



# Finance Department Summary

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## CASS TEAM

The CASS (Client Assets Sourcebook) team works to provide assurances over the firm's Client Assets framework, systems, processes, and controls, working with the business to ensure that continual process improvement enhances the control environment of the firm to the benefit of our clients. They are subject matter experts on the FCA CASS rules, their application and interpretation.

## FINANCE TEAM

The Finance team deals with the firm's monies which includes a daily calculation to ensure that client monies are segregated from the firm's own monies which is a fundamental requirement of the FCA CASS rules. They process the invoices payable by the firm including making payments, and dealing with enquiries relating to third-party suppliers. The Finance team also deal with colleague expenses and payroll, branch debits, monthly reconciliations, VAT returns and calculations, various management reports and regulatory reporting to the FCA.

## RECONCILIATIONS TEAM

The Reconciliations team deal with the reconciliation of the firm's bank reconciliations (both firm and client money accounts), as well as reconciling clients' stock holdings to assets held at various custodians.

## RISK TEAM

The Risk Team works to reduce our exposure to negative risks, while also identifying what risks are acceptable to take in the pursuit of objectives. Should negative risks materialise, the Risk Team supports our colleagues in identifying areas of opportunity to improve how we operate with a view to prevent reoccurrence using the Risk Event reporting system. The Risk Team also supports our 'Risk Owners' in taking strategic steps to reduce the exposure of risks as captured within our risk register, while reporting on the same to the respective Risk Management Committee.

# Support Department and Team Summaries

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## COMPLIANCE TEAMS

Our Compliance Department is split into three areas of speciality:

### COMPLIANCE MONITORING

Our Monitoring team focus primarily on the performance of our front office to ensure customers are being provided with the best level of service and that the service is provided in line with regulations; this involves portfolio monitoring of our managed services, best execution checks on our execution-only business as well as monitoring for any trade-based regulatory flags that may need investigation. Any client complaints are also handled by our Monitoring team.

### COMPLIANCE POLICY

Our Policy team looks at upcoming regulatory requirements that impact the firm and assist with preparing the firm for these changes as well as offering assistance and guidance on existing policies and procedures, they also perform assessments of other departments to ensure compliance with the policies and procedures for that department and assist with any risk analysis of changes required.

### ANTI-MONEY LAUNDERING (AML)

Our AML team are focused on verification of our different client types both at the start of the client relationship and as changes are made to client details. AML also perform our PEPs (Politically Exposed Person) and Sanctions checks and any Enhanced Due Diligence requirements. Colleagues in Compliance are expected to work towards the CISI qualifications offered by the firm to the level required for the area of speciality in which they are working.

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## FACILITIES TEAM

The Facilities team is responsible for Health & Safety, Property Audits and Compliance, as well as providing other Facilities Supportive Services across the Redmayne Bentley network.

Working closely with Landlords, Service Office providers and Directors / Heads of Offices within the business, they aim to deliver a compliant and pleasant working environment for colleagues, The Facilities Support Services team further assist colleagues with help across a wide range of topics.

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## HUMAN RESOURCES DEPARTMENTS

### ENGAGEMENT AND ORGANISATIONAL DEVELOPMENT

Sitting within the wider HR team, Engagement and Organisational Development are responsible for supporting our office network and firmwide strategic elements such as the Corporate Governance Framework, our Wellbeing Framework, Equity, Diversity and Inclusion and Employee engagement scoring.

### HR OPERATIONS

HR Operations' role in the firm is to support, coach and guide all colleagues wherever they need assistance and look to continuously develop our people.

They are responsible for supporting the day-to-day people operations within Redmayne Bentley which includes working closely with our Directors and Line Managers on recruitment strategies and hiring, colleague relations issues (disciplinary/grievance etc.), policy creation and maintenance, succession and workforce planning and personal development plans and reviews.

### LEARNING AND DEVELOPMENT

The Learning and Development team supports colleagues around the business by advising them on appropriate learning and development opportunities available. This is to support Continued Professional Development (CPD), and personal development goals through non-CPD activities and resources. Development may be appropriate to the employee's current role or to enhance their opportunities for future progression within the firm.

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## IT DEPARTMENT

The IT team are based at our London and Leeds offices and are responsible for providing service desk support, infrastructure management and the development of business software used by the firm. They oversee IT security and access to the systems that our colleagues use on a day-to-day basis as well as the corporate intranet, the management of partnerships with IT suppliers and use of the devices our employees use to work within our hybrid working framework.

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## MARKETING DEPARTMENT

The primary function of the Marketing department is to raise the firm's profile and promote the firm's service offering. The team coordinates promotional activity in relation to the firm's services and products through a range of communication channels, including the firm's website, client literature, direct mail, events and seminars, advertising, point of sale and also PR including editorial and promotion of commentators.