



## Bulletin 29 | September 2025 BT Commitments Monitoring

### BT Commitments Monitoring

The Audit and Risk Committee is the BT Group Board Committee responsible for monitoring BT Group's performance in delivering the Commitments and the supporting Governance Protocol.

The Audit and Risk Committee is supported by the Commitments Assurance Office (the CAO). Further information about the Audit and Risk Committee and the CAO can be found [here](#).

### Key Topics

#### BARC annual review

The Committee heard from the Director of the CAO on the OMU Annual report, published on 11 September. It was noted that the report was positive about BT and its compliance with the Commitments, whilst noting that Ofcom will continue to monitor actions closely and remain vigilant to any potential compliance issues. The Director of the CAO confirmed that the BT and Openreach Annual reports had also been published this month.

#### Refresh of BT Group Values

The Committee heard from the CAO Director on plans in progress to refresh BT Group's values. The CAO met with Talent, Performance and Culture Director to understand potential Commitments impacts of the refresh and its deployment. The CAO is satisfied Commitments risks are being well managed and will continue to monitor as this progresses.

#### Training

The Committee heard from the Director of the CAO on scheduled Q3 training with HR and Internal Comms to ensure Commitments requirements are understood and remain front of mind for all colleagues.

The Director of the CAO also updated the Committee on refreshed training in progress for ExCo and the Board on BT's legal and regulatory obligations, including the Commitments.

#### Regular reporting

The Committee was updated on the Medium-Term Plan (MTP 25) financial planning and strategy development processes. Overall, the governance and process continue to be well embedded despite recent organisational changes. The CAO will be reviewing the monitoring process ahead of MTP 26 to ensure the Commitments remain front of mind.

## **Commitments Cases – Breaches**

No new breach or non-conformance cases have been reported by BT Group since the last meeting.

## **Our next meeting**

November 2025

Commitments Assurance Office, November 2025