

BOCC Minutes - Tuesday 4th August

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

Please find below a meeting note of yesterday's (4th August) BOCC call.

1. Return to work procedures

- Members discussed whether the change in tone from the government and possible local lockdowns had impacted their return-to-office plans. Most members reported that their plans remained the same with the majority of return-to-office transition plans really only commencing in any meaningful way in September. Members were of the view that while local lockdowns would be inconvenient, there were only likely to be of a limited impact to their plans.
- Members shared their experiences of preparing their offices for the return of staff. Discussion focused on the use of fogging cleaning in their offices and how firms managed this around office hours. Members also discussed legionella testing in offices that had been previously mothballed.

2. Branch operating hours

- In light of increased media interests, members discussed their approach to reduced branch opening hours. Several members reported they are operating normal hours across their network and had been doing so for some time, whilst those members whose branches were operating restricted hours reported that they were doing so because of a consideration of staff safety, customer safety and a reduction in customer demand.

3. Engagement with local authorities

- In light of the powers now handed by HM Government to local authorities to impose local lockdowns, members discussed their relationships with local authorities and their experience thus far of getting important information from these bodies.
- Generally, most members reported having only limited engagement with local authorities, and a relatively limited understanding of who they should engage with and how. This was considered important in order to get as much advance notice of any local lockdown as possible. Some members with small geographical branch networks (such as building societies concentrated in local communities) reported positive engagement with local authorities and they have been the source of information for them, but generally, the larger the organisation, the fewer links into local government they enjoyed.
- For members whose footprint is more national they had been looking to UK Finance, the press and the government for information and guidance on operating branches in the event of a local lockdown.
- In all cases members were following the guidelines set out by government.
- Generally, members looked for guidance and tools on gathering local and national pictures from a variety of sources. Members recommended [LGA](#), [John Hopkins University](#), and government as the most useful source of information about local infection

rates, which could indicate when an area is coming under increased pressure to make a change.

ACTION: UK Finance to seek information on how members could best engage with local authorities lockdowns to help members with operations in those areas prepare.

4. Data

- Members were asked whether they had received requests from track and trace organisations to provide data on who had attended their branches following a confirmed case of COVID -19. Although members had not reported any contact from track and trace, they were unclear on the protocols around providing that data and were considering what to do.
- One member noted that they felt any request of this type would likely be rare as all interactions inside branch were conducted under social distancing rules.
- UK Finance asked members to consult internally on what policies would be followed if they were contacted to provide data to a track and trace team.

ACTION: UK Finance will write to members in the coming days to request information on any policies they may have regarding future requests from track and trace.

5. AOB

- AR noted that one more call in August is envisaged and diary invites would be sent out accordingly.
- AR briefed members on the upcoming UK Finance members survey and requested that members remember to fill this in.