



CONSULEGIS  
A LEADING GLOBAL NETWORK

# CONSULEGIS EWIV.

## Quality Standard Agreement

June 2015

# CONSULEGIS – Quality Standard Agreement

## Quality standards for admission and to be maintained by independent consulegis member firms

### 1. Applicant Profile Standards

All applicants for admission to CONSULEGIS must be able to demonstrate that they internally meet certain quality standards required for membership in CONSULEGIS.

- a. The Managing Director shall certify that each applicant for CONSULEGIS membership meets the following:
  - i. That it is a firm with an excellent local reputation in its jurisdiction;
  - ii. That the applicant maintains the highest level of professional standards in its community and is known for its honesty, professionalism and accountability;
  - iii. That the firm is comprised of high caliber attorneys with the capacity to integrate into the network with mutual trust and friendship;
  - iv. Has international practice at a level whereby it can provide referrals to other firms and to assist CONSULEGIS member firms and their respective clients;
  - v. Shall constantly seek to improve their quality standards;
  - vi. That the applicant meets the membership criteria; and
  - vii. That the applicants agree to submit to the *CONSULEGIS Code of Conduct*.
  
- b. The Advisory Board shall proceed with the admission process as provided within the Statutes of CONSULEGIS.

### 2. Member's Operating Standards

All member firms shall conduct themselves in such a manner as to afford the highest level of service to clients and to fellow members of CONSULEGIS. In order to accomplish this and to assure a global standard of service, CONSULEGIS members shall internally operate under the highest standards within their respective jurisdictions and the following minimum standards in order to be able to enhance the profile and visibility of CONSULEGIS and provide accountability among other independent member firms and their clients.

A questionnaire will be prepared by the Managing Director and approved by the Advisory Board in order to confirm these requirements.

- a. **Structure. Members shall:**
  - i. Members shall have adequate technological capability that will allow for rapid intercommunications and the flow of documents;

- ii. A contact person [Quality Manager] within the firm shall have “Project Management” capability. This person will be responsible for assuring that the matter referred is placed in the proper hands and will report back to the referring member;
- iii. Members shall be able to communicate internally in order to be able to respond to entries of referrals to other members within a maximum of two business days of the date of receipt; and
- iv. Members shall attend and participate in at least in one semi-annual meeting/conference.

**b. Client Service on Referrals. Members shall:**

- i. Have the client respond to a questionnaire to be provided by the Advisory Board of CONSULEGIS to monitor the quality of the service provided in cases where a reference has been made to such member. The referring member could also ask the client to respond to any questionnaire to monitor the service provided by the referred member;
- ii. Members shall only accept a referral if they believe they have the professional capability and expertise of handling the matter being referred and shall have the duty to decline the referral when the matter is outside their scope of services;
- iii. Understand the referred client needs;
- iv. The members shall be responsive to the clients and to the referring member;
- v. Assure the work product of the firm shall be of the highest quality;
- vi. Assure that a senior member of the firm knowledgeable of the practice area of the referred matter shall act on an oversight capacity of the referral in any matter referred by a CONSULEGIS member;
- vii. Assure the services provide to the referred client shall be efficient and cost-effective;
- viii. Upon request of the referring firm or referred client provide an estimated budget;
- ix. Agree on referral fees before they start working on the case. The standard forms will be used for such purposes; and
- x. Follow the CONSULEGIS Code of Conduct.

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