



FAO: Rachel Reeves MP, Chair of BEIS Committee

Response to BEIS Committee as part of the inquiry into the impact of coronavirus on businesses and workers

Our priority is ensuring the safety and wellness of our staff and our communities. Over the past weeks we have been 100% focused on ensuring the safety of our staff and in continuing our efforts to move all our staff to Work at Home solutions as fast as possible.

In relation to the specific allegations as outlined in the submission to the committee see below.

1. Not essential work

- This statement is factually incorrect
- Financial services are classed as essential work as per Government advice
- All staff working on site have been classed as key workers - see attached official letter from HSBC

2. Some people have been sent home while other have not

- Transitioning people to work at home is not a simple task. We need to get client consent, test client systems, configure the IT systems and then physically move computers to people's homes. Our IT and Client teams have been working around the clock to make this happen as quickly and seamlessly as possible
- 100% of non-essential staff have been moved off site

3. HSBC have emailed to state everyone should be working from home if possible

- All staff where possible are working at home
- We are working collaboratively with our client to maximise the WAH opportunity

4. People are at home with full pay until they are ready to work

- A small number of staff were identified by the client as non-essential site staff
- To minimize the risk of potential spread, these people were sent home until they were in a position to be operational at home

5. If we don't come to work our only option is unpaid leave

- This statement is factually incorrect
- We have repeatedly communicated to staff that if any person, feels uncomfortable coming to work, they do not have to
- The health of our employees is paramount to us
- We have asked anyone not feeling comfortable or not feeling healthy to stay at home
- Staff who have decided not to come to work, have several options available to them, including:
 - i. use of paid time off,
 - ii. company sick pay (if eligible)
 - iii. statutory sick pay
 - iv. access to the Coronavirus Job Retention Scheme (if eligible as per the guidelines of the scheme)

6. Lack of social distancing

- This statement is factually incorrect
- Since the beginning of this crisis, Concentrix' priority has been ensuring the safety and wellness of our staff and our communities
- We have implemented robust policies at ALL sites and have taken significant measures to protect staff and continue to do so as the situation evolves
- Measures include but are not limited to:
 - i. Keeping staff informed of preventative measures they can take to mitigate risk, following World Health Organization recommendations
 - ii. Implementing policies and procedures for monitoring and reporting wellness
 - iii. Establishing robust policies in terms of self-isolation in the event of any instance
 - iv. Social Distancing
 - Adherence to social distancing is monitored regularly throughout the day
 - On site canteens/food providers have been closed
 - Staggered lunches have been introduced
 - Only 1 chair per table is in place in the canteen
 - Markers have been placed in smoking shelters to designate appropriate social distancing
 - Strategic placement of desks
 - v. Increased frequency of deep cleaning
 - vi. Provision of additional cleaning and sanitizing products

7. 70 people in a small room

- This statement is factually incorrect
- The site in question has 1 large operational floor (10,500 sq ft) which seats 160 agents
- A maximum of 80 staff is now allowed on the floor at any time
- Seating has been strategically staggered so that staff are not directly beside, in front or behind each other and there is more distance between each person than recommended safe levels
- As more people moved to WAH status, we increased social distancing measures by spreading into vacated areas

8. Refusing to consider using the government programme

- This statement is factually incorrect
- As per the Coronavirus Job Retention Scheme guidelines, due to their essential worker status, not all staff are eligible for the scheme
- We have started discussions with eligible high risk staff in regard to joining the scheme

Overall we have moved several thousand people to a WAH environment and continue to add to this as each day goes by. We are absolutely focussed on the health and wellness of our staff as we provide these essential services on behalf of our clients.