

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

Dear member,

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

### **1. Introduction and welcome to Matthew Swindells**

- Members heard from Matthew Swindells, health advisor at Global Counsel. Matthew spoke about the history of the COVID outbreak, the different restrictions put in place by government, their effectiveness and next steps.
- Matthew spoke to the importance of significant testing to alleviate issues with isolating and moving to a competent vaccine program. He noted that the logistics of getting the vaccine to people is difficult, with each needing different environments to be effective. The news of the Oxford vaccine, which is much easier to transport, was welcome and is building confidence from the public. On disseminating vaccines, and in particular companies vaccinating their staff, it was noted that employers distributing the vaccine is unexplored by government.
- There is currently an eleven-category prioritisation for vaccines which primarily focuses on healthcare workers, with category two comprising key workers and moving into the relevant age groups.

### **2. Q&A with members**

- Members discussed contact tracing and the [Kings College tracking app Zoe](#), which was noted as being very good and one that has been recommended to businesses.
- One member asked about 'long COVID' and the answer remains unclear, as it still poorly understood. In addition, the government is unlikely to change the current COVID symptom list even though many are finding that people are exhibiting non-classic symptoms.
- On the second wave, it was stated that the students moving to university is likely what caused the surge in cases and their return home, coupled with the Christmas relaxation period will undoubtedly see the same happen. Although the government measures are there, it is the public's responsibility to be as careful as possible over this time.

### **3. 'Critical Worker' definition and letters for travel**

- Members discussed whether they had experienced staff needing to be re-issued 'critical worker' letters. One member had done so as a precaution and included letters for those who are attending the office for well-being reasons.
- Most members had been aware of this during the first lockdown but had not experienced it this time around. Although one member had been advised that a staff member had been stopped recently, it was noted that the government has not reissued guidance on this, and letters are not currently expected of travelling staff.

### **4. Workplace Close Contacts and the Self-Isolation Service Hub**

- Members discussed the guidance they are using in relation close contacts. Many members were using the London Coronavirus Response Cell as well as following

government advice. At that time, no members stated they were engaging with the Self-Isolation Service Hub.

## 5. Disaster Recovery (DR) sites

- Members discussed their current thinking around disaster recovery sites, and whether they had reassessed the need in light of the recent changes to how staff are working. One member noted that a recent contract with a site was cancelled, following an assessment of staff productivity in a WFH setting. This supported the decision that in this circumstance DR sites were not best placed to support.
- Members noted that there is concern around the dependency now on broadband public infrastructure. Some members have alleviated this by using remote capabilities and distributing networks and providers. Members questions whether there were specific requirement to have DR sites. One member referred to the FCA handbook on IFPRU, members can access it [here](#).
- Subsequent to the meeting, one member contacted UK Finance and provided the below information.

*“WAR Site requirements are implicit in the requirement to have strategies for addressing the various scenarios – one of which is building outages and the requirements to meet all normal PRA/FCA requirements in the ongoing conduct of your business. Hence the voice recording / behavioural monitoring issues in lockdown – the latter which are typically managed as much through watching and interacting with your staff physically as reviewing their work output/trades undertaken.*

*The FCA/PRA rulebooks are broad in their statements and the regulators expect firms to substantiate their decision making for all scenarios. Inevitably latency concerns which were one of the key reasons we all had critical workers identified coming into the offices – means you may need alternate WAR sites to some extent.*

*Link to FCA Requirements on Business Continuity here.*  
<https://www.handbook.fca.org.uk/handbook/SYSC/13/8.html>

*Links to PRA*

<http://www.prarulebook.co.uk/rulebook/Content/Chapter/320156/24-11-2020#320168>  
<http://www.prarulebook.co.uk/rulebook/Content/Chapter/214138/24-11-2020#214162>  
<http://www.prarulebook.co.uk/rulebook/Content/Chapter/211209/24-11-2020#211248>

## 6. AOB

- The next BOCC on Tuesday 8 December will include a presentation from Ofcom on their work around the migration from copper wiring. Whilst the timeline runs until 2025, members will have the opportunity to discuss the possible impacts, and ask questions on the program during that session.

Thank you,