

Your Ref: GD/ZA53493

25<sup>th</sup> August 2020

Dear Rosie,

Thank you for your recent emails to Philip Jansen and Howard Watson; I am replying on their 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.

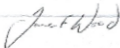
As we work towards shaping a better BT for the future, we'll be building the strongest foundations, focusing on creating standout customer experiences, and we want to be leading the way to a bright sustainable future.

These are unprecedented times and the coronavirus pandemic has challenged every aspect of our business. Our colleagues are working incredibly hard to keep our country connected during this time, but we also have to prepare for the future. We have not taken the decision to consider redundancy lightly. We are currently in consultation exploring alternatives to redundancy including considering alternative roles within BT. All those at risk of redundancy have access to a voluntary redundancy payment on enhanced terms.

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. I should also stress that we are still in the consultation, and no decisions have been taken at this stage.

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 and we conclude the consultation process.

Kind regards



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