

# BT OPENREACH CASE STUDY



## Client Introduction

BT Openreach are part of the BT group and are a B2B company responsible for maintaining the telecommunications network that keeps homes and businesses in the UK connected. BT Openreach operates a 24/7 service to its customers who do not and will not accept being off-line for any significant period of time. For that reason, BT Openreach employees respond quickly to tackle outdoor repair work in all weathers in order to get private individuals and

## Project Specific Client Brief

During a meeting in winter 2018 between BT Openreach senior leadership teams and its engineers it was reported that the PPE worn by engineers was not keeping them dry in wet weather conditions. Acting on this information Openreach worked with DCC and sent its Technical Procurement Team, as well as a number of its Scottish engineers, to W. L. Gore & Associates in Livingston, Scotland to investigate the best alternative options for foul weather protection for its workers.



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## Our Solution

Following this initial test, in which GORE-TEX® Jackets and Trousers outperformed BT Openreach's existing PPE, a small number of Scottish-based Openreach engineers were given GORE-TEX® garments to field test and then report back. Their feedback was extremely positive with the jackets and trousers performing well in Scotland's often wild and wet weather conditions.

Following the completion of the tender process, a new contract was awarded which consolidated BT Openreach's workwear portfolio, adding GORE-TEX® garments to the new refined list of required PPE and workwear. The new products were successfully rolled out to engineers.

## Continued Support

DCC has supported BT Openreach for many years. In the most recent times, we have worked on providing a more sustainable way of packaging their goods by switching all plastic bags to cornstarch bio-degradable bags. In turn, this is passed on to the end users at Openreach who see a decrease in single use plastic waste. DCC work with BT Openreach to provide regular meetings to assess the range, the stock and performance and to discuss innovations to improve the wearer experience. Monthly MI reports detail performance on agreed SLA/KPI's ensure DCC continue to give BT Openreach and excellent service.

Contract length  
**8+ years**

Wearers  
**20,000+**

**5700 kgs**  
of plastic saved

**95%**  
of the engineers that were questioned said the Gore garments were much better than previous workwear.

## Products supplied:

- PPE
- Technical workwear
- Corporate workwear
- Gore-Tex wet weather gear
  - Polo-shirts
  - Sweatshirts and more!



## Contact us today

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**DCC**

UNIFORMS  
WORKWEAR & PPE