LEGAL DEPT. SERVICE CHARTER

[Company Name]

Private & Confidential

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PART A | INTRODUCTION

1. INTRODUCTION AND PURPOSE OF CHARTER
	1. Welcome to the legal department service charter of [Company] (the “**Charter**").
	2. [Company] is in the process of transforming its in-house legal function into a highly responsive and efficiently leveraged legal department (the “**Legal Department**”).
	3. This document serves as a guide to understanding the legal services provided by the Legal Department and the standards by which we operate.
	4. By outlining our mission, scope of services, and service standards, we aim to promote transparency, efficiency and collaboration within [Company].
	5. This Charter sets out the basis upon which the Legal Department will engage with internal stakeholders, together with the required service levels, standards and protocols to be delivered.
2. LEGAL DEPARTMENT MISSION & VISION

**[DN: Align this with the mission, vision and values specified in your legal department plan.]**

* 1. The Mission Statement for the Legal Department is [●].

[**Example Statement:** To provide high-quality legal services that support and advance the strategic objectives of [Company]. We are committed to delivering timely, practical, and solution-oriented legal advice while upholding the highest standards of professionalism, integrity and ethical conduct.]

* 1. The Legal Department’s vision is [●].
	2. [**Example Vision Statement:** Our vision is to be the cornerstone of legal excellence, fostering innovation, collaboration and integrity within [Company]. We seek to be trusted advisors, driving strategic outcomes for your projects and contributing to the success and sustainability of our organization both now and into the future.]
1. LEGAL DEPARTMENT SERVICE OBJECTIVES

**[DN: Marry up to the objectives specified in your legal department plan, plus also consider the general service charter objectives you wish to communicate / establish.]**

* 1. The Legal Department has a number of very specific performance objectives that it must deliver to the [Company] and in relation to which, it requires the clear understanding and support of all Business Units.
	2. The Legal Department objectives include:
		1. partnering with [Company]’s management and business teams to understand and “enable” the achievement of corporate objectives and strategies;
		2. effectively managing the risks associated with our business, in a proportionate and practical fashion;
		3. providing pro-active support by engaging with our client stakeholders in the business teams;
		4. becoming the vital “enablers” of new business projects and strategies that are pursued by [Company];
		5. presenting risks in a clear and proportionate light, which enables our commercial teams and management to make better and more informed decisions that present attendant risks in a clear and proportionate light;
		6. being recognized as a value center for “enabling” the business projects pursued by [Company] and being able to objectively demonstrate our contributions;
		7. providing significantly more “business as usual” support directly ourselves by increasing efficiencies, while also making greater contributions to “special projects”;
		8. better leveraging all categories of available legal resources (people, tools, workflow, budget, counsel, etc.), so that we consistently achieve greater productivity outcomes;
		9. significantly reducing our external spend wherever possible by eliminating sourcing and delivery inefficiencies for external services / support; and
		10. implementing effective and efficient legal department infrastructure and working practices that allow us to boost the productive contributions of the Legal Department.
1. LEGAL DEPARTMENT TRANSFORMATION
	1. We believe that we are operating in a watershed moment in the legal industry in terms of the availability of legal service delivery efficiencies - the Legal Department welcomes this change.
	2. Our new operating mandate is that every class of legal resource utilized by [Company], including the resources of the Legal Department, must deliver a lot more for a lot less – and in an empirically demonstrable fashion.
	3. [Company] expects all Business Units to support the Legal Department by:
		1. taking time to engage with the Legal Department and treating them as partners in the business;
		2. understanding the Legal Department Objectives and sharing in [Company]’s commitment to the Legal Department Objectives;
		3. doing their part to facilitate the achievement of the Legal Department Objectives; and
		4. sharing in [Company]’s commitment to implementing and reaping the full benefits of this transition.

**[DN: It is important to communicate that your Legal Department is in a state of transformation and looking to constantly improve. You need to be clear that ongoing support from the Business Units is central to optimal performance of your in-house Legal Department.]**

1. LEGAL DEPARTMENT OPERATING AUTHORITY
	1. [Company] has adopted a Group Legal Policy, which provides the essential policy context for how the Company wishes to manage risk when doing business with third parties.
	2. In providing services to Business Units within [Company] the Legal Department shall in all cases look to apply the legal positions set out in the applicable module of the Group Legal Policy.
	3. When Business Units wish to take an exceptional position (i.e. a position that does not fall within the parameters set by the Group Legal Policy), such a position will require:
		1. written explanation; and
		2. approval and/or consent from such authorized persons as are identified in the applicable escalation / approval protocol.

**[DN: Best practice dictates that you should be able to point to a written Group Legal Policy document. If this does not yet exist (ie such policies only reside in the heads of Legal Department personnel) then you need to adjust the language here so that the principle of established positions to be secured/respected remains valid. Note that a GLP acts as both an enabler (how you must navigate) and a shield (the basis for your decisions) for the Legal Department.]**

PART B | ROLES & RESPONSIBILITIES

1. ROLE, FUNCTIONS AND RESPONSIBILITIES OF THE LEGAL DEPARTMENT

**[DN: Consider outlining functional responsibilities (if any) and specific roles and geographic coverage of the members of the Legal Department. This overview matrix can change depending on how coverage responsibilities for your legal team members are determined inside your organization. Note, this overview may have to pivot depending on whether you are operating a centralized, de-centeralised or hybrid legal department operational model.]**

* 1. The following is a non-exhaustive overview of certain roles, functions and responsibilities of key personnel within the Legal Department.

| **THE LEGAL** **DEPARTMENT** |
| --- |
| **Role** | **Contact Info.** | **Geo. Coverage** | **Biz Unit** | **Key Responsibilities** |
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PART C | OPERATIONAL PROTOCOLS

1. OUR SERVICES
	1. The Legal Department offers a comprehensive range of support services to our Business Units.
	2. Our services include, but are not limited to:
		1. Contract drafting, and review and negotiation of legal documents;
		2. Regulatory compliance and risk management advisory;
		3. Intellectual property protection and management;
		4. Employment law counseling and dispute resolution;
		5. Litigation management and legal representation;
		6. Corporate governance and regulatory compliance; and
		7. [Other].

**[DN: it is important to break out the discrete services that you offer, particularly where you intend to offer service levels to particular types of services. Use this list to also define what you do not do, so as to protect your team from non-mandated support requests.]**

* 1. For good order, the Legal Department is not responsible for the following work types/scenarios:
		1. **Project management:** taking responsibility for the overall project management of your project/transaction, unless otherwise agreed;
		2. **Technical Document Preparation:** preparation of detailed technical or commercial documents including those pertaining to the supply of goods and services; or
		3. [Other].
1. REQUESTS FOR LEGAL DEPARTMENT SUPPORT

**[DN: We recommend using Legal Support Request Forms as the basis of all instructions to the Legal Department. See** [**Legal Operations Essentials: The Legal Services Request Form**](https://www.gls-legaloperations.com/know-how/legal-services-request-form-0)**]**

* 1. To enable the Legal Department to achieve the Legal Department Objectives as efficiently as possible, all Business Units shall, wherever possible, follow the Legal Support Request Protocol set-out below when requesting assistance from the Legal Department.
	2. The Legal Support Request Protocol has been designed to enable the Legal Department to:
		1. respond more quickly to service requests and provide qualitatively improved assistance;
		2. efficiently gather the information required to provide effective support on a matter;
		3. ensure that workflows are efficiently allocated to the most appropriate Legal Department member;
		4. reduce the risk of service requests being “lost” in a Legal Department member’s inbox or directed to a team member that is absent or lacking the proper training to respond effectively;
		5. gather and analyze objective data about the Legal Department operations;
		6. gather data that can be used by the Legal Department to assess the relative ROI of its initiatives, particularly in relation to the achievement of the Legal Department Objectives; and
		7. gather the data it needs to proactively plan and implement new productivity and efficiency initiatives.

| **Legal Support Request Protocol** |
| --- |
|  | All Legal Support Requests must be submitted to the Legal Department using the applicable Legal Support Request Form **(Golden Rule)** |
|  | All Legal Support Request Forms must be submitted to [GROUP LEGAL EMAIL ADDRESS] /. [INGRESS PORTAL]. **(Golden Rule)** |
|  | The [LSR Manager] shall promptly review each Request with respect to the Legal Department Objectives: |
|  | Following their review, the LSR Manager shall promptly:1. assign the Legal Support Request to the Legal Department member that is most able to provide effective support on the matter; or
2. return the Legal Support Request to the internal client with a request for such further information as may be required to properly assign the Request; or
3. return the Legal Support Request to the internal client with an explanation of why the Legal Support Request is not appropriate for support by the Legal Department.
 |

**[DN: This Charter assumes that you will use a formal Legal Support Request Form (these are absolutely essential), and have a designated person to perform an initial review of LRRF’s that comes into the Legal Department. In any event, please adapt the protocol to what works / current practices inside your organization. Note that it is important that Legal Department leadership is continuously across the demographics of the support requests made of the Legal Department. Analysis of LSRF forms make this possible and is easy to conduct.]**

1. USEFUL ENGAGEMENT PRACTICES
	1. One of the key Legal Department Objectives is to enable [Company]’s business projects as efficiently and effectively as possible in the context of preserving an acceptable risk profile.
	2. Business Units will greatly assist the achievement of this objective (and themselves) if they, in addition to following the Legal Support Request Protocol, remain cognizant of and adhere to the following when engaging the Legal Department:
		1. **Early Engagement:** we encourage early engagement with the Legal Department on projects and initiatives that may have legal implications. Business Units should involve the Legal Department at the outset to identify potential risks and develop appropriate strategies. Early involvement allows us to provide proactive advice and mitigate legal risks before they escalate.
		2. **Complete Instructions:** incomplete, low-quality instructions waste valuable time as they will require clarifying before the Legal Department can effectively provide support. Business Units should therefore provide information that is as clear and complete as possible when submitting a Legal Support Request;
		3. **Continual Feedback:** internal client satisfaction is important to the Legal Department. So we ask that Business Units provide constructive feedback as early and as often as possible to ensure that we have the opportunity to make any service based adjustments in a timely fashion; and
		4. **Timeline Requests:** the Legal Department will address all Legal Support Requests as quickly as possible but certain matters must be prioritized if the Legal Department is to address all requests efficiently and effectively. Business Units should therefore:
			1. provide realistic time frames with any Legal Support Request; and
			2. not mark a Request as “Urgent” unless it truly is;
		5. **Relationship Driven:** Business Units should foster and maintain positive and collaborative relationships with whichever Legal Department team member is assisting them and provide constructive feedback where they feel mistakes were made or where there could be improvements. We will do the same with you.
2. FORCE MAJEURE NOTIFICATION RESPONSE PROTOCOL

**[DN: It’s important you clearly communicate to the Business Units that the Legal Department must be consulted when FM events are claimed. It is not for the BU alone to grant FM relief. In this draft of the Charter we have foregrounded this issue, but feel free to relocate to a more “admin matters” section of the Charter if you think that would be appropriate for your audience.]**

| **Force Majeure NOTIFICATION – Response protocol** |
| --- |
|  | Business teams must acknowledge that no one person or Business Unit owns [Company]’s response to the FM Notice – its implications are cross functional. **(Golden Rule)** |
|  | Business teams must inform the Legal Department of any FM Notice received as quickly as possible – ensure future contracts require notices to go to the Legal Department or at least copy them. **(Golden Rule)** |
|  | Business teams must not respond to any FM Notice or otherwise communicate with the counterparty upon receiving an FM notice without seeking the Legal Department’s approval. **(Golden Rule)** |
|  | Legal Department and Business Unit shall assess procedural steps (if any) in existing contracts that counterparties must comply with when claiming force majeure, and ensure that all steps have been complied with. **(Golden Rule)** |
|  | [Company] will require the counterparty to provide detailed evidence of the said force majeure event in order to prove the existence of the same. **(Golden Rule)** |
|  | [Company] will require the counterparty to specify which of their specific obligations are impacted by the force majeure event so as to ascertain a causal link exists. **(Golden Rule)** |
|  | [Company] will seek confirmation that the counterparty has:* implemented its relevant business continuity measures to mitigate the impact of the force majeure event; or
* if existing business continuity measures are inadequate, proposed new measures (and thereafter ensures that the supplier implements these proposed new measures).

This may be specifically required under the contract or inferred from industry practice. **(Golden Rule)** |
|  | Business units must ensure that all communications with counterparties are marked “without prejudice” to avoid inadvertently waiving available remedies, including under the contract. **(Golden Rule)**Wider project teams should be informed of this requirement and its significance. |
|  | [Company] will consider the impact on its own supply chain as a result of its suppliers claiming force majeure. Consult relevant other Business Units as to whether the [Company]’s ability to perform downstream will be impacted. **(Golden Rule)**  |
|  | [Company] will consider whether it is required to issue any force majeure or hardship notices to its customers as a result of a supplier claiming force majeure. **(Golden Rule)**The alarmist reaction must be carefully balanced against [Company]’s own contractual obligations. |
|  | [Company] will assess the availability of its own business interruption coverage insurance, and (where relevant) ensure that it is able to satisfy any procedural requirements to claim against its insurance. **(Golden Rule)** |
|  | The Legal Department should review and sign off on any communication regarding the FM Notice before such communication is made to the counterparty. **(Golden Rule)** |

1. DEAL MEMORY
	1. The Legal Department shall wherever possible capture the “decision-making rationale” behind key legal risk allocation points in each matter that it assists with.
	2. A report which succinctly records the “who, why and when” for any decisions that represent a departure from our Group Legal Policy shall be filed in accordance with the Project File Management Protocol.
	3. The rationale for this practice is that people will regularly come and go from a business and as such there is a risk that deal specific knowledge will be lost with them.
	4. Such “corporate amnesia” may compromise [Company] going forward - resulting in potentially unnecessary commercial compromises or risk, compliance issues and a loss of opportunities to improve future outcomes.

PART D | PERFORMANCE EVALUATION

1. KEY KPIS

**[DN: For guidelines on choosing what KPIs might be best for your legal department see** [**Legal Ops Essentials: What KPIs should your legal team implement?]**](https://www.gls-legaloperations.com/know-how/legal-ops-essentials-what-kpis-should-your-legal-team-implement)

* 1. To monitor our performance and ensure continuous improvement, we track key performance indicators (“**KPIs**”) and report on our activities regularly.
	2. The KPIs that the Legal Department will track and be measured against are:
		1. [Total Legal Department Spend]
		2. [Legal Department Spend on External Counsel]
		3. [Cycle Time for Contract Review]
		4. [Compliance Incident Rate]
		5. [Internal Client Satisfaction Score]
		6. [Other]
	3. The Legal Department will report its results in accordance with the following protocol:
		1. [Reporting Processes].

[**DN: Insert details of how and when performance reports are generated and distributed, including frequency and recipients within your Company.]**

1. SERVICE LEVELS OFFERED BY THE LEGAL DEPARTMENT

**[DN: its important to only offer SLAs that you know that you can meet. In this section you can set out the SLAs you intend to offer. We have wireframed some commonly offered SLAs as well as included some suggested approaches to unpacking the SLA.]**

* 1. To ensure the delivery of responsive and high-quality legal services, the Legal Department offers the following service standards:
		1. **[Acknowledgement of Legal Requests:** The Legal Department commits to acknowledging receipt of Legal Support Request Forms within [●] and providing an initial assessment or timeline for completion of the matter within [●] hours.]
		2. [**Turnaround Time for Contract Reviews:** The Legal Department agrees to review and provide feedback on contract drafts within predetermined timeframes as set out below:

|  |  |  |
| --- | --- | --- |
| **Agreement Type** | **SLA** | **Additional Comments** |
| NDAs | [●]  | [●]  |
| Supply Agreements | [●]  | [●]  |
| [Agreement type] | [●]  | [●]  |

* + 1. [**Training Sessions – for Legal Team:** [●] ]
		2. [**Training Sessions – for Non-Legal Team:** [●] ]
		3. [**Corporate Secretarial Support Scenarios:** [●]
		4. [**Data Protection Incident Responses:** [●]
		5. [**Quality of Legal Advice:** [●] ]
		6. [**Other:** [●] ]

PART E | MATTER RESOURCING PROTOCOL

1. PROJECT RESOURCING PRACTICES
	1. We allocate legal resources based on the complexity, urgency, and strategic importance of legal matters.
	2. Legal Support Request are prioritized based on factors such as legal risk, business impact, and resource availability.
	3. Notwithstanding the above, the Legal Department is required to run and staff all matters at all times:
		1. in the most cost-effective and qualitative manner;
		2. with appropriately experienced personnel using the “best person for the job”; and
		3. in a manner which avoids inefficiency, including duplicitous resourcing.
2. ENGAGING WITH EXTERNAL LEGAL SERVICE PROVIDERS

**[DN: Include hyperlink to your company’s guidelines for external counsel. If you do not have such guidelines, you can access them at** [**Guidelines for External Legal Counsel**](https://www.gls-legaloperations.com/product/guidelines-for-external-legal-counsel)**]**

* 1. External counsel shall be engaged strictly in accordance with [Company]’s External Counsel Guidelines which are available at [URL].
1. MANAGING RELATIONSHIPS WITH EXTERNAL LEGAL COUNSEL
	1. As an innovative and highly professional business, [Company] recognizes that it will regularly require access to the expertise and capacity of outside counsel.
	2. As such, [Company] will manage External Counsel in accordance with its External Counsel Guidelines with the view to of fostering strong and strategic relationships with External Counsel:
	3. Non-Legal Department personnel must refrain from engaging in direct communication or interaction with External Counsel, unless requested to do so by the Legal Department Project Lead.
	4. Where non-Legal Department personnel receive communications from any External Counsel which are contrary to the above, they are required to:
		1. inform Legal Department Project Lead immediately (and forward them copies of any relevant correspondence); and
		2. act only in accordance with Legal Department Project Lead’s instructions.
	5. You are required to keep the relevant Legal Department Project Lead copied in all your correspondences with any External Counsel.

PART F | BUDGETING & FINANCIAL MATTERS

1. LEGAL DEPARTMENT BUDGET OVERVIEW
	1. The Legal Department Budget is determined in accordance with and is set out in, the Legal Department Business Plan.
	2. The Legal Department is committed to wherever possible:
		1. utilising innovative tools, solutions and/or business practices in order to better leverage all categories of available legal resources; and
		2. to consistently achieve greater productivity outcomes from the Legal Department Budget.
	3. If a Legal Support Request falls outside of the terms of the Legal Department’s mandate, or the Legal Department’s budget allocation:
		1. the Legal Department will notify the applicable Business Unit; and
		2. that Business Unit will be required to pay the costs and expenses incurred by the Legal Department to service their support request.
2. WHAT DOES NOT FALL WITHIN THE LEGAL DEPARTMENT BUDGET
	1. Expenses associated with the following may be contributed to by Legal Department Budget (where express written consent has been given by the GC) but shall otherwise not fall with the Legal Department Budget:
		1. External Counsel engaged without either:
			1. the express written consent of the Legal Department; or
			2. not in accordance with the External Counsel Guidelines.
		2. Items that are not anticipated by the Legal Department Business Plan;
		3. Special Projects;
		4. Costs relating to any event that is not organized by the Legal Department;
		5. Requests that are not made in accordance with the Legal Support Request Protocol; and
		6. [Other].

PART G | COMPLIANCE MATTERS

1. CORPORATE GOVERNANCE IS A GENERAL RESPONSIBILITY
	1. It is critical to the ongoing success of [Company] that effective corporate governance and high levels of corporate responsibility are maintained at all times.
	2. As such:
		1. the Legal Department is committed to assisting the Company to attain the highest international standards and best practices in the adoption and implementation of sound principles of corporate governance (the “Corporate Governance Standards”); and
		2. it is understood that all [Company] personnel, including non-Legal Department members, must consider themselves as being personally responsible for acting in accordance with and supporting the [Company]’s adherence to the Corporate Governance Standards.
2. WHOM DOES THE LEGAL DEPARTMENT ACT FOR
	1. The Legal Department shall exercise its authority and perform its services, responsibly and in accordance with:
		1. good faith and in the best interests of [Company];
		2. Applicable Law;
		3. its Professional Standards;
		4. the Corporate Governance Standards;
		5. this Charter; and
		6. any other applicable policies and procedures set by the Board.
	2. In accordance with the above, it is understood that the Legal Department does not act for the personal interests of any individual personnel, directors or Business Units.

PART H | PRIVACY & CONFIDENTIALITY

1. DATA PROTECTION
	1. The Legal Department is committed to upholding the highest standards of international best practice in relation to the processing of Personal Data.
	2. As such, in addition to its general obligations to comply with Applicable Law, the Legal Department shall:
		1. comply at all times with all applicable data protection and privacy legislation;
		2. comply with [Company]’s internal data protection policies; and
		3. utilize adequate organizational and technical measures so as to safeguard Personal Information from loss, destruction and/or unauthorized access.
2. LEGAL PRIVILEGE / ATTORNEY CLIENT PRIVILEGE & CONFIDENTIALITY
	1. Unless otherwise stated, all Legal Work shall be considered as “confidential information” and be kept strictly confidential.
	2. As such, the Legal Department is committed to:
		1. treating all information received in relation to a legal matter as confidential information; and
		2. only using such information strictly for the purposes of furthering the particular matter/project to which it relates and the best interests of [Company].
	3. The commitments set out in this Part shall not apply to Confidential Information which is the subject of a Mandatory Disclosure.

PART I | CONTINOUS IMPROVEMENT

1. CONSTRUCTIVE FEEDBACK (POSITIVE / NEGATIVE)
	1. In accordance with the Legal Department Objectives, the Legal Department is committed to operating with an “internal customer service mentality”.
	2. In this context regular, open and constructive communication between Business Units and the Legal Department is a necessity, as it will enable the Legal Department to:
		1. increasingly improve its ability to support Business Units and enable the achievement of the commercial objectives of [Company]; and
		2. increasingly improve the quality of its decision-making and the productivity returns it can achieve from all classes of its legal resources;
	3. All Business Units are therefore requested to promptly and regularly communicate any constructive feedback they might have about the Legal Department or its operations to: [CONTACT INFO]
2. RESPECTFUL DEALINGS
	1. The Legal Department is committed to providing its services in a respectful and courteous manner, and requires that you extend such behavior to us.
	2. As such, please do:
		1. actively familiarize yourself with this Charter including the Legal Support Request Protocols
		2. be open and honest with us; and
		3. be courteous and respectful towards our staff and work with us to solve problems.

PART J | MISCELLANEOUS MATTERS

1. [TITLE]

**[DN: Use this space to address any other matters which the Legal Department would like to address with this charter]**

* 1. [●]

SCHEDULE 1 | DEFINITIONS AND INTERPRETATION

1. DEFINTIIONS
	1. In this Charter (unless the context otherwise requires), the following words and phrases shall have the following meaning:

|  |  |
| --- | --- |
| **Applicable Law** | means all national, state, local and municipal legislation, regulations, statutes, by-laws, Approvals and/or other laws and any other instrument or direction from officials having the force of law as may be issued and in force from time to time (and any amendment or subordinate provisions thereto) relating to or connected with the activities contemplated under this Agreement, wherever so located and/or performed; |
| **Approvals** | means any licenses, permits, consents, approvals and authorizations (statutory, regulatory or otherwise) that a Party may require (whether to comply with Applicable Law or otherwise) to perform its obligations under this Agreement; |
| **Board** | means the board of directors of the Company; |
| **Business Units** | means any department or team that develops and implements independent strategies in the Company, but does not include the Legal Department; |
| **Charter** | has the meaning defined in Paragraph 1.1; |
| **External Counsel** | means third party legal counsel;  |
| **External Counsel Guidelines** | means the Company’s guidelines for engaging External Counsel, as updated from time to time, the current version of which is available at [URL]; |
| **FM Notice** | means notice received from a counterparty that they will be unable to perform their contractual obligations as a result of a force majeure event; |
| **General Counsel GC** | means [Name and contact details];  |
| **Group Legal Policy** | means the Company’s policy/policies for how it wishes to manage risk when doing business with third parties, the current version of which is available at [URL]; |
| **Legal Department** | has the meaning defined in Paragraph 1.2;  |
| **Legal Department Budget** | means the Legal Department’s annual budget allocation; |
| **Legal Department Business Plan** | means the Legal Department’s written plan/policy for how it intends to utilise the Legal Department Budget, the current version of which is available at [URL]; |
| **Legal Support Requests** | means submitted by a Business Unit for support from the Legal Department;  |
| **Legal Support Request Form or LSRF(s)** | means a request for Legal Department support, the authorised form for requesting such support is available at [URL]; |
| **Legal Support Request Protocol** | means the process by which support can be requested from the Legal Department, being as set out at Paragraph 2 |
| **LSR Manager** | means [Name and contact details]; |
| **Legal Department Objectives** | means the objectives set out at Paragraph 3; |
| **Legal Team Project Lead** | means the Legal Department team member identified as being primarily responsible for managing a Legal Support Request; |
| **Mandatory Disclosure** | means any announcement or disclosure of Confidential Information that a Party is required to make under Applicable Law or as otherwise required by any order of a court of competent jurisdiction; |
| **Mission Statement** | means the mission statement set out at Paragraph 2; |
| **Persons** | means any natural person, corporate or unincorporated body (whether or not having separate legal personality), individual, corporation, partnership, limited liability company or similar entity; |
| **Professional Standards** | means all applicable professional rules, codes of conduct and regulations and associated guidelines which govern the conduct of the Legal Department and its personnel, including but not limited to any requirements and conditions for obtaining and maintaining any approvals and/or status of good standing with any professional or regulatory body; |
| **Project File Management Protocol** | means the authorised protocol for managing project files within the Company, as updated from time to time, the current version of which is available at [URL]; and |
| **Special Projects** | means legal services related to mergers, acquisitions, disposition, IPOs, immigration services, marketing activities, registration/filling associated with domain names, trademarks or copyrights etc. |