

Draft SRA Code of Conduct (Annex C)

Introduction to the SRA Code of Conduct

Overview

Outcomes-focused regulation concentrates on providing positive outcomes which when achieved will benefit and protect *clients* and the public. The SRA Code of Conduct (the Code) sets out our outcomes-focused conduct requirements. These requirements encourage you to consider what are the right outcomes for your *client* taking into account the way that your *firm* works and its client base. The Code is underpinned by effective, risk-based supervision and enforcement.

Those involved in providing legal advice and representation have long held the role of trusted adviser. There are fiduciary duties arising from this role and obligations owed to others, especially the *court*. No code can foresee or address every issue or ethical dilemma which may arise. You must strive to uphold the spirit of the Code as well as the letter.

The Principles

The Code forms part of the Handbook, in which the 10 mandatory *Principles* are all-pervasive. They apply to all those we regulate and to all aspects of *practice*. They define the fundamental ethical and professional standards that we expect of all *firms* and *individuals* (including *owners* who may not be *lawyers*) when providing legal services. You should always have regard to the *Principles* and use them as your starting point when faced with an ethical dilemma.

Where two or more *Principles* come into conflict the one which takes precedence is the one which best serves the public interest in the particular circumstances, especially the public interest in the proper administration of justice. Compliance with the *Principles* is also subject to any overriding legal obligations.

You must:

- 1 uphold the rule of law and the proper administration of justice;
- 2 act with integrity;
- 3 not allow your independence to be compromised;
- 4 act in the best interests of each client;
- 5 provide a proper standard of service to your clients;

- [6](#) [behave in a way that maintains the trust the public places in you and in the provision of legal services;](#)
- [7](#) [comply with your legal and regulatory obligations and deal with your regulators and ombudsmen in an open, timely and co-operative manner;](#)
- [8](#) [run your business or carry out your role in the business effectively and in accordance with proper governance and sound financial and risk management principles;](#)
- [9](#) [run your business or carry out your role in the business in a way that encourages equality of opportunity and respect for diversity;](#)
- [10](#) [protect client money and assets.](#)

Structure of the Code

[The Code is divided into 5 sections:](#)

- o [You and your client](#)
- o [You and your business](#)
- o [You and your regulator](#)
- o [You and others](#)
- o [Application, waivers and interpretation](#)

[Each section is divided into chapters dealing with particular regulatory issues, for example: client care, *conflicts of interests*, and *publicity*.](#)

[These chapters show how the *Principles* apply in certain contexts through mandatory and non-mandatory provisions.](#)

Mandatory provisions

[The following provisions are mandatory:](#)

- o [the outcomes;](#)
- o [the application and waivers provisions in chapter 13;](#)
- o [the interpretations in chapter 14; and](#)
- o [the commencement, repeal and transitional provisions in chapter 15.](#)

[The outcomes describe what *firms* and individuals are expected to achieve in order to comply with the relevant *Principles* in the context of the relevant chapter. Judgement will need to be exercised to decide if the outcome is relevant to your *practice*. You will need to bear in mind:](#)

- o [some of the outcomes do not apply to *overseas practice*;](#)
- o [outcomes may be different when applied to *in-house practice* and/or where services are provided only to your employer.](#)

[In each of these cases we have explained at the end of the chapter how the outcomes apply.](#)

[The outcomes contained in each chapter are not an exhaustive list of the application of all the *Principles*. We have tried to make them as helpful as possible.](#)

Non-mandatory provisions

The following provisions are non-mandatory:

- [indicative behaviours](#);
- [notes](#).

The outcomes are supplemented by indicative behaviours. The indicative behaviours specify, but do not constitute an exhaustive list of, the kind of behaviour which may establish compliance with, or contravention of the *Principles*. These are not mandatory but they may help us to decide whether an outcome has been achieved in compliance with the *Principles*.

We recognise that there may be other ways of achieving the outcomes. Where you have chosen a different method from those we have described as indicative behaviours, we might require you to demonstrate how you have nevertheless achieved the outcome. We encourage *firms* to consider how they can best achieve the outcomes, taking into account the nature of the *firm*, the particular circumstances of the matter and, crucially, the needs of their particular *clients*.

~~The SRA Code of Conduct ("the Code") sets out the conduct requirements of those we regulate. The Code forms part of the **SRA Handbook** ("the Handbook"), as do the mandatory principles ("the Principles"). The chapters in the Code flag up the relevant *Principles* and set down outcomes which you must achieve for the benefit of your *clients* and the public. These outcomes can often be achieved in a variety of ways, examples of which are set out in the Code. You may need to refer to other parts of the Handbook in particular circumstances.~~

Structure

The Code is structured in the following way:

Principles

There are mandatory *Principles* which apply to all.

You must:

- ~~1 uphold the rule of law and the proper administration of justice;~~
- ~~2 act with integrity;~~
- ~~3 not allow your independence to be compromised;~~
- ~~4 act in the best interests of each *client*;~~
- ~~5 provide a proper standard of service to your *clients*;~~
- ~~6 behave in a way that maintains the trust the public places in you and in the provision of legal services;~~
- ~~7 comply with your legal and regulatory obligations and deal with your regulators and ombudsmen in an open, timely and co-operative manner;~~
- ~~8 run your business/carry out your role in the business effectively and in~~

accordance with proper governance and sound financial and risk management principles;

- 9 run your business/carry out your role in the business in a way that promotes equality and diversity and does not discriminate unlawfully in connection with the provision of legal services;
- 10 protect *client* money and assets.

These *Principles*:

- apply to individuals and *firms* we regulate, whether traditional *firms* of *solicitors* or alternative business structures ("*ABS*"), in-house and overseas;
- will be breached by you if you permit another *person* to do anything on your behalf which if done by you would breach the *Principles*;
- apply to you to the fullest extent if a *sole practitioner* or *manager* in a *firm*, but still apply to you if you work within a firm or *in-house* and have no management responsibility (for example, even if you are not a *manager* you may have an opportunity to influence, adopt and implement measures to comply with *Principles* 8 and 9);
- embody the key requirements on *firms* and individuals involved in the provision of legal services;
- are reproduced throughout the Code where they are particularly relevant.

Where two or more *Principles* come into conflict, the *Principle* which takes precedence is the one which best serves the public interest in the particular circumstances, especially the public interest in the proper administration of justice. Compliance with the *Principles* is also subject to any overriding legal obligations.

You should always have regard to the *Principles* and use them as your starting point when faced with an ethical dilemma.

Sections

The Code is divided into four sections:

- You and your client
- You and your business
- You and your regulator
- You and others.

Chapters

Each section is divided into chapters dealing with particular regulatory issues – e.g. *client* care, conflicts, publicity, etc. The relevant *Principles* which apply in the context dealt with by the particular chapter are set out.

Outcomes

Outcomes-focused regulation concentrates on providing positive "outcomes" which, when achieved, will benefit users of legal services and the public. All outcomes are mandatory and each chapter sets out outcomes that describe what *firms* and individuals are expected to achieve in order to comply with the relevant *Principles* in the context of the

particular chapter. We have included what we consider to be the right outcomes for users of legal services and the public. Some of the outcomes do not apply in certain circumstances – for example, in limited cases with regard to *overseas practice*. Unless specifically excluded in the chapters, all outcomes will apply to *in-house practice*. However, where services are only provided to an *employer* some outcomes may not be relevant. Judgment will need to be exercised to determine if the outcome is relevant to your *practice*.

The outcomes contained in each chapter are not an exhaustive list of all possible applications of the *Principles*. We have tried to make them as helpful as possible. We believe that these are outcomes which all who are involved in the provision of legal services will wish to achieve in order to deliver consistently good standards in the public interest.

Indicative behaviours

The outcomes are supplemented by "indicative behaviours". These specify but do not constitute an exhaustive list of the kind of behaviour which tends to establish compliance with or contravention of the *Principle(s)*. Although indicative behaviours are not mandatory, they have evidential force in helping us to decide whether an outcome has been achieved in compliance with the *Principle(s)*.

We recognise that there may be other ways of achieving the outcomes. Where you have chosen a different method from those we mention as indicative behaviours, we might require you to demonstrate how you have nevertheless achieved the outcome.

Waivers

Due to the flexibility of approach this structure allows, we do not anticipate receiving many applications for waivers from the mandatory outcomes. The *SRA*, nonetheless, reserves power to waive a provision in exceptional circumstances.

Guidance

Guidance is available separately. This is a non-mandatory explanation of how you can comply with the *Principles* and achieve the outcomes in various circumstances.

Definitions

For the definition of words in italics, see chapter 14 – Interpretation.

Sources of help

Help is available: [you can access the Code and other elements of the Handbook and find information on particular issues](#) via our Freedom in Practice pages. You can also seek guidance on professional conduct from our Professional Ethics Guidance Team.

And finally...

The Code is part of a new regulatory regime which focuses on those requirements necessary to protect *clients* and deliver high standards of service. It is underpinned by effective, risk-based supervision and enforcement. Those involved in providing legal advice and representation have long held the role of trusted adviser. There are fiduciary duties arising from this role and obligations owed to others, especially the *court*. No code can foresee or address every issue or ethical dilemma which may arise. You must uphold the spirit of the Code as well as the letter.

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1st Section - You and your client

Chapter 1 - Client care

This chapter is about: [providing a proper standard of service, which takes into account the individual needs and circumstances of each *client*. This includes providing *clients* with the information they need to make informed decisions about the services they need, how these will be delivered and how much they will cost. This will enable you and your *client* to understand each others' expectations and responsibilities. This chapter is also about ensuring that if *clients* are not happy with the service they have received they know how to make a *complaint* and that all *complaints* are dealt with promptly and fairly.](#)

[Your relationship with your *client* is a contractual one which carries with it legal, as well as conduct, obligations. This chapter focuses on your obligations in conduct.](#)

[You are generally free to decide whether or not to accept instructions in any matter, provided you do not discriminate unlawfully \(see Chapter 2\).](#)

- ~~o helping you and your *clients* understand each other's expectations and responsibilities;~~
- ~~o ensuring you deliver competent legal services to *clients*.~~

~~The *Principles* are all pervasive, and apply all the time. Outcomes arising in this area are listed. The following *Principles* will be of particular relevance in the context of *client* care:~~

- ~~4 you must act in the best interests of each *client*;~~

- 5 ~~you must provide a proper standard of service to your *clients*;~~
- 7 ~~you must comply with your legal and regulatory obligations and deal with your regulators and ombudsmen in an open, timely and co-operative manner;~~
- 8 ~~you must run your business/carry out your role in the business effectively and in accordance with proper governance and sound financial and risk management principles;~~
- 9 ~~you must run your business/carry out your role in the business in a way that promotes equality and diversity and does not discriminate unlawfully in connection with the provision of legal services;~~
- 10 ~~you must protect *client money* and assets.~~

The outcomes in this chapter show how the *Principles* apply in the context of client care.

Outcomes

You must achieve these outcomes:

- O(1) you treat your *clients* fairly;
- O(2) you provide services to your *clients* in a manner which protects their interests in ~~that~~their matter, subject to the proper administration of justice;
- O(3) when ~~accepting or declining instructions~~deciding whether to act, or terminate your instructions, you comply with the law and the Code;
- O(4) you have the resources, skills and procedures to carry out your *clients'* instructions;
- O(5) the ~~standard of~~ service you provide to *clients* is competent ~~and prompt~~, delivered in a timely manner and takes account of your *clients'* needs and circumstances;
- O(6) you only enter into fee agreements that are legal, and which you consider ~~to be in the *client's* best interests~~ are suitable for the *client's* needs and take account of the *client's* best interests;
- O(7) ~~where you are providing legal and other services you explain to the *client* the relevant statutory and/or regulatory protections, if any, in relation to each service~~you inform *clients* whether the services you provide are regulated and by whom;
- O(8) *clients* ~~are protected by~~have the benefit of your *compulsory professional indemnity insurance* ~~and you do not exclude or attempt to exclude liability below the minimum level of cover required by the SRA Indemnity Insurance Rules;~~
- O(9) *clients* are informed in writing at the outset of their matter of their right to

complain and how *complaints* can be made;

- O(10) ~~clients are informed of their right to complain to the Legal Ombudsman~~ clients are informed in writing both at the outset of their matter and if appropriate at the conclusion of your *complaints* procedure, of their right to complain to the *Legal Ombudsman*, the time frame for doing so and full details of how to contact the *Legal Ombudsman*;
- O(11) *clients' complaints* are dealt with promptly, fairly, openly and effectively;
- O(12) *clients* are in a position to make informed decisions about the services they need, how the *ir* matter will be handled and the options available to them;
- O(13) *clients* receive the best possible information, both at the outset and when appropriate as their matter progresses, about the likely overall cost of their matter;
- O(14) *clients* are informed of their right to challenge or complain about your bill and the circumstances in which they may be liable to pay interest on an unpaid bill;
- O(15) you properly account to ~~your~~ *clients* for any *financial benefit* you receive as a result of your instructions.;
- O(16) you inform *clients* of any act or omission which could give rise to a claim by them against you.

Indicative behaviours

Acting in the following way(s) may tend to show that you have achieved these outcomes and therefore complied with the *Principles*:

Dealing with the client's matter

- IB(1) agreeing an appropriate level of service with your *client*, for example the type and frequency of communications;
- IB(2) explaining your responsibilities and those of the *client*;
- IB(3) ensuring that the *client* is told, in writing, the name and status of the person(s) dealing with the matter and the name of the person responsible for its overall supervision;
- IB(4) explaining any ~~commercial~~ *arrangements*, such as fee sharing or *referral arrangements*, which are relevant to the *client's* instructions;
- IB(5) explaining any limitations or conditions on ~~resulting from your relationship with someone else (such as an introducer funder, or fee sharer or introducer) that affect~~ what you can do for the *client*, for example, because of the way the *client's* matter is funded;

- IB(6) [in taking instructions and during the course of the retainer](#), having proper regard to your *client's* mental capacity or other vulnerability, [such as incapacity or duress](#);
- IB(7) [considering whether you should decline declining](#) to act because you cannot act in the *client's* best interests, ~~by virtue of any circumstance which restricts your ability to do your best for a client, including a conflict of interests~~;
- IB(8) [if you seek to limit your liability to your client to a level above the minimum required by the SRA Indemnity Insurance Rules, you ensure that you have the client's informed consent](#);
- IB(9) [refusing to act where your client proposes to make a gift of significant value to you or a member of your family, or a member of your firm or their family, unless the client takes independent legal advice](#);

Fee arrangements with your client

- IB(10) discussing whether the potential outcomes of the *client's* case are likely to justify the expense or risk involved including any risk of having to pay someone else's legal fees;
- IB(11) clearly explaining your fees and if and when they are likely to change;
- IB(12) warning about any other payments for which the *client* may be responsible;
- IB(13) discussing how the *client* will pay, including whether public funding may be available, whether the *client* has insurance that might cover the fees, and whether the fees may be paid by someone else such as a trade union;
- IB(14) where you are acting for a *client* under a fee arrangement governed by statute such as a conditional fee agreement, [tellinggiving](#) the *client* ~~about~~ all relevant information relating to that arrangement;
- IB(15) where you are acting for a publicly funded *client*, [disclosing all relevant information relating to explaining](#) the impact on costs of their publicly funded status;
- IB(16) providing the information in a clear [and accessible form which is appropriate to the needs and circumstances of the client](#) ~~form and in writing~~;

IB(17) where you receive a *financial benefit* as a result of acting for a *client*, either:

- paying it to the *client*;
- offsetting it against your fees; or
- keeping it only where you can justify keeping it, you have told the *client* the amount of the benefit (or an approximation if you do not know the exact amount) and the *client* has agreed that you can keep it ~~and you can justify keeping it~~;

IB(18) ensuring that *disbursements* included in your bill reflect the actual amount spent or to be spent on behalf of the *client*;

Complaints handling

IB(19) having a written *complaints* procedure which:

- is brought to *clients'* attention at the outset of the matter;
- is easy for *clients* to use and understand, allowing for *complaints* to be made by any reasonable means;
- ~~is simple and transparent~~;
- is responsive to the needs of individual *clients*, especially those who are vulnerable;
- enables *complaints* to be dealt with promptly and fairly, with decisions based on a sufficient investigation of the circumstances; ~~and~~
- provides for appropriate ~~remedies~~ redress options; ~~and~~
- does not involve any charges to *clients* for handling their *complaints*;

~~informing the *client* at the outset how *complaints*, including *complaints* about your bill, can be made, the timeframe for doing so and to whom *complaints* should be addressed;~~

IB(20) providing the *client* with a copy of the *firm's complaints* procedure on request;

IB(21) in the event that a *client* makes a *complaint*, providing them with all necessary information concerning the handling of the *complaint*.

Acting in the following way(s) may ~~tend~~s to show that you have not achieved these outcomes and therefore not complied with the *Principles*:

Accepting and refusing instructions

~~acting for a *client* when you have insufficient resources or competence to do so properly;~~

IB(22) acting for a *client* when instructions are given by someone else, or by only one *client* when you act jointly for others unless you are satisfied ~~have~~

~~checked~~ that ~~the client~~ providing the instructions has the authority to do so ~~on behalf of~~ all of the ~~clients~~ ~~agree with the instructions~~;

~~acting for a client when there are reasonable grounds for believing that the instructions are affected by duress or undue influence without satisfying yourself that they represent the client's wishes~~;

- IB(23) ceasing to act for a *client* without good reason and without providing reasonable notice;
- IB(24) entering into unlawful fee arrangements such as an unlawful contingency fee;
- IB(25) acting for a client when there are reasonable grounds for believing that the instructions are affected by duress or undue influence without satisfying yourself that they represent the client's wishes.

In-house practice

~~The outcomes listed above, except outcome 7, also 3,4,6,7, 9 to 11,13,14, and 16~~ apply to your *in-house practice*. Outcomes 1,2,5,12, and 15 also apply where you act for a client other than your employer. Instead of outcome ~~7~~, you must achieve the following outcome:

- IHP(1) ~~you only act for a client other than your employer when your employer has appropriate indemnity insurance or funds to meet any award made as a result of a claim in professional negligence against you, for which your employer might be vicariously liable; except that when undertaking pro bono work, or when working for commercial legal advice services, charities and other non-commercial advice services, or foreign law firms you may only act for a client other than your employer when you have professional indemnity cover~~ you comply with the SRA Practice Framework Rules in relation to professional indemnity insurance.

~~Outcomes 8 and 11 will not be relevant to your in-house practice, unless you are acting for a client other than your employer.~~

Overseas practice

The outcomes ~~listed above~~ in this chapter do not apply to your *overseas practice*. ~~Instead you must achieve the following outcomes, except outcomes 7 and 8, also apply to your overseas practice. Instead of outcomes 7 and 8, you must achieve the following outcomes:~~

- OP(1) you properly account to your clients for any financial benefit you receive as a result of your instructions unless it is the prevailing custom of your local jurisdiction to deal with financial benefits in a different way ~~are at all times covered by insurance or other indemnity against professional liabilities~~;
- OP(2) clients have the benefit of insurance or other indemnity in relation to professional liabilities which takes account of ~~are given appropriate~~

~~information on how to complain about the service provided, how any *complaint* will be handled and their right to refer their *complaint* to the specific appropriate authority if they are not satisfied with the outcome of the *firm's* procedure.~~

- ~~(i) the nature and extent of the risks you incur in your *overseas practice*;~~
- ~~(ii) the local conditions in the jurisdiction in which you are *practising*;~~
- ~~(iii) the terms upon which insurance is available;~~

~~and you have not attempted to exclude liability below the minimum level required for practice in the local jurisdiction;~~

~~OP(3) you do not enter into unlawful contingency fee arrangements.~~

Notes

1. The information you give to *clients* will vary according to the needs and circumstances of the individual *client* and the type of work you are doing for them, for example an individual instructing you on a conveyancing matter is unlikely to need the same information as a sophisticated commercial *client* who instructs you on a regular basis.
2. Information about the *Legal Ombudsman*, including the scheme rules, contact details and time limits, can be found at [legalombudsman.org.uk](http://www.legalombudsman.org.uk) [*link: http://www.legalombudsman.org.uk*].

Chapter 2 - ~~Your client and e~~Equality and diversity

This chapter is about ~~promoting~~ encouraging equality of opportunity and respect for and diversity and preventing unlawful discrimination, in your relationship with your *clients* and others. The requirements apply in relation to on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, and sex or sexual orientation ~~in your relationship with your *clients* and others.~~

Everyone can contribute to compliance with these requirements, for example by treating each other, and *clients*, fairly and with respect, by embedding such values in the workplace and by challenging inappropriate behaviour and processes. Your role in embedding these values will vary depending on your role in the *firm* or business.

As a matter of general law you must comply with requirements set out in ~~discrimination~~ legislation – including the Equality Act 2010 – as well as the conduct duties contained in this chapter.

~~The *Principles* are all-pervasive, and apply all the time. Outcomes arising in this area are listed. The following *Principles* will be of particular relevance in the context of your clients and equality and diversity:~~

- ~~1 you must uphold the rule of law and the proper administration of justice;~~
- ~~6 you must behave in a way that maintains the trust the public places in you~~

~~and in the provision of legal services;~~

- ~~7 you must comply with your legal and regulatory obligations and deal with your regulators and ombudsmen in an open, timely and co-operative manner;~~
- ~~9 you must run your business/carry out your role in the business in a way that promotes equality and diversity and does not discriminate unlawfully in connection with the provision of legal services.~~

The outcomes in this chapter show how the *Principles* apply in the context of equality and diversity.

Outcomes

You must achieve these outcomes:

~~you do not discriminate without lawful cause or victimise or harass in the course of your professional dealings;~~

~~clients and your staff who are disabled are not placed at a substantial disadvantage in comparison with those clients and staff who are not disabled;~~

- O(1) you ~~r firm has~~have in place a policy for encouraging equality of opportunity and respect for diversity, and preventing discrimination and harassment ~~and promoting equality and diversity~~ within your *firm*;
- O(2) you actively monitor and respond to issues identified by your policy and review and update your policy wherever necessary;
- O(3) your policy is made available to the *SRA*, *clients* and other relevant third parties upon request~~demand~~;
- O(4) You do not discriminate unlawfully or victimise or harass anyone in the course of your professional dealings.

Indicative behaviours

Acting in the following way(s) may ~~s~~ tend to show that you have achieved these outcomes and therefore complied with the *Principles*:

~~your decision to accept or refuse instructions to act for a client is not based on grounds of unlawful discrimination;~~

- IB(1) having an ~~your firm's~~ equality and diversity policy which includes the following features:
- provisions which are appropriate~~relevant to your firm (having regard to the nature and the size of your firm)~~;
 - provisions to encompass your recruitment and interview processes;

- details of how the *firm* intends to implement, communicate, monitor, evaluate and update the policy;
- details of how the *firm* intends to ensure equality in relation [to the treatment of employees, managers, clients](#) and third parties instructed in connection with *clients'* matters and the means by which it will monitor, evaluate and update any procedures and policies in relation to this;
- details of how *complaints* and disciplinary issues are to be dealt with;
- a requirement that all *employees* [and managers](#) comply with the outcomes;
- a commitment to the principles of equality and diversity and to observing legislative requirements;

IB(2) [employees and managers](#)~~members of staff~~ are provided with training and information about complying with equality and diversity requirements;

IB(3) [making reasonable adjustments to ensure that disabled clients, employees or managers are not placed at a substantial disadvantage compared to those who are not disabled, and you do not pass on the costs of these adjustments to your disabled clients, employees or managers;](#)

~~reasonable adjustments are made for disabled clients;~~

~~information is provided to clients in an appropriate format or in an appropriate way, e.g. Braille, large font;~~

IB(4) complaints of discrimination are investigated in an appropriate manner.

Acting in the following way(s) [may](#) tend to show that you have not achieved these outcomes and therefore not complied with the *Principles*:

IB(5) being subject to any decision of a *court* or tribunal of the *UK* ~~in proceedings in which you are a party~~, that you have committed, or are to be treated as having committed, an unlawful act of discrimination;

IB(6) ~~declining to act for someone on the grounds of unlawful discrimination~~[discriminating unlawfully when accepting or refusing instructions to act for a client.](#)

In-house practice

[Outcome 4 applies to your in-house practice. Instead of outcomes 1-3 you must achieve the following outcomes:](#)

IHP(1) [If you are a manager of an in-house legal department, you take all reasonable steps to secure the adoption and implementation of a policy for encouraging equality of opportunity and respect for diversity, and preventing discrimination and harassment, within your place of work.](#)

Overseas practice

The outcomes in this chapter ~~1, 2, 3, 4 and 5~~ do not apply to your *overseas practice*.

~~Instead of outcomes 1, 2, 3, 4 and 5 you must achieve the following outcome:~~ Instead you must achieve the following outcome:

OP(1) You do not discriminate unlawfully according to the jurisdiction in which you are practising.

Notes

- 1.** The obligations in this chapter closely mirror your legal obligations. You can obtain further information from the Equality and Human Rights Commission, www.equalityhumanrights.com [link: <http://www.equalityhumanrights.com>].
- 2.** See also Chapter 7 (Management of your business) for your obligation to have in place appropriate systems and controls for complying with the outcomes in this chapter.

Chapter 3 - Conflicts of interests

[Under consultation]

This chapter deals with the proper handling of *conflicts of interests*, which is a critical public protection. It is important to have in place systems that enable you to identify and deal with potential conflicts. The indicative behaviours should help you in assessing whether there is a conflict and whether you should refuse instructions.

Conflicts of interests can arise between:

- (a)** one or more current *clients* ("*client conflict*"- see definition in Chapter 14);
and
- (b)** you and current *clients* ("*own interest conflict*"-see definition in Chapter 14).

You can never act where there is a conflict between you and your *client*, but there are limited circumstances in which you can act where there is a conflict between two or more current *clients*. (See outcomes 4 and 5.) In deciding whether to act in these circumstances, the overriding consideration will be the best interests of each of the *clients* concerned and, in particular, whether the benefits of you acting for all or both of the *clients* outweigh the risks.

You should also bear in mind that *conflicts of interests* may affect your duties of confidentiality and disclosure which are dealt with in Chapter 4.

The outcomes in this chapter show how the *Principles* apply in the context of *conflicts of interests*.

Outcomes

You must achieve these outcomes:

O(1) you have effective systems and controls in place to enable you to identify and assess potential *conflicts of interests*;

- O(2)** you do not act where there is an *own interest conflict*.
- O(3)** you do not act if there is a *client conflict* unless the circumstances set out in outcomes 4 or 5 apply:
- O(4)** where there is a *client conflict* and the clients have a *substantially common interest* in relation to a matter or a particular aspect of it, you only act if:
- (a)** you have explained the relevant issues and risks to the *clients* and you have a reasonable belief that they understand those issues and risks;
 - (b)** all the *clients* have given informed consent in writing to you acting;
 - (c)** you are satisfied that it is reasonable for you to act for all the *clients*; and
 - (d)** the sole purpose of the transaction is not the *conveyance of land*;
- O(5)** where there is a *client conflict* and the *clients* are *competing for the same objective*, you only act if:
- (a)** you have explained the relevant issues and risks to the *clients* and you have a reasonable belief that they understand those issues and risks;
 - (b)** the *clients* have confirmed in writing that they want you to act, in the knowledge that you act, or may act, for one or more other *clients* who are *competing for the same objective*;
 - (c)** there is no other *client conflict* in relation to that matter;
 - (d)** unless the *clients* specifically agree, no individual acts for, or is responsible for the supervision of work done for, more than one of the *clients* in that matter;
 - (e)** you are satisfied that it is reasonable for you to act for all the *clients*; and
 - (f)** the sole purpose of the transaction is not the *conveyance of land*.

Indicative behaviours

Acting in the following way(s) may tend to show that you have achieved these outcomes and therefore complied with the *Principles*:

- IB(1)** your system for identifying *client conflicts* is appropriate to the size and complexity of the *firm* and the nature of the work undertaken, and enables you to assess all relevant circumstances, including whether:

- the *clients*' interests are different;
- your ability to give independent advice to the *clients* may be fettered;
- there is a need to negotiate between the *clients*;
- there is an imbalance in bargaining power between the *clients*;
- any *client* is vulnerable;

IB(2) your system for identifying *own interest conflicts* is appropriate to the size and complexity of the *firm* and the nature of the work undertaken, and enables you to assess all the relevant circumstances, including whether your ability as an individual, or that of anyone within your *firm*, to act in the best interests of the *client(s)*, is impaired by:

- any financial interest;
- a personal relationship;
- the appointment of you, or a member of your *firm* or family to public office;
- commercial relationships;
- your employment.

In-house practice

The outcomes in this chapter also apply to your *in-house practice*.

Overseas practice

The outcomes in this chapter also apply to your *overseas practice*.

Notes

- 1.** The following areas may give rise to a high risk of *conflicts of interests*:
 - conveyancing;
 - litigation.
- 2.** In assessing whether it is reasonable to act in the circumstances set out in outcome 5, you may need to consider whether it is appropriate to act for anyone other than sophisticated users of legal services.

Chapter 4 - Confidentiality and disclosure

This chapter is about the protection of *clients*' confidential information and the disclosure of material information to *clients*.

Protection of confidential information is a fundamental feature of your relationship with *clients*. It exists as a concept both as a matter of law and as a matter of conduct. This duty continues despite the end of the retainer and even after the death of the *client*.

It is important to distinguish the conduct duties from the concept of law known as legal professional privilege. This is a separate legal issue.

Bear in mind that all members of the *firm*, including support staff, consultants and locums, owe a duty of confidentiality to *clients* of the *firm*.

The duty of confidentiality to all *clients* must be reconciled with the duty of disclosure to *clients*. This duty of disclosure is limited to information of which you are aware which is material to your *client's* matter. Where you cannot reconcile these two duties, then the protection of confidential information is paramount. You should not continue to act for a *client* for whom you cannot disclose material information, except in very limited circumstances, where safeguards are in place. Such situations often also give rise to a *conflict of interests* which is discussed in Chapter 3.

~~The *Principles* are all pervasive, and apply all the time. Outcomes arising in this area are listed. The following *Principles* will be of particular relevance in the context of acting for *clients*. The protection of confidential information can have particular importance in relation to conflicts of interest and it is recommended that this chapter and chapter 3 be considered together.~~

- ~~1 you must uphold the rule of law and the proper administration of justice;~~
- ~~2 you must act with integrity;~~
- ~~4 you must act in the best interests of each *client*;~~
- ~~6 you must behave in a way that maintains the trust the public places in you and in the provision of legal services.~~

The outcomes in this chapter show how the *Principles* apply in the context of confidentiality and disclosure.

Outcomes

You must achieve these outcomes:

- O(1)** the affairs of *clients* ~~and former *clients*~~ are kept confidential by you and your *firm* unless disclosure is required or permitted by law or the *client* consents;
- O(2)** any individual within your *firm* who is advising a *client* makes that *client* aware of all information material to that retainer of which the individual has personal knowledge;
- O(3)** you ensure that where your duty of confidentiality to one *client* comes into conflict with your duty of disclosure to another *client*, your duty of confidentiality takes precedence;
- O(4)** you do not act for A in a matter where A has an interest adverse to B and B is a *client* for whom you hold confidential information which is material to A in that matter, unless the confidential information can be protected by the use of safeguards and:

- (a) you reasonably believe that A is aware of, and understands, the relevant issues and gives informed consent;
 - (b) ~~A is able to give consent~~ B either gives informed consent or you are unable to trace B;
 - (c) ~~the~~ where B can be traced you agree effective safeguards, including information barriers, with B or, where this is not possible, you put in place effective safeguards including information barriers which comply with the common law; ~~your firm will put in place comply with the common law;~~ ~~and~~
 - (d) it is reasonable in all the circumstances to act for A with such safeguards in place;
- O(5) you have effective systems and controls in place to enable you to identify risks to *client* confidentiality and to ~~protect it~~ mitigate those risks.

Indicative behaviours

Acting in the following way(s) may tend to show that you have achieved these outcomes and therefore complied with the *Principles*:

~~you do not disclose information about a *client's* affairs even after the *client's* retainer is ended unless the *client* consents to the information being released or disclosure is required or permitted by law;~~

~~you ensure that confidential information is protected even when the information may be material to another *client*;~~

- IB(1) your system for identifying risks to *client* confidentiality is appropriate to the size and complexity of the *firm* and the nature of the work undertaken, and enables you to assess all the relevant circumstances;
- IB(2) you comply with the law in respect of ~~relation to~~ your fiduciary duties in relation to confidentiality and disclosure;
- IB(3) you only outsource services, such as word processing and photocopying, when you are satisfied that the provider has taken all appropriate ~~necessary~~ steps to ensure that your *clients'* confidential information will be protected;
- IB(4) where an individual has responsibility for acting for a *client* or supervising a *client's* matter they disclose to the *client* all information material to the *clients* matter of which they are personally aware except when ~~non-disclosure is justified, e.g.:~~
 - the *client* gives specific informed consent to non-disclosure or a different standard of disclosure arises ~~agrees that no duty to disclose arises or a different standard of disclosure arises;~~
 - there is evidence that serious physical or mental injury will be caused to

[a person\(s\) or persons if the information is disclosed to the *client*,](#)

- [legal restrictions effectively prohibit you from passing the information to the *client*, such as the provisions in the money-laundering and anti-terrorism legislation;](#)
- [it is obvious that privileged documents have been mistakenly disclosed to you;](#)
- [you come into possession of information relating to state security or intelligence matters to which the Official Secrets Act 1989 applies;](#)

IB(5) not acting for A where B is a *client* for whom you hold confidential information which is material to A unless the confidential information can be protected.

Acting in the following way(s) [may](#) tend to show that you have not achieved these outcomes and therefore not complied with the *Principles*:

IB(6) disclosing the content of a will on the death of a *client* unless consent has been provided by the [personal representatives](#)~~executors~~ for the content to be released;

IB(7) disclosing details of bills sent to *clients* to third parties, [such as debt factoring companies](#)~~for example~~ in relation to the collection of book debts, unless the *client* has consented.

~~accepting or agreeing to accept information from any third party such as an opposing *solicitor* or a medical practitioner on the basis it will not be disclosed to your *client*.~~

In-house practice

[The outcomes listed above apply to your *in-house practice*.](#)

Overseas practice

The outcomes listed above also apply to your *overseas practice*.

Notes

1. [The protection of confidential information may be at particular risk where:](#)

- [two or more *firms* merge,](#)
- [when you leave one *firm* and join another, such as if you join a *firm* acting against one of your former *clients*.](#)

2. [The following circumstances may make it difficult to implement effective safeguards and information barriers:](#)

- [you are a small *firm*;](#)
- [the physical structure or layout of the *firm* means that it will be difficult to preserve confidentiality; and](#)

- [the clients are not sophisticated users of legal services.](#)

Chapter 5 - Your client and the court

This chapter is about your duties to your *client* and to the *court* if you are ~~a firm or lawyer~~ exercising a right to conduct litigation or acting as an advocate. [The outcomes apply to both litigation and advocacy but there are some indicative behaviours which may be relevant only when you are acting as an advocate.](#)

"Court" has a wide meaning – see Chapter 14.

~~There are some indicative behaviours which may be relevant only when acting as an advocate.~~

~~The Principles are all pervasive, and apply all the time. Outcomes arising in this area are listed. The following Principles will be of particular relevance in the context of your court work:~~

- ~~1 you must uphold the rule of law and the proper administration of justice;~~
- ~~2 you must act with integrity;~~
- ~~6 you must behave in a way that maintains the trust the public places in you and in the provision of legal services.~~

[The outcomes in this chapter show how the Principles apply in the context of your client and the court.](#)

Outcomes

You must achieve these outcomes:

- O(1)** [you do not attempting](#) to deceive or mislead, [or knowingly allow another person\(s\) to deceive or mislead](#), or ~~knowingly or~~ recklessly deceiveing or mislead~~ing~~, the *court*;
- O(2)** you comply with *court* orders which place obligations on you;
- O(3)** [you do not place yourself](#) ~~not being~~ in contempt of *court*;
- O(4)** where relevant, *clients* are informed of the circumstances in which your duties to the *court* outweigh your obligations ~~to them~~ [to your client](#);
- O(5)** you comply with your duties to the *court*;
- O(6)** ~~where children and other vulnerable people are involved in proceedings, taking necessary steps to safeguard their wellbeing~~ [you ensure that evidence relating to sensitive issues is not misused](#);
- O(7)** [you do not make or offer](#) ~~not making or offering~~ to make payments to witnesses dependent upon their evidence or the outcome of the case.

Indicative behaviours

Acting in the following way(s) **may** tend to show that you have achieved these outcomes and therefore complied with the *Principles*:

~~obeying court orders;~~

- IB(1)** advising your *clients* to comply with *court* orders made against them, and advising them of the consequences of failing to comply;
- IB(2)** drawing the *court's* attention to relevant cases and statutory provisions, and any **material** procedural irregularity;
- IB(3)** ~~properly protecting sensitive evidence~~ ensuring child witness evidence is kept securely and not released to *clients* or third parties;
- IB(4)** immediately informing the *court*, with your *client's* consent, if during the course of proceedings you become aware that you have inadvertently misled the *court*, or ceasing to act if the *client* does not consent to you informing the *court*,
- IB(5)** refusing to **continue** acting **further** for a *client* who if you become aware they have committed ~~admits to committing~~ perjury or ~~misled~~ **misleading** the *court* or attempted **ing** to mislead the *court* in any material matter unless the *client* agrees to disclose the truth to the *court*;

~~when you have instructed an advocate on your *client's* behalf, ensuring that you or a representative of your *firm* attends the proceedings if to do so is in the interests of your *client* and the interests of justice;~~

- IB(6)** not appearing as an advocate, or acting in litigation, if it is clear that you, or anyone within your *firm*, will be called as a witness in the matter unless you are satisfied that this will not prejudice your independence as an advocate, or litigator, or the interests of your *clients* or the interests of justice.

~~when acting as an advocate, advising the court of relevant cases and statutory provisions and drawing to the court's attention any material procedural irregularity.~~

Acting in the following way(s) **may** tend to show that you have not achieved these outcomes and therefore not complied with the *Principles*:

- IB(7)** constructing facts supporting your *client's* case or drafting any documents relating to any proceedings containing:
- any contention which you do not consider to be properly arguable;
 - any allegation of fraud unless you are instructed to do so and you have material which you reasonably believe shows, on the face of it, a case of fraud;

IB(8) suggesting that any *person* is guilty of a crime, fraud or misconduct unless such allegations:

(**ia**) go to a matter in issue which is material to your own *client's* case, and

(**ib**) appear to you to be supported by reasonable grounds;

IB(9) calling a witness whose evidence you know is untrue;

IB(10) attempting to influence a witness, when taking a statement from that witness, with regard to the contents of their statement;

IB(11) tampering with evidence or seeking to persuade a witness to change their evidence;

~~acting further in proceedings where a *client* admits to having committed perjury or having misled the *court* in any material matter relating to ongoing proceedings, unless the *client* agrees to disclose the truth to the *court*;~~

~~refusing to act as an advocate for any person on any of the following grounds:~~

~~that the nature of the case is objectionable to you or to any section of the public;~~

~~that the conduct, opinions or beliefs of the prospective *client* are unacceptable to you or to any section of the public;~~

IB(12) when acting as an advocate, naming in open *court* any third party whose character would thereby be called into question, unless it is necessary for the proper conduct of the case;

IB(13) when acting as an advocate, calling into question the character of a witness you have cross-examined unless the witness has had the opportunity to answer the allegations during cross-examination.

In-house practice

The outcomes in this chapter also apply to your *in-house practice*.

Overseas practice

The outcomes ~~in this chapter listed above~~ also apply to your *overseas practice* in relation to litigation or advocacy conducted before a *court*, tribunal or ~~i~~enquiry in England and Wales or a British court martial.

Notes

1. [If you are a litigator or an advocate there may be occasions when your obligation to act in the best interests of a *client* may conflict with your duty to the *court*. In such situations you may need to consider whether the public interest is best served by the proper administration of justice and should take precedence over the interests of your *client*.](#)

Chapter 6 - Your client and introductions to third parties

[There may be circumstances in which you wish to refer your *clients* to third parties, perhaps to another *lawyer* or a financial services provider. This chapter describes the conduct duties which arise in respect of such introductions. It is important that you retain ~~This chapter is about retaining~~ your independence when recommending third parties to your *client* \[and that you act in the *client's* best interests.\]\(#\)](#)

~~The *Principles* are all-pervasive, and apply all the time. Outcomes arising in this area are listed. The following *Principles* will be of particular relevance in the context of your *client* and recommendations to third parties:~~

- ~~2 you must act with integrity;~~
- ~~3 you must not allow your independence to be compromised;~~
- ~~4 you must act in the best interests of each client;~~
- ~~5 you must provide a proper standard of service to your client.~~

[The outcomes in this chapter show how the *Principles* apply in the context of your *client* and introductions to third parties.](#)

Outcomes

You must achieve these outcomes:

- O(1) whenever you recommend that a *client* [use](#) a particular *person* or business, your recommendation is in the best interests of the *client* and does not compromise your independence;
- O(2) *clients* are fully informed of any financial or other interest which you have in referring the *client* to another *person* or business.

Indicative behaviours

Acting in the following way(s) [may](#) ~~tends~~ to show that you have achieved these outcomes and therefore complied with the *Principles*:

- IB(1) if a *client* is likely to need advice on *investments*, ~~which could rise or fall in value~~ [such as life insurance with an investment element, pension policies and endowment policies](#), ~~then~~ you refer them only to an *independent intermediary*;
- IB(2) any *arrangement* you enter into in respect of *regulated mortgage contracts*, general insurance [contracts](#) (including after the event insurance ~~contracts~~) or

pure protection contracts provides that referrals will only be made where this is in the best interests of the particular *client* and the contract is suitable for the needs of that *client*.

- IB(3)** [any referral in respect of regulated mortgage contracts, general insurance contracts and pure protection contracts to a third party that can only offer products from one source, is made only after the client has been informed of this limitation.](#)

Acting in the following way(s) [may](#) tend to show that you have not achieved these outcomes and therefore not complied with the *Principles*:

- IB(4)** entering into any *arrangement* which restricts your freedom to recommend any particular business, except in respect of *regulated mortgage contracts*, *general insurance contracts* or *pure protection contracts*;
- IB(5)** being an *appointed representative*.

In-house practice

The outcomes in this chapter also apply to your *in-house practice*.

Overseas practice

The outcomes [in this chapter specified above](#) also apply to your *overseas practice*.

Notes

- [1. See outcome 15 in Chapter 1, in relation to financial benefits that you may receive in respect of introductions to third parties.](#)
- [2. If the introduction is in connection with the provision of financial services, and your firm is not authorised by the Financial Services Authority, you will need to comply with the SRA Financial Services \(Scope\) Rules 2001 and the SRA Financial Services \(Conduct of Business\) Rules 2001. Where an introduction is not a regulated activity because you can rely on an exclusion in the *Regulated Activities Order*, you will need nevertheless to consider the outcome 15 in Chapter 1.](#)
- [3. This chapter should be read in conjunction with Chapter 12 \(Separate businesses\).](#)

2nd Section - You and your business

Chapter 7 - Management of your business

This chapter is about the management and supervision of your *firm* or *in-house practice*.

[Everyone has a role to play in the efficient running of a business, although of course that role will depend on the individual's position within the organisation. However, overarching responsibility for the management of the business in the broadest sense rests with the manager\(s\) of the firm. The manager\(s\) should determine what arrangements are appropriate to meet the outcomes. Factors to be taken into account will include the size and complexity of](#)

[the firm; the number, experience and qualifications of the employees; the number of offices; and the nature of the work undertaken.](#)

The *Principles* are all-pervasive, and apply all the time. Outcomes arising in this area are listed. The following *Principles* may be of particular relevance in the context of the management of your business:

- 5 you must provide a proper standard of service to your *clients*;
- 7 you must comply with your legal and regulatory obligations and deal with your regulators and ombudsmen in an open, timely and co-operative manner;
- 8 you must run your business/carry out your role in the business effectively and in accordance with proper governance and sound financial and risk management principles;
- 9 you must run your business/carry out your role in the business in a way that promotes equality and diversity and does not discriminate unlawfully in connection with the provision of legal services;
- 10 you must protect *client money* and assets.

[The outcomes in this chapter show how the *Principles* apply in the context of the management of your business.](#)

Outcomes

You must achieve these outcomes:

- O(1) you have a clear and effective governance structure and reporting lines;
- O(2) you have ~~appropriate~~effective systems and controls in place to achieve and comply with all the *Principles*, rules and outcomes and other requirements of the [Handbook, where applicable](#);
- O(3) you identify, monitor and manage risks to ~~the achievement of all outcomes, rules, Principles and other requirements in~~compliance with all the *Principles*, rules and [outcomes and other requirements of](#) the Handbook if applicable to you and take steps to address issues identified;
- O(4) you maintain systems and controls for monitoring the financial stability of your *firm* and risks to money and assets entrusted to you by *clients* and others, and you take steps to address issues identified;
- O(5) you comply with [legislation](#) applicable [to your business, including](#) anti-money laundering and [data protection](#) ~~prevention of terrorism~~ legislation;

~~you have a policy in place to promote equality and diversity within your firm, regularly monitor compliance with this policy and promptly resolve issues identified;~~
- O(6) you train individuals working in the *firm* to maintain a level of competence

appropriate to their work and level of responsibility;

- O(7) you comply with the statutory requirements for the direction and supervision of *reserved legal activities* and *immigration work*;
- O(8) you have ~~in place, whether in your firm or in-house practice~~, a system for supervising *clients'* matters, to include the regular checking of the quality of work by suitably competent and experienced people ~~of the quality of the work done~~;
- O(9) where you outsource *legal activities* or operational functions ~~are outsourced~~ you ensure such outsourcing ~~does not~~:
- (ai) does not adversely affect your ability to comply with, or the SRA's ability to monitor your compliance with, your obligations in the Handbook;
~~and impact on the SRA's ability to monitor your compliance with all obligations in the Handbook.~~
- (bii) is subject to contractual arrangements that enable the SRA to obtain information from, inspect the records of, or enter the premises of the third party, in relation to the outsourced activities or functions.~~jeopardise the quality of your legal activities nor impair the quality of your internal controls; and~~

Indicative behaviours

Acting in the following way(s) may ~~tends~~ to show that you have achieved these outcomes and therefore complied with the *Principles*:

~~maintaining a system to identify and deal with conflicts of interests;~~

~~maintaining a system for controlling and recording the giving of professional undertakings;~~

- IB(1) safekeeping of documents and assets entrusted to the *firm*;
- IB(2) controlling budgets, expenditure and cash flow;
- IB(3) identifying and monitoring business continuity risks including complaints, credit risks and exposure, claims under legislation relating to matters such as data protection, IT failures and abuses, and damage to offices;
- IB(4) making arrangements for the continuation of the *practice* of your *firm* in the event of absences and emergencies, for example holiday or sick leave, with the minimum interruption to *clients'* business;.

~~training individuals working in the firm to maintain a level of competence appropriate to their work and level of responsibility;~~

taking steps to remedy any issues identified in relation to your *firm's* systems or the quality of the work

In-house practice

[Outcomes 1-3, 5, and 7-9 apply to your *in-house practice*. Outcomes 6 and 8 apply to you only if you are the manager of an in-house legal department.](#)

Not all of the outcomes in this chapter will be relevant to your *in-house practice*. If you are permitted to act for someone other than your *employer* (e.g. in a law centre) most of the outcomes will apply. If, however, you only act for your *employer* fewer will be relevant.

Overseas practice

The outcomes [in this chapter](#) listed above also apply to your *overseas practice*.

[Cross-references: [Authorisation Requirements](#), [Solicitors' Financial Services \(Scope\) Rules 2001](#) and the [Solicitors' Financial Services \(Conduct of Business\) Rules 2001](#)]

Notes

- [1.](#) All of the chapters in the Code will be relevant to the management of your business, in particular those which require you to have systems and controls in place. For example [chapter 1](#) requires you to have a *complaints handling procedure* and [chapter 2](#) requires you to have an equality and diversity policy.
- [2.](#) This chapter should also be read with the [SRA Authorisation Rules](#), the [SRA Financial Services \(Conduct of Business\) Rules 2001](#) and the [SRA Indemnity Insurance Rules](#).

Chapter 8 - Publicity

This chapter is about the manner in which you publicise your *firm* or *practice* or any other businesses. [The overriding concern is that *publicity* is not misleading and is sufficiently informative to ensure that *clients* and others can make informed choices.](#)

In [publicising yourself and your firm or practice](#) your *publicity*, you must comply with statutory requirements and take account of any voluntary codes that may be relevant.

The *Principles* are all-pervasive, and apply all the time. Outcomes arising in this area are listed. The following *Principles* may be of particular relevance in the context of *publicity*:

- [2](#) you must act with integrity;
- [6](#) you must behave in a way that maintains the trust the public places in you and in the provision of legal services;
- [7](#) you must comply with your legal and regulatory obligations and deal with your regulators and ombudsmen in an open, timely and co-operative manner.

[The outcomes in this chapter show how the *Principles* apply in the context of *publicity*.](#)

Outcomes

You must achieve these outcomes:

- O(1) your *publicity* in relation to your *firm* or *practice* or for any other business is accurate and not misleading, and is not likely to diminish the trust the public places in you and in the provision of legal services;
- O(2) your *publicity* relating to charges is clearly expressed and identifies ~~makes clear~~ whether VAT and *disbursements* are included;
- O(3) ~~members of the public are not subjected to approaches for business that are intrusive or put them under pressure~~ you do not make unsolicited approaches in person or by telephone to members of the public in order to publicise your firm or practice or another business;
- O(4) *clients* and the public have appropriate information about you, your *firm* and how you are regulated;
- O(5) your letterhead, website and e-mails show the words "authorised and regulated by the Solicitors Regulation Authority" and either the firm's registered name and number if it is an LLP or company or, if the firm is a partnership or sole practitioner, the name under which it is licensed/authorised by the SRA and the number allocated to it by the SRA.

Indicative behaviours

Acting in the following way(s) may ~~tends~~ to show that you have achieved these outcomes and therefore complied with the *Principles*:

- IB(1) where you conduct other regulated activities your ~~communications~~ publicity discloses s the manner in which you are regulated in relation to those activities;
- IB(2) where your *firm* is a multi-disciplinary *practice*, any *publicity* in relation to that *practice* makes clear which services are regulated legal services and which are not;
- IB(3) any *publicity* intended for a jurisdiction outside England and Wales complies ~~with~~ the *Principles* and with the rules in force in that jurisdiction concerning *publicity*;

~~the letterhead (including a fax heading), website and e-mails of your firm show:

the firm's registered name and number if it is an LLP or company, or

if the firm is a partnership or sole practitioner, the name under which it is recognised by the SRA, and the number allocated to it by the SRA;~~
- IB(4) where you and another business jointly market ~~your~~ services, the nature of the services provided by each ~~party~~ business is clear.

Acting in the following way(s) may tends to show that you have not achieved these outcomes and therefore not complied with the *Principles*:

- IB(5) ~~making unsolicited approaches in person or by telephone to a member of the public~~ approaching people in the street, at ports of entry, in hospital or at the scene of an accident; including approaching people to conduct a survey which involves collecting contact details of potential clients, or otherwise promotes your firm or practice;
- IB(6) ~~authorising~~ allowing any other person to conduct *publicity* for your firm in a way that would breach the *Principles*;
- IB(7) advertising an estimated fee which is pitched at an unrealistically low level;
- IB(8) ~~describing overheads of your firm advertising an estimated or fixed fee plus disbursements if expenses which are overheads~~ (such a normal postage and telephone calls and charges arising in respect of client due diligence under the Money Laundering Regulations 2007) as disbursements in your advertisements ~~are then charged as disbursements;~~
- IB(9) advertising an estimated or fixed fee without making it clear that additional charges may be payable, if that is the case;
- IB(10) using a name or description of your firm or practice that includes the word "solicitor(s)" if none of the managers are solicitors;
- IB(11) advertising your firm in a way that suggests that services provided by another business are provided by your firm;
- IB(12) producing misleading information concerning the professional status of any ~~member~~ manager or employee of your firm.

In-house practice

Outcomes 1-4 also apply to your in-house practice.

Overseas practice

~~The outcomes listed above, except outcome 5, also apply to your overseas practice.~~

~~[Cross-references: chapter 12]~~

Outcomes 1 and 4 above apply to your overseas practice. In addition you must comply with the following outcome:

- OP(1) *publicity intended for a jurisdiction outside England and Wales must comply with*
 - (ia) any applicable law or rules regarding lawyers' publicity in the jurisdiction in which your office is based and the jurisdiction in which the publicity is received.

Notes

[This chapter should be read in conjunction with Chapters 1 and 9.](#)

Chapter 9 - Fee sharing and referrals

[This chapter is about protecting *clients'* interests where you have *arrangements* with third parties who introduce business to you and/or with whom you share your fees. The relationship between *clients* and *firms* should be built on trust, and any arrangement should not jeopardise that trust by, for example, compromising your independence or professional judgement. This chapter is about protecting your independence and professional judgment when you have fee sharing or referral arrangements with other persons or businesses.](#)

~~The *Principles* are all-pervasive, and apply all the time. Outcomes arising in this area are listed. The following *Principles* will be of particular relevance in the context of fee sharing and referrals:~~

- ~~1 you must uphold the rule of law and the proper administration of justice;~~
- ~~2 you must act with integrity;~~
- ~~3 you must not allow your independence to be compromised;~~
- ~~4 you must act in the best interests of each *client*;~~
- ~~5 you must provide a proper standard of service to your *clients*;~~
- ~~6 you must behave in a way that maintains the trust the public places in you and in the provision of legal services.~~

[The outcomes in this chapter show how the *Principles* apply in the context of fee sharing and referrals.](#)

Outcomes

You must achieve these outcomes:

- O(1) your independence and your professional judgement are not prejudiced by virtue of any *arrangements* with another *person*;
- O(2) your *clients'* interests are ~~always~~ protected regardless of the interests of an *introducer* [or fee sharer](#) or your interests in receiving *referrals*;
- O(3) *clients* are in a position to make ~~an~~ informed decisions [a](#) about how to pursue their *legal* matter;
- O(4) *clients* are *fully* informed of any financial or other interest which an *introducer* has in referring the *client* to you.;
- O(5) [clients are informed of any fee sharing arrangement that is relevant to their matter;](#)
- O(6) [you do not make payments to an *introducer* in respect of *clients* who are the subject of criminal proceedings or who have the benefit of public funding.](#)

Indicative behaviours

Acting in the following way(s) **may** tend to show that you have achieved these outcomes and therefore complied with the *Principles*:

~~your fee-sharing agreement does not involve a breach of any other legal or regulatory requirements;~~

- IB(1) ~~only~~ entering into ~~referral and fee-sharing~~ arrangements with reputable third parties ~~that are reputable~~ and monitoring the outcome of those ~~arrangements for the purposes of ensuring~~ to ensure that *clients* are treated fairly;
- IB(2) in any case where a *client* has entered into, or is proposing to enter into, an *arrangement* with an *introducer* in connection with their **legal** matter, which is not in their best interests, advising the *client* that this is the case;
- IB(3) terminating any *arrangement* with an *introducer* or fee share ~~where such arrangement~~ which is causing you to breach any requirements of the Code;
- IB(4) being satisfied that any *client* referred by an *introducer* has not been acquired as a result of marketing or other activities which, if done by a *person* regulated by the SRA, would be contrary to the *Principles*;
- IB(5) ~~you have drawn your~~ drawing the *client's* attention to any payments you make, or other consideration you provide in connection with any *referral*;
- IB(6) where information needs to be given to ~~your~~ *clients*, ensuring the information is clear and in writing.

Acting in the following way(s) **may** tend to show that you have not achieved these outcomes and therefore not complied with the *Principles*:

- IB(7) entering into any type of business relationship with a third party, such as an unauthorised *partnership*, which places you in breach of the *SRA Authorisation Rules* or any other regulatory requirements in the Handbook;
- IB(8) allowing an introducer or fee sharer to ~~person or business with whom/which you share your fees to influence or compromise your independence or your professional judgment or~~ influence the advice you give to *clients*;

~~entering into an agreement or arrangement with a third party which constrains your judgment in relation to the advice you give to your clients;~~

~~facilitating or participating in any scheme or arrangement that is not in the best interests of the clients referred to you;~~
- IB(9) accepting *referrals* where you have reason to believe that *clients* have been pressurised or misled into instructing you.

In-house practice

[The outcomes in this chapter also apply to your *in-house practice*.](#)

Overseas practice

The outcomes [in this chapter](#) ~~listed above~~ also apply to your *overseas practice*, [except where they conflict with the SRA European Cross-Border Practice Rules which will prevail in any conflict.](#)

Notes

1. [This chapter should be read in conjunction with:](#)
 - o [Chapter 1 \(Client care\)](#)
 - o [Chapter 4 \(Confidentiality and disclosure\)](#)
 - o [Chapter 8 \(Publicity\)](#)
 - o [The SRA Authorisation Rules](#)
 - o [The SRA European Cross-Border Practice Rules](#)

3rd Section - You and your regulator

Chapter 10 - You and your regulator

This chapter is about co-operation with your regulators and ombudsmen, primarily the *SRA* and the *Legal Ombudsman*.

[The information which we are requesting from *firms* will help us understand any risks to *clients*, and the public interest more generally.](#)

~~The *Principles* are all pervasive, and apply all the time. Outcomes arising in this area are listed. The following *Principles* will be of particular relevance in the context of co-operation with your regulators and ombudsmen:~~

- ~~1 you must uphold the rule of law and the proper administration of justice;~~
- ~~2 you must act with integrity;~~
- ~~6 you must behave in a way that maintains the trust the public places in you and in the provision of legal services;~~
- ~~7 you must comply with your legal and regulatory obligations and deal with your regulators and ombudsmen in an open, timely and co-operative manner.~~

[The outcomes in this chapter show how the *Principles* apply in the context of you and your regulator.](#)

Outcomes

You must achieve these outcomes:

- O(1) [you ensure that you comply with all the reporting and notification requirements in](#)

[the Handbook](#);

- O(2) you provide ~~give~~ the SRA ~~sufficient~~ with relevant information to ~~be~~ enable the SRA to decide upon any application you make, such as for a practising certificate, registration, recognition or a licence and ~~whether to issue you with a practising certificate/ registration/ recognition/ license or recognised sole practitioner authorisation as appropriate and, if so,~~ whether any conditions should apply;
- O(3) you notify the SRA [promptly](#) of any changes to relevant information about you including serious financial difficulty, [action taken against you by another regulator](#) and ~~serious~~[significant](#) ~~failure to comply with or achieve~~ ~~breaches of~~ the *Principles*, rules, outcomes and other requirements of the Handbook;
- O(4) [you report to the SRA promptly, serious misconduct by any person or firm authorised by the SRA, or any employee, manager or owner of any such firm \(taking into account, where necessary, your duty of confidentiality to your client\);](#)
- O(5) [you ensure that](#) the SRA is in a position to assess whether any persons requiring prior approval are fit and proper at the point of approval and remain so;
- O(6) you co-operate fully with the SRA and the *Legal Ombudsman* at all times including in relation to any investigation about a *claim for redress* against you;
- O(7) you do not ~~attempt to hinder or~~ prevent anyone from [providing information](#)~~reporting your conduct~~ to the SRA or the *Legal Ombudsman*;
- ~~you do not victimise anyone for reporting your conduct to the SRA or the Legal Ombudsman;~~
- O(8) you comply promptly with any written notice from the SRA;
- O(9) [you produce for inspection by the SRA all documents held by you, or held under your control, and all information and explanations requested, in connection with your practice or in connection with any trust of which you are, or formerly were, a trustee; and you comply with all requests from the SRA as to:](#)
- (a) [the form in which you produce any documents you hold electronically; and](#)
- (b) [photocopies of any documents to take away;](#)
- O(10) [you provide any necessary permissions for information to be given, so as to enable the SRA to:](#)
- (a) [prepare a report on any documents produced; and](#)
- (b) [seek verification from clients, staff and the banks, building societies or other financial institutions used by you;](#)
- O(11) [When required by the SRA in relation to a matter specified by the SRA, you:](#)

- (a) act promptly to investigate whether any *person* may have a *claim for redress* against you;
- (b) provide the *SRA* with a report on the outcome of such an investigation, identifying *persons* who may have such a claim;
- (c) notify *persons* that they may have a right of redress against you, providing them with information as to the nature of the possible claim, about the *firm's complaints* procedure and about the *Legal Ombudsman*; and
- (d) where you have identified a *person* who may have a *claim for redress*, ensuring the matter is dealt with under the *firm's complaints* procedure as if that *person* had made a *complaint*;

~~You inform *clients* of any act or omission which could give rise to a claim by them against you;~~

O(12) you do not attempt to ~~delegate~~abrogate to any third party your regulatory responsibilities in the Handbook ~~to any third party~~, including the role of *Compliance Officer for Legal Practice (COLP)* or *Compliance Officer for Finance and Administration (COFA)*;;

O(13) once you are aware that your *firm* will cease to *practise*, you effect the orderly and transparent wind-down of activities, including informing the *SRA* before the *firm* closes.

Indicative behaviours

Acting in the following way(s) ~~may~~ tends to show that you have achieved these outcomes and therefore complied with the *Principles*:

- IB(1) actively monitoring your achievement of the outcomes in order to improve standards and identify non-achievement of the outcomes;
- IB(2) actively monitoring your financial stability and viability in order to identify and mitigate any risks to the public;
- IB(3) notifying the *SRA* promptly of any indicators of serious financial difficulty, such as inability to pay your professional indemnity insurance premium, or rent or salaries, or breach of bank covenants;
- IB(4) notifying the *SRA* promptly when you become aware that your business may not be financially viable to continue trading as a going concern, for example because of difficult trading conditions, poor cash flow, increasing overheads, loss of *managers* or *employees* and/or loss of sources of revenue;
- IB(5) notifying the *SRA* of ~~reporting~~ any serious issues identified as a result of ~~such~~ monitoring referred to set out in the two indicative behaviours in IB(1) and IB(2) above, ~~together with~~ and producing a plan for remedying issues that have been

identified;

- IB(6)** responding appropriately to any [serious](#) issues identified concerning competence and fitness and propriety of your [employees](#) ~~staff~~, *managers* and *owners*;

~~if required by the SRA in relation to a matter specified by the SRA:~~

~~acting promptly to investigate whether any person may have a claim for redress against you;~~

~~providing the SRA with a report on the outcome of such an investigation;
identifying persons who may have such a claim;~~

~~notifying persons that they may have a right of redress against you;
providing them with information as to the nature of the possible claim;
about the firm's complaints procedures and about the Legal Ombudsman;~~

~~where you have identified a person who may have a claim for redress,
ensuring that the matter is dealt with under the firm's complaints
procedures as if that person had made a complaint;~~

- IB(7)** if a *client* makes a claim against you, or notifies an intention to do so, or if you discover an act or omission which could give rise to a claim:

- (a) informing the *client* that independent advice should be sought (unless the *client's* loss, if any, is trivial and you promptly remedy that loss);
- (b) considering whether a *conflict of interests* has arisen, and if so not acting further for the *client* in the matter giving rise to the claim; and
- (c) notifying your compulsory professional indemnity insurer under the [SRA Solicitors'](#) Indemnity Insurance Rules or, if appropriate, the Solicitors Indemnity Fund Ltd.

~~complying with any condition which the SRA has imposed on your practising certificate, registration, recognition or licence;~~

~~reporting to the SRA serious misconduct concerning another firm or individual where you have reason to doubt the integrity of any person or firm authorised by the SRA, or of any employee, manager or owner of such a firm (taking into account, where necessary, your duty of confidentiality to your client);~~

~~reporting to the SRA where you have reason to believe that any person or firm authorised by the SRA, or any employee, manager or owner of such a firm, is in serious financial difficulty;~~

~~producing for inspection by the SRA all documents held by you or held under your control and all information and explanations requested:~~

~~in connection with your practice; or~~

~~in connection with any trust of which you are, or formerly were, a trustee;~~

~~providing any necessary permissions for information to be given so as to enable the SRA to:~~

~~prepare a report on any documents produced; and~~

~~seek verification from clients, staff and the banks, building societies or other financial institutions used by you;~~

~~complying with all requests from the SRA as to:~~

~~the form in which you produce any documents you hold electronically; and~~

~~photocopies of any documents to take away;~~

IB(8) reporting disciplinary action taken against you by another regulator;

IB(9) informing the SRA promptly when you become aware of a significant change to your firm, for example:

- key personnel, such as a manager, CoLP or CoFA, joining or leaving the firm;
- a merger with, or an acquisition by or of, another firm;

IB(10) having appropriate arrangements for the orderly transfer of clients' property to another authorised body if your firm closes.

Acting in the following way(s) may tend to show that you have not achieved these outcomes and therefore not complied with the *Principles*:

~~failing to identify and/or report matters relevant to the *Principles* and the~~

outcomes listed in this chapter;

IB(11) ~~on your own or on your clients' behalf~~ entering into an agreement which would attempt to preclude the SRA or the *Legal Ombudsman* from investigating any actual or potential [complaint or](#) allegation of professional misconduct;

IB(12) unless you can properly allege malice, issuing defamation proceedings in respect of a *complaint* to the SRA.

Note:

~~A notice under this chapter is deemed to be duly served:~~

- ~~(a) on the date on which it is delivered to or left at your last notified *practising* address;~~
- ~~(b) on the date on which it is sent electronically to your e-mail or fax address; or~~
- ~~(c) seven days after it has been sent by post or document exchange to your last notified *practising* address.~~

In-house practice

Outcomes [4-91-12](#) ~~The outcomes in this chapter listed above~~ also apply to your *in-house practice*.

Overseas practice

The outcomes [in this chapter](#)~~listed above~~ also apply to your *overseas practice*.

Notes

1. [A notice under this chapter is deemed to be duly served:](#)
 - (a) [on the date on which it is delivered to or left at your last notified *practising* address;](#)
 - (b) [on the date on which it is sent electronically to your e-mail or fax address;](#)
[or](#)
 - (c) [seven days after it has been sent by post or document exchange to your last notified *practising* address.](#)

2. [The outcomes in this chapter should be considered in conjunction with the following:](#)
 - o [Chapter 7 \(Management of your business\) – requirements for risk management procedures;](#)
 - o [Rule 8.7 of the *SRA Authorisation Rules* - annual reporting requirements for authorised bodies and requirement for the COFA to report breaches of the SRA Accounts Rules;](#)

- [Rule 18 of the SRA Practice Framework Rules - requirements for *authorised bodies* to supply information to the SRA on composition and structure, changes in composition, changes in status from unlimited to limited *company* and insolvency.](#)

4th Section - You and others

Chapter 11 - Relations with third parties

This chapter is about ensuring you do not take unfair advantage of those you deal with and that you act in a manner which promotes the proper operation of the legal system.

[This includes your conduct in relation to *undertakings*; there is no obligation to give or receive an *undertaking* on behalf of a *client* but, if you do, you must ensure that you achieve the outcomes listed in this chapter.](#)

[The conduct requirements in this area extend beyond professional and business matters. They apply in any circumstances in which you may use your professional title to advance your personal interests.](#)

~~The *Principles* are all-pervasive, and apply all the time. Outcomes arising in this area are listed. The following *Principles* will be of particular relevance in your dealing with third parties:~~

- ~~1 you must uphold the rule of law and the proper administration of justice;~~
- ~~2 you must act with integrity;~~
- ~~6 you must behave in a way that maintains the trust the public places in you and in the provision of legal services;~~
- ~~9 you must run your business/carry out your role in the business in a way that promotes equality and diversity and does not discriminate unlawfully in connection with the provision of legal services.~~

[The outcomes in this chapter show how the *Principles* apply in the context of your relations with third parties.](#)

Outcomes

You must achieve these outcomes:

- O(1)** you do not take unfair advantage of third parties [in either your professional or personal capacity](#);
- O(2)** you perform all *undertakings* given by you within an agreed timescale or within a reasonable amount of time;
- O(3)** where you act for a seller of land, you inform [all](#) buyers immediately of the seller's intention to deal with more than one buyer;

- O(4) you properly administer oaths, affirmations or declarations where you are authorised to do so.

Indicative behaviours

Acting in the following way(s) may tends to show that you have achieved these outcomes and therefore complied with the *Principles*:

Not taking unfair advantage

- IB(1) providing sufficient time and information to enable the costs in any matter to be agreed;
- IB(2) returning documents or money sent subject to an express condition if you are unable to comply with that condition;
- IB(3) returning documents or money on demand if they ~~were~~are sent on condition that they are held to the sender's order;
- IB(4) ensuring that you do not communicate with another party when you are aware that the other party has retained a lawyer in a matter, except:
- to request the name and address of the other party's lawyer, or
 - the other party's lawyer consents to you communicating with the client, or
 - where there are exceptional circumstances;

Informing buyers of land if the seller is dealing with more than one buyer

~~ceasing to act for a seller of land who intends to deal with more than one buyer but refuses permission for their intention to be disclosed to the buyer;~~

Undertakings

- IB(5) maintaining an effective system which records when *undertakings* have been given and when they have been discharged;
- IB(6) where an *undertaking* is given which is dependent upon the happening of a future event and it becomes apparent the future event will not occur, notifying the recipient of this.

Acting in the following way(s) may tends to show that you have not achieved these outcomes and therefore not complied with the *Principles*:

Unfair advantage

- IB(7) taking unfair advantage of an opposing party's lack of legal knowledge where they have ~~chosen not to~~instructed a lawyer ~~whilst at the same time ensuring that no contractual relationship with the opposing party can be claimed;~~
- IB(8) demanding anything for yourself or on behalf of your *client*, that is not legally

recoverable ~~through the proper legal process~~, such as when you are instructed to collect a simple debt, demanding from the debtor the cost of the letter of claim since it cannot be said at that stage that such a cost is legally recoverable;

IB(9) using your professional ~~title~~ status or qualification to take unfair advantage of another person in order to advance your personal interests;

IB(10) taking unfair advantage of a public office held by you, or a member of your family, or a member of your *firm* or their family.

In-house practice

The outcomes in this chapter also apply to your *in-house practice*.

Overseas practice

The outcomes in this chapter listed above also apply to your *overseas practice*, except that outcome 3 only applies if the land in question is situated in England and Wales.

Notes

1. This chapter should be read in conjunction with chapter 7 (Management of your business) in relation to the system you will need to have in place to control undertakings.

Chapter 12 - Separate businesses

The purpose of this chapter is to ensure clients are protected when they obtain that mainstream legal ~~services from a firm~~ ~~activities are conducted only through a business~~ regulated by the SRA. This is accomplished by restricting the services that can be provided through a separate business that is not authorised by the SRA or another approved regulator, or other approved regulator. ~~Further, where you are permitted to conduct activities through another business, the client must be made aware that the protections applying to the SRA regulated business do not apply to that other business. The chapter therefore distinguishes between "permitted separate business activities" and "prohibited separate business activities".~~

This chapter addresses two kinds of services:

- (a)** those which you cannot offer through a separate business ("prohibited separate business activities" - see definition in Chapter 14). These are "mainstream" legal services which members of the public would expect you to offer as a lawyer regulated by the SRA or another approved regulator, and
- (b)** those which you can offer either through a separate business ("a permitted separate business" - see definition in Chapter 14), or through an authorised body. These are the kind of services a member of the public would not necessarily expect to be provided only by a lawyer regulated by the SRA or another approved regulator, but which are "solicitor-like" services.

Clients of a permitted separate business will not have the same statutory protections as clients of an authorised body and it is important that this is clear to clients of the separate business, particularly where they are being referred from one business to the other.

This chapter does not address services which cannot be, or would not normally be, offered through an *authorised body*.

The outcomes in this chapter show how the *Principles* apply in the context of separate businesses.

~~The *Principles* are all-pervasive, and apply all the time. Outcomes arising in this area are listed. The following *Principles* will be of particular relevance in the context of your *separate business*:~~

- ~~2 you must act with integrity;~~
- ~~3 you must not allow your independence to be compromised;~~
- ~~4 you must act in the best interests of each *client*;~~
- ~~6 you must behave in a way that maintains the trust the public places in you and in the provision of legal services;~~
- ~~7: you must comply with your legal and regulatory obligations and deal with your regulators and ombudsmen in an open, timely and co-operative manner.~~

Application

For the purposes of this chapter only:

"You" means a person who:

- ~~o provides services through a business regulated by the *SRA*;~~
- ~~o is a *solicitor*, *REL* or *RFL* who is an *owner*, *manager* or *employee* of an *authorised non-SRA firm*; or~~
- ~~o is employed in *in-house practice*.~~

Definition

For the purposes of this chapter only:

"Permitted separate business activities" means:

- ~~(a) alternative dispute resolution;~~
- ~~(b) financial services (except those that cannot form part of a *solicitor's practice*);~~
- ~~(c) estate agency;~~
- ~~(d) management consultancy;~~
- ~~(e) company secretarial services;~~
- ~~(f) acting as a parliamentary agent;~~
- ~~(g) practising as a *lawyer* of another jurisdiction;~~
- ~~(h) acting as a bailiff;~~
- ~~(i) acting as nominee, trustee or executor outside England and Wales;~~

~~(j) acting as a nominee, trustee or executor in England and Wales where such activity is provided as a subsidiary but necessary part of a *separate business* providing financial services;~~

~~(k) providing legal advice or drafting legal documents not included in (a) to (j) above, where such activity is provided as a subsidiary but necessary part of some other service which is one of the main services of the *separate business*;~~

~~(l) providing any other business, advisory or agency service which could be provided through a *firm* or *in-house practice* but is not a *prohibited separate business* activity.~~

"Prohibited separate business activities" means:

~~(a) the conduct of any matter which could come before a *court*, tribunal or inquiry, whether or not proceedings are started;~~

~~(b) advocacy before a *court*, tribunal or inquiry;~~

~~(c) instructing counsel in any part of the *UK*;~~

~~(d) *immigration work*;~~

~~(e) any activity in relation to conveyancing, applications for probate or letters of administration, or drawing trust deeds or *court* documents, which is reserved to *solicitors* and others under the *LSA*;~~

~~(f) drafting wills;~~

~~(g) acting as nominee, trustee or executor in England and Wales, where such activity is not provided as a subsidiary but necessary part of a *separate business* providing financial services;~~

~~(h) providing legal advice or drafting legal documents not included in (a) to (g) above, where such activity is not provided as a subsidiary but necessary part of some other service which is one of the main services of the *separate business*.~~

~~"Separate business" means a business which is not an *authorised body*, a *recognised sole practitioner*, an *authorised non-SRA firm* or an *in-house practice*;~~

Outcomes

You must achieve these outcomes:

O(1) you do not:

(a) own,

(b) have a significant interest in, or

(c) actively participate in,

a *separate business* which conducts *prohibited separate business activities*.

O(2) if you are a *firm*:

(a) you are not *owned by*, or

(b) *connected with*,

a *separate business* which conducts *prohibited separate business activities*.

O(3) where you:

(a) have a significant interest in,

(b) *actively participate in*,

(c) *own*^{1/2} or

(d) are a firm and *owned by or connected with*,

a ~~business that conducts permitted separate business activities~~, you have safeguards in place to ensure that *clients* are not misled about the extent to which the services that you and the separate business are offering are regulated;

O(4) you do not represent any *permitted separate business activities* as being regulated by the SRA or any of its activities as being provided by an individual who is regulated by the SRA;

~~you at all times maintain your independence from the business conducting permitted separate business activities;~~

O(5) you are only *connected with* reputable separate businesses ~~conducting permitted separate business activities;~~

O(6) you are only connected with a permitted separate business which is an appointed representative if it is an appointed representative of an independent financial adviser.

Indicative behaviours

Acting in the following way(s) may tends to show that *you* have achieved these outcomes and therefore complied with the *Principles*:

IB(1) ~~maintaining separate records for your legal services business and not disclosing~~ ensuring that client information and records are not disclosed ~~these~~ to the ~~business conducting permitted separate business activities~~, without the express consent of the *client*;

IB(2) complying with the SRA Accounts Rules and ~~in particular the obligation to maintain a separate client account in relation to your legal services business~~ not allowing the client account to be used to hold money for the permitted separate business;

- IB(3) where you are referring a *client* to a [permitted separate business](#) ~~which conducts permitted separate business activities~~, informing *clients* of your interest in the [separate business](#); ~~that such a business is not regulated by the SRA and that the statutory protections attaching to clients of a business regulated by the SRA do not apply~~;
- IB(4) terminating any connection with a [permitted separate business](#) ~~that conducts permitted separate business activities~~ where you have reason to doubt the integrity or competence of that [separate business](#).

In-house practice

[Outcomes 1 and 3-6 in this chapter apply to your in-house practice.](#)

Overseas practice

~~The outcomes listed above also apply to you if you practise from an office in England and Wales and you have a separate business, wherever this separate business is situated. If you do not practise from an office in England and Wales but you practise from an office outside England and Wales and you have a separate business, outcomes 3, 4, 5-6 in this chapter and 6 apply to you, wherever the separate business is situated.~~

Notes

- [1.](#) [It is important that clients are not misled or confused about the regulatory status of a permitted separate business, the services it provides and the people working within it. Particular care needs to be taken regarding:](#)
 - [the name or branding of the separate business;](#)
 - [misleading publicity; and](#)
 - [the proximity of the permitted separate business to your firm, particularly if you share premises.](#)
- [2.](#) [This chapter should be read in conjunction with:](#)
 - [Chapter 3 \(Conflicts of interests\)](#)
 - [Chapter 6 \(Your client and introductions to third parties\); and](#)
 - [Chapter 8 \(Publicity\).](#)

5th section Application, waivers and interpretation

Chapter 13 - Application and waivers

The ~~Principles and the~~ SRA Code of Conduct [applies](#) to you in the following circumstances (and "you" must be construed accordingly):

Application of ~~the Principles and~~ the SRA Code of Conduct in relation to practice from an office in England and Wales

- [1.](#) Subject to paragraphs 2 to 9 and any other provisions in the Code, ~~the Principles~~

and the Code applies to you if you are:

- (a) a *solicitor* or a ~~registered European lawyer ("REL")~~ who is:
 - (i) a *sole practitioner*;
 - (ii) a *manager* of an *authorised body*, or of a body which is a *manager* of an *authorised body*, or of a body which should be a *recognised body* but has not been recognised by the *SRA*;
 - (iii) an *employee* (including as an assistant, associate, professional support *lawyer*, consultant, locum or otherwise employed in the *practice*) of an *authorised body*, *recognised sole practitioner*, or of a body which should be a *recognised body* but has not been recognised by the *SRA*, or of a *sole practitioner* who should be a *recognised sole practitioner* but has not been authorised by the *SRA*;
 - (iv) a *manager* or *employee* of an *authorised non-SRA firm*, or a *manager* of a body which is a *manager* of an *authorised non-SRA firm*, when doing work authorised by the *SRA* as an in-house *lawyer*;
 - (v) employed as an in-house *lawyer*;
 - (vi) an *owner* of an *authorised body*, or of a body which should be a *recognised body* but has not been recognised by the *SRA*, even if the *owner* undertakes no work for the body's *clients*;

- (b) a ~~registered foreign lawyer ("RFL")~~ who is:
 - (i) a *manager* of an *authorised body*, or of a body which is a *manager* of an *authorised body*, or of a body which should be a *recognised body* but has not been recognised by the *SRA*;
 - (ii) an *employee* (including ~~as~~ an assistant, associate, professional support *lawyer*, consultant, locum or otherwise employed in the *practice*) of an *authorised body*, *recognised sole practitioner*, a body which should be a *recognised body* but has not been recognised by the *SRA*, or of a *sole practitioner* who should be a *recognised sole practitioner* but has not been recognised by the *SRA*;
 - (iii) a *manager* or *employee* of an *authorised non-SRA firm*, or a *manager* of a body which is a *manager* of an *authorised non-SRA firm*, when doing work authorised by the *SRA* as an in-house *lawyer*;

- (iv) an *owner* of an *authorised body*, or a body which should be a *recognised body* but has not been recognised by the SRA even if the *owner* undertakes no work for the body's *clients*;
- (c) an *authorised body*, or a body which should be a *recognised body* but has not been recognised by the SRA;
- (d) a *manager* or *employee* of an *authorised body*, or of a body which should be a *recognised body* but has not been recognised by the SRA;
- (e) an *employee* of a *recognised sole practitioner*, or of a *sole practitioner* who should be a *recognised sole practitioner* but has not been recognised by the SRA;

and "you" includes "your" as appropriate.

2. ~~The Principles and e~~ Chapters 10, 12, 13 and 14 of the Code apply to you if you are a *solicitor*, *REL* or *RFL*:
 - (a) *practising* as a *manager* or *employee* of an *authorised non-SRA firm* when doing work of a sort authorised by the *authorised non-SRA firm's approved regulator*, or
 - (b) *owner* of an *authorised non-SRA firm* even if you undertake no work for the body's *clients*.

Application of ~~the Principles and~~ the SRA Code of Conduct in relation to *practice from an office outside England and Wales*

3. Subject to 5 and 6 below, ~~the Principles and~~ the Code applies, in relation to *practice from an office outside the UK* to:
 - (a) a *solicitor* as an individual, whether or not the *solicitor's firm* or *employer* is subject to ~~these rules~~ this Code;
 - (b) an ~~authorised~~ lawyer-controlled body;
 - (c) a *lawyer of England and Wales* other than a *solicitor*, and a non-lawyer, in relation to *practice* as a *manager* of an *authorised body*.
4. Subject to 5 and 6 below ~~the Principles and~~ the Code applies, in relation to *practice from an office in Scotland or Northern Ireland* to:
 - (a) a *solicitor* or *REL* as an individual, whether or not the *solicitor* or *REL's firm* or *employer* is subject to ~~these rules~~ this Code;
 - (b) an ~~authorised~~ lawyer-controlled body;

- (c) [a REL-controlled body](#);
 - (ed) a lawyer of England and Wales other than a *solicitor*, a European lawyer registered with the Bar Standards Board and to a non-lawyer, in relation to *practice* as a *manager* of an *authorised body*; and
 - (ee) a *solicitor* who was formerly a *REL*, when *practising* as a lawyer of an *Establishment Directive profession*.
5. If any ~~provision in the Code states that an~~ outcome ~~or provision of~~ [in](#) the Code does not apply to your *overseas practice*, you may disregard that outcome ~~or provision~~ in relation to your *overseas practice*, but you must comply with any alternative provision substituted for *overseas practice*.
 6. If compliance with any ~~applicable provision~~ [outcome](#) in the Code would result in your breaching local law, you may disregard that ~~provision~~ [outcome](#) to the extent necessary to comply with that local law.

Application of ~~the Principles and~~ the SRA Code of Conduct outside practice

7. In relation to activities which fall outside *practice*, as defined in chapter 14 (Interpretation), whether undertaken as a *lawyer* or in some other business or private capacity, the following apply to you if you are a *solicitor* ~~, an~~ [or](#) *REL* ~~or an~~ *RFL*:
 - (i) Principle 6;
 - ([ii](#)) outcome 1 of chapter 11; and
 - ([iii](#)) outcome 2 of chapter 11.

General Provisions

8. ~~You must comply with the Principles at all times, but t~~he extent to which you are expected to ~~promote and~~ implement the requirements of the Code will depend on your role in the *firm*, or your way of *practising*. For example, those who are managing the business will be expected to have more influence on how the *firm* or business is run than those *practising* in-house but not managing a legal department, or those *practising* as *employees* of a *firm*.
9. You must deliver all outcomes which are relevant to you and your situation.
- [10.](#) [Where in accordance with this chapter, the requirements of the Code apply to a licensed body, this extends to the reserved legal activities, and other activities regulated by the SRA, carried on by the body.](#)

Waivers

In any particular case or cases the SRA Board shall have the power, in exceptional circumstances, to waive in writing the provisions of these [rules/outcomes] for a particular purpose or purposes expressed in such waiver, to place conditions on and to revoke such a waiver.

Chapter 14 - Interpretation

"AJA"	means the Administration of Justice Act 1985;
"actively participate in"	means, in relation to a <i>separate business</i> , having any active involvement in the <i>separate business</i> , and includes: <ul style="list-style-type: none">(a) any direct control over the business, and any indirect control through another person such as a spouse; and(b) any active participation in the business or the provision of its services to customers;
"appointed representative"	has the meaning given in the Financial Services and Markets Act 2000;
"approved regulator"	means any body listed as an <i>approved regulator</i> in paragraph 1 of Schedule 4 to the LSA or designated as an <i>approved regulator</i> by an order under paragraph 17 of that Schedule;
"arrangement"	in relation to financial services, fee sharing and <i>referrals</i> , in chapters 1, 6 and 9, means any express or tacit agreement between you and another <i>person</i> , whether contractually binding or not;
"assets"	includes, for example, money, documents, wills, deeds, investments and other property;
"authorised body"	means a body that has been authorised by the SRA, under the SRA Authorisation Rules , to practise as a <i>licensed body</i> or a <i>recognised body</i> ;
"authorised non-SRA firm"	means a firm which is authorised to carry on <i>legal activities</i> by an <i>approved regulator</i> other than the SRA;
"body corporate"	means a <i>company</i> , an <i>LLP</i> , or a <i>partnership</i> which is a legal <i>person</i> in its own right;
"claim for redress"	has the same meaning as in section 158 of the LSA;
"client"	where the context permits, includes prospective and

former *clients*;

" client account "	has the meaning given in the SRA Accounts Rules
<u>" client conflict"</u>	<u>for the purposes of Chapter 3, means any situation where you owe separate duties to act in the best interests of two or more <i>clients</i> in relation to the same or related matters, and those duties conflict, or there is a significant risk that those duties may conflict;</u>
" client money "	has the meaning given in the SRA Accounts Rules
<u>" COFA or Compliance Officer for Finance and Administration"</u>	<u>shall be construed in accordance with rule 8.5 of the SRA Authorisation Rules and in relation to a <i>licensable body</i> is a reference to its Head of Finance and Administration within the meaning of the LSA;</u>
<u>" COLP or Compliance Officer for Legal Practice"</u>	<u>shall be construed in accordance with rule 8.5 of the SRA Authorisation Rules and in relation to a <i>licensable body</i> is a reference to its Head of Legal Practice within the meaning of the LSA;</u>
" Companies Acts "	means the Companies Act 1985 and the Companies Act 2006;
" company "	means a <i>company</i> registered under the <i>Companies Acts</i> , an overseas company incorporated in an <i>Establishment Directive</i> state and registered under the Companies Act 1985 and/or the Companies Act 2006 or a <i>societas Europaea</i> ;
<u>" competing for the same objective"</u>	<u>for the purposes of Chapter 3 means any situation in which one or more <i>clients</i> are competing for an <i>objective</i> which, if attained by one <i>client</i> will make that <i>objective</i> unattainable to the other <i>client</i> or <i>clients</i> and "<i>objective</i>" means, for the purposes of Chapter 3, an asset, contract or business opportunity which one or more <i>clients</i> are seeking to acquire or recover through a liquidation (or some other form of insolvency process) or by means of an auction or tender process or a bid or offer which is not public;</u>
" commercial arrangement "	means an arrangement under which you receive referrals of business from, and/or share your fees with, another person, business or organisation, including not-for-profit organisations;

"complaint"

means ~~[LSB proposing common definition]~~—an oral or written expression of dissatisfaction which alleges that the complainant has suffered (or may suffer) financial loss, distress, inconvenience or other detriment;

"compulsory professional indemnity insurance"

means the insurance you are required to have in place under the SRA Indemnity Insurance Rules;

~~"connected with"~~

~~in relation to another business for the purpose of chapter 12 (Separate businesses) means:~~

- ~~o having one or more *partner(s), owner(s), director(s)* or *member(s)* in common with the *separate business*;~~
- ~~o being a subsidiary of the same *holding company* as the *separate business*; or~~
- ~~o being a subsidiary of the *separate business*;~~

"conflict of interests"

means any situation where:

(a) you owe separate duties to act in the best interests of two or more *clients* in relation to the same or related matters, and those duties conflict, or there is a significant risk that those duties may conflict (a "*client conflict*"); or

(b) your duty to act in the best interests of any *client* in relation to a matter conflicts, or there is a significant risk that it may conflict, with your own interests in relation to that or a related matter (an "*own interest conflict*");

"connected with"

means in relation to a *separate business* for the purpose of Chapter 12:

(a) having one or more *partner(s), owner(s), director(s)* or *member(s)* in common with the *separate business*;

(b) being a *subsidiary company* of the same *holding company* as the *separate business*; or

(c) being a *subsidiary company* of the *separate business*;

"conveyance of land"

means, for the purposes of Chapter 3, the transfer of land for value, and the grant or assignment of a lease or some other interest in land for value;

"court" means any *court*, tribunal or enquiry of England and Wales, or a British court martial, or any *court* of another jurisdiction;

"director" means a *director* of a *company*; and in relation to a *societas Europaea* includes:

- (a) in a two-tier system, a member of the management organ and a member of the supervisory organ; and
- (b) in a one-tier system, a member of the administrative organ;

"disbursement" means any sum spent or to be spent on behalf of [the client](#) or trust (including any VAT element);

"document" in Chapter 10, includes documents, whether written or electronic, relating to the *firm's client accounts* and *office accounts*;

"employee" includes an individual who is:

- (a) employed as a *director* of a *company*;
- (b) engaged under a contract of service (for example, as an assistant *solicitor*) by a *firm* or its wholly owned service *company*; or
- (c) engaged under a contract for services (for example, as a consultant or a locum), made between a *firm* or organisation and:
 - (i) that individual;
 - (ii) an employment agency; or
 - (iii) a *company* which is not held out to the public as providing legal services and is wholly owned and directed by that individual,

under which the *firm* or organisation has exclusive control over the individual's time for all or part of the individual's working week; or in relation to which the *firm* or organisation has designated the individual

as a fee earner in accordance with arrangements between the *firm* or organisation and the Legal Services Commission pursuant to the Access to Justice Act 1999;

and "**employer**" is to be construed accordingly;

" **Establishment Directive**" means the Establishment of Lawyers Directive 98/5/EC;

" **Establishment Directive profession**" means any profession listed in Article 1.2(a) of the *Establishment Directive*, including a solicitor, barrister or advocate of the *UK*;

" **Establishment Directive state**" means a state to which the *Establishment Directive* applies;

" **fee sharer**" [means another person or business who or which shares your fees;](#)

" **financial benefit**" includes, for example, any commission, discount or rebate, but does not include your fees or interest earned on any *client account*;

" **firm**" means an *authorised body* or any business through which a *solicitor* or *REL* practises other than *in-house practice*;

" **general insurance contract**" means any contract of insurance within Part I of Schedule 1 to the Financial Services and Markets Act 2000 (Regulated Activities) Order 2001 (SI 2001/544);

" **holding company**" has the meaning given in the Companies Act 2006;

" **immigration work**" means the provision of immigration advice and immigration services, as defined in section 82 of the Immigration and Asylum Act 1999;

" **independent intermediary**" in chapter 6, means an independent financial adviser who is able to advise on investment products from across the whole of the market and offers consumers the option of paying fees [rather than receiving payment through commission](#);

" **introducer**" means any *person*, business or organisation who or that introduces or refers potential *clients* to your

business, or recommends your business to **potential clients** or otherwise puts you and **potential-clients** in touch with each other;

"investment"

for the purposes of chapter 6, has the meaning given in the SRA Financial Services (Scope) Rules 2001;

"in-house practice"

means *practice* as a *solicitor*, *REL* or *RFL* (as appropriate) in accordance with Rules 1.1(c)(B), 1.1(d)(B), 1.1(e), 1.2(f), 2.1(c)(B), 2.1(d)(B), 2.1(e), 2.2(f), 3.1(b)(B) or 3.1(c)(B) of the SRA Practice Framework Rules [2011];

"lawyer"

means a member of one of the following professions, entitled to practise as such:

- (a) the profession of solicitor, barrister or advocate of the *UK*;
- (b) a profession whose members are authorised to carry on *legal activities* by an *approved regulator* other than the *SRA*;
- (c) an *Establishment Directive profession* other than a *UK* profession;
- (d) a legal profession which has been approved by the *SRA* for the purpose of *recognised bodies* in England and Wales; and
- (e) any other regulated legal profession specified by the *SRA* for the purpose of this definition;

"lawyer-controlled body"

means an *authorised body* in which *lawyers of England and Wales* constitute the national group of *lawyers* with the largest (or equal largest) share of control of the body either as individual *managers* or by their share in the control of bodies which are *managers*;

"lawyer of England and Wales" means:

- (a) a *solicitor*, or
- (b) an individual who is authorised to carry on *legal activities* in England and Wales by an *approved regulator* other than the *SRA*, but excludes a member of an *Establishment Directive profession* registered with the Bar

"legal activity"	has the meaning given in section 12 of the <i>LSA</i> and includes any <i>reserved legal activity</i> and any other activity which consists of the provision of legal advice or assistance, or representation in connection with the application of the law or resolution of legal disputes;
"Legal Ombudsman"	means the scheme administered by the Office for Legal Complaints under Part 6 of the <i>LSA</i> ;
<u>"licensable body"</u>	means a body which meets the criteria in rule 14 (eligibility criteria for licensable bodies) of the SRA Practice Framework Rules 2011;
"licensed body"	means a body licensed by the <i>SRA</i> under Part 5 of the <i>LSA</i> ;
"LLP"	means a limited liability partnership incorporated under the Limited Liability Partnerships Act 2000;
"LSA"	means the Legal Services Act 2007;
"manager"	means: <ul style="list-style-type: none">(a) a <i>member</i> of an <i>LLP</i>;(b) a <i>director</i> of a <i>company</i>;(c) a <i>partner</i> in a <i>partnership</i>; or(d) in relation to any other body, a member of its governing body;
"member"	means: <ul style="list-style-type: none">(a) in relation to a <i>company</i> means a <i>person</i> who has agreed to be a <i>member</i> of the <i>company</i> and whose name is entered in the <i>company's</i> register of <i>members</i>; and(b) in relation to an <i>LLP</i>, means a member of that <i>LLP</i>;

"members of the public"	for the purposes of Chapter 8 does not include: <ul style="list-style-type: none"> (a) a current or former <i>client</i>; (b) another <i>firm</i> or its <i>manager</i>; (c) an existing or potential professional or business connection; or (d) a commercial organisation or public body;
"office account"	has the meaning given in the SRA Accounts Rules;
"overseas practice"	means <i>practice from an office</i> outside England and Wales, except in the case of an <i>REL</i> , where it means <i>practice from an office</i> in Scotland or Northern Ireland;
"own"	means having a <i>substantial ownership interest</i> in and " owner " and " owned by " shall be construed accordingly;
"own interest conflict"	for the purpose of Chapter 3, means any situation where your duty to act in the best interests of any client in relation to a matter conflicts, or there is a significant risk that it may conflict, with your own interests in relation to that or a related matter;
"partner"	means a <i>person</i> who is or is held out as a partner in a <i>partnership</i> ;
"partnership"	means an unincorporated body in which <i>persons</i> are or are held out as <i>partners</i> and does not include a body incorporated as an <i>LLP</i> ;
"permitted separate business activities"	means, for the purpose of Chapter 12, a separate business offering any of the following services: <ul style="list-style-type: none"> (a) alternative dispute resolution; (b) financial services (except those that cannot form part of a solicitor's practice); (c) estate agency; (d) management consultancy;

- (e) company secretarial services;
- (f) acting as a parliamentary agent;
- (g) practising as a *lawyer* of another jurisdiction;
- (h) acting as a bailiff;
- (i) acting as nominee, trustee or executor outside England and Wales;
- (j) acting as a nominee, trustee or executor in England and Wales where such activity is provided as a subsidiary but necessary part of a *separate business* providing financial services;
- (k) providing legal advice or drafting legal documents not included in (a) to (j) above, where such activity is provided as a subsidiary but necessary part of some other service which is one of the main services of the *separate business*; [and](#)
- (l) providing any other business, advisory or agency service which could be provided through a *firm* or *in-house practice* but is not a *prohibited separate business activity*;

"person"

includes a *body corporate*, *partnership* and other unincorporated association or body of persons;

"practice"

means the activities, in that capacity, of:

- (a) a *solicitor*;
- (b) a *REL*, from an office or offices within the *UK*;
- (c) a member of an *Establishment Directive profession* registered with the Bar Standards Board under the *Establishment Directive*, carried out from an office or offices in England and Wales;
- (d) a *RFL*, from an office or offices in England and Wales as:

- (i) an *employee* of a *recognised sole practitioner*;
 - (ii) a *manager, employee* or *owner* of an *authorised body* or of an *authorised non-SRA firm*; [or](#)
 - (iii) a *manager, employee* or *owner* of a body which is a *manager* or *owner* of an *authorised body* or of an *authorised non-SRA firm*;
- (e) an *authorised body*;
 - (f) a *manager* of an *authorised body*;
 - (g) a *person employed* in England and Wales by an *authorised body* or *recognised sole practitioner*;
 - (h) a *lawyer of England and Wales*; [or](#)
 - (i) an *authorised non-SRA firm*;

but does not include providing professional services without remuneration for friends, relatives or *companies* wholly owned by the *solicitor* or *REL's* family, or registered charities; and "***practise***" and "***practising***" should be construed accordingly;

"*practice from an office*"

includes *practice* carried on:

- (a) from an office at which you are based; or
- (b) from an office of a *firm* in which you are the sole **principal**[practitioner](#), or a *manager*, or in which you have an ownership interest, even if you are not based there;

"~~the~~ *Principles*"

means the *Principles* in the SRA Handbook;

"*prohibited separate business activities*"

means [for the purpose of Chapter 12](#):

- (a) the conduct of any matter which could come before a *court*, tribunal or ~~ie~~enquiry, whether or not proceedings are started;
- (b) advocacy before a *court*, tribunal or ~~inquiry~~enquiry;
- (c) instructing counsel in any part of the *UK*;
- (d) *immigration work*;
- (e) any activity in relation to conveyancing, applications for probate or letters of administration, or drawing trust deeds or *court* documents, which is reserved to *solicitors* and others under the *LSA*;
- (f) drafting wills;
- (g) acting as nominee, trustee or executor in England and Wales, where such activity is not provided as a subsidiary but necessary part of a *separate business* providing financial services; ~~and~~
- (h) providing legal advice or drafting legal documents not included in (a) to (g) above where such activity is not provided as a subsidiary but necessary part of some other service which is one of the main services of the *separate business*;

"publicity"

includes all promotional material and activity, including the name or description of your *firm*, stationery, advertisements, brochures, websites, directory entries, media appearances, promotional press releases, and direct approaches to potential *clients* and other *persons*, whether conducted in person, in writing, or in electronic form, but does not include press releases prepared on behalf of a *client*;

"pure protection contract"

has the meaning given in rule 8(1) of the ~~Solicitors'~~SRA's Financial Services (Scope) Rules 2001;

"recognised body"

means a ~~partnership, company or LLP~~body recognised by the *SRA* under section 9 of the *AJA*, ~~in accordance with the *SRA Authorisation Rules*~~;

"recognised sole practitioner"	means a <i>solicitor</i> or <i>REL</i> authorised by the <i>SRA</i> under section 1B of the Solicitors Act 1974 to practise as a <i>sole practitioner</i> ;
"referrals"	includes any situation in which another <i>person</i> , business or organisation introduces or refers a <i>client</i> to your business, recommends your business to a <i>client</i> or otherwise puts you and a <i>client</i> in touch with each other;
"REL" or "registered European lawyer"	means an individual registered with the <i>SRA</i> under regulation 17 of the European Communities (Lawyer's Practice) Regulations 2000 (SI 2000/1119);
<u>"REL-controlled body"</u>	<u>means an authorised body in which RELs or RELs together with lawyers of England and Wales and or/European lawyers registered with the Bar Standards Board, constitute the national group of lawyers with the largest (or equal largest) share of control of the body, either as individual managers or by their share in the control of bodies which are managers, and for this purpose RELs and European lawyers registered with the Bar Standards Board belong to the national group of England and Wales;</u>
"Regulated Activities Order"	means the Financial Services and Markets Act 2000 (Regulated Activities) Order 2001 (SI 2001/554);
"regulated mortgage contract"	has the meaning given by the <i>Regulated Activities Order</i> ;
"reserved legal activity"	has the meaning given in section 12 of the <i>LSA</i> , and includes the exercise of a right of audience, the conduct of litigation, reserved instrument activities, probate activities, notarial activities and the administration of oaths, as defined in Schedule 2 of the <i>LSA</i> ;
"RFL" or "registered foreign lawyer"	means an individual registered with the <i>SRA</i> under section 89 of the Courts and Legal Services Act 1990;
"separate business"	means a business which is not an <i>authorised body</i> , a <i>recognised sole practitioner</i> , an <i>authorised non-SRA firm</i> or an <i>in-house practice</i> <u>and includes businesses situated overseas;</u>
"shares"	means: <ul style="list-style-type: none"> (a) in relation to a body with a share capital,

allotted shares (within the meaning of the Companies Acts);

- (b) in relation to a body with capital but no share capital, rights to share in the capital of the body;
- (c) in relation to a body without capital, interests:
 - (i) conferring any right to share in the profits, or liability to contribute to the losses, of the body; or
 - (ii) giving rise to an obligation to contribute to the debts or expenses of the body in the event of a winding up;

~~and "the holding of shares" and "shareholding" shall be construed accordingly;~~

" <i>societas Europaea</i> "	means a European public limited liability <i>company</i> within the meaning of article 1 of Council Regulation 2157/2001/EC;
" <i>sole practitioner</i> "	means a <i>solicitor</i> or <i>REL</i> practising as a sole principal, and does not include a <i>solicitor</i> or <i>REL practising</i> in-house;
" <i>solicitor</i> "	means an individual who is a <i>solicitor</i> of the Senior Courts of England and Wales;
" <i>SRA</i> "	means the Solicitors Regulation Authority, and reference to the SRA as an <i>approved regulator</i> or <i>licensing authority</i> means the SRA carrying out regulatory functions assigned to the Law Society as an <i>approved regulator</i> or <i>licensing authority</i> ;
" <i>SRA Authorisation Rules</i> "	means the SRA Authorisation Rules for Legal Services Bodies and Licensable Bodies [date] 2011 ;
" <i>subsidiary company</i> "	has the meaning given in the Companies Act 2006;
" <i>substantial ownership interest</i> "	in a <i>firm</i> ("A") means:

- (a) owning at least 10% of the *shares* in A;
- (b) owning at least 10% of the *shares* in a *parent undertaking* of A;
- (c) being entitled to exercise, or control the exercise of, at least 10% of the voting rights in A; or
- (d) being entitled to exercise, or control the exercise of, at least 10% of the voting rights of a *parent undertaking* of A;

and for the purpose of this definition, "**parent undertaking**" has the meaning given in the Financial Services and Markets Act 2000;

"Substantially common interest"

for the purposes of Chapter 3, means a situation:

- (a) where there is a clear common purpose in relation to any matter or a particular aspect of it between the *clients* and a strong consensus on how it is to be achieved and the *client conflict* is peripheral to this common purpose; and
- (b) which does not involve a transfer of land or the grant or assignment of a lease or some other interest in land.

"UK" means United Kingdom;

"undertaking" means a statement, given orally or in writing, whether or not it includes the word "undertake" or "*undertaking*", made by or on behalf of you or your *firm*, to someone who reasonably places reliance on it, that you or your *firm* will do something or cause something to be done, or refrain from doing something;

"voting rights" in relation to a body which does not have general meetings at which matters are decided by the exercise of *voting rights*, means the right under the constitution of the body to direct the overall policy of the body or alter the terms of its constitution.

Chapter 15 Commencement, repeals and transitional provisions

1. The SRA Code of Conduct shall come into force:

- (a)** on [10 August 2011], in respect of *licensable bodies*;
- (b)** for all other purposes on [6 October 2011], on which date the following provisions of the Solicitors' Code of Conduct 2007 shall be repealed:

 - (i)** Rules 2 to 4;
 - (ii)** Rules 5.01 and 5.03;
 - (iii)** Rules 6 to 11;
 - (iv)** Rules 17 and 19;
 - (v)** Rules 20.05 to 20.10; and
 - (vi)** Rules 21 to 25.

2. For the avoidance of doubt, where a breach of any provision of the Solicitors' Code of Conduct 2007 comes to the attention of the SRA after 6 October 2011, this shall be subject to action by the SRA notwithstanding any repeal of the relevant provision.

3. From 31 March 2012, Chapter 13 shall have effect subject to the following amendments:

- (a)** paragraph 1(a)(i) and 1(e) shall be omitted;
- (b)** in paragraph 1(a)(iii), 1(b)(ii) and 1(e), the words "recognised sole practitioner" shall be omitted;
- (c)** in paragraph 1(a)(iii) and 1(b)(ii), the words "or of a *sole practitioner* who should be but has not been authorised by the SRA" shall be omitted; and
- (d)** in paragraph 1(b)(i) the words "other than a *sole practitioner*" shall be inserted after the words "*authorised body*".

4. From 31 March 2012, Chapter 14 shall have effect subject to the following amendments:

- (a)** in the definition of *authorised body*, the words ", and include a sole practitioner authorised by the SRA" shall be inserted after "*recognised body*";
- (b)** in the definition of "*manager*" the words "(ai) a *sole practitioner*," shall be inserted before the words "(a) a *member of a LLP*";
- (c)** in the definition of *practice*, sub-paragraph (d)(i) and, in sub-paragraph (g)

the words "or recognised sole practitioner" shall be omitted;

(d) in the definition of separate business, the words "recognised sole practitioner" shall be omitted;

(e) the following shall be substituted for the definition of *recognised body*:

"means a legal services body recognised by the SRA under section 9 of the AJA, and includes a *sole practitioner* authorised by the SRA;"

(f) the definition of *recognised sole practitioner* shall be omitted and the following definition inserted after the definition of "*sole practitioner*":

"sole practitioner authorised by the SRA" means a *solicitor* or *REL* authorised by the SRA under section 1B of the Solicitors Act 1974 or section 9 of the AJA to practise as a *sole practitioner*."