

Mission and Values

WORKING IN PARTNERSHIP WITH CLIENTS,
CONTACTS AND COLLEAGUES



Mission Statement

Holmes & Hills' Mission Statement declares who we are as a firm, who we service and where we provide these services. This is derived from the Partners' strategy for the firm and feedback from important clients and professional contacts regarding the firm and its services.

"A FULL SERVICE LAW FIRM WITH ITS HEART IN ESSEX AND SUFFOLK, WE ARE LEGAL SPECIALISTS PROVIDING REGIONAL SERVICES TO EAST ANGLIA. WE EXCEL IN CREATING LONG STANDING PARTNERSHIPS WITH OUR CLIENTS, PROTECTING THEIR INTERESTS AND SUPPORTING THEIR GROWTH AND DEVELOPMENT. OUR LARGE TEAM OF SPECIALISTS WORK IN PARTNERSHIP WITH INDIVIDUALS AND ORGANISATIONS TO PROVIDE THEM WITH TRULY PROACTIVE LEGAL SERVICES THROUGH PERSONAL RELATIONSHIPS. ACTING AS A TRUSTED ADVISOR TO OUR CLIENTS, WE TAKE THE TIME TO UNDERSTAND EACH CLIENT'S NEEDS AND OBJECTIVES BEFORE DELIVERING

PRACTICAL ADVICE THROUGH A PERSONAL AND ACCESSIBLE APPROACH."

Firm Values

Born out of our Mission Statement and taken specifically from in-depth feedback and comments that clients and professional contacts have provided in relation to what they really value about dealing with Holmes & Hills, come Holmes & Hills' five Firm Values

- Be Professional
- Be Proactive
- Be Accessible
- Be Personable
- Be Empathetic

In this leaflet is a brief description of each along with examples of how Holmes & Hills staff embody these values, specifically in ways that we know clients and contacts really value and which they say sets Holmes & Hills apart from the competition.



Be Professional

To be professional is to work in partnership with our clients to understand their needs, to enable us to provide specialist advice and to act with integrity.

- Understanding your client's goal(s) to enable you to meet or exceed their expectation whilst being clear on how you will do this.
- Being flexible and accommodating in your approach to delivering services

and dealing with clients.

- Being transparent about fees and disbursements, as well as highlighting related third-party costs or areas of risk or costs they may not have considered.

"A COMPANY THAT DOES EXACTLY WHAT THEY SAY, THEY'RE ABSOLUTELY GREAT. EFFICIENT, GOOD LAWYERS. EVERYONE IS ON THE BALL."

HOLMES & HILLS CLIENT

Be Proactive

To be proactive is to actively progress matters and work as promptly as possible through pre-emptive communication, organisation and prioritisation, as well as contributing to the development of your team and the firm.

- Contacting clients and contacts to provide an update before they feel the need to ask for one.
- Identifying and creating opportunities to build your professional network internally across the firm and externally with contacts and referrers - making the first move.
- Keeping your colleagues, clients and contacts up to date with changes in the law, or other relevant developments, as you become aware of them through networking, marketing and attending events.

"THEY GET THE WORK DONE, IT'S ON TIME AND IT'S DONE WELL."

PROFESSIONAL CONTACT

Be Accessible

To be accessible is to be readily contactable and to provide timely responses to communications from colleagues, clients and professional contacts.

- Taking calls unless you are truly unable to do so.
- As a team, ensuring clients, contacts and colleagues are able to speak to a team member, even if not the intended team member.
- Taking ownership of enquiries from prospects or questions from clients where these might not be for yourself or your team and seeing that an appropriate response is provided.

"IF YOU ASK A QUESTION, YOU CAN GUARANTEE TO BE PUT THROUGH TO THE PERSON WHO IS ABLE TO ANSWER THE QUESTION AND IF THEY CAN'T ANSWER THIS, THEY WILL COME BACK TO YOU."

HOLMES & HILLS CLIENT

Be Personable

To be personable is to be pleasant for clients, contacts and colleagues to deal with, be it in person, over the phone or via email and to leave others feeling like they are dealing with a person as opposed to a faceless company.

- Learning about the people you are dealing with by asking questions, paying genuine interest and making conversation.
- Adapting language, tone and delivery of advice and services to each client, contact or colleague.

"RELATIONSHIPS, PERSONALLY, I KNOW THE PEOPLE I DEAL WITH AND I GET ON WELL WITH THEM. WE CAN HAVE DIFFICULT CONVERSATIONS AND WORK THINGS OUT. THE PEOPLE ARE EASY TO GET ON WITH."

PROFESSIONAL CONTACT

Be Empathetic

To understand the circumstances, motivations and emotions of clients, colleagues and contacts and to tailor your service delivery and communication appropriately.

- Asking questions and listening to clients and contacts in order to identify underlying concerns, needs and wishes, to build a better understanding and provide for acknowledging these.
- Provide pragmatic advice and guidance to clients and contacts that goes beyond simply citing legal or industry rules, procedures and policies.

"I FEEL THEY ARE TRYING TO DO THE BEST FOR ME AND THIS IS GENUINE."

HOLMES & HILLS CLIENT



Working in Partnership

with clients, contacts and
colleagues across East Anglia



Regional Head Office

A12 Commercial Hub
86 London Road
Marks Tey | Colchester
Essex | CO6 1ED

01206 593933

Town Centre Offices

Sudbury

96 North Street
Sudbury

01787 275275

Braintree

Bocking End
Braintree

01376 320456

Halstead

Trinity Street
Halstead

01787 475312

Coggeshall

2 Church Street
Coggeshall

01376 557311

Tiptree*

95 Church Road
Tiptree

01621 817522

*Office open by
appointment only