

openreach

# Open to everyone

Reflecting the communities we serve

Our commitment to Diversity and Inclusion

Open to everyone

# Building a more diverse and inclusive Openreach

We should all be very proud of the work we're doing to keep the UK connected. Every day, we're helping to create opportunities and transform lives.

We're out there, connecting homes, schools, GP surgeries, hospitals, financial institutions, mobile masts and businesses – even CCTV and data centres. It's no exaggeration to say our network touches virtually every aspect of daily life.

And our **36,000+** colleagues are at the heart of it.

Hugely experienced, resourceful and innovative, our people go the extra mile and take on any challenge to build a better, faster and more affordable network. But the competition is ramping up. If we want to continue to deliver for our customers, we need to be even more focussed, innovative and collaborative. We need to transform our business.

We draw people to work for us from all across the UK and from very different backgrounds. It's one of our great strengths. But historically our business – and engineering in general – has lacked diversity. We're determined to tackle that by building a business which truly reflects the communities we serve. We know that when people can be themselves, they're more confident, innovative and able to perform at their best. Everyone should feel at home here, supported and able to fulfil their potential.

We're publishing this document as a sign of our commitment to becoming a more diverse and inclusive company for the benefit of everyone. We know there's work to be done; we're in this together and we're open to everyone.



**Clive Selley**  
CEO – Openreach

Open to everyone



## Making a difference for everyone, every day

I'm proud to be the Executive Sponsor of our Diversity and Inclusion commitments.

I know what it feels like when you're in a minority and trying to carve out a career. I know how important it is to see the role models who inspire you to believe you can do more, fight for the opportunities you know you deserve and create a space for your voice to be heard and taken into consideration.

We have a detailed and ambitious plan to transform our organisation and I'm proud to steer this programme on behalf of all my Openreach colleagues.

We're **100%** committed to our goals and to making a difference

Our business thrives when we bring together a vast array of skills, knowledge and experiences and that's why our commitments are so important. We all have a part to play in creating the Openreach of the future.



**Kim Mears OBE**  
Managing Director of Service and Infrastructure Delivery on behalf of the Openreach Executive Committee

we are #opentoeveryone



At Openreach, we believe everyone should have equal access to employment, training and career development. We want people to feel fully accepted for who they are and valued for their contribution.

Diversity drives innovation<sup>1</sup>, increases our access to skills and helps deliver brilliant customer service.

Different perspectives produce better, quicker decisions that benefit colleagues and customers. When we include everyone, we gain new understandings, find better solutions and develop new ways of working – something Openreach has built its reputation on.

We have a fantastic opportunity to shape the future of our organisation. It's a new, exciting phase in our journey and we want everyone to feel they can make their mark and be part of our success.

Every colleague plays a part in ensuring everyone in Openreach feels included – by creating a workplace where we appreciate people's differences and foster mutual understanding and respect.

That's not some big abstract idea, it's a lot of small personal actions

we are #opentoeveryone

### What is diversity and inclusion?

Diversity and inclusion often go hand in hand but they're different things. Diversity is about the mix – the number of people from different groups (like ethnicity, disability, neurodiversity, LGBTQ+, religion, social background, age, etc) who are in the workforce.

Inclusion is about understanding and valuing those differences so we can all thrive at work.

That doesn't mean treating everyone the same. It's about being fair – creating the conditions for everyone to have equal opportunities. Being fair acknowledges our differences and provides the support people need to make sure they're not disadvantaged.

In an inclusive company, everyone feels that they belong – without having to conform or change who they are. It's a place where you can perform to your full potential, no matter your background, how you identify or your circumstances.

# Our ambition

Creating an Openreach that is open to everyone

[1] Diversity Wins Report: McKinsey 2020 – This report details research conducted over the last 5 years by McKinsey, on how companies adopting DandI strategies achieve higher performing executive teams and stronger financial performance over time

Cultural diversity drives innovation: Emerald Consulting (U.S.) 2020, – This research paper outlines the dynamics between impact of diversity in management and leadership roles driving the innovative capacity of organisations

2021 Women in Business report: Grant Thornton 2021 – This research study conducted by Grant Thornton during the pandemic details by creating an inclusive culture fosters innovation

# Our goals

We want to increase the diversity of the people who join Openreach and make sure everyone feels like they belong. So we've set clear goals in five key areas.

What are we aiming for?

- 01 Inclusive**  
Where everyone feels they belong and have a voice
- 02 Fair**  
Where we give people the support and training they need to succeed
- 03 Open**  
Where everyone understands what we're aiming for and how we're doing
- 04 Leading by example**  
Where our leaders are role models
- 05 Influential**  
Where we are a business that makes positive changes



You can see what this means and how we'll get there over the next few pages

# 01

## Inclusive

Where everyone feels they belong and have a voice

### What this means

We'll ensure we listen to all colleagues so we understand what different colleagues need and take action to drive change.

We will have accessible policies, processes and systems that remove barriers.

We recognise that at the heart of inclusion is a greater understanding and appreciation of difference, which comes from education and knowledge.

We want everyone in Openreach who faces discrimination or intolerance to feel supported by their colleagues, and to know our managers will take action.



 We listen and respond to the needs of ALL our employees

### How we make this happen

#### Voice of our colleagues

We'll establish and partner with our people networks to inform our agenda and challenge our thinking. They'll help educate, build awareness, and support their communities.

#### Inclusion allies

We'll create a strong community of allies to drive positive change and conversations across the organisation.

#### Best practice policies

We'll constantly review our policies and processes, to make sure they're inclusive, relevant to our colleagues and provide the support needed so everyone can thrive.

#### Education and literacy

We'll deliver training and education at all levels, tailored to different roles and responsibilities, to make sure everyone has a solid understanding of the needs of their colleagues and customers.

We want everyone to feel able to **be themselves** and thrive to the best of their ability

### What we've done so far

#### Giving everyone a voice

We want all voices to be heard. Last year we launched our four people networks – Pride, Gender Equality, Ethnic Diversity and Neurodiversity – and connected more closely with the BT staff networks Armed Forces and Able 2. We'll continue to review our networks to ensure we're representing the needs of our colleagues.

We also launched the Openreach Allies Programme to help build a network of allies across our business. We're looking for colleagues who want to make a difference and create an inclusive workplace for everyone.

#### Breaking down barriers

It's really important that we have accessible policies, processes and systems that remove barriers. That's why we recently reviewed and updated our field maternity process, so it better supports our line managers and women engineers.

We've also refreshed our Gender Transitioning Guidelines, providing critical support and guidance for colleagues and line managers. We're reviewing our adjustments process for disabled and neurodiverse colleagues and those with long-term conditions, to make things simpler and quicker.

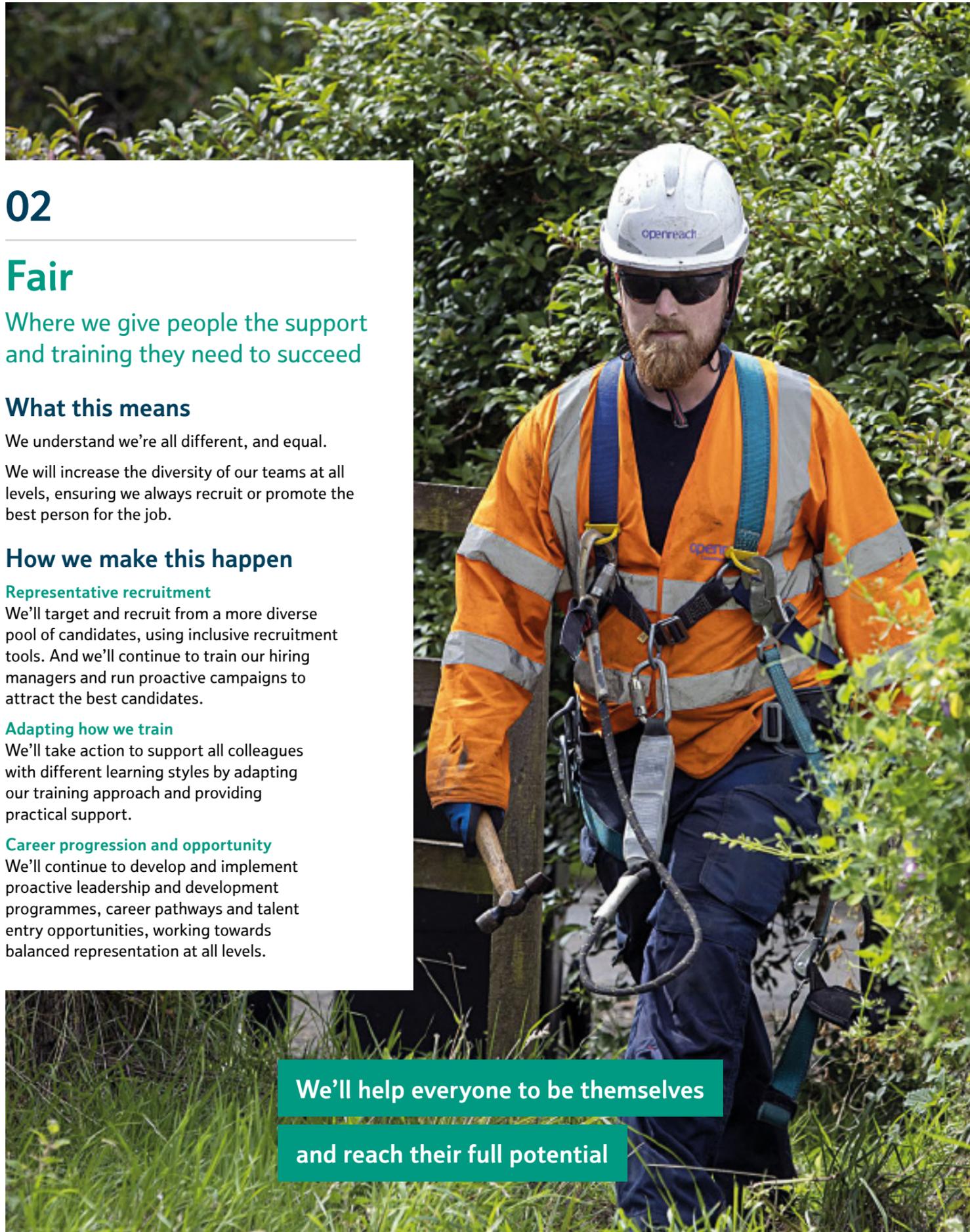


Our new buildings are being assessed on accessibility to make sure they work for everyone

We are reviewing our website to be compatible with all kinds of assistive technology.

We're completing a pilot of our Field Inclusion Programme, which aims to give managers the skills they need to have confident conversations with their teams about valuing difference and respectful behaviour. If successful we'll be rolling that out wider at the end of the pilot.

And we'll continue to support our field teams to foster greater awareness and understanding of diversity and inclusion – and to ensure all colleagues feel supported as they go about their work.



## 02

### Fair

Where we give people the support and training they need to succeed

#### What this means

We understand we're all different, and equal.

We will increase the diversity of our teams at all levels, ensuring we always recruit or promote the best person for the job.

#### How we make this happen

##### Representative recruitment

We'll target and recruit from a more diverse pool of candidates, using inclusive recruitment tools. And we'll continue to train our hiring managers and run proactive campaigns to attract the best candidates.

##### Adapting how we train

We'll take action to support all colleagues with different learning styles by adapting our training approach and providing practical support.

##### Career progression and opportunity

We'll continue to develop and implement proactive leadership and development programmes, career pathways and talent entry opportunities, working towards balanced representation at all levels.

We'll help everyone to be themselves

and reach their full potential

### What we've done so far



#### Representative recruitment

We're making good progress in recruitment, but we know there's a long way to go. We're now using data and insight to make sure our recruitment processes provide equal opportunities to all candidates. But we'll only meet our ambitious targets by changing how we recruit – and we're committed to driving change and innovating in this area.

Our training programme, Inclusive Assessors, is helping recruitment assessment centre leads make the selection process fairer and free from bias. And we'll be extending the programme to cover all hiring managers.

Our In Plain Sight research has shown that up to 50% of potential female applicants are put off by hidden bias in job adverts – and applications rose 200% when the wording was changed.



#### Diversity in career progression and talent development

We have more to do to build diverse talent pipelines and to create opportunities that are accessible to everyone. Our people networks have told us that we need to highlight more role models across the organisation and share their stories, so that's what we'll do.

This year we'll deliver our new Accelerate Development programme, which helps management talent to progress their career, while actively promoting balanced representation.

And we'll launch a Higher Apprenticeship pilot programme for field engineers, to help them progress into management. This programme will support colleagues who didn't have access to higher education before joining Openreach.

We are reviewing our recruitment processes to minimise the possibility of bias at all stages of recruitment



# WATCH ME

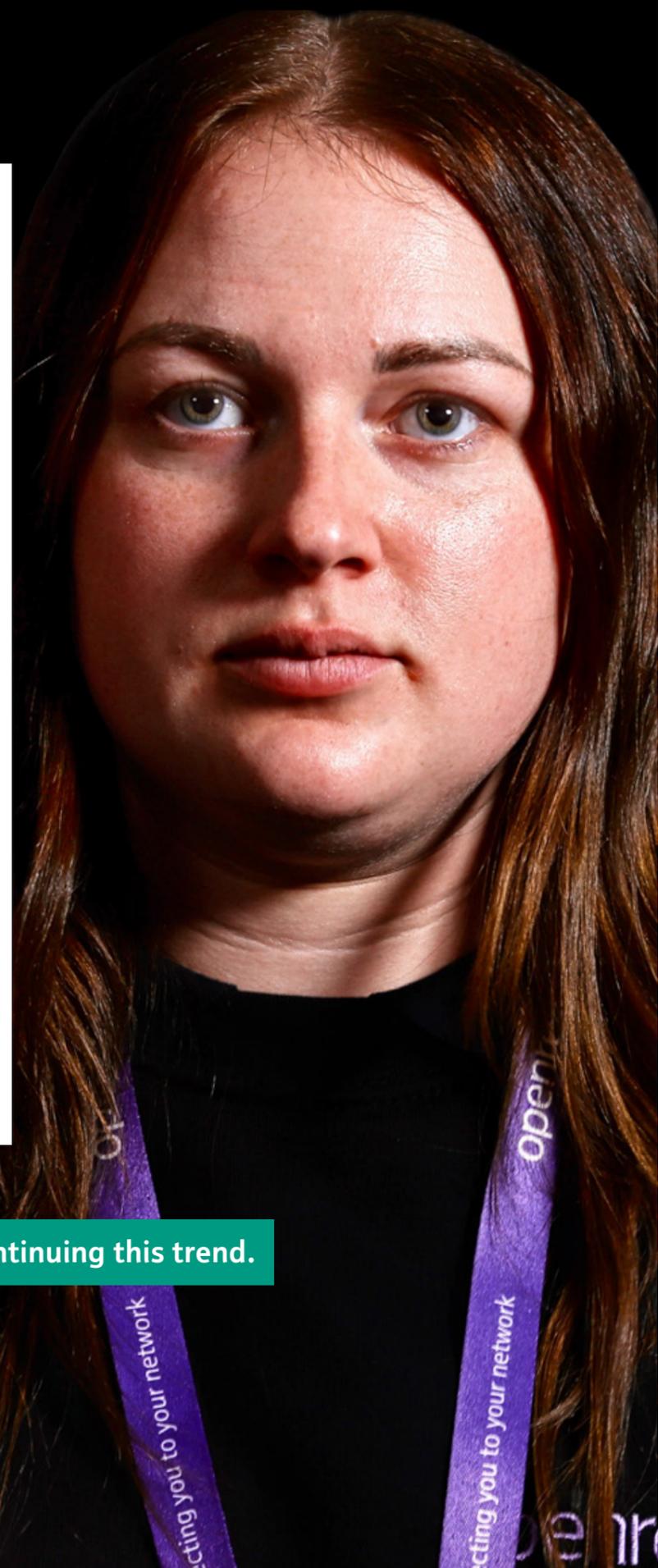
One of our priorities has been to encourage more women to apply for engineering roles. As part of this, we commissioned ground-breaking research into gender neutral language in advertising, in partnership with the experts at Linguistics Landscapes and Exeter University.

our revamped ads attracted **300%** more women to engineering roles

On the back of this we developed our Watch Me campaign. And overall, we saw recent applications for engineering roles from women increase.

We're committed to continuing this trend.

Just watch us.



## 03

### Open

Where everyone understands what we're aiming for and how we're doing

#### What this means

We know we still have a long way to go on our inclusion journey, but we made the decision to be transparent about where we are and what we want to achieve.

#### How we make this happen

##### Transparency of data

We'll work to gain a better picture of our people and grow the confidence in our colleagues that when we collect data we're using it for good.

##### Regular updates

We'll regularly update our people and key stakeholders on the progress we're making – and challenge ourselves to do more.

#### What we've done so far

We talk more about what we have done to deliver on our goal of being open in Our Targets on pages 18 -23.

We set and publish ambitious targets and plans that support our journey and regularly share the progress we're making

# 04

## Leading by example

Where our leaders are role models

### What this means

Our senior colleagues must become diversity and inclusion role models.

They build diverse teams and create inclusive working environments through the decisions they make every day.

### How we make this happen

#### Everyday inclusion

We'll recruit with inclusion in mind, finding leaders who make everyday inclusion a core part of how they lead.



### What we've done so far

#### Senior leaders championing diversity and inclusion

Our senior leadership team are taking part in an intensive inclusion education journey, with 11 specialist masterclasses. To build on these, they come together once a month to share ideas and learn from each other.

Last year we recognised that we needed to create more proactive conversations about race. We launched the first phase of our reverse mentoring programme, bringing colleagues from ethnic minorities together with members of our senior leadership team for regular discussions about their experiences.

The programme has been instrumental in increasing understanding of different backgrounds and privilege, while helping develop new perspectives and spot opportunities for positive change across the business. We're now planning to build on this programme by exploring the lived experience of our LGBTQ+ community in a similar way.

**This year we've launched a race awareness programme for all our senior leaders and we're now rolling this out to other managers and team members**

This programme aims to give leaders the confidence to have inclusive conversations with their teams, to build awareness and encourage further learning.

You can read more about our reverse mentoring on page 16.

# 05

## Influential

Where we are a business that makes positive changes

### What this means

We use our size to help influence the industry we work in.

We work to increase diversity within the engineering sector.



### How we make this happen

#### Improve together

We'll work with our partners and suppliers to set expectations, educate and challenge each other, so we all improve together.

#### Shine a light

We'll raise awareness of discrimination, bullying and harassment of frontline teams and fight to ensure everyone feels safe and supported at work.

#### Reach further

We'll refresh and relaunch our outreach programmes with schools, targeting underrepresented communities and building a future pipeline of talent.

### What we've done so far

We've started a business coalition to find new ways to support neurodiverse young adults as they transition into the workplace.

We've launched our "Connect the Unconnected" offer which means free superfast broadband installations for new customers on Universal Credit with no other earnings. Based on Ofcom research we know this will provide better access to education and employment opportunities, as well as wider benefits such as social inclusion.



# Reverse mentoring drives understanding forward

We've just completed the first phase of our reverse mentoring initiative, with junior ethnically diverse colleagues mentoring senior colleagues.

The programme aims to increase understanding of different backgrounds, develop new perspectives and identify key areas for change. We caught up with one pair who were matched by the programme and found out about their experiences.

Kim Mears



Janet Walker



KM

“ I tried to go into it with a completely open mind. I'd obviously read a lot about diversity and inclusion, but having those personal conversations on a one-to-one basis really brought to life the kinds of challenges colleagues face every day – in every aspect of their lives.”

JW

“ The mentoring was an organic process. We had time in the diary to meet and talk, and a loose agenda. But the real power was in getting to know one another and building trust, so we felt confident enough to share our experiences. That personal interaction meant it didn't ever feel like just a box-ticking exercise.”

KM

“ It was a complete eye-opener for me. And a really powerful experience. It went way beyond just the business as we'd talk about family life and our hopes and aspirations for our children. There are things that Janet spoke about that I will never forget. And sometimes I'd walk around angry for days after.”

JW

“ It was a very positive experience for me. I don't think I would've had an opportunity to share my lived experience with a senior figure, and I genuinely believe Kim wants to make a difference. It's important to me to see role models in the workplace who look like me, especially in Senior Leadership roles.”



LGBTQ+

We're now looking at further developing the programme to cover the lived experience of the LGBTQ+ community

“ It's more important than ever that we continue to give our colleagues a voice and that we think about what we can do to support them. And that will mean taking a long, hard look at some of our processes.”

Kim Mears

KM

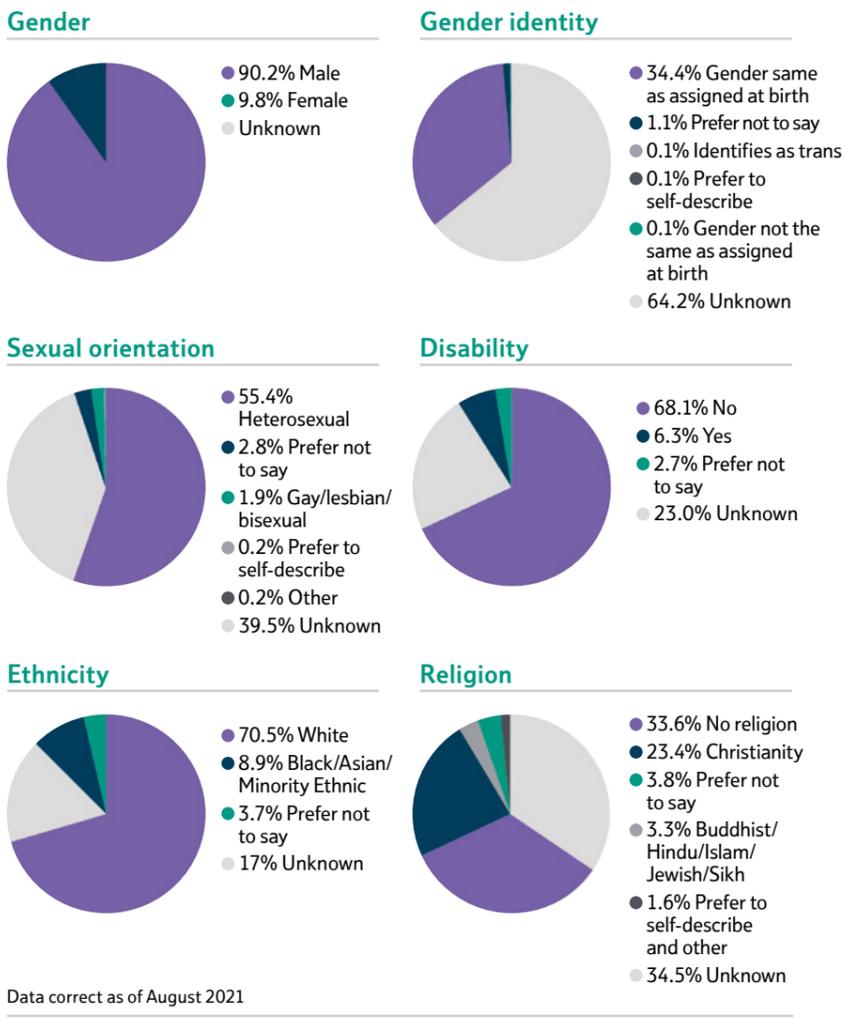
“ There's no magic wand for this. But we can keep moving forward. The more we can encourage people to have these kinds of conversations, to get involved and share their experiences and how they affect them, the bigger the impact will be. I've found a friend and an ally in Janet.”

JW

“ I'd encourage everyone to get involved in this if they can. Its success depends on creating a relationship and reaching a point of mutual trust so you can talk openly and honestly about your own experiences and how you feel.”



**This is Openreach**  
Overall population breakdown by key categories



Before setting any targets, we need a better understanding of the diversity of our current workforce.

In the summer of 2020, we asked everyone a series of questions in a new people data survey. While the survey improved our insight, we need to do more to encourage everyone to take part in the future.

We also know from our annual engagement survey that not everyone has the same experience of working at Openreach. Levels of engagement, sense of inclusion and intent to stay in Openreach are strongest for women compared to men.

Colleagues from an Asian heritage or Black (African, Caribbean and English) ethnic background are also more engaged than their white counterparts while colleagues from mixed multiple ethnic groups are less.

However, those from ethnic minorities are less likely to feel included and less likely to stay than their white colleagues. Similarly, those whose gender identity is different from the sex assigned at birth also feel less included and have a lower intention to stay than other groups, and are also less engaged.

Disabled colleagues also feel less included and are less likely to remain in our organisation in the future than non-disabled colleagues.

# How do we measure success?

We know that diverse talent is out there, and we want to attract it.

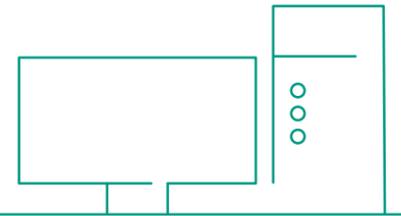
We've set ourselves ambitious recruitment targets to help us find the best candidates for our roles and we'll share our progress both internally and externally. This doesn't mean that we're going to hire people just to hit targets, we will always choose the best person for the job.

## 13.5%

of (non-managerial) team member desk hires were women last year (up from 5.1% in 2018/2019)

## 50%

of (non-managerial) team member desk hires will be women by 2025



We know our overall demographics won't change overnight but the work we do now will ensure the diversity of our future workforce.

## 50%

of our graduate hires were women last year (up from 34% in 2018/2019)

## 50%

of our graduate hires will be women by 2025

## Gender

As an engineering organisation we know it's hard to attract and recruit women. We're making progress in this area but there's a lot more to do.

## 12%

of trainee engineers were women last year (up from 4.6% in 2018/19)

## 20%

of all trainee engineer recruits will be women by 2025

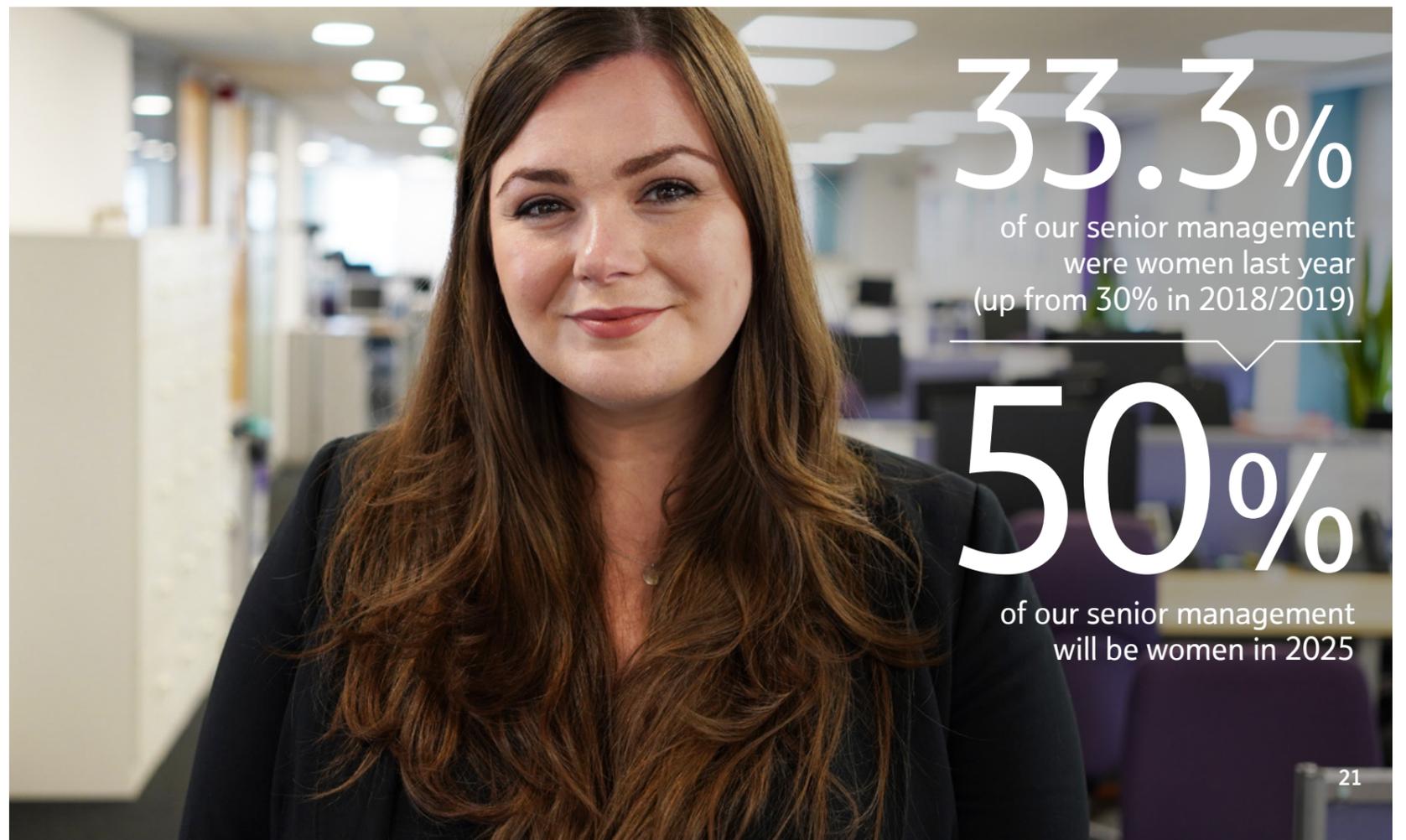
## 48%

of external hires into management were women last year (up from 30.9% in 2018/2019)

## 50%

of external hires into management will be women by 2025

● Last financial year 20/21 ● By 2025



## 33.3%

of our senior management were women last year (up from 30% in 2018/2019)

## 50%

of our senior management will be women in 2025

# Ethnic minority colleagues

We've made progress in improving the ethnic minority balance across our recruitment.

Last year

# 11%

of our trainee engineer hires were from an ethnic minority (no historical data)

# 14%

of our managerial hires were from an ethnic minority (up from 12.4% in 2018/2019)

# 29%

of our graduate hires were from an ethnic minority



By 2025

Our goal is to represent the communities we serve and levels of ethnic diversity vary across the UK. Therefore we have made a decision not to set a generic national target and to set targets based on regional variations in ethnicity. This means that we'll set ethnic minority representation targets for

all management, talent entry and team member recruitment in both desk and field roles on a regional basis, so we reflect the local population (data defined by the ONS\*). As a minimum we will match regional ethnic minority representation in all our recruitment and share these outcomes on a regular basis.

## Disabled colleagues

We recognise that disabilities can take many different forms, both mental and physical, and not everyone wants to share this information with us. Supporting people with disabilities so that they join and stay with us matters.

As an organisation we're focusing on supporting colleagues with disabilities through tailored learning and development, flexible on-the-job learning, and broader education and enabling policies.

We're building an alliance with the BT disability network Able2 to offer our colleagues access to support and to make sure we're applying best practise in our approach. We'll review our progress and listen to our disabled colleagues to ensure we focus on the issues that matter to them.

By 2025 there will be no differential in our inclusion index for disabled colleagues (Jan 2021 – 8 pt gap)

## LGBTQ+

LGBTQ+ stands for Lesbian, Gay, Bi-sexual, Transgender, Queer (sometimes questioning) and + representing other sexual and gender identities.

We want to ensure our LGBTQ+ colleagues feel safe and included so they can be themselves and can thrive at work. When this doesn't happen it can have a huge impact personally and professionally.

No one should experience discrimination, bullying, isolation and barriers to career development and we are working with our Pride people network to build an inclusive environment where everyone feels safe to be themselves and can be at their best.

By 2025 there will be no differential in our inclusion index for LGBTQ+ colleagues (Jan 2021 – 3 pt gap LGBTQ colleagues / 12 pt gap for colleagues whose gender is different than assigned at birth)

## Neurodiverse colleagues

In Openreach we need people who can creatively fix problems, think differently and approach opportunities with fresh thinking. That's why it is really important to us to be a business where neurodiverse colleagues feel like they belong and can perform at their best.



We believe this drives innovation

We are committed to supporting neurodiverse colleagues and our Neurodiversity people network is central to our efforts, by increasing awareness, championing the value those who are neurodiverse can bring, and making people aware of the support available.

## Targets are just the beginning

Like many organisations we've chosen to publish our diversity and inclusion targets to show our commitment to transparency and openness. We'll continue to define targets when we're confident they are underpinned by good workforce data.

Targets are one way of measuring how well we're progressing on diversity, embedding inclusion, equality and fairness in our processes and removing or mitigating bias from our policies and decision-making. But they're not the whole story.

We know that targets need to be part of a much broader approach to driving change. That's why our approach is to use targets to focus our attention and track how we're doing while a broader set of goals will help shape how it feels to work in Openreach and how we work together.

# Our people networks

Giving everyone a voice

Our colleague-led people networks are a key part of our overall strategy.

They provide a positive way to reflect and understand the broader communities that we serve, and everyone is welcome to join. Each network is run by our people, for our people, with the mission of making Openreach a great place to work for everyone.

They have four key areas of focus:

- 1 Building a community that represents its members
  - 2 Identifying and championing key issues that impact their members
  - 3 Educating all colleagues on events/topics that are relevant to their community
  - 4 Challenging leaders to do more to resolve issues that detrimentally impact their community
- We'll continue to work in partnership with our people networks to ensure they have clear plans and priorities in place, strong, high performing committees and the support they need to deliver for their communities.

## Standing up to discrimination

Our people networks have brought to light the bullying and harassment our colleagues can face while working with the public.

This is totally unacceptable so we're launching an anti-discrimination, bullying and harassment campaign to highlight the reporting process, line manager guidance and colleague support. We'll also work with our partners and suppliers to develop this into an industry wide movement to drive visibility and positive change at a national level.

## Gender equality network

### Mission

To build a platform to champion all genders, develop awareness of inequality and drive positive change.

### Successes

Championed improvements in maternity policy and key campaigns, including Men's Health, and International Women's Day.

### > Future focus

Gender health, support for working parents, and driving a positive and inclusive experience for female engineers.

## Story

### Challenging bias and breaking down stereotypes

"As a woman working in Openreach as an engineer, I've had a very enjoyable experience.

When I started, I was worried about being 'the only woman' in the team, but the trainers and the teams I have worked in have been very supportive and helpful.

And when I went to Yarnfield Park for a training course recently, it was so refreshing to see more women had started too! When I've been working out in the field, I've had members of the public and colleagues tell me that it's great to see me doing this job, being both black and a woman.



Anita Josephs

"I enjoy challenging the stereotype of what an engineer looks like"

I enjoy challenging the stereotype of what an engineer looks like; I think most people have an unconscious bias of what an engineer looks like – white and male.

Being a black woman completely overturns that bias and I hope that it encourages other people from Ethnic Minority backgrounds to consider Openreach as a career option."

# Pride network



### Mission

To advocate on LGBTQ+ diversity issues, working with the business to ensure an inclusive place to work, where everyone has equal opportunities and can be their whole selves at work.

### Successes

Increasing education and exposure of LGBTQ+ issues, including championing trans policy and awareness. Celebrating and driving our attendance at Pride events, showcasing Openreach as an open and inclusive employer.

### > Future focus

Celebrating our first face-to-face Pride event, continuing the evolution of our education campaigns, focusing on mental health and kick-starting a reverse mentoring programme.

## Story Understanding the need for clear trans policies and processes

“After coming out to some close friends at work, I arranged a meeting with our senior manager to let them know about my transition plan. We discussed how things would go in the office, such as changing my name and gender on systems and access to gendered facilities.

Most colleagues were respectful and supportive, but some swiftly distanced themselves from me. I had one outwardly hostile reaction to attempting to use the women’s toilets, but management had my back and dealt with it quickly. Transitioning comes with a raft of specialist appointments (dermatology, endocrinology, voice coaching, surgery consultations) and managing time off was difficult. I could take time off for appointments by making up the hours, but I had to use 12 weeks of my paid sick leave allowance while recovering from surgery.

I was lucky that my managers were LGBTQ+ allies, but others sadly won’t be in that position. For the most part, I feel Openreach has been supportive and has done a lot to help with my transition. But everything was ad-hoc, there were no clear policies to advise on how to handle a transition in the workplace. If we want to avoid any potential mistreatment of trans employees, we need codified transition policies – and for trans employees to be consulted on potential policies and their interpretations.”



Cassandra (Cassie) Dalzell

“ For the most part I feel Openreach has been supportive and has done a lot to help with my transition

# Neurodiversity network



### Mission

To create an inclusive workplace where we recognise and embrace the talents of people who are neurodivergent. Where all employees understand neurodivergence and where we facilitate growth and development for everyone, enabling more innovation and better inclusive outcomes.

### Successes

Designed and launched an e-learning education solution to raise awareness and understanding of what neurodiversity actually is.

### > Future focus

Improving education and awareness – and celebrating everyone’s unique skills, with a focus on access to relevant tools and support for individuals and managers.

## Story The value of tailored learning and development support

“When I started at Openreach it became clear I wasn’t learning at the same pace as my fellow trainees. I thought seriously about giving up as I felt like I was holding the team back.



Benjamin Hawes

My manager and the L&D team went out of their way to accommodate how I learn, due to my Asperger’s. They put plans in place to help me reach the standards my role as a Fibre Jointer required.

I know first-hand that the way people learn doesn’t affect their abilities. I can now proudly say I have completed my training and I feel more confident in my role every day.

My line manager knows which tasks I excel in and which I need support on. He works with the team to make sure I’m confident about what I need to do, and we have regular check-ins. I also work with great colleagues who take the time to help and support me. Best of all, since sharing my story on Workplace, the support has been huge.”

“ It’s given me the confidence to not only speak up and raise awareness – but also make myself available should others find it difficult to talk

# Ethnic diversity network



### Mission

To drive a diverse and inclusive agenda, allowing those from ethnic backgrounds to be heard, empowered, recruited and retained, so we better represent the communities we serve.

### Successes

Central to our response to the Black Lives Matter movement. Supported key religious and cultural events. Addressed major issues such as covid health and wellbeing, and promoted senior career role models.

**> Future focus**  
Building career progression awareness and celebrating key events, driving anti-harassment and anti-racism activity and supporting race awareness training.

## Story Supporting and sharing the experience of Ramadan

“I was involved in educating managers across UK Operations, showing how we can support and ensure the full safety of our people at work while helping them remain committed to their faith and observing fast – going through the day without food or drink.



Arfan Rashid

We raised awareness through a variety of internal streams throughout the month. The Director of UK Operations also sent a personal message wishing a Happy Ramadan to all those that observed fast – and we even saw non-Muslim colleagues joining in and fasting with their team members in a spirit of support. Workplace was flooded with

campaigns, podcasts, videos, messages and posts about Ramadan, which brought a real feeling of inclusion and being able to bring your true self to work. Ramadan is a highly spiritual event, but Openreach made it easier and even more enjoyable, and a proud moment to share one’s experiences of a blessed month.”



**This is diversity and inclusion and this is what makes me proud to be a part of Openreach**

# Inclusion allies



### Mission

To build a network of allies across our business, people who want to make a difference and create an inclusive workplace for everyone.

### Successes

Launched a training based programme for new allies to learn about how they can support their colleagues and manage micro-aggressions in the workplace.

**> Future focus**  
Monthly onboarding calls, ongoing education and aiming for a target of 3,000 allies.

## Story What does it mean to be a good ally?

“Allies set themselves the task of speaking out against injustices, wherever they see them happening, with the aim of making the workplace a fairer place for all colleagues.



Chrys McHollam



**Being a good ally is about seeing that there’s inequality – and being prepared to do something about it**

# Wellbeing Champions



### Mission

To promote understanding and awareness about the importance of wellbeing and to highlight the support services available to those that need it.

### Successes

Support monthly wellbeing campaigns, and an integral part of Wellbeing on Workplace which has over 5,000 members.

### > Future focus

Improving colleague awareness, line manager confidence and recruiting 500+ champions by 2022.

## Story

### Making sure everyone knows where to find help when they need it



Gregory Fleming

“Being a wellbeing champion is all about sharing. People know that there’s information out there, but it can be hard to track down what you need, when you need it. So getting the message out, that there are people and resources available to help, can make a big difference to someone who may be struggling and not know where to turn.

I got involved at the beginning of the pandemic, when it was clear that lots of people were finding it hard to adapt to lockdown – working differently, home-schooling, social and travel restrictions – and the associated mental and physical health pressures that that brought.

We’re a massive organisation, with so many different people with different skills, interests and personalities that it can seem hard to know where to get support. Our job, as wellbeing champions, is to get that information front and centre,

whether it’s on workplace, during calls or even just a one-to-one chat, so that it’s easier for people to get help quickly.

The thing is, it’s not just about work. Looking after your physical and mental health means looking at the big picture – thinking about your family and friends, your interests and ambitions. It’s all connected. And now that we’re adjusting to a new normal, it’s more important than ever that people get involved, so no one feels neglected. We all have a part to play.”

“Looking after your physical and mental health means looking at the big picture – thinking about your family and friends, your interests and ambitions. It’s all connected

# BT wide people networks

All of our colleagues can benefit from the broader BT Group people networks which include:

### Able2 network

Supporting people affected by disability or long-term health conditions.

### Armed Forces network

Building on our proud tradition of supporting armed forces people; whether you’re a veteran, reservist, family member or somebody who has an interest.

### Carers network

Connecting and supporting people within the company who have caring responsibilities.

## Story

### A new mission for ex-armed forces moving back into civilian careers

“I came to Openreach through the career transition partnership (CTP) from the Royal Signals. I was going through a medical discharge after a career-ending knee injury and my future wasn’t looking particularly bright.

A lot of my skills and qualifications didn’t really carry over into the civilian world and my options were limited.

I then found out about the CTP with Openreach. It turned my life around when they accepted me. The transition felt seamless, even the training was military like (in a good way) and structured at Yarnfield Park. Just like the armed forces, everything was provided. Bed, food, uniform, boots, tools,

vehicle and fuel card. Support and training have always been there and I’ve gone from strength to strength – being promoted to patch lead two years ago.

Several of my military colleagues have fallen on hard times since leaving with a few now suffering severe depression and struggling to get by on benefits. I feel the difference between us was the break I got signing up for the CTP.”

“One of the best days of my life was joining Openreach and I look forward to all the exciting opportunities to come as my best years lie ahead



Paul Walker



# So are you ready to make a difference?

There's no better time to start than right now

With big subjects like diversity and inclusion, it can be hard to know where to start.

But inclusion is something we can all help with, and there are simple things that you can do to make a difference.

## 01

### Be curious

Seek out alternative views, take the time to learn about the challenges other people face, keep learning.

## 02

### Listen

Ask questions, respect different experiences, be supportive and positive, listen to understand, involve people in the discussion.

## 03

### Take proactive action

Be brave, visibly demonstrate inclusive behaviours, support others who face discrimination, pick up on unhelpful behaviours and language.

## Our partners

We are always challenging ourselves to do better.

That's why we're proud to work with external partners that can help us push ourselves further – by sharing best practice guidance and access to resources.

Here are some of the fantastic partners we work with:





**On behalf of the Openreach Board, I'm delighted to see the commitment we're making to build an increasingly diverse and inclusive organisation and to share with you our exciting plans for the future.**

**These commitments help define the type of company we want to be and are the foundations of building a better, more successful business for the future. The more diverse and inclusive we are as an organisation the more we will thrive and grow.**

I'm proud to lead a company that is serious about taking action to increase the diversity of our teams and create a more inclusive working environment where everyone feels welcomed and valued."



**Mike McTighe**  
Chair

**we are #opentoeveryone**

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# Find out more about us

Read about who we are

[Openreach Gender Pay Gap Analysis](#)

[BT Diversity and Inclusion Report](#)

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## Want to join our team?

Find out more about the roles available and how to apply on our careers website

**openreach**