

Digital Impact and Sustainability – targets and progress 2019/20

	Ambition/target	Last year (2018/19)	This year (2019/20)	Status (2019/20)	Page
Building better digital lives	To reach 10m people in the UK with help to improve their digital skills, by 31 March 2026	New, reporting to start in 2019/20	2.8m people reached since 2014/15	Ongoing	8
Tackling climate change and environmental challenges	By 31 March 2045, to become a net zero carbon emissions business (GHG emissions scopes 1 + 2)	298,717 tonnes of CO ₂ e	243,214 tonnes of CO ₂ e	Ongoing	21
	By 31 March 2031, to cut our carbon emissions intensity by 87%, compared to 2016/17 levels ¹	26% reduction achieved	42% reduction achieved	Ongoing	22
	By 31 March 2021, to enable customers to reduce carbon emissions by at least three times the end-to-end carbon impact of our business (3:1)	2.9:1	3.1:1 – target achieved one year early	Achieved	24
	By 31 December 2020, to purchase 100% of our electricity from renewable sources, where markets allow	86%	92%	Ongoing	21
	By 31 March 2031, to reduce our supply chain CO ₂ e emissions by 42% ² , compared to 2016/17 levels	Reduced by 8.4%	Reduced by 8%	Ongoing	23
Societal investment	To invest more than 1% of the previous year's adjusted profit before tax (PBT) in society	0.83% of PBT invested	0.9% of PBT invested (Over the last five years, we have invested an average of 0.98% of adjusted PBT)	Failed	5
Colleagues	Employee engagement index: To maintain or improve our relationship with our colleagues	77%	79%	Achieved	31
	Gender: By end of 2020/21, we want 40% of our senior management team to be women	31%	35%	Ongoing	30
	Sickness absence rate: To maintain or cut the percentage of calendar days lost to sickness	2.6% calendar days lost ³	3.0% calendar days lost ³	Failed	32
	Ethical perception: To maintain or improve our colleagues' perception of our ethical performance	86%	93%	Achieved	33

Additional targets and progress

	Ambition/target	Last year (2018/19)	This year (2019/20)	Status (2019/20)	Page
Environment	Plastics: By 31 March 2025, 100% of the plastic packaging we procure and send to customers can be reused, recycled or composted	N/A	New target, reporting to start in 2020/21	Ongoing	26
Supplier	Supplier risk: To achieve 100% follow up within 3 months, for all suppliers identified as high or medium risk, through our ethical standard questionnaires	100%	100%	Achieved	17
Colleague	Gender: By end of 2020/21, to have 33% of the Board consisting of women	Three out of 11 (27%)	Three out of 12 (25%)	Ongoing	30
	Ethnicity: By end of 2020/21, to have 15% of our senior managers to come from black, Asian or other ethnic minority backgrounds	N/A	10%	Ongoing	30
	Ethics: Colleagues (min. 99.5%) ⁴ to complete annual training on our ethics code 'The BT Way' (including our zero tolerance approach to Anti-Bribery & Corruption)	99.7%	99.4%	Failed	33
Society	We will use our skills and technology to help generate more than £1bn for good causes	We've helped to generate more than £646m (cumulative since 2012)	We've helped to generate more than £700m (cumulative since 2012)	Reporting only	5
Financial	We'll have no significant ⁵ fines or non-monetary sanctions, for non-compliance with laws and regulations concerning: a) the environment b) the provision and use of products and services c) the social and economic area	No significant fines or sanctions	No significant fines or sanctions	Achieved	–
	We'll have no successful health and safety prosecutions or prohibition notices served against the company worldwide	No such prosecutions or prohibition notices	No such prosecutions or prohibition notices	Achieved	32

Notes:

1 Scope 1 and 2 greenhouse gases per unit of gross value added.

2 The previous 29% target was revised to 42% in June 2020.

3 Sickness absence rates since 2018/19 have been restated due to improved capture of international absences, 2018/19 result restated from 2.36% to 2.64%.

4 Excluding those on maternity, paternity or long-term sick leave or with other extenuating circumstances.

5 We report fines as significant if in excess of £50m.