

No. 502/2019

Ref: NC/LM

Date: 20th August 2019

TO ALL BRANCHES WITH MEMBERS IN BT

Dear Colleague,

BT CONSUMER: BONUS PAYMENTS IN SERVICE

Following consultation with the CWU BT has announced changes to the payment of bonuses in Service areas for those on BT Workforce 20/20 Contracts.

BT has advised that the existing OPI measure no longer reflects the Company's priorities and that as a result the current bonus arrangements are no longer suitable.

As a result, BT has agreed to pay advisors either their 3 month personal bonus average or their on target bonus whichever is the greater. On target bonuses in Service are normally 5% of basic salary for TM1 grades and 10% for TM2s.

This arrangement will continue until a new bonus system is developed together with the CWU later this year.

The CWU welcomes this approach especially as for a significant number of members this will result in an increase in monthly bonus payments.

Please note, sales through service payments will continue as normal.

A copy of the BT communication is attached below.

Any issues with this briefing that cannot be resolved locally should be raised with CWU HQ.

Yours sincerely

Nigel Cotgrove
Assistant Secretary

To: Bonus eligible advisors in BT Customer Care

From: Tania Caporaso & Kate Doyle

Status: For information

Changes to your bonus arrangement

To become best for service, we need to make things simpler as a business, for our customers and especially for you. This will support our ambition of being best for service, and help you to deliver the very best experience for our customers. Achieving our priorities will allow us to give a truly personal, local service. You're telling us these changes are making things simpler for you, and our FCR and NPS results are telling us that our customers are enjoying the changes as well.

What's happening?

Our existing OPI metric no longer reflects our Customer Care priorities. So, we're making changes to the way we target and bonus performance in line with the things we need to focus on as a business to be best for service – resolving our customers' issues in a personal way.

The good news is a lot of work on our new metrics, targets and bonus scheme has happened already on this, but we have a bit more to do. With that in mind, we're going to start with an interim bonus protection approach, whilst we get these all finalised.

What does this mean for me?

From the start of the August bonus period (27 July), we'll protect your bonus as follows:

- We'll calculate your three month personal average bonus rate/ hour (using April, May & June data)
- We'll compare your personal average, to your on target commission rate, and we'll pay you whichever is higher
- This rate will be fixed, so you'll know what to expect moving forward

Making these interim changes everyone will receive at least their on target bonus, while we look forward to the new bonus.

Next steps

We're going to be introducing an exciting new bonus scheme later this year. We'll let you know all about it as soon as we can.

Until then, we'll pay your bonus as outlined above. This week we'll be sending you a bonus statement (for August to date), which lets you know what your personal average bonus rate is.

If you have any questions, please speak to your team leader.

Thanks,

Tania Caporaso
Director, BT Customer Care

Kate Doyle
Head of Commission