

# CLIENT COVENANT

OUR PROMISES TO OUR CLIENTS

LEONARD  
STREET  
AND  
DEINARD

Uncommon Wisdom  
Common Sense®



## Note from the President



Since our founding in 1922, Leonard, Street and Deinard has helped generations of clients achieve their goals. We know that clients want quality work product, responsiveness, flexibility and predictability. So, a decade ago, the attorneys of Leonard, Street and Deinard, working with our Client Advisory Council, developed our original Client Covenant. This, our updated version of the Client Covenant, is our pledge to meet the service expectations of our clients—and it is the foundation of our many, long-lasting client relationships. Our firmwide adherence to the principles in the Covenant sets us apart from other law firms.

Our Client Advisory Council—comprising executive officers and general counsel of representative clients—continues to advise us on a variety of matters, including service expectations and priorities. An ongoing client service training program ensures that the Client Covenant remains an essential element of our firm's culture.

Here, then, are the promises we make to our clients.

*~ Lowell V. Stortz, President*



# 1

## **We will serve as a seamless extension of your business and its strategy.**

Specifically, we will:

- Listen to you and make every effort to help you achieve your goals.
- Work to understand your needs and expectations.
- Respect the culture and pace of your organization and staff.
- Keep in mind the business impact, not just the legal implications, of our legal recommendations.
- Work to understand how you define a successful business outcome in each legal situation.
- Weigh the anticipated cost of our work against the overall value of a successful conclusion.
- Help you find your way to “yes” rather than force you to “no.”
- Deliver value.

# 2



## We will understand your business.

Specifically, we will:

- Make an investment in our partnership, getting to know and understand your business on our own time, not on your legal budget.
- Make sure our advice to you takes into account the nature of your industry and business and your unique methods of operation.
- Offer information and advice proactively, keeping abreast of your legal and regulatory environment and keeping you informed about new industry developments.



# 3

## **We will communicate effectively.**

Specifically, we will:

- Keep you fully informed of the status of all matters we are handling for you.
- Respond to your calls and e-mails during the same business day whenever possible.
- Equip our attorneys with handheld telephone/e-mail/data transmission devices—on our dime.
- In larger matters or continuing engagements, make available a secure, Web-based extranet giving you access to databases with information about your matters.
- Provide copies of all court papers, agreements and significant correspondence for your comments before they are submitted.
- Invite you to attend significant meetings, hearings and other events affecting your matter.
- Consult with you in all significant decisions relating to your matter.
- Inform you when there has been a meaningful change in the scope of our work or anticipated fees.



# 4

## **We will manage your fees and costs.**

Specifically, we will:

- Take all reasonable steps to control your legal fees.
- Discuss with you, where appropriate, alternatives to billing on an hourly basis, such as fixed fees, blended rates, contingent fees and success fees.
- In appropriate engagements, prepare a written budget or estimate of our fees.
- Assemble a balanced team, assigning attorneys or paralegals at appropriate levels for each task to be performed.
- Not bill you for long-distance phone charges or fax charges.
- Limit charges for photocopying and messenger services to our own costs.
- Arrange travel that minimizes your cost.



# 5

## We will request your feedback.

Specifically, we will:

- Periodically request your evaluation of our services and the results we have achieved.
- Designate a senior attorney or officer of the firm to be available to discuss any questions, concerns or suggestions you have.
- Take immediate action to correct problems you have identified.

# Leonard, Street and Deinard Capabilities

Administrative	Hospitality
Affordable Housing	Immigration
Agribusiness	Information Technology
Alternative Dispute Resolution	Insurance Coverage
Antitrust	Insurance, Risk Financing and Financial Services
Auto and Truck Dealership	Intellectual Property
Banking and Lending	International
Bankruptcy and Corporate Restructuring	Labor
Business and Commercial	Land Use
Charitable Giving	Loan Workouts and Creditors' Remedies
Class Action	Mergers and Acquisitions
Climate Change	Nonprofit
Commercial Real Estate	Private Capital/Strategic Growth
Compensation and Employee Benefits	Privately Held and Family Business
Construction	Probate and Trust
Corporate	Product Liability
Creditors' Rights	Professional Responsibility/Ethics
Education	Public Companies and Securities
Eminent Domain and Condemnation	Public Finance
Employee Retirement Income Security Act (ERISA)	Real Estate
Employment Counseling	Residential Development
Energy	SciTech
Environmental	Sports and Entertainment Business
Estate Planning	Tax
Executive Compensation	Transportation
Governmental Relations	Trust and Estate
Health	White Collar Crime

## About Leonard, Street and Deinard

The doors of Leonard, Street and Deinard opened in 1922. Since then, the firm's attorneys, now nearly 190 strong, have been known for their legal acumen and their dedication to client causes. Our aim is to have all of our attorneys practice in the same basic way: we work to understand our clients' needs, we stay focused on our clients' goals, and we provide wise counsel and practical suggestions. Each one of us is dedicated to our clients' success.



### **UNCOMMON WISDOM—COMMON SENSE®**

Even the most astute legal advice must be complemented by good, common sense. Scholarship, thoroughness and the drive to find the right answer are hallmarks of our work. But we are also very practical. We listen to our clients, make sure we understand their needs and expectations, and work within their timetables and budgets. As we recommend a course of action and establish a budget, we will weigh the anticipated cost of our work against the overall value of a successful conclusion. We will let you know if we believe our firm may not be the right place for a particular assignment—in the event our experience or resources, or our pricing model, doesn't match up well with your expectations.

### **THE CLIENTS WE SERVE**

Our clients range from individuals and start-up businesses to large, closely held enterprises and publicly traded Fortune 100 companies. The businesses we serve are in every sector of the economy—construction, energy, finance, health care, insurance, manufacturing, professional services, real estate, and sports and entertainment. Some of our clients have grown from local, privately held companies into large, public companies, and they have taken us with them into courtrooms and board rooms around the country.

Though we concentrate on the five-state region of Minnesota, Wisconsin, North and South Dakota, and Iowa, several of our practice groups—litigation and transactional—serve clients across the United States. We also serve clients headquartered in Canada, Mexico, Europe and Asia.



#### **COMMITMENT TO THE COMMUNITY**

Our founding partners considered pro bono work an obligation of every attorney. The Leonard, Street and Deinard Legal Clinic in the Phillips neighborhood of Minneapolis is the cornerstone of our current community outreach efforts, providing quality legal representation to indigent individuals who reside in one of the most economically disadvantaged communities in Minneapolis. For several years running, Leonard, Street and Deinard has exceeded the American Bar Association's challenge to contribute at least 3% of its billable hours to pro bono causes. Our employees also volunteer their time and talents to many community service and outreach efforts each year. In addition, the Leonard, Street and Deinard Foundation provides financial support to more than 100 nonprofit organizations in the community, including legal services providers, arts organizations, homeless shelters, environmental groups, neighborhood development associations and social service organizations.

#### **DIVERSITY**

We are firmly committed to the principles of diversity and to bringing greater diversity to the legal profession. Through our Minority Scholars Program, Leonard, Street and Deinard annually offers scholarships and a professional development program to 12 minority students enrolled in Minnesota law schools. We also sponsor a summer clerkship and clinical program for minority law students. Leonard, Street and Deinard is dedicated to recruiting and retaining women lawyers at all levels of practice. We have adopted the Minnesota State Bar Association's "best practices" for gender equity and have implemented flexible work schedules that are of particular benefit to our women attorneys. Our commitment to diversity was recently recognized by Minnesota Women Lawyers, which awarded the firm its "Leadership Award" for our commitment to equal opportunity in the workplace.

## Office Locations

### MINNEAPOLIS

Leonard, Street and Deinard  
150 South Fifth Street Suite 2300  
Minneapolis, MN 55402  
612-335-1500

### MANKATO

Leonard, Street and Deinard  
The Graif Building  
3 Civic Center Plaza Suite 400  
P.O. Box 967  
Mankato, MN 56002  
507-345-1179

### ST. CLOUD

Leonard, Street and Deinard  
3800 Eighth Street North Suite 102  
St. Cloud, MN 56303  
320-654-4100

### WASHINGTON, D.C.

Leonard, Street and Deinard  
1350 I Street NW Suite 800  
Washington, DC 20005  
202-346-6900

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*A Professional Association*

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