



Life is a journey of peaks and troughs, smooth sailing and rough seas. It ebbs and flows, sometimes moving quickly, sometimes slow. But always, life moves forwards»

**At Cavell Leitch,
our vision is
to be regarded as
New Zealand's best
legal experience.**

We are on a journey working towards being known for providing the most dependable advice and best client service in our industry.

It's a principle our firm was founded on back in 1923, and in the century since, we have continued to uphold this and the authentic lifelong relationships it builds with our clients; in many cases, enjoying the privilege of acting for several generations.

**We will get there by
delivering every day: seamless,
straight-up legal solutions
that empower people to move
forward with confidence.**

Our clients want and expect to be treated in a way that makes them feel welcomed, understood and valued, and most importantly, that they got advice they could use with certainty. Because behind the services we offer, what we really do is unshackle our clients from whatever is holding them back, giving them what they need to progress.

We're here to help, not to make it harder. When providing advice, ensure it is simple to understand and has a clear point of view your client can rely on. Collaborate amongst the team if necessary; we have genuine specialists in many areas of law. And set clear expectations with clients and support these with smooth processes.

Everyone at Cavell Leitch has a role to play in this, whether it be providing worthwhile advice or necessary services, or simply treating people with kindness and respect. Whatever you do, make it your very best.

Here's all you need to know, think and do to help Cavell Leitch deliver exceptional client experiences and create a workplace we all want to be part of.

It's important that you and every one of our team feels supported and enjoys their role. This is made easier when we're all on the same page. That's why everyone has contributed to creating our values. They are our North Star that guides all decisions and behaviours. It's what is expected of you and likewise, what you can expect from your colleagues. Our values keep us all on track and accountable for our actions.

This is how we move...

Delight our clients

Clients are the lifeblood of our business; without them, we have nothing. So, we go over and above to ensure their experience is nothing short of exceptional and that our expertise can be counted on.



Take a true partnership approach

We work to fully understand our clients' needs so we can be as effective as possible in our advice and actions. Ask questions and really listen to what they tell you.

We also work how they need us to. Whether it's a quick, obligation-free phone chat or more considered advice and thorough services, meeting at our place or theirs, somewhere in between or even virtually via email or video call – be adaptable to your clients' needs.

Put yourself in their shoes

We show kindness and understanding because we genuinely care about people.

Our clients often engage our services because they've encountered something they can't solve on their own. They may be feeling negative emotions like helplessness, frustration or anxiety. You're not ultimately responsible for taking these feelings away but you can help ease them.

Treat clients with understanding and empathy at all times and deliver an experience that lets them know we value their business. (Even if what you have to do is introduce a dose of reality to their expectations.)

Never leave clients waiting and wondering!

It is better to overdeliver so don't be afraid to set realistic timeframe expectations with clients. If it happens sooner, they'll only like you more. Use workflow and team work to keep on track. Having said that, don't undervalue your own time. Your fee should be a fair representation of the time taken and expertise required.

Regarding the advice you provide, try to always deliver it with a clear point of view clients can act upon – sitting on the fence doesn't help them move forward; and make it easily digestible for them by stripping out the jargon and keeping it simple.

Avoid bill-shock

The cost of legal advice is our industry's biggest client bugbear.

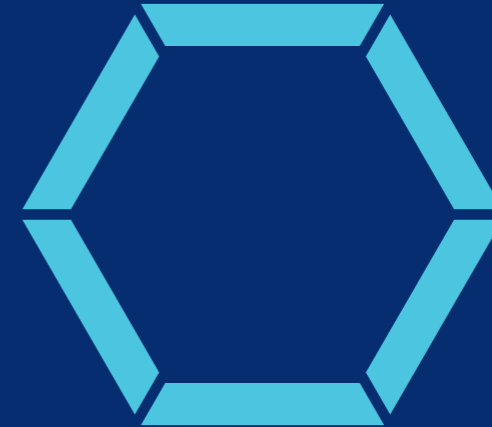
Clients know they need to pay for legal advice and are happy to do so when they get what they expected. So be ultra-transparent around fees.

Take the time to fully scope a job before giving an estimate and update them as soon as you're aware that estimate is likely to be exceeded.



One Cavell Leitch

Yes, we are a group of individuals, but we are also a team working towards a common goal so there's no room for egos. We share information and resources, and we listen to and lift each other up. Because when you show up and bring your best, others will too.



Be respectful

Respect – what a BIG topic. But at its core is the simple notion that we should treat each other how we would like to be treated.

Be kind. Be friendly. Be inclusive. Be honest, upfront and constructive. Be patient.

Be present and aware of those around you.

Be fair and consistent. Be accountable

and reliable. Care. Find the positive.

Encourage others. Show empathy.

Show courtesy. Listen. Value each

other's time (and your own).

Celebrate success

Credit where it's due - when you do good, be proud of and promote your achievement. We know it can be difficult to blow your own trumpet, but you work hard and you owe it to yourself to celebrate you.

Just remember we're all part of a team and one person's success empowers us all. So don't be a lone wolf or a martyr, and definitely don't be a d**k!

Build each other up

We are all committed to delivering excellent results for someone, whether it be our clients, our teams and colleagues or our firm. So we work together as a team to share knowledge and support each other.

We use every opportunity to coach and develop our peers constructively. And instead of working in silos, we help out and share the load.

We are stronger together so immerse yourself in our culture and become a true Cavelleer.

Be authentically yourself

Congrats on being part of the team and thank you for being you.

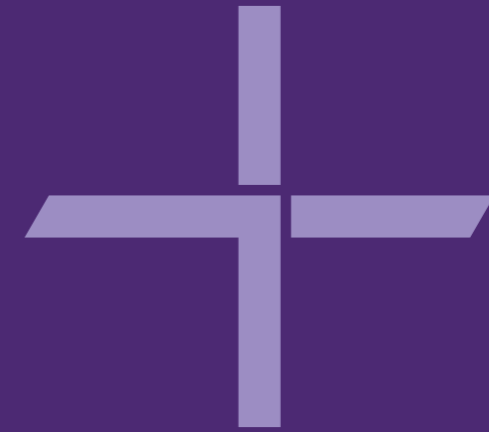
We actively select and recruit those who are outstanding at what they do. But because legal advice is serious business, we balance that with a down to earth approach. We are friendly people who are passionate about helping our clients move forward with confidence.

We've built a trusted reputation on our dependable expertise and the authentic relationships we have with our clients. They appreciate the realness.



Find a better way

Don't rest on your laurels – be curious and creative. Speak up. Just because it's what we've always done doesn't necessarily make it right. Innovation happens when we keep questioning, learning and striving to do it better, simpler and smarter.



**Be curious. Be brave.
And dream big!**

We have a growth mindset at Cavell Leitch so we are always open to change.

If you have an idea, share it. It doesn't have to be perfect straight away, it can be adapted to suit. It could spark a follow up idea; you may find it smart to collaborate to brainstorm and implement ideas.

Be creative, think outside the box, learn and innovate to add value to our firm.

**Simple, seamless
processes**

We have great technology, tools, templates, documentation, resources and facilities to help you deliver your best work. But we also believe processes and systems are living things.

We constantly strive to improve the way we work to better serve our clients, so you are urged to openly innovate in this space.

**When it can be simple,
make it so**

Find ways to remove complexity. Ok, so we are a law firm, and details and complexity are what we are best at... solving. Don't let it become what we are best at doing.

It's all too easy to get tied up in knots over simple things so try to pause and assess before embarking down the harder path.

**Plan the journey, even if you
don't know the destination**

You don't have to have the answer to a problem straight away. But what people will appreciate is knowing what could lie ahead – a 'no surprises' approach. As long as they can see there is a roadmap of the journey they'll be on board for the ride.



Do the right thing

We do the right thing, not the easy thing. Sometimes it's about leaning into a difficult conversation, other times it's about having a clear point of view. It's this honesty and integrity that helps us be authentically us.



Always keep your client's experience front of mind. Go the extra mile and don't cut corners. Set yourself up to be the best version of you, and bring your best for your clients.

Touch it. Own it.

If you see something that needs doing, do it. If it's not within your power, make sure you pass it on to the person who can make it happen.

Ensure change is implemented and communicated well to all staff and clients. Make sure you have sufficient resources and time to do something properly.

Be kind to yourself.

When it all gets...*!#\$.
Stop. Take a deep breath.

Remember that overcoming difficulties helps you grow and that challenges are opportunities happening for you not to you.

Stay solutions-focused and don't beat yourself up for finding something hard; the only real failure is in not trying.

Integrity for dummies

Step 1. Lead by example.

Step 1a. Do what you say you will.

Step 2. Be honest

Step 3. Be accountable.

Knowing the right way to act outside the parameters of your job description is instinctive. Some have it. Some don't. You do.



“Communication works for those who work at it.”

John Powell

Communication at Cavell is a two-way street of openness and transparency

No one should feel like they're in the dark; you can expect to have all the info you need to do your work well. Ask when you have a question, and raise your ideas and suggestions that help us move forward. And if you have a nagging worry, reach out, share what's on your mind. Gripes go up, not sideways. Be grown up about stuff. Gossip is tacky and grudges get old.

Sometimes it's necessary to have a difficult conversation to move things forward. Lean into it and play the ball, not the player.

Listen. Listen to understand, not to reply, and listen to other people's perspective and yours will be heard too. Help out others who may not feel heard or who don't know what to say.

Set clear expectations which are documented and understood by everyone.

Good communication starts here with all of us before it can spread outwards to our clients.

There's a whole document on communication on the intranet. It really is such an important part of what makes us great at what we do.



We give back to our team and their families with a range of benefits to support everyone's differing needs.

These sometimes change to ensure you're being offered something relevant and motivating. See the intranet for a current list, but here's an overview of what to expect:

At Cavell Leitch you will have the opportunity to build a long-term career and grow your expertise.

We offer a variety of benefits and rewards in terms of service, leave and remuneration.

Health and wellbeing are prioritised in several ways to suit people's different preferences, needs and abilities. This includes a commitment to fostering a good work/life experience for all our people.

It is also important to us that we support the communities in which we work, so you'll have the opportunity to be involved with one of the many charities Cavell supports.

And we celebrate special occasions and host various events throughout the year.

Got a question? Check the intranet first. It's like Google for your Cavell life.

There aren't many questions the intranet (a.k.a. Cavell Community) won't answer for you. Pretty much everything you need to know about Cavell Leitch and working here is on the intranet; use the search function to find it.

The intranet is home to info such as firm policies, 'how to' guides, people's work contact info and working hours, as well as a rolling news feed of what's happening at Cavell.

The intranet opens automatically as the internet browser homepage.

First steps. Last steps.
Steady as you go.
Progress. Push forwards.
Lead the way. Elevate others.
Take a leap of faith.
Jump. Act. Shift the needle.
Flow. Drive. Change.
Inspire. Motivate.

Fizz up! Bring it.
Kick it out the park.
Say it straight.
Reach further.
Climb higher.
Onwards. Upwards.
Grow. Advance.
Now you're ready to move»

