

To: Business & Operational Continuity Committee

Dear member,

Please see below the meeting note from the last session of the Business & Operational Continuity Committee (BOCC) on Tuesday 25 May.

If you have any questions, please let me know.

1. Employees' adherence to Office Protocols

- For the firms who have been allowing staff back into the office, members discussed managing staff adherence to office protocols whilst in the office. Largely, members were continuing to use signage, training sessions, and reiterating social distancing guidelines to staff to encourage their compliance. Some members noted the use of floor walking by using their 'Return to Office' team to monitor the office floor and remind staff of the guidance if necessary.
- Many firms noted that whilst staff occupancy remained very low, adherence to social distancing was easier, this will be monitored as 21 June approaches and employee levels increase.

2. Future of Work – employee contracts

- With many firms either in the process, or having finalised their policies on new ways of working, firms discussed any changes they had considered regarding employee contracts.
- One member noted that whilst changes had been made to accommodate a hybrid working pattern, this was not a result of COVID-19, rather a reflection of the wider organisational strategy.
- Members noted the importance of contractual changes to be openly communicated to staff, giving them the opportunity to consider the change, contact their unions if they have any and to be clear as to what the expectations are.

3. Future of Work – risk appetite for remote access

- Members discussed whether they were expecting a retraction of risk appetite for remote access to core banking transactional platforms in the approach to the new ways of working.
- One member noted that they continue to monitor industry wide events internally and within the UK and have not yet experienced any significant issues of breaches. They have policies and practices in place with staff IT to continually monitor and download cyber security patches.
- Some firms noted that they are awaiting further guidance on this point and whether the supervisory changes allowed to accommodate remote working during COVID-19 will remain indefinitely, or whether firms can still use remote access as a recovery strategy.
- UK Finance offered to connect with the regulator on this point to get an idea of any changes that may be upcoming. If members would like any specific questions raised then please do let Daisy Johnson know, **ACTION**.

4. Testing updates

- The committee was notified that UK Finance have been contacted by HMT for a feedback session on the workplace testing programme that has been running since January 2021.
- Members shared some general point of feedback which covered their reasons for either registering, or otherwise, to workplace testing. For those members who were using the NHS

programme their feedback was positive. Any updates from the call regarding the changes post end-June will be circulated to the group accordingly.

- On a more general point around the loosening on restrictions, firms discussed the approach to work travel implications and the quarantine issues with staff returning to Europe. UK Finance agreed to raise this with HMT.

5. AOB

- Members discussed the opportunity to take part in a survey to explore future agenda items for the BOCC moving into H2. It was noted that COVID would remain a standing agenda item, but firms are encouraged to consider what topics, or speakers, they would like to organise for the upcoming sessions.
- UK Finance reminded firms that a few weeks ago a guide for principle on the return to office was circulated to members for their reference. It is attached for those who have yet to receive it.

Thank you,