# Openreach
# Northern Ireland
# Annual Report
# 2024/25

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# Introduction

I'm delighted to introduce our annual report as Acting Director of Openreach Northern Ireland while Garret Kavanagh takes leave to be with his growing family.

I'm proud to work for a company with such a strong commitment to promoting a positive work-life balance across all levels of the business – a value embodied in our enhanced parental family leave policy which supports families and creates opportunities.

Our Full Fibre build remains central to delivering for consumers and businesses across Northern Ireland, as well as driving our digital future and economic growth.  This past year has seen us reach almost 90% Full Fibre coverage across Northern Ireland and we're not stopping there – we remain on track to reach 97% in the next few years.

We're not just building for today; we are building for the future. Our focus is firmly on ensuring that everyone, no matter where they live or work, can benefit from fast, reliable, and sustainable connectivity. Rolling out this technology is helping to level the playing field between urban centres and rural areas, giving people and businesses more freedom to choose where they operate and grow. From enabling more flexible working to driving environmental benefits through reduced commuting, Full Fibre is changing the way we live and work – and we're proud to bring it to so many people.

We remain committed to our values and are well on our way to transitioning our van fleet to be fully electric.  We have one of the largest EV fleets in Northern Ireland with 163 EVs on the road and are proud to have one of the largest private charging operations with 88 chargers installed at driver's homes. We also continue to deliver on our solar ambitions having extended our solar power generation to five sites.

What the Openreach team delivers here in Northern Ireland supports our local economy and I'm proud of the huge part we have played in making Northern Ireland the most digitally connected region of the UK.

Lauren McGaughey

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# Our year in numbers

## Investment in Full Fibre Network

# £65m

to be invested in 2025/26.

## Provisions:

We carried out more than 136,000 new provisions across all our product portfolio, with over

# 114,000

Full Fibre broadband provisions.

## People:

Our **workforce of more than 750 people**, live and work in every part of Northern Ireland.
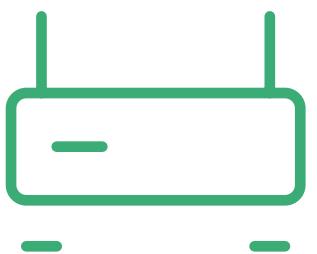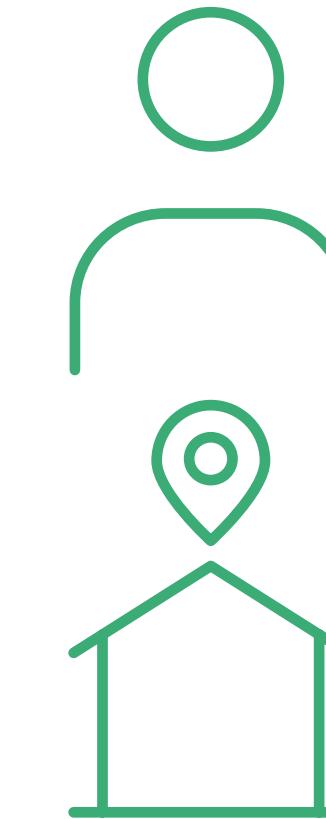
**Getting customers connected remains our priority and is supported by our Stop Sell programme.**

This means when an exchange area reaches

# 75%

of addresses enabled for Ultrafast Full Fibre broadband, Full Fibre will become the default choice for customers.

In Northern Ireland, there are already **128 exchanges** where Stop Sell has been activated at the end of March 2025 – taking our Stop Sell footprint to

# 92%

of total premises enabled for Full Fibre.
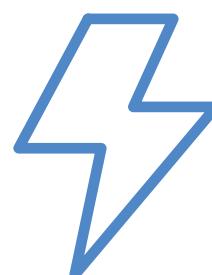
We have one of the largest EV fleets in NI numbering **163 vans** as of the end of March 2025, as well as one of the largest private charging operations with 88 chargers at engineer's homes.

This year we have continued to look at opportunities to use renewable energy sources to power our exchange network and have extended our solar power generation capacity to **5 sites**.

## Faults:

We had a

# 9.4%

**reduction in faults** compared to last year.

## Appointments:

We had over 137,000 customer appointments. **Meeting 98.4%** of these on time.

## Training:
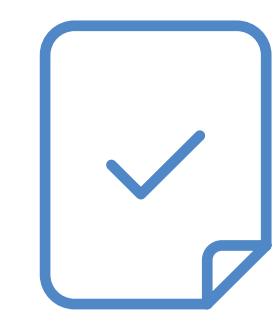
Our training centres delivered **1,201 training days**.

# Digital Switchover

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# We're upgrading the UK's network, from analogue to digital.

**Landlines are going digital across the UK. The new network will provide a future-proof, more reliable and dependable broadband service, that will support the UK for decades to come.**

This means all voice calls will soon be over a digital line – in the same way broadband works. The upgrade to a digital line supports the next generation of voice calls – new digital phone lines will allow communications providers to offer clearer and higher quality phone calls.

They will offer greater reliability, more secure and energy efficient networks and promote economic growth. Digital can also be used to block tens of thousands of calls from scammers every day.

Our Full Fibre network requires less equipment, is more efficient and can connect more customers from fewer exchanges, and as part of our exchange exit programme, our Ballyclare exchange will close on 30 November 2025.

A priority in this pilot is to ensure all end customers are migrated safely and with minimal disruption from the child exchange to the parent exchange. This pilot will help us develop and test the processes that we and industry will need to underpin to achieve this goal.

We continue to engage with our CP customers and wider stakeholders including industry associations.

By exiting these exchanges, this presents an opportunity for Openreach and CPs to heavily reduce and consolidate infrastructure, reduce energy consumption and increase efficiency.

# We work safely...

## We're passionate about protecting our people and the communities that we work in.

We're fortunate that we get to work in beautiful locations across Northern Ireland and we're committed to limiting our carbon emissions, using and wasting less, and engaging with nature, as we continue to build a safe and sustainable future.

Our customers trust us when they know our people are safe, supported and thriving. That's why Health, Safety Environment (HSE) and Wellbeing are embedded into our culture and our daily activities. We've introduced a set of 12 lifesaving rules and four everyday behaviours which underpin our safety culture, and we have invested in delivering further health and safety training for our staff over the past two years.

We're committed to protecting the environment and building a sustainable future, with a particular focus on energy management and reducing our carbon emissions, our most significant environmental impact. We take a consistent approach to addressing risks, impacts and regulatory compliance through our Health Safety and Environment Group Policy.

Our environmental management system (EMS) is certified to ISO14001:201. This year we retained our Platinum status for the fourth year in a row with the Business in the Community Northern Ireland Environmental Benchmarking Survey.

We place the highest priority on supporting the wellbeing of our colleagues and are delighted to have been accredited to the highest level as a Business in the Community Take 5 workplace.

Our network assets are considerable and subject to rigorous ongoing inspection. This FY we tested over 36,000 poles, and replaced 5600 of these due to safety concerns. Our asset management system is certified to ISO 55001:2024 and our Health and Safety Management system is certified to ISO45001:2018.

**ISO standard 45001 55001:**
Health and safety | Openreach

**Group HSE policy:**
Health, Safety and Environment
BT Group Policy Statement

**EMS 14001 certificate:**
Corporate ISO 14001 certificate

↓
Download

**Northern Ireland Environmental Benchmarking Survey:**
241108_NIEBS-Report-2024.pdf

# ...and compliantly

## We're dedicated to having a strong compliance culture and continue to play our part in delivering Openreach Limited's compliance goals.

1. **Openreach Northern Ireland**

2. **Openreach Limited Regulatory Compliance**

3. **Openreach Limited Commitments Monitoring Office (CMO) & Internal Audit**

As part of our regular engagement with Northern Ireland stakeholders we have committed to delivering an annual report on proposed developments to the Openreach network in Northern Ireland.

We also host a six-monthly Northern Ireland Regulatory Compliance Committee (NIRCC) giving Northern Ireland stakeholders an update on compliance and a forum to discuss any compliance topics.

We continue to attend Ofcom's Northern Ireland Stakeholder Forum, where the Openreach product team regularly present a slot on Openreach topics. These forums are attended or monitored by the CMO.

We also produce a Northern Ireland Compliance report on a yearly basis, which is approved by the Openreach Board Audit Risk and Compliance Committee (OBARCC).

In 2024/25 there were no compliance breaches or commitments related issues.

We continue to keep our mandatory training records up to date, with bi-weekly checks on completions, achieving 98.7% completion rates this year.

We are committed to continue satisfying Section 18 of the Commitments and the mandatory obligations set out by both the Commitments and Northern Ireland Governance Protocol.

**The Commitments Guidance Notes - Northern Ireland**

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# Contact Us

## Want to know more about Openreach in Northern Ireland?

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**We'd also appreciate any comments and feedback you have on our review.**

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