



22nd March 2024

Elissa Swinglehurst
Herefordshire Council
Plow Lane
Hereford
HR4 0LE

Our Ref: WNB003
Direct dial: +447742177117
E-mail: paul@lawyersfornature.com

Dear Elissa,

Client Care Letter

Thank you for your instructions in relation to this matter. This letter ("Client Care Letter") sets out what we are to do for you based on our discussions and incorporates our attached Terms of Business ("Terms") which may also be found on our website at <https://www.lawyersfornature.com/terms-and-conditions/>. A hard copy of the Terms is available on request.

To accept the terms of this Client Care Letter, please arrange to countersign and return to us. As you are signing this CCL as an individual, we also require submission of a written agreement from the Wye Catchment Nutrient Management Board stating that you are signing on their behalf. Please note we are not permitted to commence work for you until our terms have been accepted.

If at any time you have any queries regarding this Client Care Letter or the advice that we give you, please contact me at your earliest opportunity so that we may discuss your concerns. We believe that communication between us is fundamental to ensuring that we provide you with the best service possible.

Client details

You, Elissa Swinglehurst, are our client and we shall take instructions from you unless you direct us otherwise.

Details of instructions and work to be undertaken

We are to act for you in relation to conducting research and delivering proposals for a form of Nature-Positive Corporate Governance within your organisation, the Wye Catchment Nutrient Management Board ("the Board").

Exactly what needs to be done will depend on how the matter progresses but at this stage, it is anticipated that this will include:

- Conducting research into your matter.
- Compiling information on your matter.
- Arranging meetings with relevant stakeholders and regulatory bodies (for instance the Charities Commission).
- Making proposals for the form of Nature-Positive Corporate Governance best suited to your organisation's needs.

Excluded services

Please note that unless specifically agreed with you, we will **not** provide you with any advice in respect of:

- any matter excluded by the Terms;
- any matter regulated by the Solicitors Regulation Authority or Bar Standards Board.

Persons handling the matter

I am a Director and I shall be personally responsible for dealing with this matter for you. My direct contact details are at the top of this letter.

If I have to be away from the office when something important occurs, one of my colleagues will look after your matter in my absence.

Regulatory Status

We are an unregulated legal consultancy firm. This means we are not regulated by either the Solicitors Regulation Authority, nor the Bar Standards Board. Therefore, we cannot conduct any regulated legal work, such as litigation or probate on your behalf. For a full list of regulated/reserved activities (which Lawyers For Nature **cannot** provide), please see: <https://legalservicesboard.org.uk/enquiries/frequently-asked-questions/reserved-legal-activities>.

Referrals

If we find that we need further legal professionals involved in your matter we may from time to time refer you to law firms which we have a relationship with. If we receive any payments, such as commission in relation to your referral we will declare them to you. However, our primary position is to refer without commission being paid.

Insurance

Full details of our professional indemnity insurance policy and limits to our liability can be found in Section 14 of our Terms of Business. Please read this section carefully and pay close attention to the limits to our liability.

What will it cost?

Lawyers For Nature will not charge for undertaking this work for you at this stage. However, attached to this letter are our terms and conditions, so that you are aware of how we operate our business and the payment of fees, should payment become relevant.

Future Costs

Our Terms include details of personal liability for costs and charges when payment becomes relevant. We guarantee that no charge or personal liability will be incurred without a new agreement with yourself and the Board. Such future costs or charges will be subject to a secondary Client Care Letter setting out the hourly rate of any paid work to be undertaken.

Client Identity Checks

As part of our legal obligations under the Money Laundering Regulations and the Proceeds of Crime Act 2002, we are required to carry out identity verification of all new clients. Please pay close attention to the relevant documents requested in our Terms (section 17) and the below Client Questionnaire.

What happens next?

To confirm you wish to proceed instructing us on the basis of this letter, our Terms and any enclosures, please sign this document (electronic signature is fine) and return it via email. Please note that we cannot start work for you until this confirmation is received.

Please also complete the enclosed Client Questionnaire and return it to operations@lawyersfornature.com. This is to ensure we have all the details we are likely to need for your paperwork and that they are correct. This saves troubling you for them later and reduces the risk of mistakes in documents.

Finally, thank you for your instruction and I look forward to working with you on this matter.

Yours faithfully,
Paul Powlesland
On behalf of
Lawyers For Nature CIC

Encl. Terms and Conditions, Client Questionnaire

I confirm our acceptance of the Client Care Letter.

Signed:

Date:

On behalf of:

REF: WNB003

CLIENT QUESTIONNAIRE

Please complete this questionnaire to ensure that our records are correct.

Company Name:

Persons authorised to give us instructions regarding this work (please list all names and email addresses e.g “John Smith - john@company.co.uk”):

Registered Company Address:

Telephone Number:

Primary Email Address:

Billing Address (if same as Registered Company Address put N/A):

VAT Registration Number:

Client Identity Check: Please attach a copy of relevant documents for **two** Directors from List A and List B in section 17 of the attached Terms.
