

Bonus capping or levelling.

There have been some incidences highlighted to the Prospect Sales Network of sales management 'capping' bonus payments. Salespeople have discovered this when checking their bonus statements. This has been positioned as a precautionary measure that reduces the likelihood of future clawback. There are circumstances where this activity may be legitimate. That said, if this is done arbitrarily without any discussion then it is not good practise and should be challenged. Sales people should be clear that any moves to reduce bonus should be discussed in advance between them and their manager and a clear rationale explained to them for any special measures applied to bonus calculations.

Sales terms and conditions

The guidance from BT is that those people who remain in their existing post will not have to change their T&Cs. Equally those in the Skills Transition Unit will be offered both old and new terms on earning a new job position. BT's current position is clear that no-one will be forced to accept new T&C unless they proactively move to a new job.

Legacy sales grades?

Many salespeople have noticed that their existing sales job family may now be listed as 'legacy' on some BT systems. BT assures us that these jobs still exist for those who currently have them and that they are only 'legacy' in the sense that no new positions will be created in those job families.

Steering Group Members

Andrew Macdonald (Chair) BT Global Services

Andy Bailey (Vice-Chair) BT Global Services

Ian Varnes BT Global Services

Colin Lightfoot BT Global Services

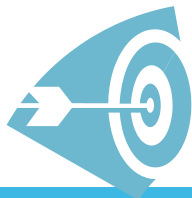
Charles Tack BT Business and Public Sector

Chris Moyle BT Group

Primary measure threshold for payment

With Global services and W&V pay-plans each individual will have a 'primary measure' and against that, there is % threshold which dictates when a payment is triggered. The achievement of one's primary measure is vital, in that, unless you are achieving the threshold then no payments against any element of target are paid. It is critical that everyone understands what the threshold on their primary measure is and have a clear understanding what the impact would be of falling below that threshold at year end. If you have accrued payments throughout the year but are concerned that at year end you might fall below a critical threshold then please put this as discussion point on your next monthly 1-1. BPS have no primary measure and are paid on each metric independently.

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Quarter 4 target increases.

As with last year salespeople should be very clear that any final quarter target increases will need to be agreed centrally with the central sales reward team.

Target increases should only be reserved for exceptional circumstances such as unexpected (bluebird) and non-prospected sales that have been won with minimal activity. The suitability for a target increase will only be signed off centrally, once reviewed at BT Group level. All target reviews in Q4 must be reviewed and approved by the Head of Sales COE prior to communication.



Pay Plans

Prospect have been informed that changes to sales pay plan design for 2018/19 have now been agreed by CEO's. The aim of the changes is to allow the CFU's to have more control over the decisions they make with regard to sales pay plan design. These changes will be shared with Prospect in the New Year.

Discussions with Reward

The Prospect Sales Network have regular calls and meetings with the team responsible in Reward for sales pay and bonus, meaning we are able to raise any issues around pay and bonus.

Where members do have an issue around bonus payments which they have been unable to resolve with their managers in the first instance, they can contact Prospect at cmd@prospect.org.uk and we will ask the

Large order process

It may be that some salespeople have a Large Order Review (LOR) this year.

Prospect understands that there are several legitimate business reasons for this process. That said, It is important to understand that the pay-plan is clear that this is a 'review' only and does not mandatorily lead to a target hike. It is also important that management in doing a review ask a salesperson for a 'win report'; which lays out in depth all the effort that has gone into a sale. Simply hitting a LOR percentage trigger should not be an excuse to raise a salesperson's target. Do you know what the percentage figure is for an LOR is in your LOB? It can often be as low as 15% of your annual target.

Ask yourself how well forecasted was you sale? Sales that are for example made in an intensive, competitive, time consuming environment over a long period of time should be typically rewarded in full.

Become a rep & make a difference

Prospect reps in BT are people like you –committed to helping colleagues and making the world of work in BT a better place.

Every branch has a team of people who work together to represent members' concerns and influence our employer. At the most basic level a rep might simply distribute union literature to a group of members in their workplace or update a noticeboard regularly.