



Monday 23rd November 2020

BT case Ref; 1098

Dear Ben

Thank you for your recent letter to Philip Jansen, I am replying on his behalf.

As you may have seen in our year-end financial results in May, we need to transform and modernise our business to stay competitive. Over the next five years we'll be working towards a leaner, simpler and more agile organisation.

As we work towards shaping a better BT for the future, we'll be building the strongest foundations, focusing on creating standout customer experiences, and we want to be leading the way to a bright sustainable future. We will be transforming and consolidating our 300 offices into fewer, future fit workspaces in around 30 key locations across the UK, creating modern workspaces where colleagues can collaborate with the latest technology.

We appreciate that our colleagues are working incredibly hard to keep our country connected during this health crisis, but we also have to prepare for the future. We will always look to minimise the need for redundancy by providing opportunities to reskill and redeploy our people whenever we can – we have a brilliant track record for this.

I would like to reassure you that the approach BT is following is in line with ACAS guidelines, and we have, and will continue to, fully engage with the CWU. The consultation process ensures that all employees have the opportunity to have their voice heard, and we actively encourage our employees to share their views and suggestions with us.

We do understand that this is a concerning time for those employees involved. We will continue to support them over the coming weeks and months as we conclude the consultation process.

Kind regards

A handwritten signature in black ink, appearing to read 'Jane Wood'.

Jane Wood
UK Nations & Regions Director, BT Group

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