

Reflections caught: Culture, Conduct and Covid-19, survey report 2021

14 July 2021

In 2020 Reactionsnet.com named [Browne Jacobson as Law Firm of the Year](#) for the London Market. We are now pleased to provide a report on the culture of that market. The issues raised in the report may also be of interest to other markets and businesses.

The report is on surveys conducted by [Grist](#) and [Coleman Parkes](#) Research as to London Market practitioners' perceptions of key attributes of the culture, conduct and governance at their current and other firms.

The report is called 'reflections caught' and addresses perceptions just before, and during the main 'lockdown' phase of, the Covid pandemic up to March 2021.

One of the key findings was a perception that current compliance processes aimed at preventing misconduct and conduct risk are less effective for those working from home. The report explains how Browne Jacobson can help to improve a firm's processes and perceptions, whether a firm's personnel are office-based, home working or 'hybrid working'.

Melissa Collett, Professional Standards Director of the CII, has kindly provided a foreword to the report. As Melissa puts it: *"By holding up a mirror to the market and sharing good practice, this report can help firms develop cultures which achieve better outcomes for those that rely on their professional expertise."*

The report is a key step for Browne Jacobson's [FSI ESG](#) team that focuses on environmental, social and governance (ESG) sustainability and responsibility in the [financial services](#) and [insurance](#) markets (FSI). The team's aim is to help clients in those and other markets to enhance their conduct, culture and capital in a changing environment.

Download the report [↓](#)

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