

Openreach Board Audit Risk & Compliance Committee (OBARCC) bulletin

June 2022

The OBARCC is the Openreach Board committee responsible for monitoring Openreach's compliance with the Commitments. This is our 13th bulletin, reporting on our meeting in May 2022.

The Commitments Monitoring Office (CMO) supports the OBARCC. Communications Providers (CPs) who have queries or concerns about the Commitments are welcome to raise them with the CMO – either informally or as formal complaints. Details of how to contact the CMO, including guidelines for raising formal complaints, are available on the OBARCC [page](#) on the Openreach CP portal.

Headlines

The key headlines since our last bulletin are as follows:

- Proposals to simplify and strengthen Commitments compliance monitoring were presented to the May Committee meeting.
- Openreach reported one trivial breach of the Commitments.

Report on the May 2022 OBARCC meeting

Commitments compliance

At our May 2022 meeting we noted the following:

- Proposals to simplify and strengthen Commitments compliance monitoring, via a new tool jointly developed between the CMO and BT Commitments Assurance Office (CAO) called the watchlist.
- The conclusions of a review by the CAO of wording used in a paper on the Openreach CEO's remuneration which had been submitted to the Openreach Remuneration Committee and was subsequently adjusted/withdrawn. The CAO and CMO are reviewing the process and principles for deciding on Openreach employees' remuneration and under what circumstances it would be appropriate for BT to intervene.
- Review of Commitments and wider regulatory compliance within Openreach Northern Ireland (ONI). The OBARCC gained reassurance that ONI is compliant with its Commitments requirements. An action was agreed to further consider ONI governance and the OBARCCs accountabilities given the unusual structure of ONI.
- The OBARCC is continuing to monitor two areas on its compliance dashboard: risk of erosion of compliant culture and behaviours (identified as being particularly important due to changes to senior personnel in Group, resulting in occasional errors that – while caught and corrected – could otherwise have given rise to breaches), and systems separation (relating to monitoring of the effectiveness of access controls for the new BT/Openreach finance system).

Breaches and complaints

At our May 2022 meeting one new trivial breach and two trivial non-conformances to policy were reported. The trivial breach arose when Customer Confidential Information was inadvertently shared with a BT Enterprise Partner manager via a slide deck sent in an email. The breach was considered to be trivial because there was no intent to breach the Commitments and no CP was advantaged or disadvantaged.

No new formal or informal complaints were received by the CMO during this quarter.

BTCC bulletin

Our colleagues in BT have asked us to mention that they too publish a [bulletin](#) following each BT Compliance Committee meeting.

Next OBARCC meeting

Our next quarterly meeting is scheduled for July 2022.

If you have any comments on the bulletin or our annual report, or would like to be added to our contact list for future publications, please contact us using the following email address:

commitments.monitoring.office@openreach.co.uk.