

# BT Passport

Example for IoIC Members

Author: Your name

Issue: v1.0

Date

BT Group

# What is a Passport?

A Passport is a simple word document which can be completed by any colleague who feels their circumstances could have an impact on their ability to work either currently or at some point in the future due to health, disability or caring responsibilities. We've developed it to help individuals, and their managers record any information and agreed actions relating to the individual's circumstances.

For all BT Group colleagues, we have created the **BT Passport** (see combined-passport.pdf).

Completing a Passport is voluntary on the part of the individual and you have the option to record your use of a passport in AN OTHER HR system which will be visible to both you and your manager. The passport can be downloaded and completed at a one-to-one with their manager. Its completion is aimed to provoke discussion about balancing business and individual needs and to record the outcome of that discussion. **After completion, it is recommended the passport is reviewed at least quarterly, or more frequently if required, at the discretion of the individual and manager so that changes can be discussed and recorded.**

# Who is it for?

Our Passports can be completed by any colleague whose health, disability\* or caring responsibilities they believe could have an impact on their ability to work currently or at some point in the future. A carer is defined as 'a colleague responsible for the care and support of a disabled, elderly or sick partner, relative or friend who is struggling to care for themselves'.

The focus of the passport is firmly on what the colleague can do rather than what they can't and in helping to removing any barriers that might prevent them from making a full contribution at work. It's there to help the colleague and their manager, and not to have a detrimental effect in any way.

\*You may find it helpful to complete the [advocacy training](#) available on the [Disability Hub](#), with courses for colleagues, managers and HR.

# A change in managers?

Once completed, the passport is confidential between the two signatories, but if the individual's line management changes, it's recommended the passport should be handed over to the new manager with the new signatories maintaining confidentiality. This removes the need to repeat personal information and revisit local agreements already reached between the original manager and the individual.

This document is designed to be downloaded, completed, and saved by the manager and individual with due regard to the confidentiality of the individual when completed. **It's a local arrangement and does not change an individual's terms and conditions of employment.** An informal agreement should not in most cases be connected to a requirement to work fewer than 3 days a week in the office and informal agreements are not an automatic right to a reduction in office attendance. If a more formal adjustment maybe required explore the guidance and policy in [UK Flex Change](#).

If the employee has a change of manager, the losing manager will seek the employees consent prior to the passport being transferred either via secure mail or encrypted and marked "IN STRICTEST CONFIDENCE" to a new manager in the future".



May 2025

Find out more at [bt.com](https://bt.com)




Offices worldwide



© British Telecommunications plc 2021

Any services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.



Registered office: 1 Braham Street, London E1 8EE

Registered in England No. 1800000



**BT Group**

