

Our ambitions

We've refocused our ambitions to help us drive progress in the areas where we can make the biggest impact.

Over the past six years, our ambitions have evolved in response to changing priorities for our business and our stakeholders. This year, we reviewed them in light of our new strategy.

Our existing environmental targets support our focus on tackling climate change and we've added a new one to become a net zero carbon emissions business by 2045. But we found some of our social targets weren't closely enough aligned with our sharpened focus on digital skills – the area where we can deliver the greatest impact for the UK and for BT.

We've set a new target to reach 10m people in the UK with digital skills training by 2025. This supersedes our previous target – to help 10m people overcome social disadvantage through the benefits our products and services can bring – with a more focused and measurable programme. The new target builds on our ongoing investment at the primary school stage and our existing ambition to help 5m children to receive better teaching in computer skills by 2020, which will contribute to the new 2025 ambition.

As we realign our charity partnerships to focus on digital skills, we've taken the tough decision to close our fundraising platform, MyDonate, from June 2019 (see page 11). We'll keep reporting on progress on use our skills and technology to generate more than £1bn for good causes by 2020 but it will no longer be a business priority.

We'll continue to encourage our people to support charities through payroll giving and carry on their proud history of volunteering. But this year we took the decision to no longer focus purely on the proportion of our people who volunteer, which is why the volunteering participation rate dropped to 26% (see page 12). Instead we will refocus our volunteering efforts on digital skills.

Building better digital lives

Our ambitions¹

Reach 10m people in the UK with digital skills training by 2025

2018/19 performance

Not applicable (new goal)

2m

children reached
since 2014/15

Status

New



To be subsumed into above target in 2019/20

Tackling climate change and environmental challenges

Our ambitions

Become a net zero carbon emissions² business by 2045

2018/19 performance

298,461

tonnes CO₂e
in 2018/19

Status

New



Ongoing

Cut our carbon emissions intensity by 87%³ by 2030, compared with 2016/17 levels

25.7%

reduction achieved
since 2016/17



Ongoing

Enable customers to reduce their carbon emissions by at least three times the end-to-end carbon impact of our business by 2020

2.6:1

achieved during
2018/19



Ongoing

Buy 100% of our electricity worldwide from renewable sources by 2020, wherever markets allow

87%

bought from renewable
sources in 2018/19



1 We report progress on our £1bn ambition on page 04.

2 Measured for scopes 1 & 2 greenhouse gases

3 Measured for scopes 1 & 2 greenhouse gases, per unit of gross value added