

**TO : Business & Operational Continuity Committee**

Dear member,

Please find below the meeting note from Tuesday's meeting of the BOCC.

UK Finance has created a second COVID-19 recovery poll for members. The survey asks members to share their experiences of bringing staff back to the office. You can access the survey [here](#). All responses are confidential and anonymous, we will share the findings with you once we have received your responses. Please complete the survey by **Thursday 24 September, 12pm**.

Thank you, any questions let me know.

- 1. Guest speakers, Chris Lovitt, Deputy Director of Public Health, Hackney Health Services and Lyn Thomas, Medical Director, St John Ambulance, discussing testing, data metrics and useful information sources.**
  - Members heard from guest speakers about the current focuses of local authorities in regard to COVID-19 and areas for the industry to consider in helping to control the spread of the virus. As a general note, members were reminded that in order to control the spread of the virus, individuals must isolate for 14-days if symptoms present and must get a test. Likewise, if you are notified by Track and Trace that you have been in contact with someone with COVID, then the same isolation requirements apply. If you receive a test and a negative result within your 14-day quarantine period, this does not release you early. You must remain isolated for the full 14-day period.
  - As for practices that members can encourage within their offices and branches, there was advice to continue safe working practices, making sure no close contact occurs for more than 15 minutes and promoting the use of hygiene measures. Members were made aware of the NHS contact-tracing app, live on 24 September available for both Android and iPhone.
  - In regard to information sources, currently all data able to be shared has been made public. Members were notified of their local resilience forums, find yours [here](#). Which could potentially host more localised data for members to benefit from.
  - For communal areas in branches, or offices, members noted the availability of QR codes for display in areas where they feel social distancing may be compromised. Members should encourage their staff and customers to scan these QR codes. Importantly, if members use the QR codes, it will discharge their legal responsibility to hold onto temporary records of people for 21 days, see guide [here](#).
  - If members are looking to introduce private testing within their offices, they are encouraged to make PHE aware and to read the guidance from national government before making any decisions.
  - Members were briefed about 'Business Healthy' a free programme delivered by City of London public health team to encourage the health and well-being of the city's employees. The programme provides free support and signposting for employers of all sizes and in any sector. Members can find the link [here](#).

**1.a. Q&A from members**

- Members discussed the processes firms should undertake for individuals who are asymptomatic. It was noted that currently tests are being restricted for those in the NHS, care homes and for education. The advice is to only get tested if you have symptoms. As long as individuals are practicing social distancing and employing good hygiene measures, it should be less of a concern if they are asymptomatic, as they will have very little opportunity to spread the virus.
- For members whose staff use public transport, it was asked if the QR codes would be displayed in trains and on buses etc. Although the use of QR codes by the transport agencies was unclear, members were asked to encourage their staff to download and use the app and where possible allow staff the flexibility to commute to the office outside peak hours to minimise any overcrowding on public transport.
- Members discussed the use and guidance around temperature checking on entrance to their buildings. It was noted that although this is not recommended by the WHO, the NHS have been using them as they can be operated by public health professionals. There is a risk that if the scanners are not properly used and/or calibrated; they are likely to cause a misreading and may give a false assurance. An additional measure would be for members, if they are not already, to introduce weekly/bi-weekly surveys about symptoms of their staff both in offices and at home.

**2. The current situation for staff managing childcare around flexible working.**

- One point was raised; that if your child is sent home from school due to someone in their class/bubble showing symptoms, this does not mean you or your child have to isolate. Only if your child, or someone in your household, then develops symptoms should you isolate. Those sent home should then remain at home until the individual who showed symptoms receives their test results and the actions that follow will depend on the result.
- Due to time constraints, this agenda item was not fully addressed on the call, so it will be included as an agenda item on the next BOCC, Tuesday 29 September. **[ACTION]**

**3. Are firms aware of companies that can provide services in setting up ‘home-workers’**

- One member advised that they were aware that the companies [Fortress](#) and [Daisy](#) have been identified as workplace recovery providers.
- Firms were asked to consult internally and to forward on any suggestions they may have to UK Finance. **[ACTION]**.

**4. Concerns among staff regarding public transport**

- This will also form an agenda item at the next BOCC. UK Finance will work to engage with a representative of Transport for London to join the call and discuss with members. **[ACTION]**

**5. AOB**

- UK–Finance advised members that as per previous actions, UK Finance is again surveying members of BOCC to understand how firms transition plans are progressing. This survey is now live; please click here for the link.

## ACTION LIST

<b>Action Number</b>	<b>Description</b>	<b>Accountable</b>	<b>Status</b>	<b>Due Date</b>
<b>1-15/09</b>	The current situation for staff managing childcare around flexible working. To be included as an agenda item on the next BOCC.	UK Finance	Open	29 September
<b>2-15/09</b>	Firms to consult internally regarding companies that can provide services in setting up 'home-workers' and to forward on any suggestions they may have to UK Finance.	Members	Open	29 September
<b>3-15/09</b>	UK Finance to approach TfL regarding potential speakers for future BOCC.	UK Finance	Open	29 September
<b>4-15/09</b>	Members to complete COVID 19 recovery poll	Members	Open	24 September, 12pm.

Thank you,