

BT People Values

We are honest and respectful

It's really important that we're honest and respectful to both our colleagues and our customers.

By listening and being honest about what has gone well and what hasn't, we can keep on improving.

We help each other achieve more

There's no question we work better as a team.

We should never act as a colleague's foe, but help them to succeed.

We should also see how we can help people who aren't in our team.

We are proud to be diverse

BT isn't just another company. The mix of differences through our diverse and our mix of backgrounds is where we succeed.

Don't ever question about what you do. It makes us proud to work for BT. It makes a difference you should be proud of.

We are here for our customers

We are here to make things better for our customers. This is as much about our services as it is about our attitude and the way we treat each other.

We all make change happen

For BT to succeed we need better business and to support our customers, we all have to think and change and be in pain.

We are here to make things better for our customers

This is as much about our services as it is about our attitude and the way we treat each other.

A woman in a grey sweater stands at the front of the room, holding a microphone and presenting to the group.

A group of approximately 15 people are seated around a long white conference table, listening to the presentation. Some are looking towards the screen, while others are engaged in conversation. There are plates of snacks on the table.











Your task:

- Score the 7 items individually (5 minutes)
- Discuss and prioritise a common list as a group (10 minutes)
- Present the group list with reasoning (10 minutes)

Items listed (courtesy)

1. A pair of shoes
2. A pair of glasses
3. A pair of sunglasses
4. A pair of headphones
5. A pair of earbuds
6. A pair of earplugs
7. A pair of earbuds





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Functions in the ROC

Currently there are 3200+ employees working across the different business units in Glasgow and Edinburgh

GCS Service Assurance
 The GCS Service Assurance team is responsible for ensuring that the service levels are met across all GCS services. This includes monitoring service levels, identifying areas for improvement and implementing corrective actions.

Finance Shared Services
 The Finance Shared Services team provides financial support and reporting for all GCS services. This includes processing invoices, managing the general ledger and providing financial reporting and analysis.

GCS Service Delivery
 The GCS Service Delivery team is responsible for ensuring that the service levels are met across all GCS services. This includes monitoring service levels, identifying areas for improvement and implementing corrective actions.

Common Delivery and Market Unit Shared Services
 The Common Delivery and Market Unit Shared Services team provides shared services for all GCS services. This includes processing invoices, managing the general ledger and providing financial reporting and analysis.

Other Functions
 The Other Functions team provides support for all GCS services. This includes processing invoices, managing the general ledger and providing financial reporting and analysis.



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