

## Pay Plans

Prospect have been consulted regarding this year's pay-plans for W&V, B&PS and GS. We cautiously welcome the strategies BT has put in place and the direction of travel as pay-plans transform to better support business objectives. Salespeople will have seen a reduction and simplifications in profiles. There has also been a relaxing in the rules that made payment of a secondary measure dependent on achievement of a primary measure throughout the year.

It is very encouraging that the business has over the last couple of years has taken considerable feedback from the sales community and has shown flexibility in amending the pay plan to ensure everyone is pulling in the right direction.

Overall the Group pay-plan guidance is focused on bringing in profitable business for BT and that is why we now see margin and incremental revenue as the most clear objectives.

The sales network would still stress the importance that sales people undertake the following actions early:

- **Take time to read the plan and any take training available.**
- **Group pay plan guidance should be understood. Take time to understand the year on year changes.**
- **Discuss the pay-plan at you next team meeting or weekly call.**
- **If you are in any doubts please ask you manager.**

Bookmark you owns CFU (customer facing units) pay-plan page.

The most successful sales people understand their pay-plan and plan their activities around it.

### 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**

### T&Cs

The new Sales Architecture and its conditions for sales people have been in place for new joiners since April 2017.

For the existing population of salespeople the new T&Cs have come very much into focus when they apply for a new sales role. It is very important to understand the implications of the changes.

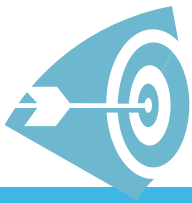
In general terms the new T&Cs will have a larger OTB and an enhanced car allowance. There are several elements of a person's T&Cs where some members will see a reduction in benefits.

These can include Annual leave, Sick pay and Working hours. Please see more detail on

<https://hr.bt.com/en-gb/performance-reward/reward-framework/sales-architecture> or

<https://bit.ly/2sQTPU5>

**Cont. overleaf.....**



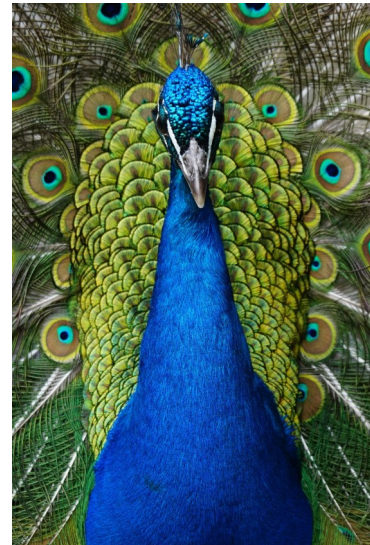
## Bluebird Clauses/Large order process

During the course of the last year the union has received several inquiries regarding the company policy towards sales classed as 'Bluebirds' and also those which people historically associate with the 'large order process'. In both cases the pay-plan allows for an increase in annual target. Unforeseen orders that are brought in with minimal effort will naturally be questioned by any sales organisation.

It is very important for salespeople to discuss both in their teams and with their manager what would trigger this clause in their own Business Unit. There is specific criteria in the CFU pay plan.

If you have prospected a large opportunity at any time, it is important to have a frank discussion with your manager early to understand any future impact. It is equally important for sales managers to raise this with salespeople during the sales cycle, not months later. If these matters only come into focus in Q4 it will very often lead to disappointment for all.

It is also important all in the sales community believe that great selling that leads to a large order is rewarded properly. Prospect is assured that the business wants to keep both reward and motivation high for successful salespeople. There is a clause



in the pay-plan guidance allows for flexibility and a sensible evidenced based review.

This is a key point, a review is what is triggered by this clause and if any increase in target is applied it must reflect the hard work and contribution of a salesperson. This process is not in place to control budgets and if this is the rational then it must be contested.

If a salesperson exceeds target though hard work, endeavour, and exceptional performance then BT is also a winner. The 200% review described in the guidance is carried out by Group – this is to ensure consistency and fairness – not capping!

### T&Cs continued.....

**For a good overview of T&Cs please see :**

**<https://hr.bt.com/en-gb/performance-reward/reward-framework/terms-conditions> or**

**<https://bit.ly/2y3z3FT>**

At present if a person stays in the same role, then their existing T&Cs remain unaffected. It is when a person applies for a new sales position that they will find that the new T&Cs apply to the new role.

If people are in the Transition Centre and have successfully gained a new role they should be offered the opportunity to retain their existing T&Cs

Salespeople that are subject to reorganisations and have to apply for a new role or their existing role, should also be given the opportunity to remain on their current T&Cs