



Regulatory SORTED Programme

Our Regulatory SORTED programme for law firms offers a fully functional solution to your compliance needs.

Teal
Compliance

Compliance specialist and CEO of Teal Compliance, Amy Bell, leads a team of expert consultants with over 100 years' combined experience, providing support to law firms and compliance officers on the rules and regulations they need to know.



I've been building effective compliance programmes for small firms for over 15 years, and as a member of, and current Chair of, the Law Society's Money Laundering Task Force, I fully understand the problems that can be faced.

At Teal, we believe in:

- [Being honest with our clients](#) - we'll never recommend a solution which doesn't fit with a firm's risk profile.
- [Giving our clients practical help](#) - we'll implement our solutions quickly and apply our guidance immediately.
- [Sharing what we have](#) - we share our knowledge and experience and provide valuable support to our clients when they need it.

Since I founded Teal Compliance in 2018, my team of experts and I have worked with law firms of all sizes. It's through my knowledge and understanding of the issues law firms face that I've created Teal Regulatory SORTED programme. It's designed to ensure compliance becomes embedded in your organisation, and that your people understand their role in protecting both your clients and your firm.

This guide helps you understand a little more about the Regulatory SORTED programme we offer. But, if you'd like to know more, simply get in touch.

A handwritten signature in black ink that reads "Amy". The script is fluid and cursive.

Amy Bell, CEO of Teal Compliance



The Issues

We often talk to the lawyers we work with about the issues they face and find there's a common theme. They find compliance frustrating and often tell us the hardest thing about compliance is that even though they spend a significant amount of time and effort on it, the processes don't always seem to work.

Our clients also say that it's often difficult to find out what a "risk based approach" means in practice, and it's also difficult to engage staff. Even when everything's in place, staff don't always follow the routines.

We hear about these issues regularly and find that there are common causes.

The Causes

We understand that compliance can be frustrating, but we can see that it's often caused by:

- 1** Compliance officers trying to make an 'off the shelf' policy and toolkit fit their business, without being clear on what they want to achieve.
- 2** Law firms often don't have enough resources to enable them to fully implement and monitor a programme.
- 3** Staff are often not engaged with compliance. Training can be formulaic and technical, and often isn't relevant to their role.
- 4** Staff can also feel uncomfortable talking to their clients about AML because they're not given the context of why it's important.



The Solution

Our SORTED programme is based on our '6Cs of Compliance', which is a 6-step method that guides you through making a practical compliance framework. These 6 steps consist of:

1. Clarity

We explain what the law means and how to apply it to your firm.

2. Capacity

We take the firm through the options for resourcing an effective compliance function.

3. Communication

No-one likes reading policies or coming to compliance training. We change that. With readable, practical policies and procedures, staff know what the requirements are and, through our interactive live training sessions, they find out why it's relevant and important.

4. Commitment

Buy-in from staff is so important and without it, compliance is very difficult. We make it real and change the mindset of staff, so it isn't just a 'tick box' process, but a meaningful and necessary endeavor.

5. Consistency

Firms need to know their compliance works, and by introducing a control framework, compliance officers will know where processes are being followed and, more importantly, where they're not.

6. Culture

Underpinning all of these is a compliance culture, with clear leadership, as well as an incentivisation programme to maintain momentum and protect the firm.



What you can expect from us

There are 4 stages to our SORTED programme.



Stage 1: Groundwork

Diagnostic Gap Analysis

We'll review all of the policies and procedures which your firm has to manage your compliance. We'll then arrange a call with your MLRO to discuss how compliance works within the firm. Following the call, we'll prepare a report of recommendations to improve your compliance and how to resource the compliance function.

Masterclass

We'll run a half-day masterclass with your Compliance Team and take them through the legal requirements. After this session, everyone will be much clearer on the task ahead.

Briefing for Management Team

We'll arrange a meeting with the Management Team to present our findings and the agreed plan of work. In this session we'll explore how the management of the firm can support the compliance function.



Stage 2: Design

Policies, Controls and Procedures

The law requires firms to have PCPs which address the risks identified in the Risk Assessment. Each firm will have different client and service risks and will therefore need solutions which are tailored to their needs. We'll work with you to produce all the documentation required by the Regulator, ensuring that it's easy to understand and relevant to the needs of the business.

Finalise the Design of the Compliance Framework

Once we have all the information we need, we'll produce the final Compliance Framework, together with a brochure for your staff to launch the service.



Stage 3: Delivery

In-House or Remote Staff Training

We'll deliver training on the policies and the regulations to ensure that everyone's aware of the expectations and how they're embedded within the firm.

Induction Training

We'll provide a recording of the training which you'll be able to use as part of your staff induction training programme.

Quarterly Review

We'll visit you, in person or remotely, each quarter to discuss any forthcoming changes to the rules and regulations. We'll also check processes are being followed and deal with any issues which we've identified.

Quarterly Report to the Management Team

Following the quarterly visit, we'll prepare a report for the Management Team of the activity in the last quarter, our findings and the plan for the next quarter.

Quarterly Newsletter for Staff on Compliance

To support and reinforce the staff training, we'll provide a quarterly newsletter for staff, to keep them up to date on compliance.



Stage 4: Monitor and Review

Annual Audit

At the 12-month anniversary of the implementation of the policies and training, we'll conduct an audit to test the policies and training. This will be similar to the initial diagnostic.

Quarterly Review

We'll continue our quarterly monitoring activities which include reviewing, reporting and updating staff with our newsletter.

Annual Presentation to the Management Team

Following our audit, we'll present our findings to the Management Team, along with any recommendations for further improvements or remedial activity.

Ask Teal Service for your Compliance Officer

Your compliance officer will have access to our 'Ask Teal' service helpline for any compliance issues which may arise.

Our Clients' Feedback

We've received some fantastic feedback from our clients over the years. But don't just take our word for it. Here's what they have to say...



"We have been using Teal to support our compliance frameworks and every aspect of our experience with them has been fantastic. From the training to the audits and especially the 'Ask Teal' helpline, nothing is too much trouble and you get quick support from some of the industry's best compliance experts. Just having them there to support our continued growth takes a huge weight off my mind. Highly recommend to firms of all size and structure!"

Right Legal Group

"We have worked with Teal for several years. They have provided us with AML training and also helped us put together our firm-wide AML risk assessment and our updated AML policy, along with assisting us with various issues as and when they arose. We have always found them to be very helpful, friendly, responsive and knowledgeable, and are happy to recommend them."

Streathers Solicitors LLP

"We rely on Teal Compliance to provide responsive, practical compliance services to Constantine Law (we do not have an in-house compliance officer/function). I would encourage all solicitor firms without their own resource to engage with Teal: they know what they are doing and they provide peace of mind regarding day-to-day compliance matters as well as responses to unforeseen (tricky) compliance matters. They have become an indispensable partner to Constantine Law in our growth journey."

Constantine Law Limited

"We have had a relationship with Teal for a number of years and they have provided a valuable resource to our compliance team. Teal combine the delivery of a personal and friendly service with city level expertise."

Wilkin Chapman LLP

"We worked with Teal Compliance who undertook a legal compliance audit for us. We had no hesitation in instructing them to carry out the audit as it was clear that their knowledge in this area is extensive. They were very impressive from the moment of our first interaction with them, right through to receipt of their final report. In fact, we have been so impressed that we will be engaging with them again to undertake bespoke training for our staff. We would have no hesitation in recommending them."

Lester Aldridge LLP

Get in touch

If you'd like to talk to us about our Regulatory SORTED programme, please get in touch.

0333 987 4320

hello@tealcompliance.com



tealcompliance.com