your authorization. Additionally, our commitment includes to: deliver work that meets the highest professional, ethical and business standards, build long-term relationships with our clients and colleagues by being trustworthy, open and fair and to always keep our word and deliver on our promises.

PROFESSIONAL EXCELLENCE

We will be at the forefront of our profession in the skill, expertise and judgment we offer our clients and constantly seek opportunities to learn and grow since we believe in continuous improvement and learning. We shall deliver **high quality work** and advice on all briefs that you entrust to us. We will delegate work to our lawyers who have the requisite legal expertise and experience appropriate to both the nature and complexity of the matter and understanding of your expectations. We have in place **service level agreements** applicable to turn-around-time (TAT) for every transaction until completion, tailored to fit every legal practice area which lawyers refer to during execution of transactions. This is supported by **service manuals** prepared, customized and unique to our law firm and each sets out the flow of activities for every practice area to a successful completion.

As a team we will among other things, engage in **continuous learning** to remain current in knowledge and improve professional skills and expertise through individual initiative, hard work and collaboration; and **plan and organize** work in order to complete projects effectively and efficiently. We will also apply skill, expertise and judgment to develop innovative and effective solutions for our client's needs or problems.

COMMITMENT

We remain persistent in striving to achieve our goals and our clients' goals while, above all, adhering to our values. We will always strive to provide **value-added services** and to be pro-active and innovative in attending to your matter. We will **implement your instructions** conscientiously and without delays and work together with you to establish time specific goals and objectives that meet your need. We shall achieve this by holding ourselves accountable to our values and agreed goals and objectives, agreeing to be bound by the reasonable standards and expectations articulated in the firm's core values, placing the firm's interests ahead of our own in the workplace and investing our time, effort and resources to initiatives aimed at the firm's long-term success.

CLIENT SERVICE EXCELLENCE

Our mantra remains 'client first'. Being responsive and accessible is an important component of our organizational strength. We will meet and strive to **exceed your expectations** by anticipating our clients' needs and advance their business priorities. We will work on the basis that if we help our clients to be successful, we will be successful. We will work with you to develop a **full understanding** of your business, organization and expectations. We will look after our **clients' interests** as if they were our own, respond promptly to all clients' demands, keep the clients fully updated of their matters after each key milestone, timeously provide an excellent level of service to our customers in a proactive and efficient manner; communicate all information about our clients' files and their expectations to others working on the clients' matters as soon as practical and seize opportunities to exceed our clients' expectations.

RESPECT

We honor our Clients both in words and actions. We will maintain effective **channels of communication** (mostly e-mails and telephone calls) including keeping you informed of all important milestones or significant developments in your legal matter and respond to inquiries and correspondence promptly and in a timely fashion. We will **listen** more than we talk. We shall never give an impression that we are too busy for you or your matters and we will be **punctual** whenever we schedule a meeting with you or others in relation to your matters. We will avoid **surprises** and will discuss a proposed action in a matter with you before we incur any fees. At the end of any engagement, we will send you a **thank you note**. On regular intervals, we shall conduct **client satisfaction surveys** and use the data thereof to improve our procedures and processes and continuously improve service. If you are dissatisfied with our services, or if you feel we have failed to meet any of our commitments, your **feedback is key**. We always welcome your feedback and will honestly and fairly address your concerns, accept responsibility for any mistakes, apologize and provide a solution. We strive to take every possible opportunity to recognize positive contributions of individuals at all levels, get to know our clients on a personal basis, always aiming to build lasting relationships and treat them with respect and dignity regardless of race, gender, religious beliefs, seniority and position.

PARTNERSHIP/TEAMWORK

We continue to build a **collaborative work environment** by providing opportunities for growth through delegating responsibilities, sharing information and experiences, relying on each other's expertise, keeping commitments and trusting each other. At the same time, we shall seek to **collaborate** with other professional service firms and companies in order to better serve our clients and meet their needs. While we value individual contributions, we believe our best results are obtained when we work collaboratively as a team. We undertake to **proactively help** others advance by providing opportunities for growth and increased responsibility, supporting team objectives and meet team expectations, and taking responsibility for the team's mistakes as well as our own.

We strive to truly honor our company values in everything we do and set the right example for both our employees and clients.

(If you require any further information or clarification on this or any other related matter, please contact us or our Managing Partner, Mr. Cyrus Maina through the following : Email Address: cmaina@cmadvocates.com or mobile phone number 0721 869790)



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