

**CASE STUDY:
BT'S RETURN TO
THE WORKPLACE**



CBRE



WES MONTGOMERY

CUSTOMER EXPERIENCE & SERVICE
DIRECTOR | CBRE GWS LIMITED



NEIL EDMOND

WORKPLACE DIRECTOR | BT
PROPERTY & FACILITIES SERVICES



BT ESTATE

With more than 8,000 offices and operational buildings – it's the workplace of 93,000 BT which includes 32,000 Openreach people, including:



36

36 contact centres.



30m

Supporting 30 million BT Consumer customers.



620

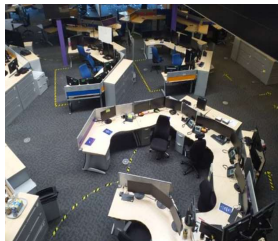
More than 620 retail stores.



6

6 emergency services (999) 24/7 call centres.

OUR RESPONSE IN NUMBERS



133 site occupation surveys completed - mapping out one-way systems, safe zones and Covid secure certificates in place.

85% increase in housekeepers
16,000 hours a week of enhanced touchpoint hygiene cleaning.

1,700+ rapid responses to suspected or confirmed cases (to date).

4,905 wall mounted hand sanitiser units installed.

280,000 new pieces of social distancing signage deployed.

2,000 self cleaning packs provided for operational buildings.

REPORTING, COMMUNICATION AND ENGAGEMENT



Our response to the challenges of the Covid pandemic is evolving all the time. We've worked closely with BT to agree the workplace strategy, to monitor and mitigate risks and to deliver the best workplace response for colleagues.



Daily alliance partners call with BT property and facilities service senior stakeholders.



Comprehensive reporting suite covering Covid incidents and cleaning response.



Twice weekly calls with operations leaders to review issues and update on approach.



Supported production of BT Return to Work guide and video for returning BT colleagues.



User guides and training materials issued to Area Facilities Managers, supplemented by topic-specific knowledge calls.



'Playbook' for CBRE and ISS colleagues aligned to colleague journey.



During lockdown, daily reporting to BT ExCo on cleaning delivery and perception in critical sites. Routine weekly reporting on occupancy and ratio of cleaning hours delivered.

EMERGING STRONGER



New normal

- Wellbeing
- Warm welcome



Better Workplace

- Destination location
- Collaboration



Catering

- Enticing offering
- App based ordering



Space booking

- Space allocation
- Occupancy management



Cleaning

- Enhanced hygiene
- Reassurance



Customer

- Enhanced relationships
- Experience