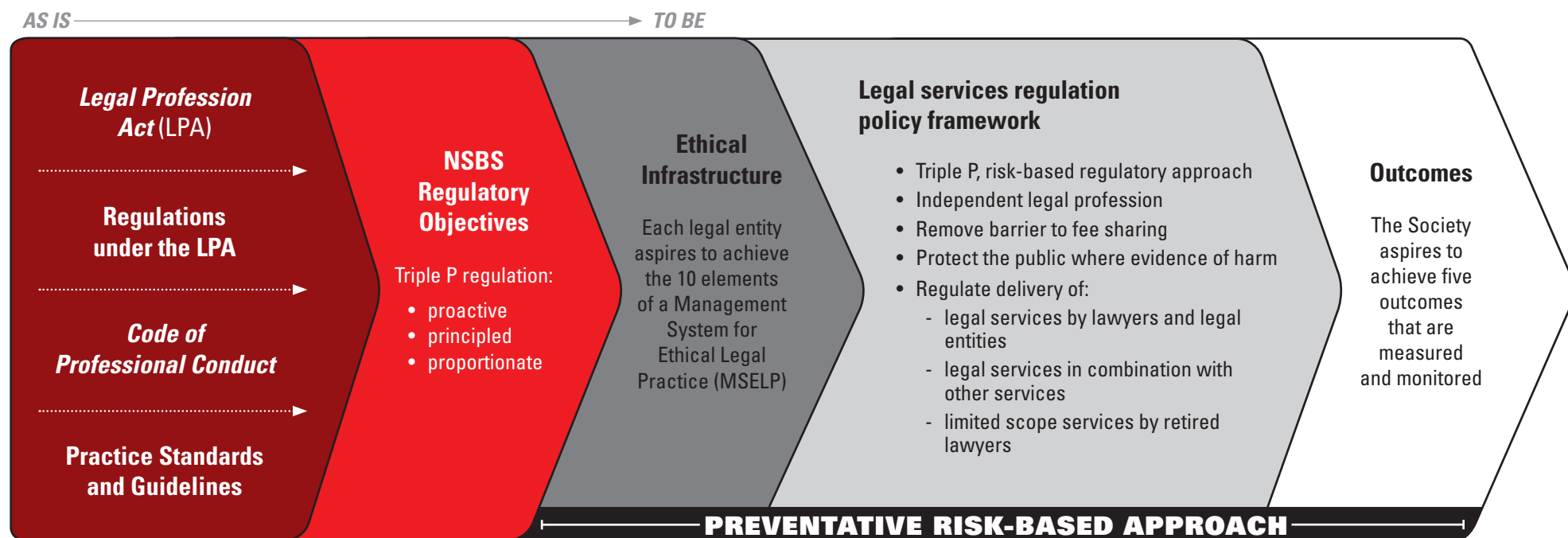


LAYING THE FOUNDATION FOR LEGAL SERVICES REGULATION



REGULATORY OBJECTIVES

1. Protect those who use legal services.
2. Promote the rule of law and the public interest in the justice system.
3. Promote access to legal services and the justice system.
4. Establish required standards for professional responsibility and competence in the delivery of legal services.
5. Promote diversity, inclusion, substantive equality and freedom from discrimination in the delivery of legal services and the justice system.
6. Regulate in a manner that is proactive, principled and proportionate.

MANAGEMENT SYSTEM FOR ETHICAL LEGAL PRACTICE (MSELP)

1. Developing competent practices;
2. Communicating in an effective, timely and civil manner;
3. Ensuring confidentiality;
4. Avoiding conflicts of interest;
5. Maintaining appropriate file and records management systems;
6. Ensuring effective management of the legal entity and staff;
7. Charging appropriate fees and disbursements;
8. Sustaining effective and respectful relationships with clients, colleagues, courts, regulators and the community;
9. Working to improve diversity, inclusion and substantive equality; and
10. Working to improve the administration of justice and access to legal services.

REGULATORY OUTCOMES

1. Lawyers and legal entities provide competent legal services.
2. Lawyers and legal entities provide ethical legal services.
3. Lawyers and legal entities safeguard client trust money and property.
4. Lawyers and legal entities provide legal services in a manner that respects and promotes diversity, inclusion, substantive equality and freedom from discrimination.
5. Lawyers and legal entities provide enhanced access to legal services.