

VAN VELDEN-DUFFEY

CODE OF CONDUCT FOR PROFESSIONAL STAFF

1. All professional staff, that is directors, practicing consultants, associates, professional assistants and candidate attorneys subscribe to the vision and mission statement of the firm, and will strive to always do everything within their reasonable power and ability to realize the vision and mission statement of the firm.
2. In doing so, all professional staff members will always
 - 2.1. diligently attend to all professional instructions assigned to them;
 - 2.2. endeavour to ensure that instructions are finalized within the shortest possible time frame;
 - 2.3. endeavour to achieve the maximum possible output with the smallest possible input, in order to maximize effectiveness and productivity;
 - 2.4. keep clients properly informed of progress and all possible problems encountered with their matters;
 - 2.5. with minimum delay respond to messages to call back any person (and particularly clients), unless there is good cause not to do so;
 - 2.6. ensure that an effective system is followed to log messages to call back, as referred to in 2.5 above, so as to ensure that messages cannot get lost and not be responded to;
 - 2.7. be sensitive towards the needs of clients, in the sense that we are there for them and their needs, and not the other way around;
 - 2.8. will always strive to be solution minded and not in the first place be problem minded, and
 - 2.9. be frank with clients in regard to costs, obtain advance deposits where required or appropriate, refrain from doing work where payment of fees earned or expenses incurred are in doubt and generally ensure that clients at all times know what our services will cost them.