



**TO: Business & Operational Continuity Committee**  
**Cc'd: COVID 19 Exit Strategy Group**

Dear member,

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

**1. Test and Trace, QR codes and questions on the NHS COVID-19 App**

- Members discussed how they were managing the situation if/when staff members are contacted by T+T. For members who had experienced this, they noted that the communication from T+T was to the individual and they are not contacted as a firm, nor provided information of where the contact took place.
- Generally, firms are advising that staff members download the COVID-19 App but are making clear that it is an individual decision. In addition, firms are advising staff via internal comms regarding when to 'toggle off' so as to reduce the risk of a 'Bluetooth handshake'. Members are reminding staff that when they are in a COVID secure environment they can deactivate the contact tracing functionality.
- One member discussed that they were also communicating to staff on how to answer questions when contacted by T+T, for example to report COVID safe measures in the office/branch.
- On QR codes, some members noted that they were having to use them in order to comply with the record keeping requirements. Generally, there remained a balance between members who are using them and for those who are, they are doing so on a voluntary basis for staff and customers.

**2. How are firms managing conduct risk in remote environments and what problems have they encountered?**

- It was agreed by members that this question would be broadened and developed into a survey to take anonymously. UK Finance will work with members to develop a set of questions and the survey will be administered in the usual format once finalised, **ACTION**.

**3. AOB and additional agenda items**

- Members discussed the use of temperature scanning in the entrance to their offices. One member noted that whilst they were using them it was primarily as a comfort measure for staff. Outside this, few members reported using the scanners. One member noted that as an alternative to temperature scanning, they have been continuing to use questionnaires for staff which they need to fill out before entering the office.
- Members then moved on to discuss the new lockdown rules and the three tiers of restrictions. One member shared their working practices of managing each tier of restrictions. Firms considered in each tier, whether they would include staff who were requesting to come to the office for well-being needs; alongside those who are classed as critical workers (in line with the FCA guidance).
- Many members were classifying staff with well-being needs as critical workers. To monitor how staff were coping, members discussed the use of anonymous questionnaires via HR for people to openly report any well-being concerns and where applicable, their return to the office was arranged via line managers.
- In respect to critical workers, members noted that this accounted for around 10-11% of their staff population. Whilst this may increase slightly to account for those in the office for well-being, it was noted that these levels would likely remain for the rest of the year.

## ACTION LIST

| Action Number | Description   | Accountable | Status     | Due Date   |
|---------------|---|-------------|------------|------------|
| 1-15/09       | UKF to approach TfL regarding potential speakers for future BOCC.   | UK Finance  | In process | 13 October |
| 2-29/09       | UKF to engage with Scotland representatives to seek to gain clarity for members on wearing face coverings in branches                             | UK Finance  | Ongoing    | 13 October |
| 3-29/09       | UKF to engage with representatives from HMG on any thinking around the plans for high streets in the winter months to manage queuing for branches | UK Finance  | Open       | 27 October |
| 1-13/10       | UKF to work with members to facilitate a questionnaire on market/conduct risks for members to take anonymously                                    | UK Finance  | Open       | 27 October |

Thank you,