



Business continuity and preparedness response

31 March 2020

How has RPC assessed the impact Corona virus has or could have on its operations?	<p>Our primary focus is the health and safety of our people and clients. We are also fully committed to continuing to provide the highest level of uninterrupted service and care to our clients.</p> <p>Business continuity plans are being continuously reviewed and adapted to reflect the evolving conditions in all of our geographical locations.</p> <p>A dedicated, international, Covid-19 incident and response team is in place. This team meets frequently to assess and adjust our response as necessary.</p>
How is the situation currently impacting RPC's ability to provide uninterrupted services to its clients?	<p>We have established and well-tested agile working system and supporting processes in place to continue to deliver uninterrupted service to our clients across our UK and Asia offices.</p> <p>From 24 March, our UK offices are closed and our people are working remotely. This will continue until further notice. It is in direct response to UK government guidance.</p>
Under what circumstances might this change in the future?	<p>From 30 March our Singapore and Hong Kong based staff are WFH. This is in line with an announcement by the Singaporean government on Friday 27 March and in response to a recent spike in COVID-19 cases in Hong Kong. A skeleton staff of volunteers continues to work in both offices for business continuity purposes.</p> <p>We are facilitating telephone and video conferencing meetings for our clients, and we are encouraging our people to offer this as an option for all meetings.</p> <p>The operating model for all offices will remain under continuous review to stay in-line with local government and health authority advice as well as an ongoing assessment of best practice to ensure the health, safety and wellbeing of our people, clients and the general public.</p>
Does RPC have mitigating plans in the event of service disruptions?	<p>All legal staff, and the majority of our business services people, are equipped with laptops and mobile telephones to enable remote working. This is now an established way of working across all our geographical locations..</p>
Under what circumstances might this change in future?	<p>All documents are stored on a secure electronic system to which all laptop users have access away from the office.</p> <p>In accordance with standard remote-working practice, legal staff have diverted their landline telephones to their work mobile telephones to ensure they can be contacted when working remotely.</p>
Additional relevant information not mentioned above	<p>We will continue to monitor the latest directives from local governments and health authorities in all of our geographical locations. Our business continuity approach will be adapted to meet the evolving landscape. This includes following local public health guidance regarding international travel.</p>