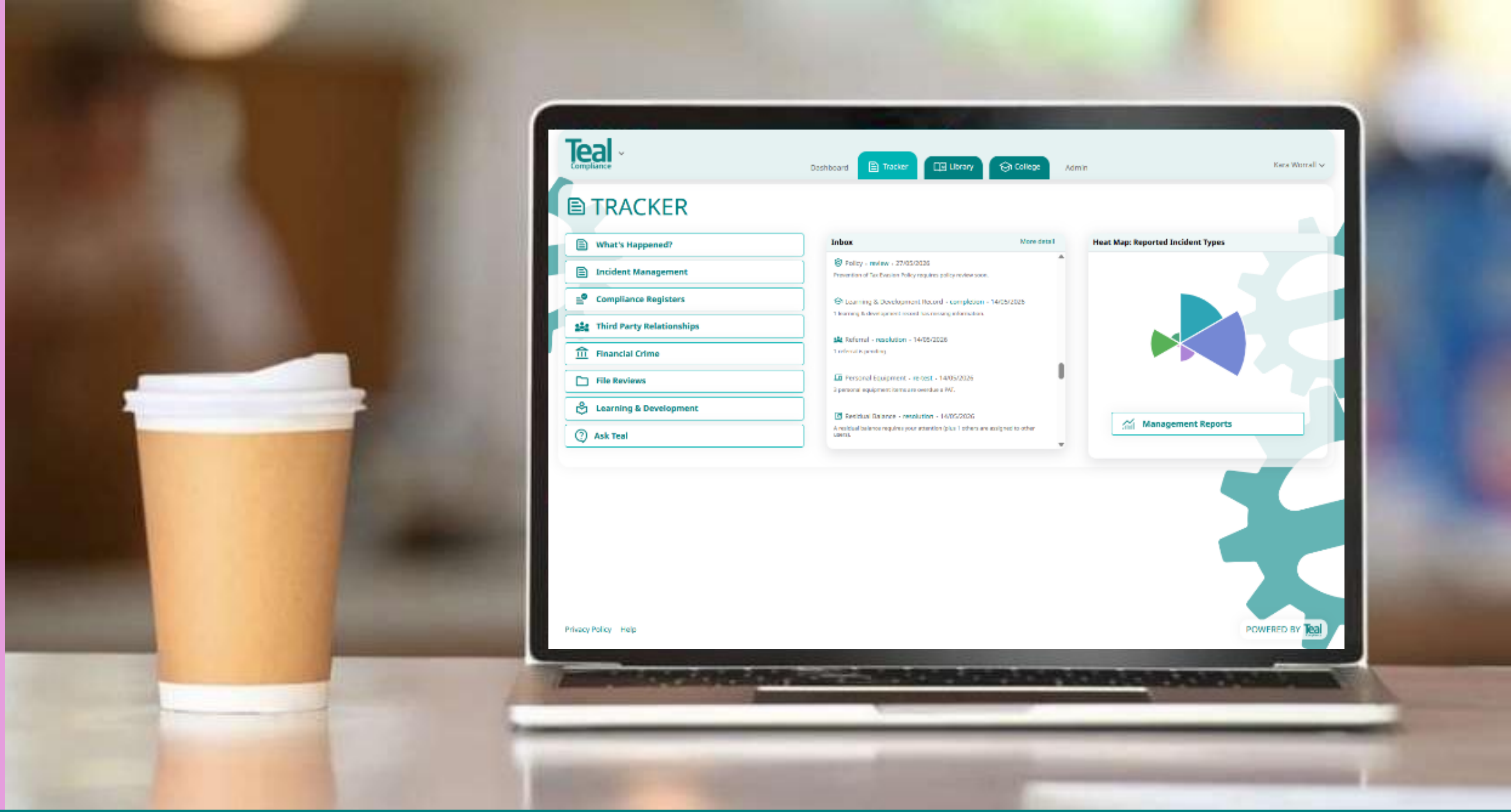
Teal Tracker



Teal Tracker provides law firms and compliance officers with a compliance management portal that works, saves time, builds confidence, and provides valuable data to keep making improvements.

Founder of Teal Compliance, Amy Bell, has had the Teal Tracker in mind ever since she started in compliance. Here, she explains how and why it was created, and how it will significantly benefit law firms and compliance officers.

Managing records, making sure you know where everything is and recording everything takes up a hugely disproportionate amount of time, as I'm sure most compliance officers will agree.

When I started Teal, I began thinking about the position of a compliance officer, or a head of risk and compliance, given that I've sat where they have. I thought about the challenges that were faced and how technology could potentially help.

I decided to speak to compliance officers to see what they had to say about those challenges and I realised there were some common themes. Many consistently felt that their compliance programme wasn't working and was at risk of falling apart. They felt they put so much time and effort into their compliance, yet it never actually gave them peace of mind that it was working.

It was this research that led me to create 'the 6Cs of Compliance' and 'the Compliance Continuum', and it was these two things I had in mind when I built Teal Tracker.

The 6Cs of Compliance

Providing a framework is key if you want to ensure that you're meeting your clients' needs, providing them with a great client service, have confidence that your investment in compliance is working, and that your firm and its staff are safe without the risk of regulatory disciplinary action. The framework I developed was the 6Cs of Compliance. These consist of:

Clarity: Clarity provides visibility of what's happening in your business as well as what you need to know as a compliance officer.

Capacity: You need enough resources to ensure you're ticking all the boxes you have to. Where you've not got enough resources, you should look to technology to do some of the heavy lifting.

Communication: How you communicate with your people is something we spend a lot of time thinking about at Teal. You need to configure your house style to ensure you're communicating effectively.

Commitment: This may be a small element on the compliance journey, but it's a really important one. If you have people willing to commit to being compliant within your business, you'll have much better compliance overall.

Consistency: It's important that you've got quality controls and procedures in place that you know are being followed. Your process has to be consistent in dealing with issues - keeping track of them to make sure they're followed through until their conclusion and prove that it's being done.

Culture: We've identified that culture is the biggest part of the 6Cs. This is because if you don't have a culture that can support compliance, it doesn't matter if you follow the other 5Cs, it will still fall apart. When looking at compliance programmes that don't work, we often find that the reason it's not working comes down to a cultural element.

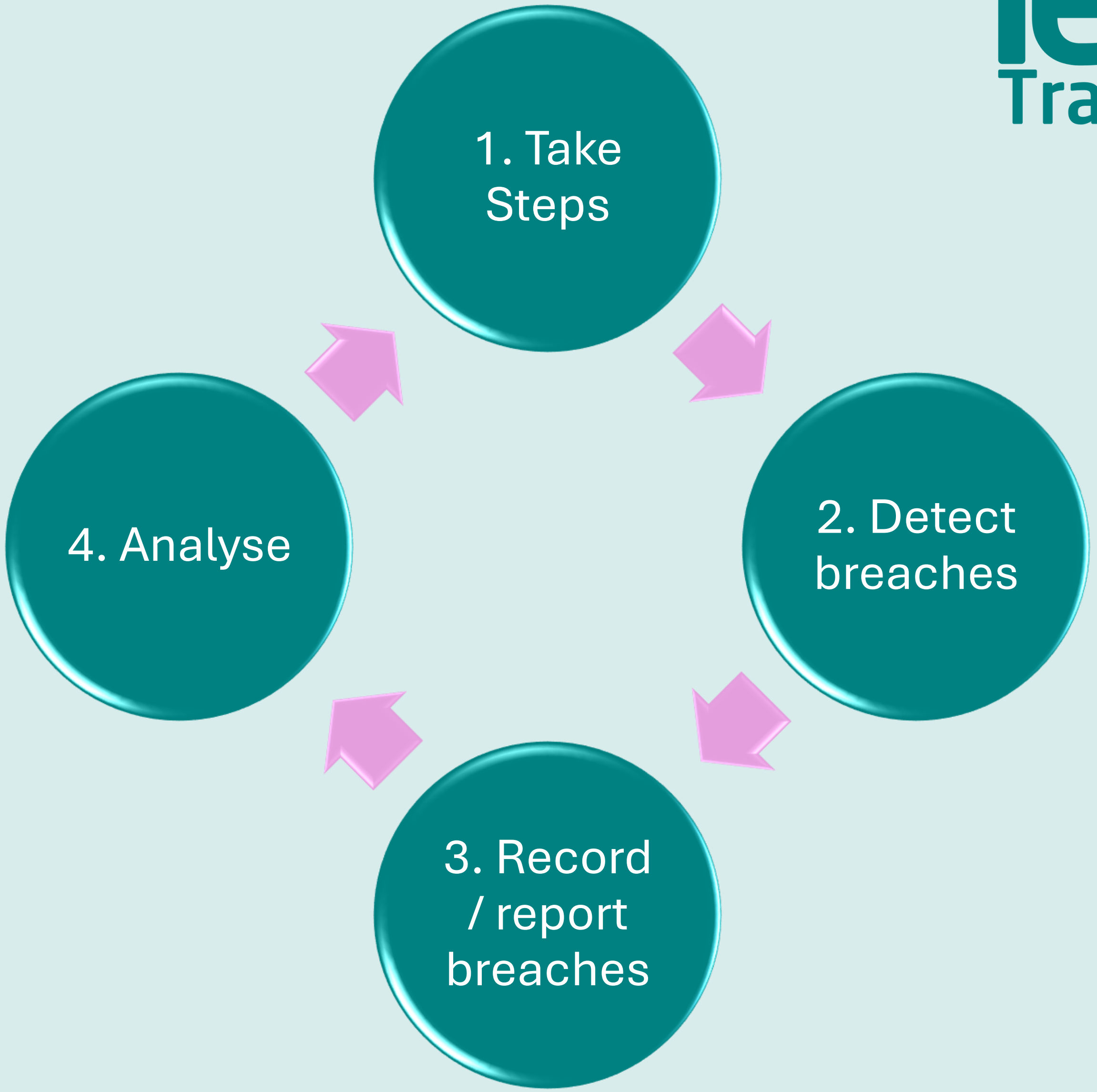
The Compliance Continuum

The compliance continuum is a consistent rotation to continuously improve your compliance framework.

The first three elements are requirements that need to be done. However, I always add in 'analyse' as although it's an unwritten rule, it's really important. It allows you to reflect when you've had breaches, review the relevant files, and determine what the data is actually telling you.

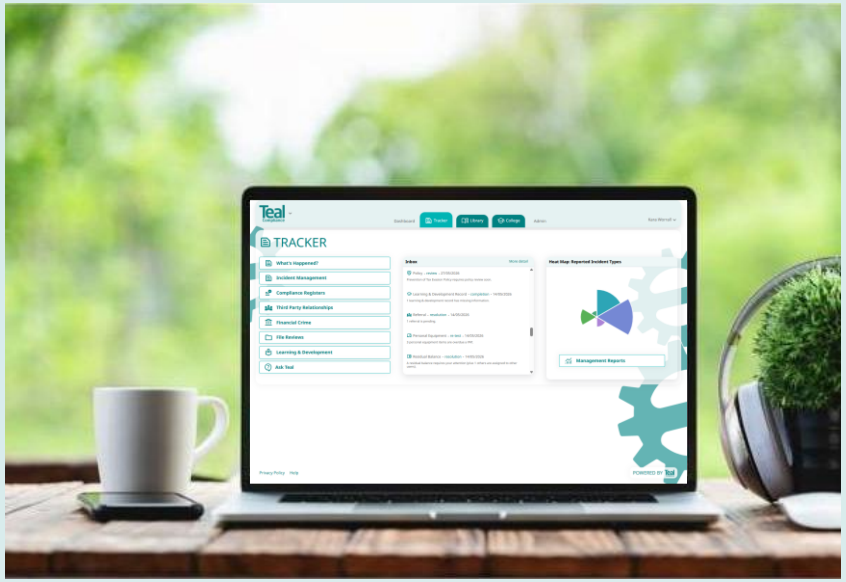
Once you've worked out the issue and analysed it, you can 'take steps' to prevent this from happening again, and so the process starts again.

So, when I built Teal Tracker, it was the 6Cs of compliance and the compliance continuum that I had in mind, as I wanted to create a programme that works, saves you time, builds your confidence, and provides valuable data which will allow you to keep improving.



What does the Tracker do?

A single, centralised portal designed to help firms manage legal compliance, AML, and data protection responsibilities in a consistent and efficient way. Teal Tracker brings together all key compliance activity into one secure system, reducing duplication and improving oversight across the organisation through management reporting. It provides the tools needed to support ongoing compliance, streamline processes, and maintain clear accountability across teams.



Incident Management
- What's Happened?
- Incident Registers
- Root Cause Analysis

Compliance Registers
- Own Conflicts
- Undertakings
- Residual Balances
- Equipment

Third Party Relationships
- Referrers
- Referrals

Financial Crime
- Suspicious Circumstances Reporting
- Gift and Hospitality Register
- High Risk and Politically Exposed Register

File Reviews
- File Review Plans
- Corrective Actions

Learning and Development
- Training Needs Questionnaire
- Learning and Development Plan
- Learning and Development Record

Teal Tracker

Incident Management

- What’s Happened?
- Incident Registers
- Root Cause Analysis

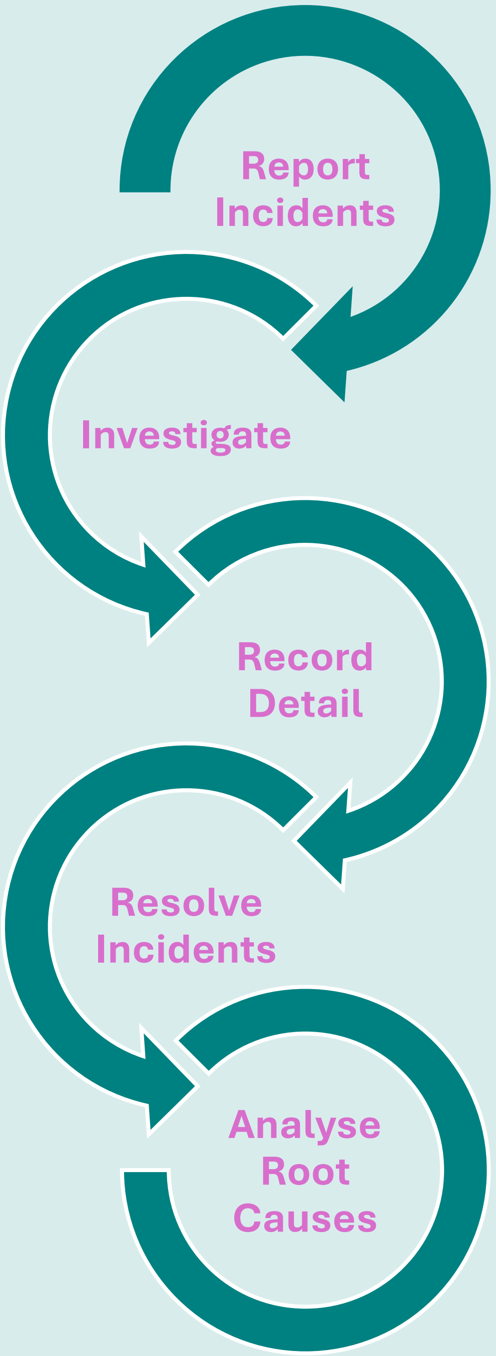
Report incidents using a simple, easy-to-follow “What’s Happened” form, with guidance to help staff provide all necessary information.

Investigate incidents using a structured approach that ensures all relevant details are captured consistently.

Record details such as notes, evidence and supporting documents in one central location for easy reference and auditability.

Resolve incidents using the action log, allowing tasks to be assigned to other users without providing access to the full incident record.

Analyse root causes to identify trends, recurring risks and areas requiring attention, helping inform priorities and budget decisions.



Incident Registers Available:

Complaints	Accounts Rules Breaches	Reportable Circumstances / Claims	Data Breaches	Compliance Breaches

Compliance Registers

- Own Conflicts
- Undertakings
- Residual Balances
- Equipment

Teal Tracker

Own Conflicts Register

What it does…

Law Firms cannot act for clients where there is a conflict between a potential client and another client, or the firm. Whilst firms have processes within their case management systems for checking for client conflicts, conflicts between the firm and people who work there, and their potential clients can be overlooked.

We have produced an Own Conflict Register where staff can add their interests (for example School Governors, or Trustee roles) onto the Register using our easy to complete form. The Register can be searched as part of the file opening process.

Features…

Easy to complete form
Centralised database
Searchable by organisation name/number
Downloadable pdf report for your records

Undertakings Register

What it does…

An Undertaking is a solicitor’s commitment to do something. There are potentially disciplinary consequences to not performing undertakings.

Accordingly, it is important that undertakings are recorded, monitored and discharged as planned. To assist law firms, we have added the Undertakings Register to Teal Tracker.

Features…

Record undertakings, including authorising staff member, and date due to be discharged
Register can be filtered to show all, own or authorised undertakings
Reminders to staff to review and close undertakings

Residual Balances Register

What it does…

Residual client balances can present both a regulatory and operational risk if they are not identified, monitored, and resolved appropriately. Firms are expected to maintain accurate records, demonstrate reasonable efforts to trace and return funds, and retain a clear audit trail of all actions taken. The Residual Balance register provides a structured process for recording residual balances, assigning ownership to the responsible fee earner, and evidencing all trace and contact attempts to support transparency, governance, and ongoing compliance.

Features…

Intuitive register for recording residual client balances
Assignment of responsible fee earner for accountability
Comprehensive audit trail of trace and contact attempts
Reporting and monitoring of outstanding balances and actions taken

Equipment Register

What it does…

Firms are expected to maintain oversight of all equipment used to access firm systems and data, whether firm-owned or personally owned by staff. A centralised equipment register helps firms demonstrate accountability, support information security requirements, and ensure important compliance activities such as encryption, tracking, and PAT testing are monitored and maintained. The Equipment register provides a structured way to record and manage all equipment, assign responsibility to staff members, and maintain visibility of devices across the firm.

Features…

Centralised register for all firm and staff-owned equipment
Assignment of equipment to individual staff members
Recording of encryption, tracking, and PAT testing status
Reporting to support equipment management and return processes for leavers

Third Party Relationships
- Referrers
- Referrals

Teal Tracker

Referrers and Referrals Registers

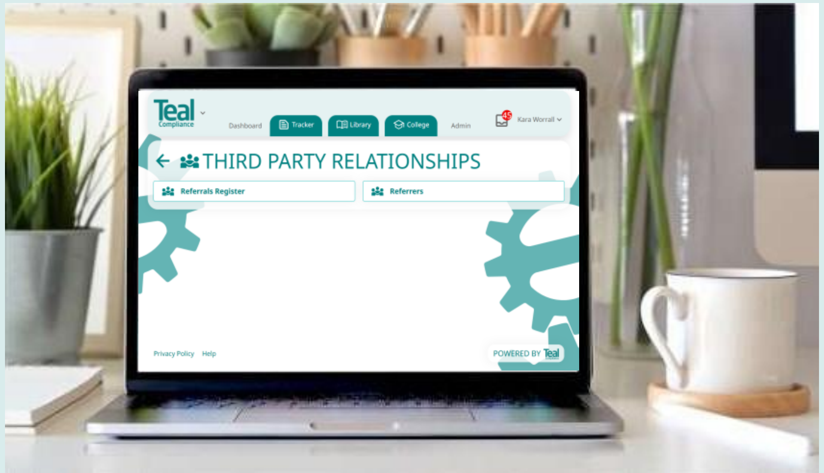
What they do...

Referral arrangements can present both regulatory and operational risks if they are not appropriately monitored, documented, and governed. Firms are expected to maintain oversight of referral relationships, carry out suitable due diligence, and retain clear records of referral activity and outcomes. The Referrers and Referrals registers work together to provide a structured framework for managing both approved referrer relationships and the referrals generated from them.

The Referrers Register allows firms to record and approve referrers, maintain due diligence information, and securely store referral agreements in a centralised, auditable location. The Referrals Register enables firms to log referral opportunities, assign responsibility to staff members, track progress, and monitor outcomes through to completion. Together, the registers provide full visibility, accountability, and governance over referral arrangements and activity across the firm.

Features...

Centralised Referrers Register for approved referral relationships
Storage of due diligence records and referral agreements
Structured approval process for new referrers
Referrals Register to record and track referral opportunities
Assignment of responsible staff members for accountability
Progress tracking and outcome monitoring for referrals
Ability to record successful referrals and completed outcomes
Comprehensive audit trail across referrers and referral activity
Reporting and oversight of referral relationships, activity, and performance



Financial Crime

- Suspicious Circumstances Reporting
- Gift and Hospitality Register
- High Risk and Politically Exposed Register

Teal Tracker

Gift and Hospitality Register

What it does…

The Bribery Act makes it an offence for a person to gift or receive a bribe. Firms who have adequate procedures in place may be able to obtain a defence to failure to prevent bribery taking place. One of the most common areas firms need to demonstrate that they manage and supervise their bribery risk is making sure that all gifts and hospitality given and received are recorded to ensure limits within their policy are adhered to.

Features…

Intuitive form for staff to complete.
Authorisation by manager
Configurable limits
Reporting by client, department and staff member, type of gift or hospitality

High Risk and Politically Exposed Register

What it does…

To comply with anti-money laundering legislation, law firms are required to assess whether clients are high risk for money laundering or terrorist financing and, if so, conduct enhanced due diligence and ongoing monitoring.
As independent auditors we've seen that firms don't always have a register of high risk clients. By keeping a register, firms will have a central record of senior management approval for onboarding high risk clients, provide reminders for staff to review the client due diligence and risk assessment as part of ongoing monitoring, and be able to provide relevant data to Regulators and Auditors when requested.

Features…

Record risk type, why the person is high risk, any associated Fee Earners and/or matter numbers
Incorporated approval process
Email reminders for ongoing monitoring

Suspicious Circumstances Reporting

What it does…

The Suspicious Circumstances Reporting feature enables all users to securely report any activity or situation that gives cause for concern within the business. Reports are automatically routed to the Money Laundering Reporting Officer (MLRO) and/or other nominated individuals, ensuring timely awareness and response. The MLRO is guided through a structured investigation workflow so that all relevant details, decisions, and outcomes are consistently captured and recorded in line with regulatory expectations.

Features…

Simple, user-friendly reporting form accessible to all staff.
Instant notifications to the MLRO and other designated reviewers.
Guided investigation workflow to support consistent handling.
Ability to set and assign actions for the MLRO and wider user groups.
Full audit trail of reports, decisions, and outcomes for compliance and reporting purposes.

File Reviews
- File Review Plans
- Corrective Actions

Teal Tracker

The File Review feature provides a comprehensive, structured approach to monitoring the quality and compliance of work across the firm. It brings together standardised review types, automated scheduling, and integrated corrective action management to ensure consistent oversight and accountability. By combining these elements into a single framework, firms can efficiently manage ongoing file reviews, identify issues early, and ensure they are resolved in a controlled and auditable way.

File Reviews

What it does...

The system offers a variety of built-in File Review Types such as Regulatory, Technical, AML, CQS and Lexcel, and COFA. Firms can also create their own custom review question sets, enabling reviews to be aligned with specific internal policies, risk profiles, and compliance requirements.

Features...

Built-in industry-standard review types
Configurable question banks aligned to internal policies and regulatory standards.
Flexible structure to support different departments, services, and risk levels.
Consistent framework to ensure quality and compliance across all reviews.
Ability to create custom review question sets.

File Review Plans

What it does...

File Review Plans automate the scheduling and allocation of file reviews across users and departments. Reviews can be generated based on defined criteria such as frequency, review type, and reviewer assignment. This ensures that file reviews are carried out consistently and in line with regulatory expectations, removing the need for manual tracking and reducing the risk of missed or overdue reviews.

Features...

Fully automated generation of file reviews based on predefined rules.
Configurable schedules by user, team, department, or risk profile.
Assignment of specific reviewers or reviewer groups.
Support for multiple review frequencies and review types within a single plan.
Automated notifications for upcoming, due, and overdue reviews.

Corrective Action

What it does...

The Corrective Action feature ensures that any issues identified during a file review are formally recorded, tracked, and resolved. It provides a structured workflow for assigning actions, monitoring progress, and verifying completion. This helps firms maintain accountability and ensures that identified deficiencies are addressed promptly and effectively, supporting continuous improvement and regulatory compliance.

Features...

Integrated workflow for logging and managing corrective actions.
Assignment of actions to specific users with clear deadlines.
Completion and verification stages to ensure issues are fully resolved.
Automated reminders and notifications for outstanding actions.
Full audit trail of actions taken, progress, and resolution outcomes.

Learning and Development

- Training Needs Questionnaire
- Learning and Development Plan
- Learning and Development Record

Teal Tracker

Training Needs Analysis

What it does…

The Training Needs Analysis uses the SRA Competency Questionnaire to assess an individual's skills, knowledge, and development needs against regulatory and role-specific expectations. It provides a structured approach to identifying gaps and ensuring staff maintain the required level of competence for their role. The TNA is generated annually on a defined firm or department-wide date, ensuring a consistent yearly review of competence, with previous assessments securely archived and accessible for reference and audit purposes.

Features…

SRA Competency Questionnaire aligned to regulatory standards.
Identification of skills and knowledge gaps.
Annual automated generation based on a firm or department set date.
Secure archiving of previous TNAs with full historical access.
Supports ongoing competence, compliance, and regulatory expectations.

Learning and Development Record

What it does…

The Learning and Development Record provides a centralised, auditable record of all training and development activity completed by users across the organisation. It captures both formal and informal learning, including internal and external training, ensuring a complete and accurate view of individual competence and organisational capability. It works alongside the annual TNA and L&D Plan cycle to provide a continuous record of development over time.

Features…

Centralised record of all learning and development activity.
Ability to log internal, external, and mandatory training completions.
Full visibility of individual and organisational training history.
Supports compliance, competence, and audit requirements.
Longitudinal record supporting annual TNA and L&D Plan cycle.
Integration with wider training and competence tracking tools.

Learning and Development Plan

What it does…

The Learning and Development Plan enables structured goal setting and development tracking for each user, based on the outcomes of the Training Needs Analysis. It also allows objectives to be created with clear learning activities and progress monitoring. Plans are automatically generated each year on a defined firm or department-wide date, with previous plans archived. They also provide a valuable reference point for one-to-one meetings and annual appraisals, supporting meaningful performance discussions and ongoing professional development.

Features…

Creation of individual learning and development objectives.
Progress tracking against defined objectives.
Annual automated generation aligned to TNA cycle.
Manager oversight and review functionality.
Supports structured, ongoing professional development.
Useful reference tool for one-to-one meetings and appraisals.

Library

Teal Tracker

What it does...

The Library provides a centralised hub for both Teal-provided compliance resources and a firm's own internal documentation. It ensures users have easy access to up-to-date templates, policies, and supporting materials in one controlled environment. The Library is designed to promote consistency, reduce duplication, and ensure that all users are working from approved and current documentation.

Internal Library

What it does...

The Internal Library allows firms to securely upload, manage, and control their own policies and internal documents. It provides a structured environment to ensure documentation is properly versioned, consistently distributed, and acknowledged by users. This ensures that staff always have access to the most up-to-date and approved versions of key documents, supporting both operational consistency and regulatory compliance.

Features...

Policy Library for uploading and managing firm policies.
Document Library for internal guides, procedures, and supporting materials.
Version control to manage document updates and changes.
Archiving of superseded documents for audit and reference purposes.
User acceptance tracking.
Re-acceptance workflows when updated documents are published.
Analytics and compliance reporting on document usage and engagement.

Teal Library (Precedent Bank)

What it does...

The Teal Library provides a curated precedent bank of compliance resources, including templates, guidelines, and checklists. These materials are designed to support best practice and regulatory compliance, giving firms a reliable foundation to build or enhance their internal processes.

Features...

Centralised bank of compliance templates and precedents.
Includes guidelines, checklists, and supporting documentation.
Regularly maintained and updated to reflect best practice.
Ready-to-use resources to support compliance and operational consistency.
Helps reduce time spent creating documentation from scratch.

Management Reporting

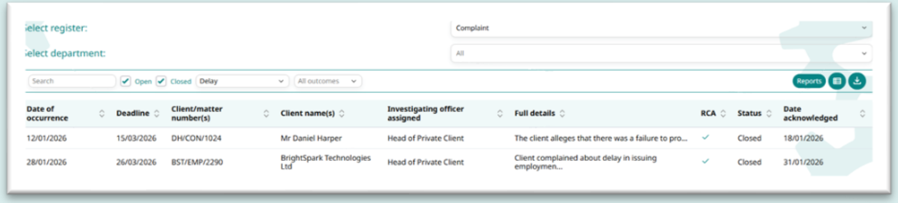
Management Reports

What it does...

Management Reports provide a clear, high-level overview of key trends and patterns across departments, helping management quickly understand performance, activity, and risk areas within the business. Designed for use in meetings and ongoing oversight, the reports present data in a simple, visual format using charts and summaries. This enables users to quickly identify themes, monitor changes over time, and support informed discussion and decision-making without needing to interrogate detailed datasets.

Features...

High-level visual dashboards showing key trends and patterns.
Departmental breakdowns for clearer performance and activity insight.
Chart-based summaries to support quick interpretation of data.
Straightforward filtering for tailored reporting views.
Designed to support management meetings and oversight discussions.
Clear visual snapshots of compliance and operational activity trends.



Supporting Registers & Data Export

What it does...

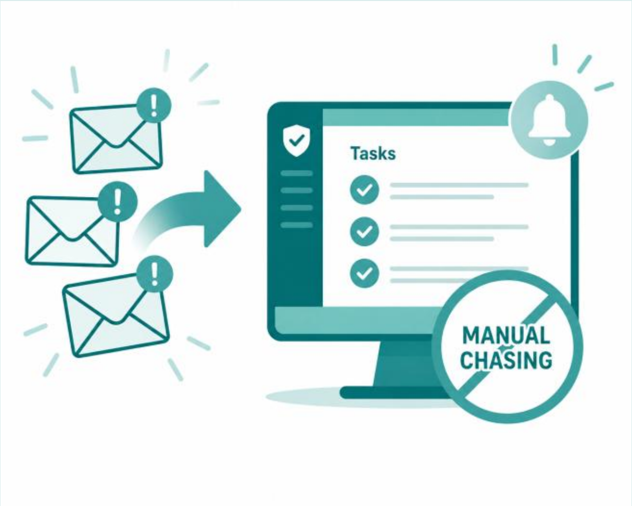
To complement Management Reports, all underlying registers are fully inter-linked, enabling users to move seamlessly between high-level insights and detailed data. Each register includes an “Export to CSV” function, allowing users to download either the current filtered view or the full dataset. This provides the flexibility to carry out deeper analysis in tools such as Excel, including replicating, extending, and interrogating the trends shown in the Management Reports for more detailed insight.

Features...

Inter-linked registers connected directly to Management Reports.
“Export to CSV” functionality available on all supporting registers.
Export of either filtered “current view” or full register data.
Compatibility with Excel for advanced analysis and reporting.
Ability to replicate and expand on Management Report trends.
Supports detailed, ad-hoc, and bespoke data analysis.

Goodbye to spreadsheets

Teal Tracker removes the reliance on scattered spreadsheets and manual tracking. By bringing compliance activity into a structured system, firms reduce errors, duplication, and version control issues, while gaining a clearer and more reliable source of truth for all key data.



Built-in notifications, not manual chasing

The platform includes automated notifications and reminders that keep tasks moving without the need for manual follow-ups. This reduces the administrative burden on teams and removes the reliance on email chasing to ensure actions, reviews, and training are completed on time.

One central place for compliance

Teal Tracker acts as a single, central hub for all compliance activity, bringing together data capture, policy management, document storage, and reporting in one secure platform. This ensures information is consistent, accessible, and always up to date across the organisation.

Clear insights for better decisions

Management Reports provide visual snapshots of key compliance data through easy-to-understand charts and breakdowns, including pie charts and trend analysis. This enables senior management to quickly identify patterns, monitor risk areas, and take informed action based on clear, consolidated insights.

Teal Tracker

Book a demo or request a quote by emailing:
hello@tealcompliance.com