



BULLETIN 32 | JULY 2026

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

Key topics

Commitments Annual Review

The Committee reviewed the draft Commitments annual review for 2025–26, which summarises Commitments monitoring, governance, breaches and non-conformances for the period 1 April 2025 to 31 March 2026. The review concludes that Commitments compliance remains front-of-mind for BT Group, with few concerns identified. The Committee approved the annual review for publication.

Commitments assurance activity and guidance

The Committee was updated on the CAO's work to develop more practical Commitments guidance and training, informed by culture survey findings and monitoring insights. The focus is on helping colleagues apply the Commitments in day-to-day interactions with Openreach, including information sharing, disclosure expectations and escalation routes.

Memorandum of Understanding update

The Committee noted that limited updates to the Memorandum of Understanding between BT and Ofcom's Openreach Monitoring Unit are being progressed to reflect current working practices and governance terminology. The aim is to finalise the updated MoU ahead of the OMU report in Q3 2026.

Regular reporting

The Committee was updated on key Commitments monitoring activities, including financial planning, cross-group interactions and relevant organisational or system changes. The MTP process was managed through established Commitments controls, with Finance and Strategy teams applying relevant guidance to preserve Openreach's greater independence while enabling appropriate Group oversight. No material Commitments concerns were identified.

Commitments Cases – Breaches

BT Group breaches and non-conformances

No new BT Group breaches, non-conformances, complaints or information requests have been reported since the previous Committee update.

Our next steps

The CAO will publish the 2025–26 Commitments annual review, continue developing practical guidance and training, maintain focus on high-risk processes and cross-group interactions, and progress the MoU updates with Ofcom ahead of the 2026 OMU report.

Commitments Assurance Office, September 2026 .