



Bulletin 31 | April 2026 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 Committee is supported by the Commitments Assurance Office (CAO). Further information can be found [here](#).

Key Topics

Commitments culture survey

The Committee heard from the CAO on the results of the November 2025 Commitments culture survey, which sought to evaluate how well the Commitments are integrated into the organisation and to highlight areas needing clearer guidance. The survey confirmed a strong baseline of Commitments awareness, with some concerns raised by colleagues, particularly regarding navigating complex processes and the need for clearer, more practical guidance. The CAO will work with internal teams to develop new guidance and training to address these.

BT Group values refresh

The Committee was updated on the refresh of BT Group's values. The CAO has advised on branding and messaging to ensure Commitments risks are managed and Openreach's operational independence is maintained.

Regular reporting

The Committee was updated on MTP 26 planning and strategy development. No Commitments issues were identified. The Committee also noted the recent update to Annex B of the Commitments to include SAP Analytics Cloud (SAC) Planning. A watching brief will be maintained on future system changes, including the corporate directory platform.

Commitments Cases – Breaches

MTP planning non-conformance

A BT planning email sent to Openreach regarding MTP26 targets incorrectly included a target for total lines reached (rather than only for revenue, EBITDA, Capex, Opex, and NCF, as required under the Commitments). The email was promptly recalled and corrected. Given the swift action and lack of impact, the CAO classified this as a trivial non-conformance.

Our next meeting

July 2026

Commitments Assurance Office, March 2026

