

# EUROJURIS QUALITY PROTOCOL

## 01. Ethics and Integrity

All members shall act in accordance with the client's best interest.

## 02. Access promptness

In the event of an emergency, respond with adequate promptness and in accordance with the nature of the emergency, described by either the client or the corresponding lawyer. Within 24 hours of receiving an inquiry, confirm by fax or e-mail:

- Receipt of the inquiry
- Acceptance of the case
- Capacity and qualification to provide adequate service
- Method of fee calculation
- That further information will follow within 5 working days.

Within 5 working days after the request has been received, the requested law firm shall in writing, either by fax or e-mail:

- Appoint the lawyer(s) in charge of the case.
- Describe, if possible, the expected schedule of the case.
- Describe, if possible, the fees and expenses likely to occur in the cross-border process.
- Inform the client on fees and expenses linked to the case, such as court disbursement etc.
- Request further information in order to provide adequate services.
- Provide information on professional insurance coverage to the corresponding lawyer.

If the firm declines to accept work, it should help the inquirer find a firm

or a lawyer to carry out the work in question.

## 03. Availability

Work for clients introduced through Eurojuris firms shall be handled with the same degree of priority as that applicable to the firm's most favoured clients, and the firm will promptly:

- Adequately inform the client or corresponding lawyer.
- Answer telephone calls, faxes, mail and e-mail.

If the lawyer is not available upon request, the lawyer's office shall forward the request, and also, if the lawyer is unable to respond, inform the client.

## 04. Insurance

Each firm is committed subscribe to a professional indemnity insurance to cover all lawyers working for the services requested. In the event that the requested services imply a risk exceeding the current insurance coverage, the requested lawyer shall promptly inform his/her colleague.

## 05. Competence & Training

The lawyer(s) in charge of the case shall have the adequate and relevant professional training & background to carry out the task. The member firms shall have access to relevant and updated sources of legal information. All lawyers shall have a vocational training policy, in

order to keep their knowledge in the areas of legal services that they perform up to date. Every firm shall prepare a program of vocational training for their member lawyers. The secretaries and the staff of the member firms shall be adequately trained.

## 06. Language

Every firm shall be capable of serving clients in at least one foreign language. Within the firm at least one of the secretaries shall be able to communicate in one foreign language, this is necessary in order to forward messages or requests to the lawyer in charge.

## 07. Communication equipment

The member firms shall have adequate equipment for communication, including a fax machine with an individual telephone line and e-mail. The member firms shall establish routines for controlling incoming and outgoing communication.

## 08. Eurojuris marketing

All marketing shall conform to high ethical standards. No member firms shall be entitled to market the firm as member of Eurojuris until the national organisation has approved the firm's quality manuals, and each member lawyer has signed the form undertaking the quality standard.