



Enabling Scotland's digital future



BT's contribution to the Scottish economy and public services has never been more important. It's critical that our nation recovers from the pandemic and thrives on a world stage. We're uniquely placed to help drive that vision, as we operate from Orkney to Dumfries and Galloway (and everywhere in between), delivering connectivity across our fully-converged ecosystem of fixed and mobile networks.

I'm proud of our response in helping the nation and people of Scotland during the recent pandemic, which has proven just how critical digital technology is in our lives, in connecting us with the people we love and care about, as well as connecting us daily in our working lives to allow us to work remotely, efficiently and productively. We've worked hard to ensure people and organisations in Scotland have access to the right digital skills training and support schemes,

from SMEs right up to large organisations - and at pace.

I wanted to share some of the ways we've been supporting local communities across Scotland and stress how essential it is that we all recognise the importance of working together at this time. Together, we can innovate, co-create and enable our local communities and organisations to thrive, and build back stronger and even more resilient.

Included in this short document is an overview of our current level of investment in Scotland, highlighting our £1.2bn annual GVA, 12,400+ FTE jobs we support and some of the ways we are innovating with partners across the country. To maintain and grow this investment in your local community, I strongly encourage you to reach out to me or another member of my team to discuss how we can support you, achieve your digital ambitions

and bring positive and inclusive outcomes to your organisation.

Alan Lees
Scotland Director,
BT Corporate and Public Sector



A digital fabric for Scotland

Scotland's refreshed digital strategy sets out a vision for a vibrant, inclusive, open and outward-looking digital nation.

Technology will be key in making this change happen. New technologies are joining the physical, digital and biological worlds, affecting all disciplines, economies and industries, and challenging the way we live and work.

At present, many organisations across Scotland deploy digital solutions in isolation, using different components, with no thought given to wider regional and national synergies and opportunities. Moreover, they deliver their technology without human elements, new business models or commercial considerations.

Backed by our ecosystem of technology and capabilities, we can deliver our digital fabric (devices, data, skills and applications) quickly, and scale it to your needs. It's future-proof, underpinned by innovation, and can be pointed at any given outcome.



Our economic impact in Scotland



£1.2 billion

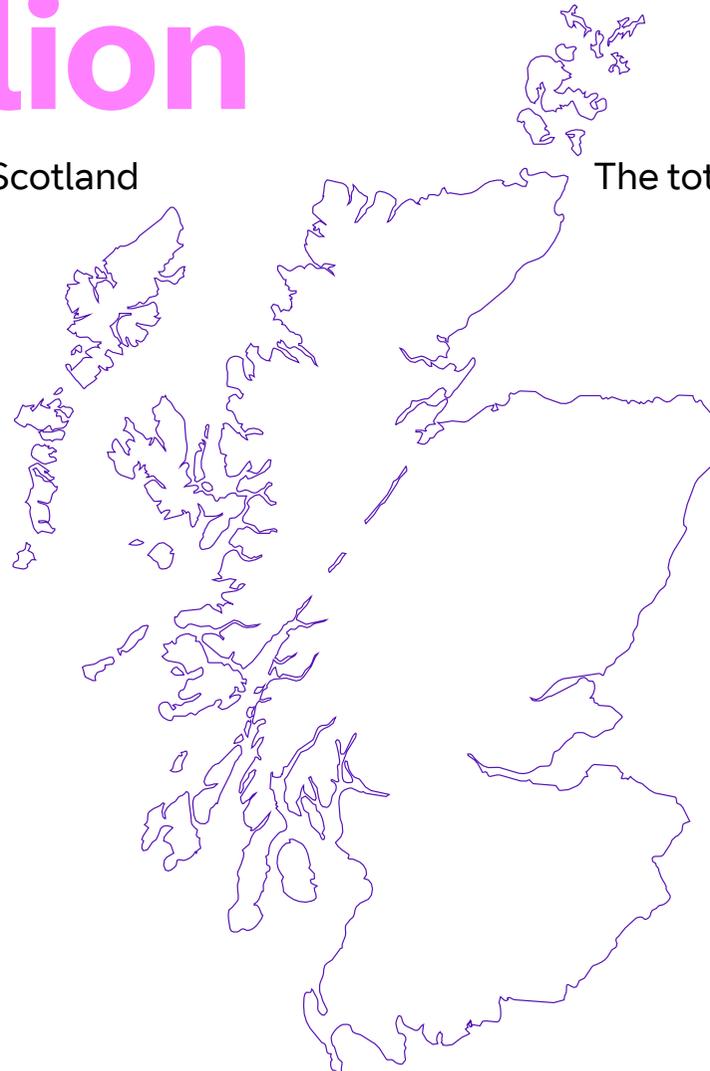
£1.2bn total GVA impact across Scotland

12,400

The total number of full-time equivalent jobs we support across Scotland

7,500

The number of people we employ directly in Scotland



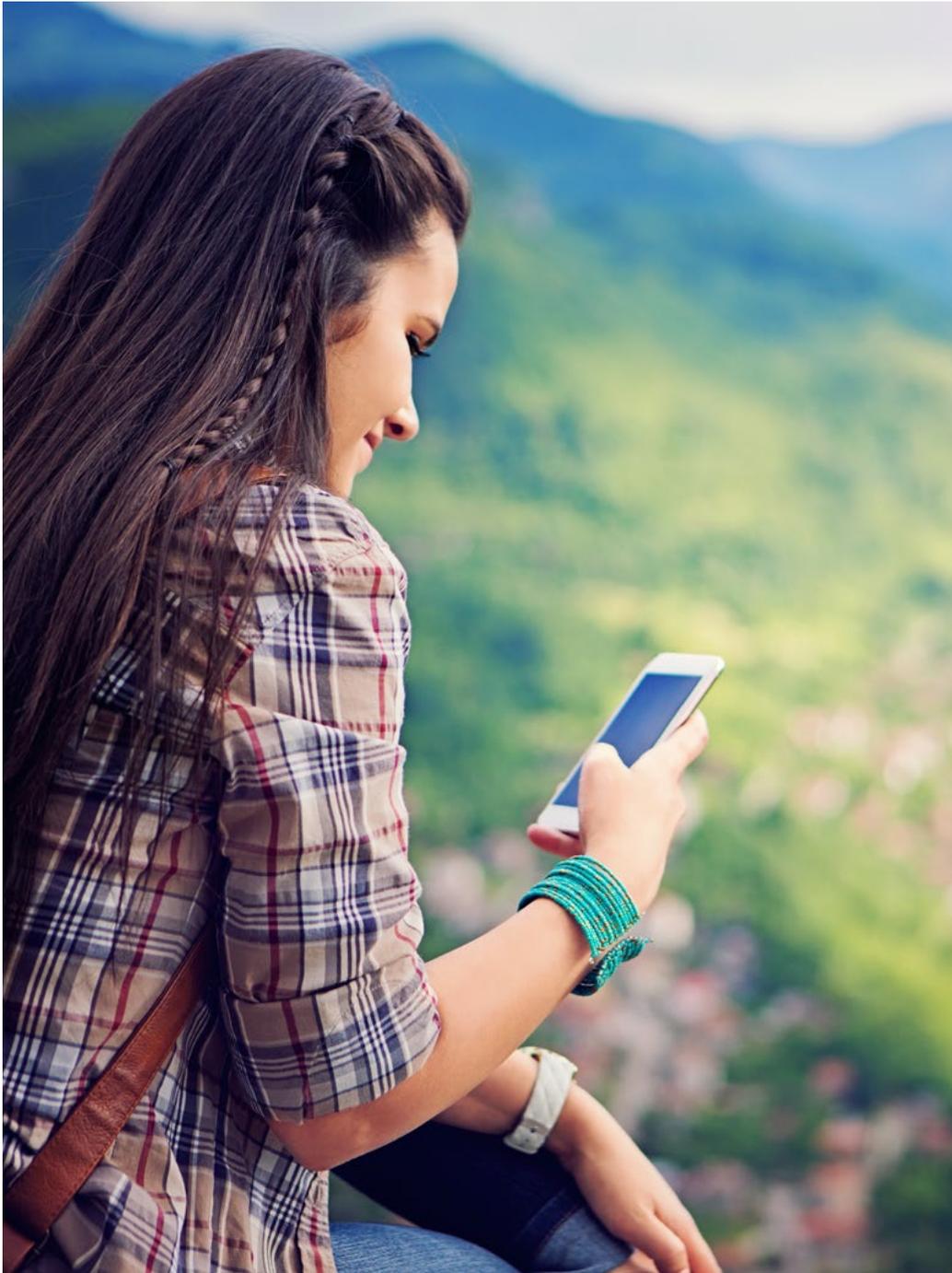
£167 million

The amount we spend every year with local suppliers in Scotland

[Click here for the full report](#)

Our economic impact on Scottish regions

	Number of residents in the area employed by BT Group FTEs	GVA generated directly by BT operations in the area (£m per annum) (workplace based)	Total Jobs supported by BT in the area, FTEs	Total Turnover generated in businesses based in the area, as a result of BT's full economic impact, (£ms pa)	Total GVA created by BT in the area (£ms pa)
Scotland region	7,483	£825	12,413	£2,197	£1,205
Aberdeen City	228	£34	337	£66	£37
Aberdeenshire	223	£17	155	£31	£18
Angus	222	£5	41	£8	£5
Argyll and Bute	116	£11	93	£20	£11
Clackmannanshire	30	£0	4	£1	£0
Dumfries and Galloway	173	£19	167	£35	£20
Dundee City	878	£112	1,176	£199	£113
East Ayrshire	96	£4	30	£7	£4
East Dunbartonshire	162	£4	37	£8	£4
East Lothian	104	£3	30	£6	£3
East Renfrewshire	149	£1	16	£3	£2
Edinburgh, City of	449	£118	1,419	£285	£157
Eilean Siar	29	£3	37	£7	£4
Falkirk	121	£5	47	£9	£5
Fife	313	£19	518	£87	£46
Glasgow City	765	£217	2,631	£494	£274
Highland	607	£68	634	£123	£69
Inverclyde	516	£45	573	£80	£45
Midlothian	104	£2	29	£6	£3
Moray	65	£6	62	£12	£7
North Ayrshire	157	£5	43	£9	£5
North Lanarkshire	440	£27	298	£57	£32
Orkney Islands	22	£2	21	£4	£2
Perth and Kinross	150	£10	111	£22	£12
Renfrewshire	285	£12	1,093	£168	£87
Scottish Borders	108	£10	543	£86	£45
Shetland Islands	21	£2	22	£4	£2
South Ayrshire	114	£16	135	£28	£16
South Lanarkshire	391	£14	496	£80	£42
Stirling	79	£9	82	£16	£9
West Dunbartonshire	166	£10	93	£18	£10
West Lothian	201	£12	1,438	£220	£114



Connecting Scotland by investing in infrastructure

We're committed to helping communities and businesses in Scotland thrive in the digital world. Here's some of the ways how.

- We invest £3.7bn in our UK network every year, which means we can expand, improve our coverage and connect more people and organisations.
- We've built our network so it never goes over 50% utilisation, and it's the only network to offer 99.999% availability. We haven't had an outage on our core network in over 13 years.
- We have access to the most extensive fibre network in Scotland, which extends from Shetland to Dumfries and Galloway, and most places in between.
- EE launched 5G in Edinburgh and Glasgow in 2019, and in Stirling and Paisley the following year. We're continuing to launch 5G in new locations across Scotland.
- The 5G technological revolution offers a significant opportunity for Scotland. It's predicted that the huge social, economic and environmental benefits of 5G will add some £17 billion to Scotland's economy by 2035, and lead to the creation of around 160,000 new jobs. We have a Scotland-specific 5G programme of use cases and partnerships from across the country.
- EE's 4G network now covers over 70% of Scotland, up from around 40% over three years ago, with further improvements to come.
- Our EE network has been rated the UK's best network by RootMetrics seven years running, and best network for six years in a row by Mobile Choice.

Examples of our innovation in Scotland

- Working in partnership with North Lanarkshire Council, we recently delivered an immersive classroom experience powered by our award-winning EE 5G network. This is a full 360-degree immersive reality experience, so students will be able to experience what it's like to be in outer space, under the ocean or on a World War 1 battlefield. This will support inclusive growth in the region.
- Working in partnership with The University of Stirling and other regional stakeholders, we're building a world-first model for green recovery in the Forth Valley. This aims to create a thriving and sustainable economy in the region, and support Scotland's commitment to becoming a Net Zero society by 2045.
- Working in partnership with Cisco, we recently provided WebHelp with a rapid, agile solution that allowed them to move from 300 remote workers to having 7,500 colleagues working remotely (and securely) across three countries. We're still working closely with Webhelp, to make sure their operating model has the flexibility to continue to meet and exceed business needs in the ever-changing external climate, as well as scalability for future growth. [Click here to see the full story.](#)



Supporting Scotland's national critical infrastructure

We support the national critical infrastructure across Scotland, such as blue lights services, and other critical public services including national health services, to keep people and communities safe and connected.

Two of our six 999 call centres are based in Scotland, in Glasgow and Dundee. These answer a combined total of around 10 million 999 calls each year.

Together with our tech partners Samsung and Motorola, we recently supplied mobile solutions for police officers across Scotland. Being able to instantly access and record data saved over 400,000 police hours in the first year, allowing officers to spend more time present in local communities throughout the country.

[View the case study video](#)

Skills investment

Since the onset of the COVID-19 pandemic, it's become clear that developing digital skills is now more important than ever. We're proud of the skills development programmes we've introduced to help people navigate through an increasingly online world.

Skills for Tomorrow aims to help 10 million people across the UK develop their digital skills by 31 March 2026, while our Barefoot Computing programme has now reached over 79% of schools across Scotland, enhancing teachers and pupils' computing and digital skills.

Our Work Ready employability skills programme supports young people, primarily from disadvantaged backgrounds, in making the transition to work or Further Education. Last year 147 young people undertook a two-week work placement with us in Scotland. And our Stand Out Skills campaign offers free expert support, resources and webinars for jobseekers of all ages.

Sustainability and climate change

We've been leading on sustainability and climate action for more than 25 years. Now we're going even further to help tackle environmental challenges.

- We've been ranked as No. 1 sustainability leader in the FTSE 100. We aim to work closely with our customers and partners to become leaders in sustainable business in Scotland.
- We've signed power agreements with wind farms across the UK, including the one at Fallago Rig in the Lammermuir Hills. The windfarm's 48 turbines supply enough energy to power our Scottish operations for 20 years. We also have wind farms in Stroupster and Caithness.
- In collaboration with Plug and Play, the world's leading innovation platform hub, we've launched a Green Tech Innovation Platform to work with SMEs and develop 'break-through' green tech solutions. The programme includes work into Smart Streets, IoT-capable Smart Buildings and remote working, using the latest connectivity and 5G technology.
- As part of the Green Tech Innovation Platform, we're working with iOpt, an Internet of Things company based in Glasgow, to accelerate their growth by offering their Smart Building solutions. These aim to help customers across the UK to reach Net Zero. (could move to SME support section if helps balance of pages)

SME support

Through our Skills for Tomorrow programme, we have the ambition to boost the digital skills of 1 million small business owners and their employees by 2025. We're proud to work with partners like Google, LinkedIn, Small Business Britain and Fresh Business Thinking.

Last year we launched a Small Business Support Scheme to help the UK's 5.8m SMEs. We're aiming to help rejuvenate high streets in Scotland and drive inclusive growth through improved connectivity, cash flow support and training.

Investment in grassroots

We've been the principal sponsor of Scottish Rugby since 2014. Our partnership has helped redefine the rugby landscape in Scotland, through investment in the Scottish Rugby Academy and BT league and cup competitions, and by supporting the Club Sustainability Fund, which provides investment in capital projects at grassroots clubs across the country.

We're the exclusive lead partner of Scottish Football, connecting every



level of the national game in Scotland, from the men's and women's squads to the para-football and youth national teams. Working with the Scottish FA, we want to inspire future generations of national team players and supporters, by supporting grassroots football in communities up and down the country.



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Offices worldwide

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