

# Approved Counsel Program 5-Star Rating Process



Nationwide's Office of the Chief Legal Officer (OCLO) has selected five significant categories for the evaluation of approved counsel. These categories are:

1. **Signing the OCLO Approved Counsel Billing and Staffing Policy**
2. **Billing / Alternative Fee Arrangements**
3. **Technology solutions compatible with Nationwide**
4. **Commitment to Diversity**
5. **Overall Firm Performance**

## Measurement criteria

- Categories 1 through 3 are awarded a star in each category where the response indicates that the firm is compliant with that category.
- Category 4 is measured by the results of MCCA/Vault Law Firm Diversity Survey and compared to the firm's results of the previous year.
- Category 5 is evaluated by the overall satisfaction of Nationwide's in-house counsel's experience with the approved counsel, measured by a survey generated when a matter is closed in the TeamConnect matter management system.

## Qualitative Metrics

Category 4 and 5 use the following rating scale.

<b>Role Model</b>	Consistently exhibits outstanding behavior and serves as a role model.
<b>Proficient</b>	Consistently demonstrates effective behavior.
<b>Acceptable</b>	Often demonstrates proficient behaviors but could enhance performance by being more consistently effective.
<b>Some Improvement Needed</b>	Behavior is inconsistent in this category.

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<b>Significant Improvement Needed</b>	Effective behavior is severely lacking. Significant improvement is essential.
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In order for a firm to receive a star in one of the qualitative categories, the firm must be at the “Acceptable” level or above. OCLO attorneys should make every effort to use law firms that have achieved the highest rating. The chart is updated on an annual basis.