

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. If members would like to access any previous meeting notes from this year, you can find them [here](#).

As discussed on the call, our next and last session of 2020 will be cancelled, and we will see you all again in **January 2021**. Thanks to you all for your active engagement and support of this committee over the course of the year, we hope you continue to find them of value.

We wish you all a safe and happy holiday.

Thank you,

1. Welcome and presentation from Huw Saunders, Ofcom.

- Members were joined by Huw Saunders, Director of Network Infrastructure and Resilience, Ofcom who set out the key points of the planned phased closing of the UK's legacy copper telecoms network, due for completion by 2025.
- His primary message was that all customers who will be impacted by the change have been communicated to, especially those in Critical National Infrastructure, which includes the financial services.
- Although for many firms, their telecoms provider would already have transitioned, some card acquirers may still be impacted by the switch. All firms should be aware of the potential impact and have satisfied themselves that they will not be affected.
- Although there is no checklist or toolkit for firms to follow, firms are encouraged to make assessments of their own systems and capabilities to determine the impact. The most proactive way to do this is to contact your vendors.

2. Move into tiering – practical considerations and staff returning to the office

- With the move out of lockdown back to tiering taking place on 3 December, members discussed whether this had impacted their policies on allowing staff into the office, especially for those who may be commuting from a tier 3 area.
- Many firms are maintaining their work from home stance, with exceptions being made for critical workers and in some cases, those who are requesting to attend the office for well-being reasons. Few firms were making a distinction between the tiers and are instead focusing on the individuals circumstances.
- One firm mentioned that they had heard of staff commuting to the office being asked to present the 'key worker' letters, and that these needed to be recent. Members would contact UK Finance if this became a common occurrence.

3. Vaccine roll out

- Given the positive news of vaccine roll-out in the UK this week, members discussed whether in the future, they would look to supply their staff with the vaccine. One member noted that they are working on the principles around offering a vaccine, but this would be only be done in coordination and compliance with government and local authorities.

4. AOB

- On Thursday 17 December, 1-3pm, UK Finance will be hosting a roundtable session for members on 'Building and maintaining workplace culture in the new normal'. The session is open to all members and please do contact [Daisy](#) by **Friday 11 December** if you would like to attend.
- UK Finance will continue to liaise with BEIS and HMT on the Track + Trace concern raised by members, **ACTION**.
- Members were notified of a petition established on the UK Government Petitions website to try and encourage a debate in the UK Parliament on the issue of workplace violence towards retail workers (which includes the financial services). Details of the petition, which is titled 'Protect Retail Workers from Abuse, Threats and Violence' can be found [here](#).

Thank you,