
RSM BUSINESS CONTINUITY PLAN

PANDEMIC INCIDENT RESPONSE – COPY FOR EXTERNAL USE

Updated 28 May 2020

RSM UK has a pandemic plan in place to enable a continuous, issues -focussed, decision-making process, which responds quickly to an evolving situation based on information gathered from various official sources.

The aim of the plan is to enable RSM to prepare for and to respond to a pandemic threat in a manner that mitigates risks to our people and mitigates impacts on our business operations.

This plan is created in response to the threat of coronavirus (COVID-19)

The plan details actions that will be taken and arrangements that will be put in place to:

- Ensure the wellbeing of employees, visitors and contractors to RSM.
- Improve infection control measures.
- Improve current health surveillance and existing hygiene measures.
- Facilitate business continuity if an office faces forced closure.
- Ensure staff can continue working from an alternative location including an RSM UK office or from home.

Incident Response Team

The Incident Response Team (IRT) is at the centre of RSM's response to a suspected or confirmed case. The IRT will provide the leadership and guidance necessary to meet the plan's objectives and to stabilise the business as quickly as possible. The IRT will be responsible for:

- Developing awareness materials for the company.
- Briefing the senior management of the company.
- Maintaining their own knowledge and awareness of global developments in coronavirus.

The IRT is led by the COO, with members representing the business from HR, IT, Communications, Health and Safety, Facilities, Legal and Building Management.

Health and wellbeing of staff

Absences during a pandemic will include genuine sickness absences, taking time off to look after dependants and absences for other reasons such reluctance to attend or travel to work.

With regards to absence due to the pandemic the following will apply:

- Managers are required to report all and any pandemic-related suspected and confirmed positive cases of COVID-19 and all absences related therefore to RSM's Health & Safety Advisor, who reports these to the IRT should action need to be taken.
- All absences will be recorded in accordance with the official guidance and a decision tree to manage consistent reporting, tracking and communication on cases will be managed by the health and safety officer with the IRT.
- Should a member of staff be confirmed as a positive case of the pandemic they will either be self-isolating at home, or be under hospital care, and their line manager or HR representative will keep in touch with them to monitor progress.
- Public Health England will be contacted for further guidance and instruction.
- All travel, events, and face to face training will be cancelled or postponed to a later date.

Staff continuity plan

Offices will remain open to staff and visitors until official guidance is given to enforce the closure of offices, with exception to the two offices containing the IT servers.

In the event of office closure staff have the technology support in place to be able to continue to work remotely when and where required.



IT continuity plan

Relating specifically to the technology used in client work (e.g. the file servers and the user machines that connect to them). In the case of either a business continuity or disaster recovery event (or both), a decision to invoke the plans would be made by available and relevant members of the management team.

- The primary data centre is located within an RSM UK Office.
- The data centre has fire detection, UPS's, generators (which can be refuelled while active) and moisture detection, additionally the floor is elevated.
- The DR room is located at another RSM UK Office and has fire detection/suppression, UPS, a building generator.
- Data is replicated locally and between the sites throughout the day using multiple communication channels (including MPLS).
- Additionally, data is backed up daily at both sites to encrypted tapes, which are stored at secure offsite storage facilities. There are procedures in place to recall these tapes in an emergency. RSM UK sites connect to data centres via MPLS
- All user machines have the same standard build on them, as this provides staff with the flexibility of using an alternative machine if required.
- In the event of a complete office evacuation, it will be arranged that calls to the site will be redirected to an alternative location or switchboard number, with an out of hours recorded message enacted.

Government Lockdown

In line with Government directive RSM offices were closed from 23rd March 2020 and staff continue to work remotely. The IRT continue to monitor and follow Government guidance.

RSM Outsourcing

From the outset of the Covid-19 crisis, we have put our business continuity plans into action and continued to provide an uninterrupted high-quality service across our client base.

Whilst we regularly work 'virtually' with our clients, our IT cloud-based infrastructure, pre-defined paperless processing approach and the proximity of our UK service delivery centres has meant that we have remained fully connected and able to maintain a 'business as usual' approach, now and for the future.