

**TO ALL CWU MEMBERS IN GROUP BUSINESS SERVICES**

Dear Colleagues

## BT Group Business Services Proposes Site Closures

Group Business Services which includes Contract Delivery Services, Group Customer Billing, Group Business Assurance and Process Excellence & Automation has announced its key sites for the future. GBS intends to move to six key sites by March 2024 with some other specialist sites. About 40 existing GBS sites including Crawley, Reading and Sevenoaks are not in the GBS plans.

**The CWU will be doing all we can to keep as many jobs as possible in GBS, onshore work, maximise redeployment across BT, and opposing compulsory redundancies.**

### Future Sites

These announcements are part of the so called Better Workplace programme which is designed to cut the number of sites and costs across the UK. The GBS are as follows.

- The key sites will be Birmingham, Bristol, Manchester, London, Darlington and Newcastle.
- The core operations will be based in Birmingham, Bristol and Manchester.
- Sites in Ipswich and Derry will continue for specific functions.
- There will be a small presence in London at BT HQ.
- Operations in Darlington and Newcastle will remain, where teams are co-located with colleagues in the contact centres.

We do not know exactly what work will be on all or any of the sites listed above as the plans are not fully formulated at this time. So even if you are working on one of the sites in the plan it is not clear what the future holds. Everyone is facing a very uncertain future while GBS intends keeping thousands of jobs offshore.

At the moment GBS operates on about 50 sites and employs less than 500 team members. Many of these locations have a handful of members on each site. The larger GBS operations with more than 20 staff which are earmarked for closure are as follows.

### Crawley – Group Customer Billing

It is clear that Group Customer Billing do not want to maintain a site in Crawley. It is the largest site that is not mentioned in any company communications. At this time, we are not even clear whether this is a proposed GBS withdrawal from the site, or whether the site will close completely.

BT has advised the CWU that it is not proposing to start consultation on the future of Crawley at this time.

## Reading and Sevenoaks

These are the Reading ATE and Sevenoaks Workstyle sites. Again there are no plans at the moment to start consultation on these sites, and no details but they are not part of the GBS plans.

## Stockport

While Stockport is not mentioned specifically in the communications our expectation is that this will be eventually incorporated into the new Manchester site. However, this is yet to be confirmed.

## Next Steps

These announcements are just the first step towards implementing the Company plans over the next few years.

We have asked BT to set out its overall plans for sites in the different regions impacted so that members can be fully aware of the whole picture. We have been advised that there is no overall plan.

There is a major project championed by the most senior management in the company but CFUs are being allowed to move ahead seemingly without proper coordination. The lack of coordination and clarity on this this is shameful and totally unfair to everyone impacted

**The CWU will be doing all we can to keep as many jobs as possible in GBS, onshore work, maximise redeployment across BT, and opposing compulsory redundancies.**

## Stand Together

There has been a series of bleak announcements from BT since the Covid outbreak. Attacks on redundancy terms; compulsory redundancy in Enterprise; cuts to salary and allowances for all new hires in Consumer. On top of that there is the so called Better Workplace Programme which is threatening jobs in all CFUs.

There has never been a more important time to be in the CWU. We will all need to stand together in order to:

- Fight for job security
- Defend terms and conditions
- Develop proper career paths

## Contact the CWU – Get Involved

If you want to get more involved in our campaigns or need assistance, please contact your local rep or Branch. If you don't know which Branch you are in you can find out via [www.cwu.org/contact-us](http://www.cwu.org/contact-us).

If any of your friends or colleagues are not members of the CWU please encourage them to join us at [www.cwu.org/join-us/join-online](http://www.cwu.org/join-us/join-online)

Keep Safe

**Nigel Cotgrove**  
**CWU National Officer**