

Bulletin 26 | November 2024 BT Commitments Monitoring

About us

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

Openreach Monitoring Unit annual report

The Committee heard from the Director of the CAO on the Ofcom Openreach Monitoring Unit (OMU) Annual Report, which was published on 11 September 2024.

Commitments Governance Protocol Amendments

The Committee heard from the Commitments Assurance Office on the plans for BT and Openreach to progress amendments to the Governance Protocol of the Commitments to adjust the number of independent non-executive directors on the Openreach Board in order to improve resilience, increase diversity of skills and experience and to provide a wider pool of candidates for successors to the Chair in the longer term.

Openreach HQ

The Committee was pleased to hear further updates from the CAO on CMO on the continued monitoring of Openreach people attendance at One Braham. Separate, access-controlled space has now been established for Openreach to mitigate the risk of inadvertent information sharing when Openreach people attend the building. Communication of the new space included a reminder of the Commitments information sharing rules and principles to follow when going to One Braham, and the CMO continues

to monitor the number of people attending given the closer proximity of our new HQ building to One Braham.

HR processes

The Committee was informed of the work being done to identify opportunity for further clarity and guidance in relation to HR processes, including appropriate balancing between greater strategic and operational independence for Openreach whilst ensuring opportunities for talent reviews, performance assessment growth and succession across BT Group.

Regular reporting

The Committee was updated on oversight of the Medium-Term Plan (MTP) financial planning and strategic development processes for MTP 25 , which has not identified any concerns.

Commitments Cases – Breaches

The Committee considered the following breach cases:

CAO-51 Sharing of Openreach CCI (July 2024)

A Physical Security Operations Director sent an email containing Openreach Customer Confidential Information (CCI) to members of the BT Executive Committee (Exco), which included the CEO of Consumer and the CEO of Business. The email was an executive summary of an ongoing physical security incident. The Openreach CCI contained volumes of Openreach customers with impacted service and a breakdown of third-party Communications Providers (CPs) and their reports of affected service.

The BARC agreed with the CRC's assessment that whilst a finely balanced issue, this ultimately constituted a **trivial breach**, placing weight on the ultimate impact to customers and the focus on resolving a time-critical incident.

Our next meeting

January 2025

Commitments Assurance Office, February 2025