



A letter to the Chair of the BEIS

Support for BT workers- Covid-19 challenge

Dear Rachel,

Further to your letter to the Prime Minister, alongside the other Yorkshire MPs, outlining your concern for contact centre staff, I wanted to update you on our response to managing our workforce in your capacity as Chair of BEIS Strategy Committee

At this critical time, when our mobile and broadband networks are in high demand, our people play a vital role in keeping everyone connected. We're doing everything we can to protect our people at all our locations and we're following public health advice. Below are some key headlines:

Our contact centre and engineering colleagues have been designated as Key Workers for a very good and important reason: to keep the country connected.

- Ensuring that we can continue to help customers with queries, faults or upgrade requests is critical.
- Designating our engineers – many of whom are in Openreach – and our customer service and sales teams as Key Workers means they can continue to come into work as normal, albeit with Government and Public Health England measures now in place.
- We're not making outbound sales calls and have cancelled all marketing – this is absolutely not about driving sales – but we do need to be on hand and ready to help with customer requirements, like speed upgrades or sending out new equipment.

The second thing to clarify is why this critical group of colleagues has been asked to continue coming to our contact centres.

- Very simply, the technological capability to operate our sophisticated contact centre systems remotely doesn't exist.
- The reason why we and the Government have designated our contact centre colleagues as Key Workers is so they can continue to come in and keep the country connected.
- To be absolutely clear: we are only asking colleagues to come into work if they're healthy and able to do so. If they aren't, or they're having to isolate, we're continuing to pay them.
- As much as we can we have enabled homeworking across the business.

Finally – and most importantly – we're doing everything we can to protect our people at all of our sites:

- We have significantly increased cleaning services in our buildings.
- We are asking colleagues to remain vigilant and to protect themselves by strictly following personal hygiene measures both inside and outside our buildings. Soap and hand sanitiser gel are available at all of our sites.
- We are implementing social distancing within our call centres.
- We're constantly reviewing and changing these policies to reflect individual circumstances and any changes in government advice.

You can find further information on BT's Response to Covid-19 on this link to a public platform which we update regularly - <https://btplc.com/coronavirus/>



These are new and challenging circumstances and we're all having to learn fast. We realise we may not get it right every single time but we are constantly reviewing our approach to reflect the circumstances and any changes in government advice. Our priorities are to help everyone stay connected and to keep our colleagues safe.

Kind Regards

Jane Wood

Jane Wood

UK Nations and Regions Director

BT Group

Mob: 07483335093/07720699644

Email: jane.wood@bt.com

Web: btplc.com

