SRA BOARD
8 June 2021

Solicitors
Regulation
Authority

CLASSIFICATION – PUBLIC

Accreditations held by the SRA

1. Accreditations we currently hold are as follows:

Accreditation	Description	Criteria
ServiceMark accreditation	ServiceMark is a national standard from the Institute of Customer Service which recognises an organisation's achievement in customer service and its commitment to upholding those standards. Held by Contact Centre with potential expansion as part of current reaccreditation.	• Customer service • Enhances reputation • Staff retention
Stonewall Workplace Equality Index	Workplace equality (WEI) top 100 index	• Enhances reputation • Staff recruitment and retention
Disability confident Level 2	Disability Confident is a government scheme that helps employers attract, recruit and retain disabled staff. We are a Disability Confident Level 2 employer which means that we are recognised as going the extra mile to make sure disabled people get a fair chance.	• Strategic goal around EDI • Enhances reputation • Staff recruitment and retention
Institute of leadership and Management	Accreditation from the Institute of Leadership and Management (TILM) for our Management Essentials training programme.	• Enhances reputation • Staff recruitment and retention
Cyber essentials Plus	Cyber Essentials is a simple but effective Government backed scheme that aims to help organisations against a whole range of the most common cyber attacks.	• Additional assurance • Strengthens reputation
ISO 14001:2015 Accreditation on Environment	The government is responding to demands emanating from climate change impacts along with other countries, hence the ESOS (Energy Sustainability Opportunities Scheme) and SECR (Streamlined Energy Carbon Reporting) to which we have responded.	• Enhances reputation • Staff recruitment and retention

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2. Other accreditations we are working towards (but may or may not go for the badge – subject to discussion and approval by the Executive) are:

ISO270001 Information Security	ISO 27001 is internationally recognised as best practice for organisations to follow and manage security risks to information assets. It addresses security risks across people, process, and technology.
BS10008 - Evidential Weight and Legal Admissibility of Electronic Information	BS 10008 is the British Standard that outlines best practice for the implementation and operation of electronic information management systems, including the storage and transfer of information
Disability Confident level 3	
Institute of Leadership and Management	Accreditation for our Leadership development programme

3. Further accreditations we may consider in the future:

- ISO/IEC 27701 privacy information management
- ISO45001 management systems for occupational health and safety
- ISO9001 Quality management Systems
- MIND Business Charter
- Race Equality Charters