

Highlighted EO Initiatives introduced in 2007

1. @Home Agents

Initiative

- Supported increased flexibility for employees working in BT Customer Relations by introducing special technology that allows employees to handle customer enquiries from their own home, rather than the contact centre.

Outcome

- Won the 2007 Diversity@Work Work/Life Balance Award.
- In the 2007 Staff Perspective Survey 81% of women agreed that their work arrangements allow some flexibility to meet their personal/family needs (up from 70% the previous year).

2. Purchased leave

Initiative

- Introduced a new policy that enables employees to purchase up to four weeks additional leave per year through salary sacrifice.

Outcome

- More than 350 employees purchased leave in November 2007 that will be taken during this year.

3. Flexible Parental leave

Initiative

- Introduced policy that increased the flexibility for taking paid parental leave by combining parental leave with paid work, eg parental leave for 2 days and work for 3 days. This was in addition to flexible payment options for paid parental leave that could be taken at full pay over 12 weeks or half pay over 24 weeks.
- Also introduced policy that allows all employees, regardless of length of service, to apply for parental leave. Previously, there was a six-month qualifying period.

Outcome

- 1,100 employees on average per annum are accessing paid parental leave.
- Return-to-work rate is more than 93%.
- Too early to determine impact of the additional flexibility. However, it potentially facilitates two parents splitting the primary caregiver responsibilities so that the child can be cared for by their parents rather than going to childcare.

4. Childcare

Initiative

- Opened our eighth childcare centre (Market Street, Sydney).

Outcome

- In the year to September 2007, 360 employees and 453 children used the childcare centres.