

# Capsticks' Quality Policy

Quality is an integral part of Capsticks' purpose, vision and values. Our values and quality objectives guide our actions to deliver services to our clients that meet their needs and exceed their expectations whilst operating within our regulatory framework and legal requirements. Delivering on quality and living our values are essential for the achievement of our vision to be go-to advisors that clients want by their side, in the sectors in which we operate.

At Capsticks, our commitment is to deliver high-quality experiences, top client excellence and with a focus on client relationship systems. This requires everybody to be engaged, to understand their responsibilities and be empowered to take action in order to deliver excellent client service whilst upholding our ethical responsibilities.

At Capsticks, connected expertise, engagement, ownership and support by everyone are vital for achieving our quality objectives. We are committed to providing the required leadership, management and resources to ensure we can deliver on our Quality Policy. We will ensure that the Policy is reviewed annually and communicated to colleagues, clients and third parties.

At its core, quality is first and foremost about trust in our services and it is also about delivering what we promise in everything we do. Each and every one of us at Capsticks has the power to influence quality and trust through our leadership, dedication and passion.

Martin Hamilton – Managing Partner



Rachael Heenan - Senior Partner



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## CAPSTICKS' QUALITY OBJECTIVES

Engendering a quality mindset with the objective of delivering and providing services which are error-free, trusted and preferred by the sectors in which we operate:

- Complying with our regulatory as well as internal requirements;
- Continuously challenging ourselves to improve the quality management system to guarantee fit-for-purpose legal services, compliance with our client charter, elimination of errors and the prevention of quality incidents through supervision, checking and continuously reviewing what we do and how we do it;

- Encouraging participation and promotion of quality responsibilities at all levels within the firm through standards, education, training and coaching, supervision and effective communication.

## CAPSTICKS' CLIENT CHARTER

At Capsticks, our commitment is never to compromise on client care, compliance and the quality of our services. To achieve these aims, Capsticks' teams will:

1. Respond to you promptly.
2. Represent your interests; keep your business confidential and your data safe.
3. Ensure you understand the risk and prospects of a successful outcome.
4. Provide clear, no-nonsense advice in plain, jargon-free language.
5. Agree the budget and keep you fully informed about costs throughout the matter.
6. Keep to agreed timescales.
7. Keep you regularly informed of progress.
8. Always ensure the availability of a lawyer or adviser at the right level who can handle a query on your case.
9. Always conduct a review at the end of the matter, agree any next steps or give you confirmation of the conclusion of the matter.
10. Listen to and act on your feedback.

## CAPSTICKS' VALUES

### People first

How we treat clients and each other says everything about who we are. Decency respect, fairness and inclusion are what we live by.

### Doing the right thing

We review all angles and challenge ourselves to do the right thing, even if the right thing isn't easy.

### Forward Thinking

We listen and proactively plan for what's ahead, seeking new ideas and being thoughtful to the needs of the people we work with.