

Network Best Practices

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Methods of Communication

Members should initiate contact by both email and phone in order to avoid spam filters blocking a message.

Response Time

It is expected that firms will respond to a communication from a TIAG or TAGLaw member within 24 hours.

Courtesies

Members are encouraged to extend a reasonable period of unbilled time to an initial member inquiry.

Confidentiality

Client confidentiality is to be preserved in accordance with the highest standards applicable to the professional relationship.

Engagement Terms

All referred matters should be confirmed in writing, at a minimum, specifying the client, the billing terms, the party responsible for the fee, the scope of the engagement, the responsible professional and any other necessary terms.

Language Skills

All member firms shall have, at the time of membership or promptly thereafter, sufficient English language skills to conduct business in English. Unless otherwise agreed to by the parties, all matters are expected to be handled in English.

Expertise

If a member lacks the expertise necessary to effectively handle a matter, the member shall provide an appropriate referral.

Disputes

Members are encouraged to resolve disputes between themselves. Attendance at conferences and regional conferences leads to better relationships among contacts, which assist in the prompt resolution of any problems that might arise in the handling of referred matters. TAG personnel should be contacted if issues remain after reasonable attempts by the parties to resolve them.

Network Contacts

Member firms shall have at least two network contacts, each of whom is expected to be knowledgeable about the network and each of whom must be prepared to receive and respond to member matters.

Conference Attendance

Conference attendance contributes significantly to the value of the network as a whole and the value received by members who attend and is strongly encouraged.

Network Cooperation

Cooperation among and regular communication within member firms are important in building confidence in the network and maximizing the benefit each member gets from the networks.

Referrals

While referrals to network firms are not mandatory, members shall, whenever possible, refer matters to other network firms.

Promoting the Network

Members are encouraged to utilize their affiliation with the network in their marketing efforts. Branding the network name and logo will help all members, and increase the value of membership.

Success Stories

Members are encouraged to report successful results from network referrals and interactions to TAG for mention in a *TAGLine* and on the TAGLaw and/or TIAG websites.

Branch Offices

Branch offices are a commercial fact of life in most major jurisdictions around the world and exist within the TAGLaw and TIAG networks. Members are discouraged from promoting, within the network, a branch office in a jurisdiction where there is a member designated for that area.

Governing Documents

Please refer to the Membership Agreement and Charter, which refine and further define the terms and conditions that govern membership.