



Malcolm Crapper
Industrial Relations Manager

Tele: 0114 286 9917
Mobile 07764 143867
Fax: 01332 577455
malcolm.crapper@bt.com

Mr S Thomas
Prospect National Officer
Wimbledon

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Dear Mr Thomas

REDESIGNING DESIGN

First of all thank you to you and your team for meeting with us at such short notice it was much appreciated.

As we outlined at the meeting we believe the structure we are now putting in place is graded correctly with the right balance of RF and TM roles which will allow all people within the Design team to focus on their strengths and enhance the delivery of training across our growing portfolio and will remove the feeling of the majority of people of being “Jack of all Trades and Master of Non”.

As we discussed at the meeting the Senior Team is virtually a “Lift and Shift” of existing people with the Design Discovery Lead role still having a number of roles still to be filled, via the BTTC route or the interview and selection process. As we outlined the Design Specialist role was the subject of high level debate within the Redesign team and at the end of the process it was agreed that the role moving forward best suited the Team Member C2 grading. At the meeting Prospect raised a number of concerns with regards this grading which we were able to discuss and allay most of the fears of the current RF people who fall within the Specialist role and we agreed to write to the Union and outline our views which are set out below. We will as discussed share the mapping rationale with you.

We accepted that the TM grading of the Specialist role was seen as a loss of status by some individuals and this was noted by the company. However, as we outlined the value of the RF people to both the old and new structure was the key reason why we agreed to move forward on a basis of “Legacy” which means no changes to existing terms and conditions and individuals will not move onto Marked time Pay, although this position will be subject to review from time to time to ensure best fit for the individuals and the business, we agreed to consult with Prospect should we feel in the future that we need to review this position. As we stated this is a considerable change to the position currently on offer in other business units/LOBS however, we believe it reflects the value of the current people within the structure.



Further to this we agreed to meet with Prospect to discuss how this would work in practice covering such issues as: Scorecard, Bonus, RF Development pathways in order to retain management skills. The accreditation process within the new structure should enable us to meet some of the skills retention objectives and is an issue we will continue to discuss with the union.

In conclusion we see the new structure being the catalyst for individuals to truly focus on the delivery of training in a way the old structure could not achieve and would hope that all existing Design people will embrace and welcome the change. However, we were most surprised to hear from the Union that some individuals wanted the option of redeployment to be available to them. As we discussed in the meeting redeployment is not an option, Firstly as there are roles for them to carry out and secondly as you are aware within BT Retail we look for opportunities to predeploy people into roles prior to moving them into the BTTC. However, notwithstanding this we are prepared to discuss predeployment with individuals should they so wish, this would need to be on the basis that the only roles on offer currently would likely be within the CS environment and that individuals would need to make a preference for the new Design roles and work within one of the roles until a suitable alternative RF role became available.

I trust the above covers all our discussions at our meeting and some dates from the union would assist us in meeting as quickly as possible to continue our discussions.

Yours sincerely,

Malcolm Crapper
Industrial Relations Manager