

BT GBS Comms 1st July 2020

Hello everyone,

Today we're announcing what the Better Workplace Programme [LINK TO NEW MICROSITE] means for us in Group Business Services (GBS) in the UK. Our amazing new modern workspaces will be able our colleagues to collaborate more, connect via better technology, and ultimately help us to better serve our customers.

I've recorded this video [INSERT LINK] to explain our high-level strategy.

You've been asking us to share more information on our UK locations plans. I know the last few months have been challenging but, as we start to see the focus shift to recovery, it feels like the right time to update you.

The majority of GBS colleagues are all within reach of our new locations and for now, nothing changes.

This is a long-term programme which we're aiming to complete by March 2024. While a lot of work's already taken place there's still a lot of planning to do. It means we don't have all the answers yet, but I do want to make this commitment to you: we'll give you as much information as we can, when it's available. And this may be sooner for some colleagues and locations than others.

My video message is all we have to share today but your senior leaders will hold drop in calls in the next few days to give you the opportunity to come together to ask any questions. Look out for invites locally.

In the meantime, check out the GBS intranet [INSERT LINK] for a transcript of my video and FAQs.

If you need additional support our Your Wellbeing portal and [Employee Assistance Programmes](#) are also there for you.

This is a great opportunity for BT. I'm confident that in time, this will allow us to build teams in spaces that are brilliant to work in that help us deliver the best experience for our customers.

We'll continue to keep you updated when we can and keep the conversation going.

Johnny

The key part of Johnny's video aligns with the slides yesterday; specifically he calls out

So, what's the plan for us in GBS ?

After reviewing our UK locations, we've decided to focus our UK operations in six main and two specialist locations by March 2024

These will be **Birmingham, Bristol, Manchester, London, Darlington and Newcastle**

And we'll **keep a small specialist presence in Ipswich and Derry** for specific functions

Our core operations will be based in **Birmingham, Bristol and Manchester**

We'll **have a small presence in London at One Braham**

And we'll keep operations in Darlington and Newcastle, where our teams are co-located with colleagues in the CFUs in the contact centres there

This will bring our UK operational teams together and allow colleagues to co-locate with other teams across BT they work closely with

There are also a number of FAQs. They build on the standard Better Workplace ones with some GBS specifics. Copy below.

Why have you made this announcement whilst we are in the midst of a pandemic – this doesn't seem like the right thing to do ?

You've been asking us to share our proposals. I know the last few months have been challenging but, as we start to see the focus shift to recovery, it feels like the right time to update you. Several other units across BT have already communicated their plans so we're ensuring GBS colleagues are kept updated as well.

We've all been working from home successfully – why can't I just continue to do this ?

Over the past few months we've been working in very different ways and still doing a fantastic job. However, this has been exceptional circumstances and not a sustainable long-term situation. While we'll embrace what we've learnt from this more flexible way of working, we still firmly believe that brilliant office environments will play a vital role in our future and remain critical to our long-term success.

We're not on the list. What does it mean for me and my site ?

We recognise this will raise a lot of questions but, for now, nothing changes.

This announcement signals our long-term intention - it's a long-term programme which we're aiming to complete by March 2024 and while a lot of work's already taken place there's still a lot of planning to do as a team and with the Better Workplace Programme. A lot of detail still needs to be worked through before we can finalise our proposals.

This means we don't have all the answers yet, but we'll consult with the unions and give you as much information as we can, as soon as we can.

You've announced the end state locations for GBS; why can't you just tell me what's happening about my job ?

We made a commitment to keep everyone updated on The Better Workplace Programme so we're letting you know as early as possible about our long-term locations.

It's a long-term programme which we're aiming to fully scope out and complete by March 2024.

We're telling you now as you've asked us to be informed early – but in doing so, we recognise that we don't have all the answers. We want to be as open and transparent as possible and involve you as we work our way through our this. But we'll give you as much information as we can, as soon as we can.

When will I know what this means for me?

We know you'll want to know what this means for you personally, as soon as possible, but it will mean different things for different people, in different timescales. The majority of GBS colleagues are all within reach of our new locations and for now, nothing changes.

This is a long-term programme which we're aiming to fully scope out and complete by March 2024. While a lot of work's already taken place there's still a lot of planning to do as a team and with the Better Workplace Programme.

It means we don't have all the answers yet, but once we know more, we'll provide plenty of notice of any changes that may affect you. This may be sooner for some colleagues and locations than others. We want to be as open and transparent as possible and involve you as we work our way through our plans, and of course we will consult with the unions in the usual way on our final proposals.

When can I expect to find out more ?

While a lot of work's already taken place there's still a lot of planning to do. It means we don't have all the answers yet, but once we know more, we'll provide plenty of notice of any changes that may affect you. This may be sooner for some colleagues and locations than others. We'll keep you updated as we can, as soon as we can.

What are the timelines behind the programme for GBS ?

We're aiming to complete the Better Workplace Programme by March 2024. The majority of GBS colleagues are all within reach of our new locations and for now, nothing changes. This announcement signals a long-term intention, and we still need to work through our detailed plans. Once we know more, we'll provide plenty of notice of any proposed changes that may impact you. And this may be sooner for some colleagues and locations than others.

Why is co-location so important for GBS ?

Working environments have changed dramatically over the past ten years and many of us are working in office spaces that don't match the kind of company we want to be. It's time to modernise. It's about bringing our people together in brilliant spaces that transform the way we work. Instead of our colleagues in the UK being spread across hundreds of locations and buildings, we'll end up with our teams in fewer, better offices - making it feel like a place we really want to work. But it's not just the bricks and mortar. It's about being more flexible, being better connected, co-locating our teams with other BT colleagues in the same locations, and collaborating more so we can deliver brilliant things for our customers.

I've heard our new buildings will have great tech – what does that mean ?

We're working hard with Technology colleagues to ensure we can provide the latest tech in our long-term locations. We'll have upgraded meeting room facilities, collaboration zones with smart whiteboards and access to best in class networks.

Why did you choose these locations ?

We've identified our locations on a number of factors – current concentration of GBS people in that area, the proximity to the CFUs (and end customers) we support, access to the talent we're going to need in the future as well as what the locations are like (how big the buildings are going to be, what the transport links are going to be like).

Why aren't there any GBS locations in Wales or Scotland?

We're consolidating our footprint to maximise collaboration and co-location. We want to focus towards the central areas of the country so we can leverage good transport links and gain better access to future talent to support our business in the future.

I currently work in one of GBS' announced locations – what does this mean for me ?

We're investing £millions to create modern working environments fit for a business at the cutting edge of communications and technology. Depending on which location you're in, you can expect to see either significant refurbishment or a brand-new building. We're talking about spaces that feel exciting and contemporary. Where the basics work, all the time, with brilliant connectivity. Where dedicated collaboration zones, with new technology, make it possible for our highly skilled people deliver fantastic things for our customers every day.

I'm not currently working in one of GBS' core hubs, but I live within commuting distance to one – what does this mean for me ?

We're still working through our plans so at this stage, nothing changes. If we do propose to move you from your current place of work to one of the hubs, it may mean a change to your current routine and travel times, but the good news is you'll be able to enjoy all the benefits of working in one of our core hubs. We're investing £millions to create modern working environments fit for a business at the cutting edge of communications and technology. For each of the core hubs, you can expect to see either significant refurbishment or a brand-new building. We're talking about spaces that feel exciting and contemporary. Where the basics work, all the time, with brilliant connectivity. Where dedicated collaboration zones, with new technology, make it possible for our highly skilled people deliver fantastic things for our customers every day. We'll follow our usual processes to engage with you and your representatives about any proposals before any decisions are made.

What does this mean for homeworkers ?

As we've outlined in the broader comms, we're setting out to reduce our UK office footprint over the next few years. As part of this, we'll talk to people (wherever they work) about any proposed changes. We'll consider what's appropriate for our teams, and for colleagues' personal circumstances, as teams goes through any proposed change. We'll do that well in advance of any proposed changes and support will be provided every step of the way.

With everything going on, this announcement is having a negative impact on my wellbeing/I'm worried about my financial future. Where can I go for support ?

I understand that you'll be concerned especially given the change and uncertainty that global events have brought over the past few months. We want to do everything we can to make sure you feel supported – please talk to me, your colleagues and family/friends if you feel able to. There are a range of resources and support materials on our Your Wellbeing portal. If you don't feel able to speak to one of us, you can speak with Employee Assistance Programme where there are independent and confidential counsellors and advisors who can you also offer you support. You can also talk to your union representative for support as well if you are a member of Prospect or CWU. There's a lot of support available so please let me know how we can help you.

What impact will it have on recruitment ?

Now we've announced, we can take some immediate steps. From now on we'll focus our recruitment of new roles into Birmingham, Bristol and Manchester. We'll only recruit into Darlington, Newcastle, Ipswich, London and Derry where it makes operational sense, such as the roles are in the teams that support the CFUs based there or co-locating with existing teams based there. If you're a people leader recruiting now, or planning to, you can speak to your HR business partner if you've any questions.

What will this mean for GBS recruitment into London ?

We'll retain a small GBS presence in London and recruit there in exceptional circumstances.

What does this mean for our GBS teams outside the UK ?

The Better Workplace Programme is about our UK estate only. We're a global team in GBS and the majority of our colleagues are based outside the UK. Our global teams are already in locations where they're co-located together with the different teams we support, benefiting from working closer together and serving our customers better. So, at the moment we're focusing on future locations in the UK. We'll continue to look at our global locations on a country-by-country basis – and recently we announced the exciting news that we'll be moving our Budapest offices to a new office building in 2022.

I'm a people leader. When will I need to start consultation?

You won't need to hold any form of consultation as a result of us announcing GBS's identified six core hubs and two specialist locations. If, at some point in the future, you need to be involved in consultation activity, we'll talk to you then and provide any training/guidance you may need.