

THOMSON REUTERS ELITE CLIENT ADVISORY BOARD OPENING CHARTER

OCTOBER 2015

MISSION

The Client Advisory Board (CAB) for Thomson Reuters Elite (TRE) was established as a forum for TRE customers to provide strategic input and advice into the direction of TRE. In addition, it provides a structure for questions, concerns, and issues to be raised and for TRE to engage with customers on important industry topics.

SCOPE

The CAB is designed to serve the TRE Large Law Firm segment globally. TRE defines Large Law as any firm with more than 135 lawyers. The CAB is not product-specific; any customer in the Large Law segment using a TRE product can participate on the board, because the board will address issues, initiatives, recommendations, and strategies that are more holistic and comprehensive than any specific TRE product or product feature.

EXECUTIVE SPONSORS

The CAB is sponsored by the vice president of Product and Marketing, the vice president of Customer Advocacy, and the vice president of Sales.

OBJECTIVES

The CAB shall endeavor to provide strategic direction to TRE that:

- Helps inform and drive TRE services, policies, and procedures
- Helps identify new products and solutions
- Helps determine areas, products, or services that may need to be changed and/or improved
- Identifies customer priorities and needs based on industry trends and law firm initiatives

DURATION

CAB membership commitment is for a minimum of two years. After the initial two-year term ends, the future makeup and membership tenure of the board will be determined by the interest of existing members to remain on the board, weighed against interest from other clients to join the board.

MEETING FREQUENCY

The CAB will meet in person twice a year, in the spring and the autumn, with 1–2 virtual meetings outside that cadence. Ad-hoc meetings can also be scheduled by TRE on specific topics on which the CAB's input is requested.

MEMBERSHIP CRITERIA, RESPONSIBILITIES, AND EXPECTATIONS

All CAB members must be employees of Large Law firms using at least one TRE product. Each member is required to attend every meeting. In unavoidable circumstances or conflicts, a member can miss one meeting. If a member misses two meetings in the same calendar year, they relinquish their membership.

CAB members agree to have their name and firm made public as being part of the CAB.

BENEFITS

CAB members will have early visibility into key strategic decisions, challenges, and opportunities faced by TRE, which will help them and their firms with their own strategies. CAB meetings may be attended by Thomson Reuters executives at all levels of the organization, providing further insight into the overall corporation's strategies as well as industry knowledge and trends.

