

RESPONSE PLAN FOR CORONAVIRUS DISEASE 2019 (COVID-19)

Ricondo's focus is to provide a safe and secure work environment for our team members. As the spread of Coronavirus Disease 2019 (COVID-19) accelerates, Ricondo has implemented preventative measures, as well as, a COVID-19 Response Plan. The firm has implemented this response plan in accordance with guidelines set by the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC), as well as all federal, state, or local public health orders.

MAINTAINING ADEQUATE WORKFORCE

Ricondo is taking all necessary steps and procedures to facilitate uninterrupted services delivery to our clients worldwide. Many of our team members will be working from home temporarily to minimize exposure to and the potential spread of the COVID-19 virus by reducing public commutes and the number of people assembling in offices. Ricondo has the necessary infrastructure and safeguards in place to enable staff to work remotely, together with our ability to conduct client meetings via teleconferencing. Ricondo is well-placed to ensure that all ongoing client needs can be serviced effectively and are committed to ensuring our usual support to your business.

While Ricondo is allowing telework, our offices are not closed, unless required by local government authorities. These steps are merely precautionary for the protection of our team members, their families, our clients, and our communities. Ricondo is available for critical meetings, in-person, as permitted by local government authorities.

PREVENTING THE SPREAD OF INFECTION IN THE WORKPLACE

First and foremost, Ricondo wants to maintain a safe workplace and encourage practices protecting the health of its team members, clients, visitors, or others. Therefore, please adhere to commonly known "best practices" to help prevent the spread of any/all transmittable illnesses, including the following:

- Team members should not report to work while they are experiencing respiratory symptoms such as fever, cough, shortness of breath, sore throat, runny or stuffy nose, body aches, headache, chills, or fatigue. Currently, the CDC recommends that team members remain at home until at least 24 hours after they are fever-free (100 degrees F) or signs of a fever without the use of fever-reducing medications.
- Team members who appear to have acute respiratory illness symptoms (i.e., cough, shortness of breath, signs of fever) upon arrival to work or become sick during the day will be separated from other team members and sent home immediately.
- Team members should wash their hands often with soap and water for at least 20 seconds. If soap is unavailable, utilize alcohol-based hand sanitizer containing 60 percent to 95 percent alcohol.
- Team members should cover their nose and mouth when sneezing or coughing with a tissue. The tissue should immediately be discarded in a no-touch trash receptacle. If a tissue is not immediately available

use the inside of your elbow to cover your nose and mouth when sneezing or coughing. Please visit the [coughing and sneezing](#) etiquette and [clean hands](#) webpage for more information.

- Routinely clean and disinfect all frequently touched surfaces and objects in the workplace, such as workstations, countertops, phones, doorknobs, etc.
- Avoid close contact with people who are sick or showing respiratory symptoms.
- Avoid touching your eyes, nose, and mouth, as this is how germs are easily spread.
- Ricondo is partnering with landlords at all Ricondo offices to take additional precautions while continuing to augment cleaning procedures, implementing guidelines from the CDC and WHO and practicing social distancing wherever possible.
- Practice social distancing guidelines to minimize the spread of disease where applicable. Team members are encouraged to use the telephone, online conferencing, Skype, email, or instant messaging to conduct business as much as possible, even when team members are in the same building.
- Avoid in-person client meetings, unless absolutely requested by the client.
- If a face-to-face meeting is unavoidable, avoid person-to-person contact such as shaking hands.

INCREASED RISK LEVELS

- Please be aware of individuals who are at a higher risk for developing more serious complications from COVID-19, including persons of any age with underlying health conditions including immune suppression and especially seniors with underlying health conditions.
- This could also include team members who are, or live with people who are immunocompromised, are pregnant, or primary caregivers. Should team members be at a higher risk, please notify the HR team and appropriate accommodations will be made to reduce exposure to the virus.

TELECOMMUTING/WORKING FROM HOME

- Given the current COVID-19 situation and the need for social distancing, and recognizing that each of us is uniquely affected, team members may work with their PMs and/or OICs to determine whether temporary Work from Home or modified work hours (to avoid rush hour crowds) is an available option based on personal situations, project roles, and responsibilities.
- If it is determined that a temporary Work from Home arrangement can be accommodated, please notify the HR team and provide the commencement date.
- Ricondo's IT team is ready to support and assist with any equipment needs to service team members on a temporary basis from home.
- As when working in a Ricondo office, team members working from home are expected to undertake work tasks in an efficient manner, be readily available via phone and Skype during work hours, accomplish daily routines without interruption, and keep PMs and/or OICs up-to-date on activities. Team members may encounter slower connectivity during peak hours due to increased internet traffic resulting in the need to adjust work schedules based on home network performance. PMs and/or OICs should be prepared to plan and work around such issues outside of our control.
- Ricondo will supply team members with the appropriate office supplies (pens, paper, etc.) for successful completion of job responsibilities. Ricondo will also reimburse team members for any approved

business-related expenses that are incurred during temporary telework. A team member who is not sure if an expense is reimbursable should obtain confirmation and approval from their OIC prior to incurring the expense.

- Please utilize Paid Time-Off (PTO) if the above criteria cannot be met and notify PMs and/or OICs immediately.
- For team members who want to work in a Ricondo office that is currently open, please do so. Offices will remain open unless notified otherwise.
- Ricondo continues to closely monitor the COVID-19 situation. As it evolves, the HR team will update the Work from Home and staggering work schedules approach based on the latest developments.
- Team members should leave the office each day under the assumption that working remotely would be required at any time. Team members should take their laptop and other necessary equipment needed to work remotely.

SCHOOL CLOSINGS

- To maintain the health and wellness of students and staff, various school districts are closing temporarily in an attempt to prevent the spread of COVID-19.
- Ricondo realizes this will have a significant impact on our team member's with school-age children, since children are required to be home and potentially participate in e-learning technology during this time.
- Should team members need to be home with children due to school closings, Ricondo encourages them to work remotely, if possible.
- Please partner with the appropriate PMs and/or OIC regarding project work and/or take PTO, if needed.
- Ricondo's IT team is ready to support and assist with any equipment needs to service team members on a temporary basis from home.

TECHNOLOGY INFRASTRUCTURE

- All Ricondo team members are issued laptops and can perform all functions and services necessary to support our clients. Our offices have additional hardware that allow our team members to work efficiently. The company is making equipment available to team members to take home during this period to support working from home for an extended period, if needed.
- Ricondo's information is secure using cloud technology. The product encrypts data in the cloud as well as during any transmissions across networks using proprietary 256-bit AES file encryption. The product is ISO and SOC 2 compliant meeting information security management requirements.
- Ricondo continues to leverage Skype, Teams, and Zoom to support virtual meetings, and accesses other tools such as ShareFile and SharePoint to share files and collaborate with clients.

CLIENT DOCUMENTS/VERSION CONTROL

Ricondo's version control process will remain unchanged during implementation of the COVID-19 Response Plan. As discussed in the Technology Infrastructure section, team members will maintain access to client files using Ricondo's secure cloud technology and workflow continuity, designated by Ricondo's Project Management Procedures, will not be disrupted whether on- or off-site.

POLICIES AND PROCEDURES

The firm requires all team members to adhere to the Policies and Procedures Manual, as well as the Professional Agreement regardless of where work is being performed (Ricondo office, client site, home office, etc.). Adherence to both the Policies and Procedures Manual and the firm's Professional Agreement is a condition of employment for all team members.

CODE OF CONFIDENTIALITY

Team members may receive or have access to confidential and proprietary information from a variety of sources. Protecting all confidential information from unauthorized disclosure is of utmost importance. Team members must maintain the confidentiality of information entrusted to them regardless of the source, except when disclosure is authorized or legally mandated as further described in this response plan. The information provided in this section summarizes the firm's Code of Confidentiality. Team members are encouraged to reference Ricondo's Professional Agreement for detailed explanation.

What is Confidential Information?

In general, confidential information is any information that is not in the public domain. Due to the nature of the firm's business, confidential information not only pertains to the firm but also confidential information of the firm's clients, prospective clients, vendors, service providers, and other third parties that entrust the firm with their confidential information.

Duty to Protect Confidential Information

Team members are required to protect all confidential information from unauthorized disclosure. Confidential information may only be shared with team members on a need to know basis to complete assignments. Team members are prohibited from making public disclosures of confidential information, including, but not limited to discussing the type of work or services performed, engaged to perform, or proposed by the firm for a third party.

Public disclosures include those that occur at trade events, in advertisements, media discussions, and project descriptions as well as using such confidential information for other clients or projects.

Additionally, team members may not use or disclose any confidential information obtained from one third party for services performed for a different third party. Team members remain under obligation to keep all information confidential even if their relationship with the firm ends.

EXPOSURE TO COVID-19

- As recommended by the CDC, if team members think they have been exposed to COVID-19 and develop a fever and symptoms of respiratory illness, such as cough or difficulty breathing, call your healthcare provider immediately.
- If team members test positive for COVID-19, please notify the CDC, local health department, and HR team immediately.
- Should the HR team learn that a team member has been diagnosed and tested positive for COVID-19, the HR team would immediately contact the local health authorities where the team member is based and follow their guidance on next steps.

- Ricondo would then put procedural safeguards in place to protect the team members identify. However, Ricondo would inform other team members of possible exposure. Those team members then can and should conduct a risk assessment of their potential exposure based on guidance from the CDC.

REQUESTS FOR MEDICAL INFORMATION AND/OR DOCUMENTATION

- If team members are out sick or show symptoms of being ill, it may become necessary to request information from the team member and/or their health care provider.
- In general, the HR team would request medical information to confirm the need to be absent, to show whether and how an absence relates to the infection, and to know that it is appropriate for team members to return work.
- As always, Ricondo expects and appreciate cooperation if and when medical information is sought.
- Ricondo will treat any medical information as a confidential medical record. Any disclosure of medical information will only be shared with the HR team, management on an as needed basis, and government officials as required by law under COVID-19 guidelines.

TRAVEL PLANS

- Do not travel for any non-essential business-related activity until further notice (If team members are unsure of whether travel is a business necessity, please contact the client OIC.).
- The need to travel for face-to-face meetings should be scrutinized closely and, wherever possible, alternative means of communication and interactions should be used (e.g., Skype).
- If team members are in the process of making business related flight bookings or changes, please consult about flexible booking or insurance options.
- Travel advisories may be checked with the [CDC](#) and the [WHO](#). Based on the latest information, take time to re-evaluate the necessity of travel to conduct Ricondo business.
- All international travel for Ricondo-related business requires the approval of the firm's president until further notice.

If team members have recently traveled to mainland China, Hong Kong, South Korea, or Italy or have had close contact with a person confirmed to have COVID-19, team members should immediately:

- Self-quarantine for 14 days from the departure day of mainland China, Hong Kong, South Korea, or Italy or contact with infected person.
- Ricondo encourages team members to work remotely, if possible. Please partner with the appropriate PMs and OICs regarding project work and/or if you need to take PTO.
- Refrain from going to any Ricondo office or client site during this 14-day period.
- If team members develop a fever and symptoms of respiratory illness, such as cough or difficulty breathing, call your healthcare provider immediately.

PERSONAL TRAVEL

Ricondo knows many of our team members may have personal travel plans over the next several weeks. It is important to follow CDC guidance, discuss plans with appropriate PMs, OICs, and the HR team, and take appropriate precautions, especially when traveling to higher-risk locations.

In the coming days, team members should notify the HR team if they plan to travel for personal reasons. Understand this is only for planning purposes in the event that a team member is exposed to COVID-19 while traveling, resulting in exposure to other team members. Everyone has a role to play in keeping our firm and team members safe.

Before traveling, Ricondo encourages team members to check the latest information on areas where COVID-19 is spreading. Travel advisories may be checked with the [CDC](#) and the [WHO](#). Based on the latest information, take time to re-evaluate the necessity of your travel.

For the safety of team members, Ricondo has decided to postpone all in-person training sessions for the foreseeable future. Ricondo will reassess this situation over time and determine when to reschedule or if future postponements are necessary.

GLOBAL TEAM MEMBERS

As of this publication, the UK and UAE authorities have advised to exercise the preventative measures noted above. Team members within the UK and UAE are requested to work from home until further notice. Ricondo will continuously assess and adapt accordingly. Local governments around the world may provide guidance stricter than those provided by the firm. In those cases, local guidance takes precedence. All international travel for business related purposes requires approval from the firm's president, in alignment with local authorities.

ADDITIONAL GUIDANCE

Ricondo will continue to evaluate our actions and make any needed adjustments to ensure the right steps are taken to help keep our team members safe, while meeting client needs.

ADDITIONAL INFORMATION ABOUT CORONAVIRUS DISEASE 2019

The following links share detailed information and facts about COVID-19.

- [About COVID-19](#)
- [What to do if You are Sick with COVID-19](#)
- [Health Alert Network](#)
- [COVID-19 Fact Sheet](#)
- [Interim Guidance and Risk Assessment](#)
- [Travelers' Health Website](#)