

Quality Commission

November 2020

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GOALS

Goals of the Quality Commission

The Quality Commission was created in January 2013 in our firm in order to improve both the quality of all client related services but also to improve the well-being of all those working in the firm.

INTERNAL QUALITY

Continuous improvement
of the firm's operations

EXTERNAL QUALITY

Optimization of our
customer's satisfaction

The subjects discussed during the Quality Commission meetings vary a lot, they can go from redecorating the meeting rooms for these to be more welcoming for clients, to thinking how to waste less paper and recycle better.

The Quality Commission allows everybody in the firm to give their thoughts on the various subjects discussed, and thus allows everybody to feel concerned by the well-being of clients and members of Alerion.



MEMBERS

Members of the Quality Commission

- The Commission comprises between 9 and 12 members at the most. These belong to all the professional categories of the firm and each category must be represented by at least one member :
 - 1 paralegal
 - 1 junior associate and 1 senior associate
 - 1 partner
 - 1 PA and
 - 1 member from the marketing and communication department.
- The Managing Partner and Office Manager also take part in the Quality Commission meetings. All the partners are also allowed to attend if they wish to.
- Each member is elected for 2 years.
- The members also elect a president who will be in charge of managing the meetings.



MEETINGS

Meetings


- The Commission meets up at least 4 times a year and an agenda is determined before each meeting.
- The members of the Commission suggest ideas that must be validated by the managing partner or the partners. Non members can also suggest ideas of themes they wish to see discussed during the meetings.
- One member is then in charge of dealing with the subject and will inform the other members of the progress status during the following meeting.
- The minutes of the meetings are then sent to the whole firm for information.



PROCESS



The 3 steps to approach a topic

1. Review of the current situation
 2. Recommendation of the Quality Commission to the board of Directors
 3. Monitoring of implementation for each measure that has been adopted
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HURDLES

Some hurdles encountered

- **Stay diplomatic:** The Commission's role is one of suggestion. In no case does it decide or intervene in the firm's strategy.
- **Be patient:** It took sometimes many sessions to have one subject truly developed and a measure ready to be presented to the Board of Directors.
- **Get to the point:** Avoid long discussions in order to respect the agenda while allowing everyone to give his point of view.



ACHIEVEMENTS

The Firm on a Daily Basis

- Setting up a dress code, especially for the area where the meeting rooms are located
- Providing the meeting rooms with tissues, wipes and hydroalcoholic gel
- Improving all workstations with the installation of a double-screen display
- Drafting a booklet to give all the information on the functioning of the firm to new lawyers or employees at Alerion
- First aid training for all volunteers
- IT security training by ANSSI (French National Agency for Health and Social Security)

Processes


- Daily control of file openings by a designated referent
- Establishing an IT charter
- Creating a practical guide in order to facilitate the filling of time sheets by lawyers
- Choosing of an electronic signature provider
- Setting up a centralized base of correspondents and qualified service providers

Customer Relationship

- Drafting a good practices booklet to help lawyers in their relationships with clients
- Elaborating a new project about general terms and conditions of sale
- Standardizing email signature pads in order to mention essential information including direct contact details
- Eagle by Alerion: customizing a new digital platform allowing important clients to store all their legal documents
- Upgrading the furniture in the meeting rooms
- Drawing up a satisfaction questionnaire on the quality of the firm's services

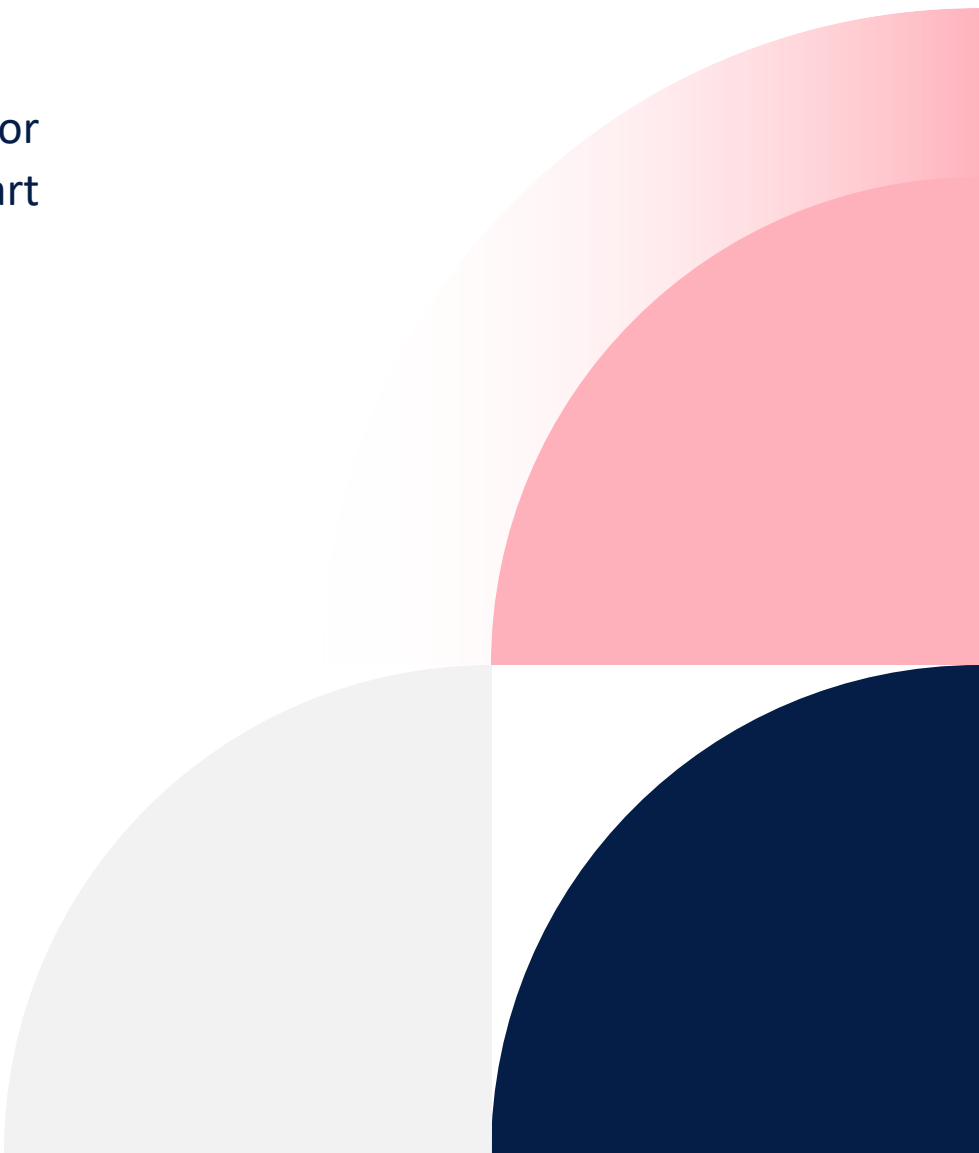


Ecological footprint & ethical actions

- Working on environmental issues within the firm
 - Implementing of a paper recycling and destruction service (storage in a secured wooden container installed near the copiers on each floor).
 - Replacing plastic cups from water fountains with environmentally friendly cups.
 - Using recycled paper for individual printers.
 - Eco-citizen waste collection actions
 - Organizing charity runnings promoting communication actions for the firm.
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Innovation

- Conducting a permanent technological and digital watch for opportunities to be seized: open data, digitalization, smart contracts, etc.
 - Setting up partnerships with Legaltechs
 - Upgrading the digitalization of the firm and the reception area
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Happiness management

- Decorating the terrace to make it more welcoming to clients
 - Installing beehives on the roof of the building
 - Delivering organic baskets for the members of the firm
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