

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 15 June.

If you have any questions, please let me know.

1. Government announcement on 14 June

- UK Finance's Head of Public Affairs, Arianne Vickman (AV) briefed members on the most recent government announcement that took place on 14 June. She covered the extension to the final stage of the re-opening, which has now been delayed for four weeks, until 19 July. A vote is due to take place in the commons on 16 June and is likely to pass.
- On testing, the announcement included an extension to the workplace testing programme which has now been extended to end July and workplace testing remains encouraged by government.
- For the upcoming social distancing and workplace guidance review, it is speculated that these will be announced on 4 and 12 July respectively. To note this is yet to be confirmed but will likely see restrictions removed on mask wearing and social distancing, with the work from home where you can message to be loosened to enable firm's autonomy. Several members expressed a particular interest in understanding UK Government guidance on mask wearing in particular.
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2. Return to Office

- Firms discussed their current return to office plans and specifically, whether these had changed at all given the recent government announcement of the extension to lockdown. Largely, members shared that their position had not changed - with many not planning a return to the office on any scale until the Autumn. It was noted that September return would align with the school holidays and an increased number of people having received their second dose.
- With firms who had offices and branches across the devolved nations, firms discussed how their approach was changing with the announcements, and how their approaches were changing within the various stages.
- One member shared that their plans for the 21 June phased reopening has been pushed back. It is likely that now they will move to a two-day per week posture from 1 September which will include maintaining social distancing, mask wearing and temperature checking. If that goes to plan with the government announcement in July, they will continue to move through their phases of a gradual return. However, they are not likely to remove all the social distancing restrictions until January.
- Some firms had been running a pilot to their return to work with those staff who wanted to trial returning to the office voluntarily. One firm noted that the take-up of the pilot had been much lower than recorded and they assume this is because the number of controls in place to maintain social distancing precludes any collaborative or social environment in the office.

- It was noted that a number of Members have developed Return to Office playbooks which are specific to geographic location, specific to country, nation, and/or region.
- One firm, with a relatively high percentage of staff onsite, continue to organise their colleagues in teams (i.e. A,B,C), reflecting criticality to work onsite, to support social distancing and contact tracing, if necessary.
- Members discussed the use of a workplace booking tool to manage and monitor those who are coming into the office when the numbers do increase. Some member shared the platforms they were using such as ServiceNow and Shifts (Part of the MS Teams package) which supported the room booking process and allowed them to monitor capacity and windows for cleaning.
- One firm noted the impact that the hybrid model of working may have on future leaders and new joiners to organisations. Firms discussed their concern on this point, and some had put in place additional training and tailored management toolkits especially targeted as skills to build leadership and culture.

3. AOB

- UK Finance will be in contact soon about the next Return to Office survey for BOCC members to take part in. Details on how to access the survey will be sent around with the minutes and the results will be presented at a later session. If members would like any specific questions included in the survey, please let Daisy Johnson know by COP, Monday 21 June, **ACTION**.
- One member raised whether firms were taking any additional measures to those set out by government when handling staff who had returned from red/amber/green countries. One firm noted they had put in place a 14-day restriction on returning to the office, for others it was 10 days. None of the firms that shared their approaches were asking for evidence of a negative test.
- Secondly, a member asked what firms were doing in relation to Track and Trace internally. Members commented that this was going to become a risk when increased numbers of staff return and for those who had increased their office occupancy previously had noticed the impact on increased positive case numbers. One member noted that a mobile contact tracing “tag” is attached to staff members’ work lanyards, although it was not yet clear whether this system has successfully identified individuals to self isolate in the event of exposure. Another firm noted that they had considered, but rejected, the proposal of using contact tracing devices internally.
- One member shared that they had been piloting the contact tracing App ‘Aruba’, as a way of monitoring cases internally. They would return to the group at a later meeting to report on its effectiveness.

Thank you,