

To: Business & Operational Continuity Committee

Dear member,

Please see below the meeting note from Tuesday's BOCC. You will find attached the presentation shared by the City of London and the UK Finance Remote Working Risks Survey results.

If you have any questions please let me know,

1. **Welcome and presentation from our Speakers, Xenia Koumi (XK), Senior Public Health Specialist and Toby Thorp (TT), Environmental Health Office, City of London Corporation.**
 - Members were joined by representatives from the City of London Corporation who shared with the committee considerations for firms as they approach a return to the office. XK noted how firms could look to hybrid working and considering the employee's 'work journey' as a way to make effective decisions, and to build confidence in employees about returning to the office.
 - On vaccines, XK provided useful links to CIPD resources which employers can use as they approach conversations with their employees, as well as information for government workplace testing and the new workplace collect initiative.
 - Members discussed with XK the position on vaccine passports/certificates and how this might impact decisions employers take. XK noted that the position from government remains undecided but is being actively discussed.
 - On testing, XK touched on the recent reports of low number of COVID cases and that this could be a factor of an increase in false positives, as such, people who have tested positive with a LFD test should book a PCR test before following isolation rules.
 - On the announcement of the governments 'workplace collect' home-testing programme, this will go live on 6 April. Firms who have already registered their interest will find the option live on their portal from then. The deadline to register has also been extended to 12 April, but firms are encouraged to register as soon as possible to access all the relevant information to make an informed decision. The current offer for free tests remains until end June.
 - TT spoke to the Health & Safety considerations for employers as they approach the return to work planning and stressed the importance of communication with staff. He emphasised looking at both the letter and spirit of the law when making decisions that affect staff, and that despite the lockdown slowly easing, the work from home where you can message remains.
2. **Remote working risks and COVID-19 office changes survey results**
 - Members can find the presentation attached to this email. If members have any questions please direct them to the team and we will discuss these at the next BOCC on 13 April.
3. **Vaccine education programmes**
 - AR noted that UK Finance had been approached by Unite Union to support them in developing some marketing collateral aimed at sharing with FS staff the right information on the COVID-19 vaccine. Although it was noted that these discussions

are still in the initial phases, UK Finance discussed with members their firms' approaches.

- Many firms noted that whilst they were providing staff with information for vaccinations, they were not actively encouraging its take-up. Firms noted that this remained the choice of the individual and firms would not be collecting any data around this, whether staff offered it or not.

4. **Return to Offices – firms plans and thoughts on a hybrid model**

- With a return to work likely for the latter part of this year, members discussed whether they had considered implementing hybrid models of the working week. Some firms shared that they were developing their thinking on this approach and were initially trialling the idea within teams. This was both to allow staff to be part of the consultation, and to understand how teams would benefit from this approach.
- Firms who had been looking to introduce this model were also trialling room booking systems for teams to reserve collaborative spaces, and other spaces for team meetings. In addition, some firms had reimaged their physical offices to better enable this method of working and were looking at how technology could better support their staff work in a hybrid way.
- One member shared, that with offices across the globe, they were operationalising their hybrid model from this week. This included the issuance of new contracts to reflect the change in working practices. They did note this would only become operational where that jurisdictions COVID guidance allowed it.
- Members discussed the support and financial offering they may be allowing staff to help with the costs of setting up home-working for the long-term. Members are asked to please share their approaches with the UK Finance team and the answers will be anonymised and fed back to the group to help support those members who are looking into this, **ACTION**.

5. **Potential national strike by BT**

- Members discussed whether in light of the reports of a potential threat of a national strike of BT, were they assessing the likelihood of impact on their infrastructure. It was noted that many home-workers would be using BT infrastructure and reliant on their broadband services. Those members who had been aware of the reports had been keeping a watching brief on the potential impact. One member had been looking to undertake an initial assessment in order to understand how many staff may be impacted if the strike was to go ahead.

6. **AOB**

- AR noted the release of the operational resilience policy statements yesterday from the FCA and PRA. Attached is an email that was circulated to all members yesterday outlining a series of events that will be coordinated via our Operational Resilience Committee. If members are not yet represented and would like to be, please email the UK Finance team with your request.

Thank you,