

How we're organised

BT operates as a single business, made up of different organisational units.

There are two types of organisational unit in BT: **customer-facing** ones that sell products and services and **corporate** ones that support the whole of the group.

Customer-facing units

The customer-facing units (CFUs) in the year were:

BT Consumer

 P72

EE

 P80

Business and Public Sector

 P86

Global Services

 P92

Wholesale and Ventures

 P98

Openreach

 P104

New Consumer business

In July 2017 we announced the creation of a new Consumer business – bringing together BT Consumer and EE.

BT Consumer and EE operated separately during the year (which is why they have separate sections in this Annual Report) but in September the management team came together under Marc Allera to develop the integration plans for the new business.



Consumer will report as a single business from April 2018.



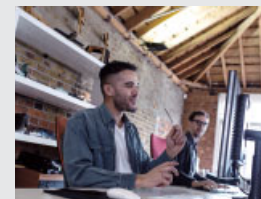
New Enterprise business

In April 2018 we announced the creation of a new customer-facing unit called Enterprise. It will bring Business and Public Sector and Wholesale and Ventures into one team. It will mean we can make faster, better decisions for the benefit of all our business customers across the UK and Ireland.

The new unit will provide products and services to small-to-medium sized businesses, corporates and the public sector.

It will also provide wholesale services to communications providers in the UK and Republic of Ireland. And it will include our Ventures business.

Enterprise is being led by Gerry McQuade (from 1 May 2018) and will start reporting as a single business from 1 October 2018.



Global Services

Global Services is a leading business communications provider with customers in 180 countries.

'Digital GS' is Global Services' strategy to become a more profitable, predictable and customer-focused business. (see page 93).



Openreach

Openreach builds and operates the fixed access network that connects Britain's homes and businesses. Its customers include hundreds of communications providers in the UK.

Openreach is different to the other CFUs because it's strategically and operationally independent from the rest of BT, in line with the agreement reached with Ofcom, following its strategic review of digital communications (see page 52).

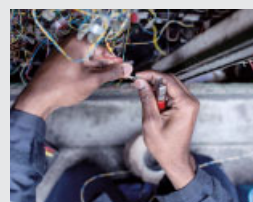


Corporate units

Technology, Service and Operations (TSO)

TSO is our technology delivery unit responsible for creating and operating our global networks, platforms and IT systems.

It also works with the CFUs to develop and roll out products and services for their customers. You can read more about TSO on page 114.



Strategy and Transformation (S&T)

S&T develops and sets corporate, network and product strategies for the group.

It also drives pan-BT transformation programmes. S&T is being led by Michael Sherman (from 1 May 2018).



Corporate functions

The remaining corporate units carry out central activities on behalf of the group.

We benefit from shared expertise and economies of scale. They include: Finance; HR; Legal; Governance; Compliance; Corporate Affairs; Regulatory Affairs; and Central Business Services.

