



# Service Guide

An overview of Lawyerlink's  
legal services





# Your service guide

This guide is here to give you a clear overview of our services and limitations, ensuring full transparency. We want you to know exactly what you can expect from us— no surprises, just proactive legal services tailored to your business. Our aim is to build trust by making everything straightforward and easy to understand right from the start.

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## Proactive legal planning

You can schedule regular sessions with our commercial solicitors to proactively manage your legal obligations and protect your business from potential risks. These sessions focus on identifying compliance gaps and assessing the legal challenges specific to your industry.

We help you understand common risks your business may face and provide tailored advice on mitigating them effectively. Through detailed risk analysis, we identify vulnerabilities in areas such as contracts, regulatory compliance, and employment obligations, offering practical solutions to minimise exposure.

Our proactive approach ensures your business stays ahead of potential challenges, enabling you to operate confidently and focus on growth while maintaining strong legal safeguards.



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## Legal advice & guidance

We provide clear, practical legal advice on all aspects of your business. From contracts and employment issues to data protection and regulatory compliance, our guidance ensures you're equipped to navigate challenges and make informed decisions.

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## Employment law services

Our employment law solicitors assist with your workplace matters, from drafting policies or contracts to ensuring compliance, helping you create a healthy, productive, and legally secure environment.

### ✓ Employment dispute resolution

We provide professional advice on resolving workplace disputes through virtual sessions with relevant third parties (e.g., employees, labour brokers, unions) and draft settlement agreements to avoid litigation.

### ✓ Disciplinary proceedings

Legal guidance on conducting internal investigations, drafting warnings and notices, and preparing for disciplinary hearings.

### ✓ Drafting HR policies

We draft key HR policies to ensure your business complies with employment law and fosters a fair and inclusive workplace. These include:

- **Disciplinary and grievance policies**
- **Equal opportunities policy**
- **Sickness and absence policy**
- **Flexible working policy**
- **Health and safety policy**
- **Anti-harassment and bullying policy**
- **Maternity, paternity, and parental leave policy**
- **Whistleblowing policy**

### ✓ Employment contracts

We create tailored employment contracts that set clear expectations and minimise future disputes.

### ✓ Redundancy procedures

We provide guidance on legally compliant redundancy processes, ensuring fair employee selection and thorough consultations.

### ✓ Post-termination restrictions

We draft and review non-compete clauses and restrictive covenants to protect your business from unfair competition.

### Please take note of the services that we do not offer:

- ✗ **Employment tribunal & court representation:** We do not provide representation in employment tribunals or court cases. Our focus is on resolving disputes proactively through dialogue and negotiation with employees to address issues early and minimise the risk of escalation to formal proceedings.
- ✗ **International & immigration employment law:** Our services are limited to UK employment law. We do not provide advice on international employment law, cross-border employment disputes, or immigration-related matters such as visa sponsorship or compliance with immigration laws in employment contexts.
- ✗ **Tax, payroll, & pension services:** We do not provide payroll management, taxation services related to employment, or the setup and management of employee pension schemes. However, we can advise on contractual disputes involving tax or payroll issues and provide general guidance on employment benefits.
- ✗ **Health & safety risk assessments:** While we assist with drafting health and safety policies, we do not conduct on-site risk assessments or audits.

## Compliance & regulatory services

Our experienced regulatory and compliance solicitors help you navigate the laws and regulations relevant to your industry, protecting your business from non-compliance risks. These services include:

### ✓ Policy & procedure drafting

We help draft or review policies and procedures that ensure your business adheres to relevant regulations. This includes health and safety policies, privacy notices, and employee handbooks, as well as drafting cyber security policies to safeguard your data and mitigate potential risks.

### ✓ Employment law

Helping you comply with statutory requirements related to employee rights, contracts, and workplace policies.

### ✓ Data and privacy protection

Guiding you through compliance with data protection laws, including the Data Protection Act and UK GDPR, to safeguard personal information and avoid regulatory fines.

### ✓ Data breach response guidance

In the event of a data breach, we offer immediate guidance on actions to take, ensuring you're equipped to respond promptly and minimise impact. While we don't handle incident management directly, we provide essential advice to support your team's response.

### ✓ Regulatory inquiry advisory

If your business faces regulatory inquiries or audits, we provide advisory support to help you prepare responses and understand your obligations, ensuring you present a well-informed position.

### ✓ Licensing support

Providing tailored guidance on licensing requirements specific to your industry, we help simplify the process of obtaining the permits and licences your business needs. While we cannot submit applications on your behalf, as this is often restricted to the applicant, we offer support to ensure your application is accurate, compliant, and ready for submission.

This includes clarifying the steps and documentation required, assisting with the preparation and organisation of materials, and providing expert advice to help you meet industry and regulatory standards while avoiding common mistakes. Before submission, we conduct a thorough review of your application to identify any gaps or errors that could cause delays. We can also liaise with licensing authorities on your behalf to address questions or clarify requirements, ensuring a smooth and efficient process.

#### Please take note of the services that we do not offer:

- ✗ **Health and safety inspections:** While we assist with drafting health and safety policies, we do not conduct on-site risk assessments or audits.
- ✗ **Licensing applications:** We do not handle full licensing applications or submissions. Our role is to provide licensing advice and guide you through the regulatory requirements.
- ✗ **Representation in regulatory enforcement actions:** We do not provide direct, in-house representation during enforcement actions initiated by regulatory bodies, such as investigations or hearings. Our role includes preparing documentation, offering strategic advice, and liaising with the external team to protect your interests and ensure the process runs smoothly.
- ✗ **Compliance outside the UK:** Our services focus on UK regulations. For compliance needs in other jurisdictions, we recommend consulting with local experts.

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## Business dispute resolution

Our commercial dispute solicitors help you resolve conflicts quickly and amicably through mediation and negotiation, preserving key relationships while avoiding costly legal action. These services include:

### ✔ Comprehensive pre-action dispute resolution

We help businesses resolve disputes effectively, focusing on pre-action solutions to avoid lengthy and costly legal proceedings. Our services include drafting pre-action letters and negotiating with third parties to find fair resolutions. Whether dealing with debt disputes, supplier conflicts, employment grievances, contract issues, or intellectual property claims, we provide clear advice and aim to resolve matters efficiently while preserving business relationships.

### ✔ Settlement agreements

We assist in drafting and finalising settlement agreements that clearly outline the terms of the resolution, ensuring enforceability and mutual satisfaction.

### ✔ Litigation support services

If pre-action negotiations are unsuccessful, we advise on the merits of escalating the matter and guide you through the next steps. This includes strategic advice on formal legal action, such as the claims process, costs, timelines, and serving documents. We also assist with appointing external legal counsel through our litigation coordination and support services.

Please refer to **page 8** to understand our limitations on conducting litigation.

### Please take note of the services that we do not offer:

- ✘ **Routine or minor disputes:** Lawyerlink is not designed to handle routine or minor business conflicts that can typically be resolved without legal intervention. For example, this could include a customer requesting a refund for a small product defect, a supplier delivering an order late but resolving the issue with a discount or replacement, or a minor misunderstanding over a payment date that is settled through direct communication. Our focus is on disputes that involve legal complexities or require structured resolution strategies.
- ✘ **Partnership or shareholder disputes:** As we represent the business as a whole, we cannot take sides in conflicts between partners or shareholders. However, we can provide an impartial legal opinion to guide the resolution process and assist with drafting settlement agreements if required.
- ✘ **International dispute resolution:** Our services are limited to disputes within the UK. For international matters, we recommend consulting with specialists in cross-border dispute resolution.
- ✘ **Arbitration services:** Arbitration is a process where a neutral third party, known as the arbitrator, reviews the case and makes a legally binding decision. Under rules like the Arbitration Act 1996 in the UK, the arbitrator must remain completely impartial. At Lawyerlink, our role is to represent your interests and advocate on your behalf, which means we cannot act as neutral arbitrators. Instead, we focus on preparing you thoroughly for arbitration and connecting you with trusted, experienced arbitrators to handle the process.



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## Debt recovery assistance

Our debt recovery solicitors provide dedicated legal support to help you collect unpaid debts. From early interventions to formal legal action, we provide timely resolutions that protect your business's cash flow and client relationships. These services includes:



### ✓ Debt recovery

We specialise in handling unpaid debts exceeding £1,000 that are supported by a signed legal agreement. Our services are designed for cases requiring legal intervention, including consumer, commercial, and asset-based finance debts, rather than acting as an in-house agency for managing small debts or arrears.

### ✓ Issuing formal payment requests

We prepare and issue professional letters before action, which clearly outline the payment owed and set a specific deadline (typically 7 days) to encourage resolution. These formal communications demonstrate your commitment to resolving the matter efficiently and professionally while providing a structured path forward.

### ✓ Negotiating debt resolutions

When disputes arise, we assist by acting as an intermediary to reach fair and amicable solutions. Our role includes reviewing the circumstances of the debt, advising on your legal position, and facilitating discussions to agree on payment terms or settlements. By addressing the matter through negotiation, we aim to save you time, reduce stress, and avoid costly legal action.

### ✓ Escalated support

If initial efforts are unsuccessful, we provide guidance on the next steps, including drafting final settlement proposals and preparing for potential legal escalation. For more complex cases, we assist in appointing trusted external legal counsel to ensure seamless representation.

Post-judgment assistance: Should legal action result in a judgment, we guide you through the enforcement process, advising on options such as engaging bailiffs, applying for charging orders, or other methods to secure recovery of the owed amounts.

#### Please take note of the services that we do not offer:

- ✗ **Debt restructuring and insolvency advice:** We do not offer debt restructuring services for businesses or individuals in financial distress, nor do we provide insolvency advice before initiating debt recovery efforts. As we are not financial advisors, we recommend consulting a licensed financial professional or insolvency practitioner for assistance with these matters.



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## Commercial lease services

We tailor your agreement to fit your business needs. Our commercial lease solicitors negotiate favourable terms, ensure compliance with legal obligations, and help you avoid unexpected costs when leasing a business premises. These services include:

### ✔ Lease drafting, review, and negotiation

We draft and review commercial lease agreements to fit your specific business needs, while negotiating key lease terms, such as rent reviews, break clauses, and renewal options, ensuring your interests are protected.

### ✔ Assignments, subletting, and lease variations

We provide advice on lease assignments, subletting options, and variations to lease terms. This ensures that any changes in tenancy or modifications to the lease are compliant and minimise risks for all parties involved.

### ✔ Break clauses, renewals, and exit strategies

We guide you through the exercise of break clauses, lease renewals, and the development of exit strategies. This helps you understand your rights and obligations, avoid unexpected costs, and ensure a smooth transition when the lease ends.

### Please take note of the services that we do not offer:

- ✘ **Full lease negotiations:** We do not provide ongoing negotiation services for the entire lease process. Our support is limited to advising on key terms and providing recommendations for negotiations.
- ✘ **Lease management services:** We do not manage lease-related activities such as rent payments, ongoing landlord communications, or maintenance coordination. For these services, a property management company is recommended.

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## Intellectual property & trade mark protection

Our intellectual property solicitors help safeguard what makes your business unique – whether it's your brand, creations, or innovations. We're here to ensure that your intellectual assets remain exclusively yours. These services include:



### ✔ Trade mark application and registration

We offer one trade mark application and registration in one class for your business as part of your subscription. If the application is opposed, we will attempt to resolve it with the opposing party.

### ✔ Trade mark searches

We conduct trade mark searches through the UK Intellectual Property Office (IPO) and the World Intellectual Property Organisation (WIPO) databases to ensure your brand name or logo is available, reducing the risk of infringement and increasing the chances of successful registration.

### ✔ Copyright protection

We provide comprehensive guidance to help you protect your original works, including written content, designs, software, and other creative outputs. Our service ensures you understand your rights under copyright law and how to enforce them. We assist in identifying whether your work qualifies for copyright protection, advising on best practices for demonstrating ownership, such as proper documentation and registration where applicable.

Additionally, we guide you in addressing unauthorised use, including drafting cease-and-desist letters, negotiating settlements, and offering strategies to prevent future infringements. Our goal is to help you safeguard your intellectual property while minimising risks to your business.

### ✔ Monitoring and awareness support

We provide you with best practices for monitoring your intellectual property, helping you set up alerts for potential trademark or copyright infringement, enabling you to proactively identify issues before they escalate.

#### Please take note of the services that we do not offer:

- ✘ **Full trade mark opposition proceedings:** We do not provide representation at hearings for trade mark opposition proceedings. However, we can guide you through the preparation process and connect you with trusted professionals to represent you during the hearing.
- ✘ **Patent applications:** We do not provide services related to patent drafting or applications. For patent needs, we recommend consulting a qualified patent attorney.
- ✘ **International IP protection:** Our services focus on intellectual property protection within the UK. For international IP protection, we recommend consulting with specialists in the relevant jurisdictions.





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## Comprehensive contract services

Our commercial contract solicitors expertly draft and review business contracts, tailoring clear, enforceable terms to protect your interests and foster strong business relationships. We draft:

- ✓ **Sales contracts**
- ✓ **Service agreements**
- ✓ **Employment contracts**
- ✓ **Non-disclosure agreements**
- ✓ **Lease agreements**
- ✓ **Supplier and vendor agreements**
- ✓ **Personalised terms and conditions**
- ✓ **Data privacy and protection contracts**
- ✓ **Franchise agreements**

### Please take note of the services that we do not offer:

- ✗ **Tax structuring and financial auditing of contracts:** Because we are not financial advisors, we don't provide advice on tax structuring, tax clauses, financial audits, or verifying financial standing. For these matters, we recommend consulting a qualified tax or financial professional.
- ✗ **Contracts between third parties:** We do not draft or provide advice on contracts where the client (the Business Entity using this service) is not a party. However, we can offer advice on contracts where the Business Entity has a material interest or stands to be significantly affected.



## /10 Litigation coordination & support services

At Lawyerlink, we understand the complexities of litigation and the challenges it can pose to your business. That's why we're here to offer seamless support and guidance, ensuring you're informed, prepared, and confident at every step. While we do not conduct litigation ourselves, we act as an extension of your business, providing proactive and practical legal services to meet your needs effectively. This is how we can help you:

### ✓ Litigation coordination and support

We guide you through the next steps when pre-action negotiations fail to resolve the issue.

### ✓ Advice on starting proceedings

We assess the merits of initiating formal legal action and provide strategic advice on the claims process.

### ✓ Strategic preparation for escalation

We help you navigate cost considerations, document service procedures, and timelines for potential legal action.

### ✓ Assistance with external counsel

We support the appointment of external legal counsel as part of our litigation coordination and support services.

### Please take note of the services that we do not offer:

**Under the Legal Services Act 2007, Lawyerlink does not perform reserved legal activities. These include:**

- ✗ Drafting or reviewing official court documents.
- ✗ Issuing, starting, or defending court proceedings.
- ✗ Advising on the handling of court proceedings once they are in progress.
- ✗ Serving or filing court documents.
- ✗ Assisting at court hearings.
- ✗ Providing our address as an address for service.

*These tasks are managed by the regulated law firms we connect you with, ensuring compliance and expert representation.*

# The Lawyerlink difference

Lawyerlink is a legal innovation company reimagining legal services to make them more accessible. Since 2019, changes by the Solicitors Regulation Authority allow solicitors to work for alternative legal service providers like Lawyerlink. While we're not a law firm, our SRA-regulated solicitors deliver high-quality legal services through flexible, modern solutions.

## What's the difference between a law firm and a company like Lawyerlink?

### Lawyerlink

- ✓ **Proactive legal services:** We don't only respond to problems—we work proactively, partnering with you to identify potential issues before they arise and ensuring your business stays ahead of legal challenges.
- ✓ **Non-reserved legal services:** Our offerings include all the services listed in this guide, all designed to provide practical support for your business.
- ✓ **Expert support you can trust:** With SRA-regulated solicitors on our team, we deliver professional guidance that prioritises your business's needs and long-term success.
- ✓ **Transparent Pricing:** Subscription fees are clearly set out, with no hidden surprises.

### Traditional law firms

- ✓ **Legal services:** Traditional law firms are regulated businesses authorised to perform all types of legal work, including reserved legal activities.
- ✓ **Specialised tasks:** They handle tasks such as court representation, property transactions, and probate services.
- ✓ **Billing structure:** Most traditional law firms charge based on the time spent working on your matter.



## Why choose Lawyerlink?

- ✓ **Expertise and experience:** Our leadership team includes lawyers with over 15 years of Post-Qualification Experience (PQE), ensuring informed and reliable guidance.
- ✓ **Ethical standards:** Our solicitors follow the SRA's code of conduct, protecting your confidentiality and maintaining professionalism.
- ✓ **Professional indemnity insurance:** Your business is protected, offering peace of mind as we handle your legal matters.