1. BT Scotland

BT Scotland was created in 1998 in response to Scottish devolution. In addition to operating 1,070 telephone exchanges, including 400 of the smallest in the UK, serving a population of five million, the company has offices in the four main cities in Scotland - Alexander Bain House in Glasgow, Alexander Graham Bell House in Edinburgh, New Telecom House in Aberdeen and Telephone House in Dundee.

Today, whilst covering the most remotely inhabited islands as well as all towns, villages and cities, BT is at the heart of Scotland in terms of communications infrastructure, providing a modern, twenty-first century network that meets the demands of both businesses and consumers for IT infrastructure and services.

BT Scotland employs around 7,000 people across a wider variety of roles including software development, IT, engineering, sales and service. Last year we recruited 260 engineers across Scotland, with another 176 following during 2015/16. We’re creating 90 new apprenticeships in 2015/16, with 30 posts at our Dundee contact centre and more than 30 frontline engineering roles across the country.

We also offer apprenticeships in areas such as customer service, finance and vehicle maintenance with a range of qualifications available up to Honours Degree level. Our new recruits join the 133 people already earning and learning on BT apprenticeships in Scotland.

2. Inclusion Policy

As an employer we recognise and celebrate the importance of diversity and inclusion in creating an inclusive working environment. We treat everyone fairly and with dignity and respect to help all our people achieve their potential by providing equality of opportunity.

This means that we:

- Make sure that BT is a fair and equal workplace for all the people that work here, no matter what their background. We operate within a clear legal framework – but more than that, we are committed to eliminating any bias that might exist in the way we do things.

- Put programmes in place to build a more diverse workforce where we have gaps in our talent pools – both in terms of people’s backgrounds, and the different type of thinking they can bring to BT.

- Work to make sure that BT is an inclusive culture, where people can progress no matter what their background or working pattern. We want everyone at BT to feel able to be themselves, and the best they can be.
3. Key Statistics

In the 2014-15 financial year:

- 10.42% of the UK BT workforce were from an ethnic minority;
- 10.48% of team (non-management) members were from an ethnic minority;
- 10.0% of the most senior positions were from an ethnic minority;
- 10.32% of managers were from an ethnic minority.

Information is gathered on ethnic origin in the UK only currently. We are developing this to cover our global workforce where legally and culturally appropriate to give a fuller picture across the whole company.

4. Inclusion facts

- We have an Ethnic Minority People Network and a Muslim Network which bring people together and support them with personal development, raising awareness and also supporting the business in issues relating to their area.

- BT are Champion members of Race for Opportunity (RfO) which is part of Business in the Community and is committed to improving employment opportunities for people from ethnic minorities within the UK.

- In 2014, the schools mentoring programme, which is run by the Ethnic Minority People Network, was shortlisted in the RfO Awards in the Future Workforce Category.

- Tony Chanmugam, Chief Financial Officer of BT, and Race Sponsor, sits on the board of RfO demonstrating BT’s commitment to supporting employees from ethnic minorities and his personal commitment to making a difference.


- In 2012 a BT employee won the Asian Women of Achievement Young Achiever award for her work in research and the activity she undertook outside of work with a number of charities. In 2013 BT also had an employee shortlisted for this award.

- Other organisations that BT has contacts with who promote opportunities for people from ethnic minorities include the Runnymede Trust and Employers Network for Equality and Inclusion.

- One of the key strands of the Diversity & Inclusion strategy within BT for this year is the development of BME employees, and work is underway to develop a programme to support this.

**Brendan Dick, Director, BT Scotland**
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