BT Group

Bulletin 27 | January 2025 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

Training

The Committee heard from the Director of the CAO on plans to conduct a refresh of Commitments training and implement internal process improvements to identify high-risk teams and senior individuals for such training, in order to manage potential risk of reduced Commitments awareness as a result of significant organisational changes within the business.

Commitments Governance Protocol Amendments

The Committee heard from the CAO that the amendments to the Governance Protocol of the Commitments to adjust the number of independent non-executive directors on the Openreach Board had now been approved and implemented.

Corporate Strategy Refresh]

The Committee heard from the Director of the CAO on plans for the CAO to undertake a review of the ongoing project to refresh BT Group's corporate strategy, to ensure the project was being undertaken in full compliance with the Commitments (noting that the refreshed strategy will be a pan-BT Group strategy, and the project is distinct from the well-embedded strategy development process for which a specific Commitments Guidance Note exists).

Openreach HQ

The Committee was pleased to hear further updates from the CAO on CMO monitoring of Openreach people attendance at One Braham to assure that the closer proximity to One Braham and smaller working environment does not create an informal ‘headquarters’ at One Braham.

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-52 Sharing of Openreach CI (November 2024)

An Economics Director sent an email with an attachment containing Openreach Commercial Information (CI) to members of BT Regulatory Affairs, copying in a Commercial Management Manager from BT Business. The document, which was clearly marked as ‘Contains Openreach CI – Parent Marker only’ contained CI including regulatory and competitive strategies.

The BARC agreed with the CRC’s recommendation that this be considered a trivial breach, as the error was quickly discovered and recalled, without the Commercial Manager having read the document.

Our next meeting

July 2025

Commitments Assurance Office, February 2025