

# BOCC Minutes - Tuesday 12th May

**TO: Business & Operational Continuity Committee  
Incident Management Communications Group (for info)**

Please find below a meeting summary of Tuesday, 12<sup>th</sup> May Business & Operational Continuity Committee (BOCC) call.

## 1. Workplace Guidance

Following the Prime Minister's address on Sunday 10<sup>th</sup> May, HMG published a series of guidance documents addressing various types of workplaces, commuting and travel. Members were invited to comment on these documents so UKF could feedback concerns direct to the Government. Member comment centred on several key areas:

### *Risk Assessments*

The Government's workplace guidance requires firms to conduct risk assessments before bringing staff back on-site. In developing these risk-assessment, firms are required to consult with unions and/or elected employee representatives. The guidance also states that employers must share the results of the risk assessment with staff, and publish them (it is not clear if these risk assessments need to be made public, or just shared with staff).

Members noted that the Government guidance does not contain a draft template specific to COVID19-related risks and instead, refers to a pre-existing standard HSE form. Members believes this template is inadequate for addressing COVID19 risks in an office, branch or call centre setting and that there is also a risk of different firms adopting different approaches to measuring risk, and/or assign different weightings to the relative risks or controls.

Members supported any effort to help coordinate and align thinking in terms of the form, content, and principles underlying the risk assessments. The outputs of this work could range from a draft template published or disseminated by UKF, members agreeing a general set of principles, and/or holding a series of workshops where these could be worked through further. Members tasked UKF to engage with associate members and take this further.

**[ACTION: Working with an associate member and in consultation with the COVID19 exit strategy working group, UKF to develop collateral that will assist members meet their risk assessment obligations]**

### *PPE*

The subject of PPE remains a key concern for members. Even though the current guidance does not mandate use of PPE in the office ("face masks"), "face coverings" are encouraged for those travelling on public transport. The BOCC noted that the term 'face covering' was new, and discussed the potential different to "face masks" in a workplace setting. Members reiterated the need to ensure medical-grade PPE is not sourced in competition with the NHS or front line emergency services staff.

A minority firms were requiring staff/visitors to wear masks at all times when moving around the office, and two firms reported that they were requiring staff to wear PPE when at their desks. Several firms advised that they are providing visitors to their buildings with PPE and requiring their use at all times. Members discussed the challenges of PPE, and how they were approaching the issue of requiring staff to wear masks. It was noted that it was not always possible for staff to wear PPE, especially where it poses difficulty breathing or where a staff member wears glasses.

Members discussed the approach to common areas: some members are limiting access to common areas (especially kitchens) all together, while others are trying to conform to Government advice. Some firms reported that they are requesting employees to bring their own lunch/cutlery, etc. and taking common utensils out of the office.

## **2. Travelling Guidance**

Members discussed the guidance around “avoiding public transport where possible”. Members felt this advice was less than helpful, however their initial concern related to the actual availability of public transport and the actual timetable.

## **3. AOB**

Members requested that meetings of the BOCC continued to be on a weekly basis.

One member raised the issue of section 75 holiday refunds for customers, which is where banks are required to refund customers who paid with credit cards in the event they do not receive the funds from a travel operator. Members felt this was likely to become a more significant issue in the coming months, with the likely cancellation of most summer holidays abroad. AR advised he would consult with UKF colleagues and revert.