



We connect for good



BT Group plc
ESG Addendum to the BT Group plc
Manifesto Report 2022

Being transparent & accountable



“Trust in our business from implementing the BT Group plc Manifesto will lead to a greater level of engagement with customers and colleagues that over time will drive our revenues up and our costs down.”

Openness and transparency are central to that trust as companies face increasing scrutiny from investors and other stakeholders on environmental, social and governance (ESG) topics.

The approach we take is pretty straightforward. We apply the same rigour to ESG as we use to track our wider business performance. We start with relevant and ambitious targets, create prioritised action plans and report on progress transparently.

Ownership within the business is critical to drive progress and we make sure ESG is linked into the way we measure, recognise and reward performance.

We report on material ESG topics in our Annual Report and provide an update on progress towards our Manifesto commitments in the BT Group plc Manifesto Report. This Addendum offers more detailed data and disclosures to meet growing expectations for enhanced transparency on ESG topics.

Simon Lowth
Chief Financial Officer

External recognition

CDP: On the A List for climate for the sixth year running (top 2% of over 13,000 global reporters), and recognised as a Supplier Engagement Leader

Clean200: 2nd in the UK and 54th globally for our leading solutions to support the transition to a clean energy future

Corporate Knights Global 100: Ranked in the top 100 most sustainable companies in the world for the second year in a row

EcoAct: 3rd in the UK FTSE 100 and 7th globally

EcoVadis: Platinum rating (top 1% of 6,000 companies assessed worldwide)

FTSE4Good: Confirmed member of the Russell FTSE4Good index

ISS-ESG: Prime rating for ESG

MSCI: AA rating (top quartile) for ESG investment risk and opportunities

Responsible Business Alliance: 2021 Innovation Award for our Green Tech Innovation Platform

Reuters Responsible Business Awards: 2021 Purpose Driven Communications Award for BT Stand Out Skills campaign

Sustainalytics: Low risk score of 17.1 for ESG (top quartile)

Tortoise Responsibility100: Leading telecoms company and 7th overall in the UK FTSE100

Tortoise Climate100: 1st in the UK FTSE100

Vigeo Eiris: Advanced rating (top quartile)

WWF Turning Bluechips Green: One of only four FTSE100 companies to fully meet all criteria in WWF's review of net zero commitments

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Disclosing policies and performance

Information about our approach and performance on material ESG topics is available in this Addendum and in the reports, disclosures, indexes and policies listed below.

Reports and disclosures

- [BT Group plc Annual Report \(including the latest Task Force on Climate-related Financial Disclosures \(TCFD\)\)](#)
- [BT Group plc Manifesto Report](#)
- [Diversity and Inclusion Report \(including ethnicity and gender pay gap reporting\)](#)
- [Modern Slavery Statement \(including conflict minerals reporting\)](#)
- [Privacy and free expression disclosure](#)
- [Tax Strategy](#)

Frameworks and standards

We report in line with a range of recognised external frameworks and standards, each of which are covered within this addendum:

- [Climate Disclosure Standards Board framework](#)
- [Global Reporting Initiative \(GRI\): Core option](#)
- [ISO 26000 standard](#)
- [Sustainability Accounting Standards Board \(SASB\)](#)
- [UN Global Compact](#)
- [UN Sustainable Development Goals](#)

Policies

[Being trusted: our code](#) guides how we do things at BT. Accompanying [policies and standards](#) cover topics such as:

- [anti-bribery and corruption](#)
- [carbon reduction plan](#)
- [charity approach](#)
- [environment](#)
- [gifts and hospitality](#)
- [health, safety and wellbeing](#)
- [human rights](#)
- [plastics](#)
- [privacy](#)
- [vulnerability](#)

We also extend our expectations through policies and standards for [suppliers](#).

Definitions of how we measure and report against our Manifesto targets, including our inclusive and sustainable Group KPI's, are explained in a separate supporting download document at bt.com/manifestoreport:

- [BT Group reporting methodology](#)

Governance

Our Board-level *Digital Impact & Sustainability Committee* oversees our digital impact and sustainability strategy and tracks progress towards our related targets and ambitions.

BT chief executive Philip Jansen takes strategic decisions, exercising delegated authority from the Board, with assistance from the *Executive Committee* in development and execution of the strategy and risk management.

We integrate ESG into our reward approach. Key performance indicators related to our digital skills and carbon goals contribute 10% of the overall bonus for all eligible colleagues.

 See our [Annual Report](#) for more on governance, remuneration and a report from the *Digital Impact & Sustainability Committee* chair Leena Nair.

Independent assurance

Our BT Group plc Manifesto reporting is independently assured to AccountAbility's AA1000ASv3 accounting standard. Read the [independent assurance statement](#).

Identifying our ESG priorities

We prioritise the ESG topics that are most important to our business and our stakeholders – our material issues.

We conduct a materiality assessment every other year to inform our strategy and reporting. The Materiality analysis chart shows the results of the latest assessment, from 2021.

The assessment, guided by AccountAbility’s AA1000ASv3 accounting standard, used quantitative and qualitative data from sources including social media listings and interviews with key internal stakeholders, as well as industry collaborations, reports, studies and surveys.

We considered:

- The importance of each issue to our main stakeholder groups – including colleagues, customers, investors, suppliers, government and regulatory bodies.
- The impact on our business – including potential risks and opportunities.

We engage regularly with stakeholders to understand what’s important to them and ESG topics have been high on the agenda again this year for investors and other stakeholders. Ongoing dialogue also enables us to share plans and progress, accelerates innovation and partnerships, and keeps us accountable.


[Read more on how we connect with stakeholders in our **Annual Report**.](#)

Materiality analysis 2021



1	Customer experience	◀■*
2	Data/cyber security	■*
3	Network investment	■*
4	Business ethics	◀■*
5	Climate change	◀■*
6	Responsible tech & human rights	◀■*
7	Digital lives	■*
8	Economic impact	■*
9	Sustainable consumption	◀■
10	Diversity and inclusion	◀■
11	Energy	◀■
12	Health, safety & wellbeing	◀■*
13	Communities & charity	◀■
14	Air pollution	◀■
15	Reporting transparency	
16	EMF/health concerns	
17	Emergency/disaster response	
	Policy	◀
	Target/KPI	■
	Principal risk	■*

- ◌ Topics covered in the BT Group plc Manifesto Report
- ◌ Topics covered in BT Group plc [Annual Report](#)

Our social and economic contribution

This year, we’ve continued to deliver social and economic value by:

Paying our taxes	We’re committed to managing our tax affairs responsibly, ethically and with integrity – including paying our fair share. We believe we must contribute fairly through the tax system to the economies and societies where we operate. The One Hundred Group 2021 Total Tax Contribution Survey ranked us the sixth highest contributor in the UK for financial year 2020-21. We paid £229m in UK corporation tax in 2020-21, which represented 22% of our UK total taxes paid. For 2021-22, we paid income taxes of £52m globally and £nil corporation tax in the UK, due to benefiting from the Government’s super-deduction regime, where capital expenditure on our fibre roll-out programme qualified for enhanced tax relief. For more on tax, refer to page 49 of our Annual Report. 📖 Read more about our approach in our Tax Strategy
Supporting small businesses	This year, we reached 277,000 small business owners and their employees through digital skills programmes. We also launched a new Digital Marketing Hub, offered free advertising space for local businesses on our new StreetHub units and supported small businesses on their journey to net zero carbon emissions. 📖 Read more in the BT Group plc Manifesto Report
Supporting our suppliers	We support the Government’s Prompt Payment Code (PPC) in the UK. This year, we paid 95% of supplier invoices within 60 days, meeting the PPC target, and 86% of invoices from smaller suppliers in 30 days. Our new procurement company, BT Sourced, has simplified onboarding processes to reduce the administrative burden on small suppliers. We’re also using a digital platform to enable small and diverse companies to access more opportunities to supply BT. We continue to partner with Minority Supplier Development UK to attract and engage ethnic minority suppliers.
Partnering with charities	This year, colleagues donated a total of over £2.3m to 1,368 charities they care about through Payroll Giving, which we topped up to more than £2.6m. Through our Festive Give campaign, colleagues collected over 30,000 gifts for more than 9,000 children. Colleagues voted for Home-Start UK as our new UK charity partner and we continued to partner with the British Asian Trust (BAT) in India and UNICEF internationally. See the BT Group Manifesto Report for more on how we’re promoting digital skills through these partnerships. Fundraising by colleagues across BT Group raised over £60,000 to support UNICEF’s global VaccinAid appeal to deliver COVID-19 vaccines around the world. BT colleagues also donated to UNICEF’s children’s emergency fund to support children affected by the crisis in Ukraine. In India, we also produced ‘Goal Goa: Take the Shot!’, a 90-minute film that tells the stories of how young female footballers and their communities fought back against Covid-19 to reinforce our charity partners’ efforts to combat vaccine hesitancy in their communities.
Volunteering time and expertise	This year, BT colleagues volunteered over 51,000 hours to support our charity partners and communities – including sharing their skills and expertise through mentoring and digital skills training programmes (see the BT Group Manifesto Report). Through our Care Home Companions programme, 325 colleagues from BT, EE and Plusnet contact centres volunteered to have regular chats with residents of 42 care homes to tackle loneliness during the pandemic. In India, over 350 colleagues took part in volunteering activities this year, including making educational videos for TV, mentoring women in tech careers, supporting teachers and building our charity partners’ tech capabilities.

Environmental management

We’ve made bold carbon reduction and circular commitments as part of our sustainable growth agenda, but we also manage other environmental impacts and risks to ensure our progress is built on strong foundations

Certifying environmental management systems	Our environmental management system in Belgium, France, Germany, Ireland, Italy, the Netherlands, Spain and the UK are certified to ISO 14001:2015. Our energy management systems in Germany and the UK are certified to ISO 50001. We publish UK certifications on our website.
Managing environmental risk	We take a consistent approach to addressing risks, impacts and regulatory compliance through our Group-wide Environmental Policy and environmental management system. In 2021/22, our environmental management and governance group (EMGG), chaired by our chief technology officer, oversaw our approach to environmental risk management. It reported regularly to the <i>Executive Committee</i> and received quarterly updates from our environmental management compliance steering group. Going forward, the EMGG will be replaced by the Group Environment Board. We report risks and opportunities to our business across a range of future climate scenarios under the Task Force on Climate-related Financial Disclosures (TCFD) recommendations.  Read more in the BT Group plc Annual Report on pages 66 to 69
Mitigating and adapting to climate risk (We report more fully on how we’re responding to climate-related risks and opportunities in our TCFD disclosure. Read more in the BT Group plc Annual Report on pages 66 to 69)	Our strategic weather resilience programme aims to future-proof our UK estate by monitoring and mitigating risks from extreme weather events. We keep our team informed through daily risk communications, alert warnings and online tools. This year, we: • Piloted a scenario-based assessment of potential flood impacts at 27 sites, with plans to extend to other critical sites over the next few years • Continued flood protection and cooling systems upgrades at key sites • Completed CCTV drain surveys at 106 key sites and put in place a programme to address identified issues • Replaced 20 underground network cable entry points that were vulnerable to water ingress and completed surveys of a further 8 • Ran 12 Emergency Response Team exercises, provided training for over 40 people, and responded to over 30 incidents related to severe weather events, such as Storm Arwen • Supported the UK Government-led National Digital Twin programme to explore how decision-making can be improved and coordinated between large critical infrastructure agencies during severe weather events.

Environmental management continued

Tackling air pollution	Our transition to electric vehicles is helping to reduce air pollutants from combustion engines as well as cutting carbon. We work with tech partners through our Green Tech Innovation Platform to pilot Internet of Things solutions to help local councils monitor air quality in real time (see the BT Group plc Manifesto Report).
Minimising water use	Our UK water use decreased by 2% this year to 1,400,363m³ as we continued work to reduce leaks across our sites and use Water Self-Supply , which has saved us over £540,000 this year.
Nurturing biodiversity	We use our environmental management system to help us manage negative biodiversity impacts and we monitor wildlife-related incidents or risks at our sites. Our internal natural environment policy captures our long-term vision to enhance biodiversity at our sites across the UK. This year, following consultation with the RSPB, we took action to encourage the nesting of globally threatened Kittiwakes at one of our sites. And after discussions with the RSPB, we published internal guidance on ways to bird-proof BT buildings without causing injury to birds.
Managing fuel storage risks	We have nearly 6,500 fuel storage tanks across the UK to fuel the diesel generators we use as back up during power cuts and to keep our customers connected in remote locations. We monitor, maintain and upgrade these tanks and pipework. If there's a spill, we use specialist contractors to make sure it's cleaned up carefully and we report any major leaks to the regulator. No incidents at BT sites have been subject to investigation or legal proceedings from any of the UK regulators for several years.
Ensuring environmental compliance	We always aim to comply with relevant environmental legislation for our operations and products. This includes making sure our products and any electrical or electronic equipment sold to our UK business comply with regulations on waste electrical equipment, hazardous substances, chemicals and packaging. If any issues occur, we work with the relevant authorities to resolve them. We aim to meet our commitments under the Environmental Protection Act 1990 and the Clean Neighbourhoods and Environment Act 2005. This year has seen a further increase in littering and fly tipping across our sites in the UK. We received a number of complaints about fly tipping at our telephone exchanges and we've taken action on this when identified. No major environmental breaches have occurred this year.

BT Group Manifesto – targets and progress 2021/22

Theme	Ambition/target	Last year (2020/21)	This year (2021/22)	Status (2021/22)
Inclusive	Digital skills: By 31 March 2026, to reach 25m people in the UK with help to improve their digital skills, since 2014/15	10.1m people reached since 2014/15	14.7m people reached since 2014/15	Ongoing
	Build a diverse workforce through our diversity and inclusion targets:			
	By 2030, BT Group (excluding Openreach) will have a workforce made up of:			
	– Women ¹ : 50%	New goal	34.9%	Ongoing
	– Ethnic minority colleagues ² : 25%	New goal	11.9%	Ongoing
	– Disabled colleagues ² : 17%	New goal	6.9%	Ongoing
	By 2030, Openreach will have a workforce made up of:			
	– Women ¹ : 13%	New goal	10.3%	Ongoing
	– Ethnic minority colleagues ² : 10%	New goal	9.4%	Ongoing
	– Disabled colleagues ² : 6%	New goal	6.0%	Ongoing
	By 2030, BT Group (total) will have a workforce made up of:			
	– Women ¹ : 33%	New goal	25.7%	Ongoing
	– Ethnic minority colleagues ² : 17%	New goal	10.8%	Ongoing
	– Disabled colleagues ² : 12%	New goal	6.5%	Ongoing
	Board gender: To maintain that we want 33% of the Board to consist of women	Four out of 12 (33%)	Four out of 11 (36%)	Achieved
Network	By 2026, 25 million homes and businesses will have access to strong, secure, ultrafast full fibre broadband	4.6m premises reached	7.2m premises reached	Ongoing
	By 2028, our EE 5G mobile network will reach 90% of the UK's geography	–	New goal	Ongoing

¹ Global workforce.

² UK workforce only, due to data limitations, and based on declared data only.

BT Group Manifesto – targets and progress 2021/22 continued

Theme	Ambition/target	Last year (2020/21)	This year (2021/22)	Status (2021/22)
Environmental	By 31 March 2031, to cut our carbon emissions intensity by 87%, compared to 2016/17 levels ¹	57% reduction achieved	55% reduction achieved	Ongoing
	To maintain the purchase of 100% of our electricity from renewable sources, where markets allow	100% ²	100% ²	Achieved
	By 31 March 2031, to reduce our supply chain carbon emissions by 42%, compared to 2016/17 levels	27% reduction achieved ³	28% reduction achieved	Ongoing
	By 31 March 2031, to be a net zero carbon emissions business (GHG emissions scopes 1 and 2)	171,616 tonnes of CO ₂ e ⁴	180,934 tonnes of CO ₂ e	Ongoing
	By 31 March 2041, to be net zero for our supply chain and customer carbon emissions (GHG emissions scope 3)	3,137,330 tonnes of CO ₂ e ³	3,075,045 tonnes of CO ₂ e	Ongoing
	By 31 March 2040, we aim to help customers avoid 60m tonnes of CO ₂ e	–	New goal	Ongoing
	Build towards a circular BT by 31 March 2030 and circular tech and telco ecosystem by 31 March 2040	–	New goal	Ongoing
Colleague	Sickness absence rate: To maintain or cut the percentage of calendar days lost to sickness	2.85% calendar days lost	3.69% calendar days lost	Failed
	Employee engagement index: To maintain or improve our relationship with our colleagues	80%	79%	Failed
	Ethical perception: To maintain or improve our colleagues' perception of our ethical performance	93%	92%	Failed
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

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

² 99.9% of the global electricity BT consumes is from renewable sources. The remaining 0.1% is where renewable electricity is not available in the market.

³ Annual historic changes to Scope 3 supply chain emission calculations are a consequence mainly of a switch from a CPI-modelled approach to an 'actual' data approach.

⁴ Historic years' numbers may be restated where more up-to-date information has become available e.g. replacing estimates with actual values.

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

Privacy and free expression

Lawful interception, data disclosure and blocking requests worldwide

Where we have a local licence or operate our own network, we might have to help government authorities in ways that could affect people's rights to privacy or freedom of expression. This could include requests to hand over information about the services we provide, intercept voice calls or data, or block access to certain material on the internet. We have a dedicated unit within BT who handle these requests in line with our policies and processes, and with support from our legal and human rights teams.

Below is a summary of the requests we've received in 2021 by country. Where we don't provide this information, we give a reason why. This could be because:

- We can't disclose it – in some countries, publishing this type of information is against the law, in others the law might not expressly stop us from disclosing, but authorities have told us we can't publish it.
- It's published somewhere else – if information is published for the whole industry by a government or other public body, we refer to those publications.

Summary of interception, data disclosure and blocking requests (1 Jan to 31 Dec 2021)

Country	Lawful interception requests (total number of requests received, including renewals for existing lawful interceptions)	Data disclosure requests	Blocking and filtering (B&F) requests	Number of websites required to be blocked in the B&F requests
Argentina	0	0	N/A	N/A
Australia	Can't disclose		N/A	N/A
Belgium	0	2,255	59	99
Brazil	0	24	4	38
Canada	0	0	0	0
Colombia	0	0	N/A	N/A
Czech Republic	0	16	N/A	N/A
France	Can't disclose		N/A	N/A
Germany	Federal Office publishes information		N/A	N/A
Hungary	Can't disclose	0	N/A	N/A
India	0	0	N/A	N/A

Country	Lawful interception requests (total number of requests received, including renewals for existing lawful interceptions)	Data disclosure requests	Blocking and filtering (B&F) requests	Number of websites required to be blocked in the B&F requests
Italy	See information published by the Ministry of Justice	2,362	158	1,718
Japan	0	0	N/A	N/A
Luxembourg	0	0	N/A	N/A
Mexico	0	0	N/A	N/A
Netherlands	See information published by the Ministry of Justice		N/A	N/A
Poland	Can't disclose		N/A	N/A
Republic of Ireland	Can't disclose		N/A	N/A
Slovenia	0	0	N/A	N/A
Spain	0	5	32	74
Switzerland	Can't disclose	75	See footnote ¹	
Taiwan	0	0	N/A	N/A
UK ²	Can't disclose/See information published by the Investigatory Powers Commissioner's Office (IPCO)		9	See next table
USA	Can't disclose		N/A	N/A

N/A refers to countries where we do not offer internet services or we are not required to provide a blocking and filtering facility.

¹ In Switzerland we block websites as mandated in two online [lists](#) published by the gambling authorities.

² In the UK, secrecy rules under the Investigatory Powers Act 2016 prevent operators from confirming or denying the existence of certain investigatory powers requests. With industry, we've considered whether the Investigatory Powers (Disclosure of Statistical Information) Regulations 2018 provide any additional avenue for disclosure. BT's view is that the current approach (where IPCO discloses information centrally, on behalf of all industry) is the better approach to give a full and timely picture, although we do discuss with IPCO how to improve the effectiveness of such reporting. We keep the extent of our disclosures in this area under review.

Privacy and free expression continued

Blocking activity in the UK

We support people’s right to express themselves. So we won’t block access to material online unless it’s illegal, such as images of child sexual abuse flagged by the [Internet Watch Foundation \(IWF\)](#), or as part of the [parental controls](#) and [security products](#) we offer customers on an opt in/opt out basis.

Below is a summary of where we’ve blocked online activity (or received queries around our blocking and filtering activities) in the UK for 2020 and 2021.

	2020 calendar year	2021 calendar year
Number of child sexual abuse material blocked ³	5,182	5,526
Parental controls (BT broadband)	number of reports received of incorrect website blocking	545
	% recategorised after review	46%
Parental controls (EE mobile)	number of reports received of incorrect website blocking ⁴	42 (Oct-Dec)
	% recategorised after review	38% (Oct-Dec)
Number of ‘phishing sites’ falsely impersonating BT brands that we closed	8,499	9,575
Number of orders received to block content for reasons of copyright infringement	23	9
Number of requests to erase personal data (‘right to be forgotten’)	380	442

We provide more details about how we handle and deal with these issues, together with data on [our website](#).

3 This is the average daily number of webpages on the IWF’s [URL List](#) – see IWF’s [annual report](#) for further information about child sexual abuse imagery blocking in Europe.

4 This includes reports received following [adjudication](#) by the British Board of Film Classification.

Sustainability Accounting Standards Board (SASB) index

The Sustainability Accounting Standards Board (SASB) is an independent non-profit organisation that sets standards to guide the disclosure of financially material sustainability information by companies to their investors. SASB Standards identify the subset of environmental, social, and governance (ESG) issues most relevant to financial performance in each of 77 industries.

The table below cross-references the SASB accounting metrics with where that information can be found in BT’s Annual Report (AR), BT Group Manifesto Report, ESG Addendum, or other publications, and covers the financial year ending 31 March 2022, unless otherwise stated.

This is our second year of reporting against SASB indicators – we plan to further develop our reporting where appropriate.

Telecommunication services standard 2018						
Topic	Code	Accounting Metrics – description	Category	Unit of measure	Response/comments	Data/references
Environmental Footprint of Operations	TC-TL-130a.1.	1) Total energy consumed: Includes: Total electricity Gas and Oil – Heating Gas and Oil – Generators	Quantitative	GWh	2,738 (We report in GWh)	AR, page 69
		2) percentage grid electricity out of total energy consumption	Quantitative	%	92.31%	
		3) percentage renewable electricity out of total energy consumption	Quantitative	%	92.30% 100%* of the electricity that we consume worldwide in our networks, exchanges, offices and shops is renewably sourced. (* 99.9% of the global electricity BT consumes is from renewable sources. The remaining 0.1% is where renewable electricity is not available in the market.)	
Data Privacy	TC-TL-220a.1.	Description of policies and practices relating to behavioural advertising and customer privacy	Discussion and Analysis	N/A	See our Privacy policy and our website cookies.	BT Privacy policy EE Cookie policy Plusnet Cookie policy BT.com Cookie policy
Data Privacy	TC-TL-220a.2	Number of customers whose information is used for secondary purposes	Quantitative	Number	We do not calculate and report on a metric as defined by the standard. In accordance with data protection legislation, we do conduct further processing of customer data, such as anonymisation to generate aggregate statistical information. See our Privacy policy for further details.	BT Privacy policy BT.com Cookie policy

Sustainability Accounting Standards Board (SASB) index continued

Telecommunication services standard 2018						
Topic	Code	Accounting Metrics – description	Category	Unit of measure	Response/comments	Data/references
Data Privacy	TC-TL-220a.3.	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	Quantitative	Reporting currency	We disclose material monetary losses associated with legal proceedings in our Annual Report. Any individual material monetary sanctions imposed on BT due to data breaches are published independently by the UK Information Commissioner’s Office (ICO). There were no such sanctions in 2021/22.	AR – Provisions, pages 165-166
Data Privacy	TC-TL-220a.4.	1) Number of law enforcement requests for customer information 2) Number of customers whose information was requested 3) Percentage resulting in disclosure	Quantitative	Number	In the UK, secrecy rules (under the Investigatory Powers Act 2016) prevent operators from confirming or denying the existence of certain investigatory powers requests. With industry, we have considered whether the Investigatory Powers (Disclosure of Statistical Information) Regulations 2018 provide any additional avenue for disclosure. BT’s view is that the current approach (where the regulator discloses information centrally, on behalf of all industry) is the better approach to give a full and timely picture, given the secrecy provisions which remain in terms of certain requests for data. We do speak with the regulator to review this position and to consider ways to increase the effectiveness of that regulatory disclosure.	ESG Addendum, pages 10-11, and bt.com/privacy-and-free-expression
Data Security	TC-TL-230a.1.	1) The total number of data breaches identified during the reporting period. 2) The percentage of data breaches in which personally identifiable information (PII) was subject to the data breach. 3) The total number of unique customers who were affected by data breaches, which includes all those whose personal data was compromised in a data breach.	Quantitative	Number Percentage (%)	We report qualifying incidents to the relevant regulators (e.g. the Information Commissioners Office (ICO) in the UK) and impacted individuals, where we are legally required to do so and within the timeframes mandated. To the extent that the relevant regulators ever find fault with our data breach management and/or data security practices, they publish their findings/sanctions – typically in their annual reports and on their websites. There were no such sanctions in 2020/21 or 2021/22.	ICO

Sustainability Accounting Standards Board (SASB) index continued

Telecommunication services standard 2018						
Topic	Code	Accounting Metrics – description	Category	Unit of measure	Response/comments	Data/references
Data Security	TC-TL-230a.2.	Description of approach to identifying and addressing data security risks, including use of third-party cyber security standards	Discussion and Analysis	N/A	Cyber security is one of our principal risks, we describe our general approach to how we manage this risk within our Annual Report. We maintain a range of ISO 27001 certificates that are specific to services and customer contracts.	AR – How we manage risk, pages 55–65
Product end-of-life management	TC-TL-440a.1	1) Materials recovered through take back programmes, percentage of recovered materials that were: 2) reused 3) recycled 4) landfilled	Quantitative	Metric tonnes (t), Percentage (%)	We do not currently report on the metrics defined by the standard. We support the transition to a circular economy, encouraging the return of equipment for reuse and recycling by offering take-back schemes to consumers. This year we collected 1.35m home hubs and set-top boxes, of which 46% were refurbished – avoiding 573 tonnes of waste electronic equipment. The remaining 54% will either be refurbished next year or sent to recycling partners. Around 170,000 mobile phones were traded-in this year through the EE Trade In scheme, for refurbishment, reuse and recycling. For our reporting on circular economy activities and our overall waste and recycling data, see reference links.	Manifesto Report – page 24
Competitive Behaviour & Open Internet	TC-TL-520a.1.	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations	Quantitative	Reporting currency	We disclose material monetary losses associated with anti-competitive behaviour proceedings in our Annual Report. There were no material losses in 2021/22.	AR – Provisions, pages 165–166
Competitive Behaviour & Open Internet	TC-TL-520a.2.	Average actual sustained download speed of 1) owned and commercially-associated content 2) non-associated content	Quantitative	Quantitative	We don't differentiate between the two types of content identified in the standard. We are an active participant in comprehensive independent performance and experience testing on both our fixed broadband and mobile networks. This is covered in official reports from Ofcom and RootMetrics (IHS Markit) for publicly available mobile network performance and experience.	Ofcom: Broadband data and research RootMetrics

Sustainability Accounting Standards Board (SASB) index continued

Telecommunication services standard 2018						
Topic	Code	Accounting Metrics – description	Category	Unit of measure	Response/comments	Data/references
Competitive Behaviour & Open Internet	TC-TL-520a.3.	Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	Discussion and Analysis	N/A	We adhere to the current EU net neutrality regulation which has been transposed into UK law. In Autumn 2021 we responded to Ofcom’s call for evidence as they review how the UK’s net neutrality framework is functioning. It is our view that the current guidelines need to be updated in order to maintain an open and fair internet as society’s use and reliance upon it continues to increase.	
Managing Systemic Risks from Technology Disruptions	TC-TL-550a.1.	1) System average interruption frequency 2) Customer average interruption duration	Quantitative	Disruptions per customer, Hours per customer	We do not currently report on the metrics defined by the standard.	
Managing Systemic Risks from Technology Disruptions	TC-TL-550a.2.	Discussion of systems to provide unimpeded service during service interruptions	Discussion and Analysis	N/A	Service Interruption and Customer Service are two of our Group risk categories. We describe our general approach to how we manage these risks within the Annual Report.	AR, How we manage risk, pages 55-65.
Activity metrics	TC-TL-000.A	Number of wireless subscribers	Quantitative	Number	This is commercially sensitive information that we do not disclose.	
Activity metrics	TC-TL-000.B	Number of wireline subscribers	Quantitative	Number	This is commercially sensitive information that we do not disclose.	
Activity metrics	TC-TL-000.C	Number of broadband subscribers	Quantitative	Number	This is commercially sensitive information that we do not disclose.	
Activity metrics	TC-TL-000.D	Network traffic	Quantitative	Petabytes	Openreach’s UK broadband network: 62,000 Petabytes (PB) of data in 2021.	Openreach’s performance dashboard (openreach.com/about-us/our-performance/kpi-dashboard)

Colleague Data

Colleague profile

For years ending 31 March:	2019	2020	2021	2022
Total colleagues (Group)	106,742	108,412	102,639	100,978
Colleagues (UK)	84,267	85,632	83,202	82,463
Colleagues (Non-UK)	22,475	22,778	19,437	18,515
Americas	2,654	2,388	1,575	1,258
Europe	7,152	7,130	5,238	4,550
AMEA	12,014	12,572	11,966	11,948
Republic of Ireland	655	688	658	759
Recruitment (Group-wide)				
Graduates recruited	341	496	230	272
Apprentices recruited	4,534	3,776	2,164	3,961
Career Development				
% Internal Hires (out of total hires for vacancies)	N/A	N/A	N/A	38.0%
Training: Average hours training time per colleague per year	N/A	N/A	N/A	30.5hrs
Training: Total budget (£) allocated to training	N/A	N/A	N/A	£32.3m
Collective Bargaining				
% UK colleagues covered by collective bargaining agreements	N/A	N/A	N/A	93.6%

For years ending 31 March:	2019	2020	2021	2022
Pay				
UK Gender Pay Gap (Median) ¹	5.0%	4.8%	5.0%	6.7%
UK Gender Pay Gap (Mean) ¹	5.9%	4.7%	4.9%	5.0%
CEO Pay Ratio ²	31:1	29:1	31:1	31:1
% Colleagues paid above the Real Living Wage (UK only – excl. apprentice and industrial placements)	N/A	N/A	N/A	99.4%
% Colleagues paid above the Real Living Wage (UK only – all colleagues)	N/A	N/A	N/A	98.5%
Colleague Turnover				
BT % (UK and non-UK)	N/A	11.2%	11.8%	17.0%
Voluntary turnover (%)	N/A	N/A	N/A	14.1%
Involuntary turnover (%)	N/A	N/A	N/A	2.9%
Turnover % (UK)	N/A	10.0%	11.0%	15.1%
Turnover % (Non-UK)	N/A	15.5%	15.3%	25.1%
Number of colleagues left BT under paid leaver schemes	N/A	N/A	4,200	3,235
Colleague volunteering				
Number of days	26,898	21,099	1,257*	7,160*
Colleague Feedback Survey – YourSay				
Engagement index score	77%	79%	80%	79%

1 Pay gap snapshot date is taken as the start of April of the preceding reporting year. More details can be found at [at bt.com/genderpaygap](https://bt.com/genderpaygap).

2 Ratio based on CEO base pay against P50 median of employee pay.

* Due to the impacts of Covid-19, volunteering activity was severely limited, with no opportunity to conduct face-to-face volunteering activity across our Skills for Tomorrow programme.

N/A = Not Available (data not captured).

Colleague Data continued

Workforce diversity

For years ending 31 March:	2022
BT Group workforce (excluding Openreach)	
Women ¹	34.9%
Ethnic minority ²	11.9%
Disability ²	6.9%
Openreach workforce	
Women ¹	10.3%
Ethnic minority ²	9.4%
Disability ²	6.0%
BT Group (total) workforce	
Women ¹	25.7%
Ethnic minority ²	10.8%
Disability ²	6.5%

For years ending 31 March:	2019	2020	2021	2022
Age profile² (UK workforce)				
Under 20	1,095	1,037	587	709
20-29	18,324	19,268	18,546	18,431
30-39	19,456	20,140	20,608	21,285
40-49	18,311	18,040	17,733	17,482
50-59	22,582	21,492	20,310	19,196
Over 60	5,616	5,655	5,418	5,360
Unknown	10	0	0	0
Total	85,394	85,632	83,202	82,463

1 Global workforce.

2 UK workforce only, due to data limitations, and based on declared data only.

Colleague Data continued

Board and leadership diversity

For years ending 31 March:	2021	2022
Board		
Women	33%	36.4%
Ethnic Minority	2 members	2 members
Executive Committee		
Women	36%	36.4%
Ethnic Minority	1 member	1 member
Senior Leadership Team		
Women	N/A	26.1%
Ethnic Minority	N/A	8.0%
Black/Black Heritage	N/A	0.0%
Disability	N/A	5.3%
Senior Management Team		
Women	N/A	35.3%
Ethnic Minority	N/A	10.4%
Black/Black Heritage	N/A	0.8%
Disability	N/A	4.5%

Health Safety and Wellbeing

For years ending 31 March:	2019	2020	2021	2022
Lost Time Injury Rate (incidents per 200,000 working hours)	0.24	0.22	0.23	0.29
Sickness Absence Rate (percentage calendar days lost)	2.60%	3.00%	2.85%	3.69%
Sickness pay costs (UK only)	£86.4m	£98.8m	£103.2m	£90.5m
Cases of work-related ill health per 10,000 people in post	19.9 ¹	35.3	35.6	42.8
% Sick absence days lost due to mental health reasons (as a percentage of total days of sick absence)	N/A	N/A	N/A	22% ²
Work-related fatalities (BT employees)	N/A	0	1	0

¹ Excludes referral data for EE colleagues, in-scope in subsequent years.

² Does not include EE colleagues due to data limitations which we plan to close in future reporting periods. N/A = Not Available (data not captured).

Employment Tribunal Cases¹

For years ending 31 March:	2019	2020	2021	2022
Cases completed	86	45	71	69
Judged against BT	3	1	2	3
Settled	47	20	37	30
Judged for BT or withdrawn	36	24	32	36

¹ UK only completed tribunal claims that featured a discrimination element.

Environmental Data

 Our Environmental Data can be downloaded here: [BT Group plc – Manifesto Report 2022 – Environmental data](#)

Energy (Excludes Transport, Travel (except EV’s) and Refrigerants – see other reports)

For years ending 31 March ¹	2015	2016	2017 ⁴	2018	2019	2020	2021 ⁶	2022
Energy consumption (GWh)								
UK								
Grid Electricity Consumption ²	–	–	442	441	276	111	–	–
Renewable Electricity - Purchased Consumption ²	1,967	1,918	1,865	1,929	2,136	2,260	2,215	2,222
Renewable Electricity - Unbundled EAC Consumption ²	–	–	–	–	–	–	120	90
Renewable Electricity - Self Generated Consumption ²	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0
Nuclear Electricity Consumption ²	–	–	178	81	–	–	–	–
Other Electricity Consumption ²	–	–	–	–	–	–	–	–
Commercial Fleet EV Renewable	–	–	–	–	–	–	N/A	2
Company Car EV Renewable	–	–	–	–	–	–	0.005	0.16
Natural Gas Consumption ⁵	201	193	206	210	192	189	164	173
Production Gas Consumption ⁵	–	–	–	–	–	–	–	–
Heating Oil Consumption ⁵	18	10	11	11	9	9	10	6
Standby Generator Oil Consumption ⁵	35	23	22	31	27	22	–	–
Standby Generator Oil Consumption – REAC ⁵	–	–	–	–	–	–	36	30
Standby Generator LPG Consumption ⁵	–	–	–	–	0.15	0.01	–	–
Total for UK	2,221	2,145	2,725	2,703	2,641	2,591	2,545	2,522

Environmental Data continued

Energy (Excludes Transport, Travel (except EV's) and Refrigerants – see other reports) continued

For years ending 31 March ¹	2015	2016	2017 ⁴	2018	2019	2020	2021 ⁶	2022
Non-UK								
Grid Electricity Consumption	139	112	102	102	100	90	0.4	0
Renewable Electricity – Purchased Consumption	210	223	260	255	245	228	175	163
Renewable Electricity – Unbundled EAC Consumption	–	–	–	–	–	–	73	52
Renewable Electricity – Self Generated Consumption	–	–	–	–	–	–	–	–
Nuclear Electricity Consumption	–	–	0.04	0.04	0.04	0.03	–	–
Nuclear Electricity Consumption - REAC	–	–	–	–	–	–	0.02	0
Other Electricity Consumption	0.4	0.2	–	–	–	–	–	–
District Heat Consumption	0.8	0.1	0.2	0.3	0.3	0.3	–	–
District Heat Consumption - REAC	–	–	–	–	–	–	0.3	0
Natural Gas Consumption ⁵	3	1.2	3	2	2	2	2	2
Production Gas Consumption ⁵	0.54	1.05	–	–	–	–	–	–
Heating Oil Consumption ⁵	0.2	0.2	0.1	0.1	0.1	0.1	0.1	0.1
Standby Generator Oil Consumption ⁵	1	0	1	3	1	1	–	–
Standby Generator Oil Consumption - REAC ⁵	–	–	–	–	–	–	0.4	0
Total for Non-UK	356	338	366	363	349	321	251	218
Worldwide energy consumption (GWh)	2,577	2,483	3,091	3,066	2,990	2,912	2,795	2,740
Annual percentage change		-3.64%	24.48%	-0.81%	-2.46%	-2.60%	-4.02%	-1.99%
Proportion of energy from renewable sources	84.52%	86.25%	68.76%	71.25%	79.63%	85.44%	93.70%	93.40%
Total GB energy and water costs³	£306m	£307m	£341m	£370m	£387m	£368m	£392m	£406m

UK = England, Wales, Scotland and Northern Ireland
 GB = England, Wales and Scotland
 N/A = Not available or Not applicable
 EV = Electric vehicle
 REAC/EAC = Unbundled renewable energy attribute certificates

¹ Historic years numbers may be restated where more up-to-date information has become available e.g. replacing estimates with actual values.

² Excludes tenants/ 3rd parties consumption.

³ Costs include fleet fuel, electricity, gas, oil, water and CCL (climate change levy or levies).

⁴ Includes EE from 2017; 2017 and 2018 electricity further restated in 2019 to include additional masts for EE radio access network (RAN).

⁵ Based on GROSS kWh equivalent input value before combustion and GROSS calorific value.

⁶ From 2021 non-renewable electricity consumed from e.g. landlord controlled sites, has been supplemented with the purchase of renewable certificates where markets allow.

Environmental Data continued

Renewable electricity certification For year ending 31 March 2022

See key to abbreviations at the foot of this table

Country #1	Contractual instrument type	LBM CO ₂ e_ Factor	MBM CO ₂ e_ Factor	T&D CO ₂ Loss Factor	kWh Gross	kWh Net	T&D CO ₂ e_Kg	GHG Protocol CO ₂ e emissions accounting method	
								Location based #2 LBM CO ₂ e_Kg	Market based #3 MBM CO ₂ e_Kg
Algeria	Renewable Electricity – Unbundled EAC Consumption	0.4843	0	0.065	45,213	45,213	2,939	21,897	0
Argentina	Renewable Electricity – Unbundled EAC Consumption	0.288	0	0.041	4,769	4,769	196	1,373	0
Australia	Renewable Electricity – Purchased Consumption	0.6878	0	0.0355	264,655	264,655	9,395	182,030	0
	Renewable Electricity – Unbundled EAC Consumption	0.6878	0	0.0355	58,896	58,896	2,091	40,509	0
Austria	Renewable Electricity – Unbundled EAC Consumption	0.1964	0	0.0048	76,215	76,215	366	14,969	0
Bahrain	Renewable Electricity – Unbundled EAC Consumption	0.6888	0	0.012	633	633	8	436	0
Bangladesh	Renewable Electricity – Unbundled EAC Consumption	0.7261	0	0.7261	126	126	91	91	0
Belgium	Renewable Electricity – Purchased Consumption	0.1705	0	0.0058	2,081,212	2,081,212	12,071	354,847	0
	Renewable Electricity – Unbundled EAC Consumption	0.1705	0	0.0058	908,348	908,348	5,268	154,873	0
Brazil	Renewable Electricity – Unbundled EAC Consumption	0.1044	0	0.0171	8,914,305	8,914,305	152,435	930,653	0
	Standby Generator Oil Consumption – REAC	2.75857	2.75857	0	182,400	60,800	0	41,930	41,930
Bulgaria	Renewable Electricity – Unbundled EAC Consumption	0.4373	0	0.028	156	156	4	68	0
Canada	Renewable Electricity – Unbundled EAC Consumption	0.1349	0	0.0068	71,577	71,577	487	9,656	0
Chile	Renewable Electricity – Unbundled EAC Consumption	0.4436	0	0.019	126,549	126,549	2,404	56,137	0
China	Renewable Electricity – Unbundled EAC Consumption	0.6257	0	0.0298	106,691	106,691	3,179	66,757	0
Colombia	Renewable Electricity – Unbundled EAC Consumption	0.1927	0	0.014	734,757	734,757	10,287	141,588	0
Costa Rica	Renewable Electricity – Unbundled EAC Consumption	0.0059	0	0.001	312,208	312,208	312	1,842	0
Croatia	Renewable Electricity – Unbundled EAC Consumption	0.1784	0	0.0125	270,373	270,373	3,380	48,235	0
Cyprus	Renewable Electricity – Unbundled EAC Consumption	0.6344	0	0.0237	270,373	270,373	6,408	171,525	0
Czech Republic	Renewable Electricity – Unbundled EAC Consumption	0.4424	0	0.0211	31,950	31,950	674	14,135	0
Denmark	Renewable Electricity – Unbundled EAC Consumption	0.1207	0	0.0035	15,966	15,966	56	1,927	0
Ecuador	Renewable Electricity – Unbundled EAC Consumption	0.1503	0	0.02	183,920	183,920	3,678	27,643	0
Egypt	Renewable Electricity – Unbundled EAC Consumption	0.5038	0	0.09	180,854	180,854	16,277	91,114	0

Environmental Data continued

Renewable electricity certification continued

Country ^{#1}	Contractual instrument type	LBM CO ₂ e_Factor	MBM CO ₂ e_Factor	T&D CO ₂ Loss Factor	kWh Gross	kWh Net	T&D CO ₂ e_Kg	GHG Protocol CO ₂ e emissions accounting method	
								Location based ^{#2} LBM CO ₂ e_Kg	Market based ^{#3} MBM CO ₂ e_Kg
Estonia	Renewable Electricity – Unbundled EAC Consumption	0.4525	0	0.0293	153,569	153,569	4,500	69,490	0
Finland	Renewable Electricity – Unbundled EAC Consumption	0.104	0	0.0028	460,708	460,708	1,290	47,914	0
France	Renewable Electricity – Purchased Consumption	0.0569	0	0.0037	5,839,338	5,839,338	21,606	332,258	0
	Nuclear Electricity Consumption	0.0569	0	0	12,905	12,905	0	734	0
	Renewable Electricity – Unbundled EAC Consumption	0.0569	0	0.0037	436,810	436,810	1,616	24,854	0
	Standby Generator Oil Consumption – REAC	2.75857	2.75857	–	2,160	720	0	497	497
Germany	Renewable Electricity – Purchased Consumption	0.3331	0	0.0154	37,480,715	37,480,715	577,203	12,484,826	0
	District Heat Consumption – REAC	0.17073	0.17073	0	293,461	293,461	0	50,103	50,103
Greece	Renewable Electricity – Unbundled EAC Consumption	0.4877	0	0.0323	540,747	540,747	17,466	263,722	0
Hong Kong	Renewable Electricity – Unbundled EAC Consumption	0.8226	0	0.0303	204,749	204,749	6,204	168,426	0
Hungary	Renewable Electricity – Unbundled EAC Consumption	0.2195	0	0.0144	924,951	924,951	13,319	203,027	0
Iceland	Renewable Electricity – Unbundled EAC Consumption	0.0002	0	0	153,569	153,569	0	31	0
India	Renewable Electricity – Unbundled EAC Consumption	0.7261	0	0.1303	4,494,219	4,494,219	585,597	3,263,253	0
	Standby Generator Oil Consumption – REAC	2.75857	2.75857	0	162,414	54,138	0	37,336	37,336
Indonesia	Renewable Electricity – Unbundled EAC Consumption	0.7663	0	0.0668	10,054	10,054	672	7,704	0
Ireland (ROI only)	Renewable Electricity – Purchased Consumption	0.2897	0	0.0208	38,539,709	38,539,709	801,626	11,164,954	0
	Standby Generator Oil Consumption – REAC	2.75857	2.75857	0	15,060	5,020	0	3,462	3,462
Israel	Renewable Electricity – Unbundled EAC Consumption	0.4799	0	0.018	90,427	90,427	1,628	43,396	0
Italy	Renewable Electricity – Purchased Consumption	0.2572	0	0.0156	68,687,551	68,687,551	1,071,526	17,666,438	0
	Renewable Electricity – Unbundled EAC Consumption	0.2572	0	0.0156	2,691,693	2,691,693	41,990	692,303	0
	Standby Generator Oil Consumption – REAC	2.75857	2.75857	–	11,820	3,940	0	2,717	2,717
Japan	Renewable Electricity – Unbundled EAC Consumption	0.4888	0	0.0216	89,603	89,603	1,935	43,798	0
Jordan	Renewable Electricity – Unbundled EAC Consumption	0.4203	0	0.046	45,213	45,213	2,080	19,003	0
Kazakhstan	Grid Electricity – Purchased	0.64	0.64	0.06	45,213	45,213	2,713	28,937	28,937

Environmental Data continued

Renewable electricity certification continued

Country ^{#1}	Contractual instrument type	LBM CO ₂ e Factor	MBM CO ₂ e Factor	T&D CO ₂ Loss Factor	kWh Gross	kWh Net	T&D CO ₂ e_Kg	GHG Protocol CO ₂ e emissions accounting method	
								Location based ^{#2} LBM CO ₂ e_Kg	Market based ^{#3} MBM CO ₂ e_Kg
Kenya	Grid Electricity – Purchased	0.1076	0.1076	0.027	45,213	45,213	1,221	4,865	4,865
Korea, Republic of	Renewable Electricity – Unbundled EAC Consumption	0.5173	0	0.0176	10,558	10,558	186	5,462	0
Kuwait	Renewable Electricity – Unbundled EAC Consumption	0.609	0	0.061	45,213	45,213	2,758	27,535	0
Latvia	Renewable Electricity – Unbundled EAC Consumption	0.2964	0	0.0063	3,868	3,868	24	1,147	0
Lithuania	Renewable Electricity – Unbundled EAC Consumption	0.1957	0	0.0035	153,569	153,569	537	30,054	0
Luxembourg	Renewable Electricity – Purchased Consumption	0.2646	0	0.0027	335,042	335,042	905	88,652	0
Malaysia	Renewable Electricity – Unbundled EAC Consumption	0.6649	0	0.0473	24,569	24,569	1,162	16,336	0
Malta	Renewable Electricity – Unbundled EAC Consumption	0.3608	0	0.0213	270,373	270,373	5,759	97,551	0
Mexico	Renewable Electricity – Unbundled EAC Consumption	0.3977	0	0.0475	1,594,597	1,594,597	75,743	634,171	0
Morocco	Renewable Electricity – Unbundled EAC Consumption	0.6989	0	0.112	45,213	45,213	5,064	31,600	0
Netherlands	Renewable Electricity – Purchased Consumption	0.3526	0	0.0135	6,364,039	6,364,039	85,915	2,243,960	0
	Renewable Electricity – Unbundled EAC Consumption	0.3526	0	0.0135	37,272	37,272	503	13,142	0
New Zealand	Renewable Electricity – Unbundled EAC Consumption	0.1226	0	0.0083	45,213	45,213	375	5,543	0
Nigeria	Renewable Electricity – Unbundled EAC Consumption	0.4099	0	0.063	45,213	45,213	2,848	18,533	0
Norway	Renewable Electricity – Unbundled EAC Consumption	0.0161	0	0.0006	56,141	56,141	34	904	0
Oman	Renewable Electricity – Unbundled EAC Consumption	0.4016	0	0.04	386	386	15	155	0
Pakistan	Renewable Electricity – Unbundled EAC Consumption	0.3509	0	0.0465	4	4	0	1	0
Panama	Renewable Electricity – Unbundled EAC Consumption	0.4158	0	0.047	326,064	326,064	15,325	135,577	0
Peru	Renewable Electricity – Unbundled EAC Consumption	0.2022	0	0.023	188,523	188,523	4,336	38,119	0
Philippines	Renewable Electricity – Unbundled EAC Consumption	0.6753	0	0.0692	776	776	54	524	0
Poland	Renewable Electricity – Unbundled EAC Consumption	0.6278	0	0.0353	22,151	22,151	782	13,906	0
Portugal	Renewable Electricity – Unbundled EAC Consumption	0.2323	0	0.0198	4,270	4,270	85	992	0
Qatar	Renewable Electricity – Unbundled EAC Consumption	0.4793	0	0.029	90,427	90,427	2,622	43,342	0
Romania	Renewable Electricity – Unbundled EAC Consumption	0.3452	0	0.0371	270,373	270,373	10,031	93,333	0
Russian Federation	Renewable Electricity – Unbundled EAC Consumption	0.375	0	0.0353	460,708	460,708	16,263	172,766	0

Environmental Data continued

Renewable electricity certification continued

Country ^{#1}	Contractual instrument type	LBM CO ₂ e_Factor	MBM CO ₂ e_Factor	T&D CO ₂ Loss Factor	kWh Gross	kWh Net	T&D CO ₂ e_Kg	GHG Protocol CO ₂ e emissions accounting method	
								Location based ^{#2} LBM CO ₂ e_Kg	Market based ^{#3} MBM CO ₂ e_Kg
Saudi Arabia	Renewable Electricity – Unbundled EAC Consumption	0.6169	0	0.0511	45,213	45,213	2,310	27,892	0
Serbia	Renewable Electricity – Unbundled EAC Consumption	0.7452	0	0.082	270,373	270,373	22,171	201,482	0
Singapore	Renewable Electricity – Unbundled EAC Consumption	0.3866	0	0.0042	190,652	190,652	801	73,706	0
Slovak Republic	Renewable Electricity – Unbundled EAC Consumption	0.2538	0	0.0059	8,511	8,511	50	2,160	0
Slovenia	Renewable Electricity – Unbundled EAC Consumption	0.2115	0	0.0087	270,373	270,373	2,352	57,184	0
South Africa	Renewable Electricity – Unbundled EAC Consumption	0.9366	0	0.0875	122,988	122,988	10,761	115,191	0
South Korea	Grid Electricity – Purchased	0.5173	0.5173	0.0176	180,854	180,854	3,183	93,556	93,556
Spain	Renewable Electricity – Purchased Consumption	0.1926	0	0.0175	165,425	165,425	2,895	31,861	0
Sri Lanka	Grid Electricity – Purchased	0.6108	0.6108	0.052	45,213	45,213	2,351	27,616	27,616
Sweden	Renewable Electricity – Unbundled EAC Consumption	0.0159	0	0.0008	653,335	653,335	523	10,388	0
Switzerland	Renewable Electricity – Unbundled EAC Consumption	0.0819	0	0.001	2,424,049	2,424,049	2,424	198,530	0
Taiwan	Renewable Electricity – Unbundled EAC Consumption	0.556	0	0.019	135,640	135,640	2,577	75,416	0
Thailand	Renewable Electricity – Unbundled EAC Consumption	0.4655	0	0.0287	2,164	2,164	62	1,007	0
Turkey	Renewable Electricity – Unbundled EAC Consumption	0.4329	0	0.0463	314	-314	-15	-136	0
Ukraine	Renewable Electricity – Unbundled EAC Consumption	0.3677	0	0.0419	460,708	460,708	19,304	169,402	0
United Arab Emirates	Renewable Electricity – Unbundled EAC Consumption	0.5051	0	0.027	28,929	28,929	781	14,612	0
United Kingdom	Renewable Electricity – Purchased Consumption	0.21233	0	0.01879	2,221,892,931	2,221,892,931	41,749,368	471,774,526	0
	Renewable Electricity – Self Generated Consumption	0.21233	0	0	20,916	20,916	0	4,441	0
	Renewable Electricity – Unbundled EAC Consumption	0.21233	0	0.01879	89,673,594	89,673,594	1,684,967	19,040,394	0
	Standby Generator Oil Consumption – REAC	2.75857	2.75857	0	29,764,701	9,921,567	0	6,842,334	6,842,334
United States	Renewable Electricity – Purchased Consumption	0.3809	0	0.022	3,605,350	3,605,350	79,318	1,373,278	0
	Renewable Electricity – Unbundled EAC Consumption	0.3809	0	0.022	20,348,120	20,348,120	447,659	7,750,599	0
Venezuela	Renewable Electricity – Unbundled EAC Consumption	0.3145	0	0.098	766,110	766,110	75,079	240,942	0
Vietnam (Socialist Republic of)	Renewable Electricity – Unbundled EAC Consumption	0.6522	0	0.044	1,045	1,045	46	681	0

Environmental Data continued

Renewable electricity certification continued

Country ^{#1}	Contractual instrument type	LBM CO ₂ e_Factor	MBM CO ₂ e_Factor	T&D CO ₂ Loss Factor	kWh Gross	kWh Net	T&D CO ₂ e_Kg	GHG Protocol CO ₂ e emissions accounting method	
								Location based ^{#2}	Market based ^{#3}
								LBM CO ₂ e_Kg	MBM CO ₂ eKg
Grand Total					2,557,746,098	2,537,653,100	47,726,490	560,838,651	7,133,352
Renewable electricity - Total consumption (bundled + unbundled) (kWh)					2,557,429,604				
Renewable percentage (%) of total purchased electricity consumed					99.99%				
Generator electricity - Total consumption (kWh)					30,138,555				
Renewable percentage (%) REAC backed					100.0%				

#1 = Now includes additional countries with estimated values where consumed on landlord controlled sites (UK SECR compliance effective from FY 2019/20)

#2 LBM = Location-based method for Scope 2 emissions accounting – as defined in the [GHG Protocol](#) Scope 2 Guidance amendment to the Corporate Standard

#3 MBM = Market-based method for Scope 2 emissions accounting – as defined in the [GHG Protocol](#) Scope 2 Guidance amendment to the Corporate Standard

N/A = Not applicable

T&D = Transmission & Distribution

kWh = Kilowatt hours

GHG = Greenhouse gas

CO₂e = Carbon Dioxide equivalent emissions

ROI = Republic of Ireland

FY = Financial year (01 April – 31 March)

[SECR](#) = UK Streamlined Energy and Carbon Reporting

(R)EAC = Unbundled (Renewable) energy attribute certificate

Environmental Data continued

GHG emissions summaries

For years ending 31 March¹

	2017 ²	2018	2019	2020	2021	2022
GHG emissions scope summaries						
Total Scope 1 CO₂e Tonnes	181,903	183,934	184,882	183,167	171,415	180,779
Annual % Change		1.12%	0.52%	-0.93%	-6.42%	5.46%
Total Scope 2 NET³ CO₂e Tonnes (MBM)	222,878	192,959	113,779	57,421	202	155
Annual % change		-13.42%	-41.03%	-49.53%	-99.65%	-23.11%
Total Scope 1 & 2 CO₂e Tonnes (MBM)	404,780	376,893	298,662	240,588	171,616	180,934
Annual % Change		-6.89%	-20.76%	-19.44%	-28.67%	5.43%
Total Scope 3 CO₂e Tonnes	4,180,726	3,679,634	3,367,676	3,304,675	3,137,330	3,075,045
Annual % change		-11.99%	-8.48%	-1.87%	-5.06%	-1.99%

Greenhouse Gas Protocol Corporate Value Chain Scope 3 accounting and reporting standard report

[See Link](#)

¹ Previous years numbers may be restated where more up-to-date information has become available e.g. replacing estimates with actual values.

² Includes EE from 2017.

³ Excludes tenants/ 3rd parties consumption.

⁴ Target amended 2021/22 – To cover all scope 3 (Supply chain + Operational + Downstream).

Environmental Data continued

GHG emissions summaries continued

For years ending 31 March¹

	2017²	2018	2019	2020	2021	2022
	Target base year					
Science based target initiative (SBTI)						
Carbon intensity (Scopes 1 & 2 Tonnes CO₂e per £ million Value added)	32	29	23	18	13	14
Annual % change		-7.39%	-19.96%	-23.33%	-24.87%	6.07%
% change from target base year		-7.39%	-25.87%	-43.17%	-57.30%	-54.71%
Supply chain (GHG Protocol Catg 1–8) emissions (Tonnes CO₂e)	3,217,348	2,877,138	2,670,169	2,566,699	2,347,033	2,318,342
Annual % change		-10.57%	-7.19%	-3.88%	-8.56%	-1.22%
% change from target base year		-10.57%	-17.01%	-20.22%	-27.05%	-27.94%
Supply chain spend (EEIO) emissions intensity (kg CO₂e/£ GBP Spend)	0.199	0.187	0.177	0.167	0.162	0.164
Annual % change		-5.86%	-5.41%	-5.74%	-2.99%	1.36%
UK only CO₂e outside of scopes (biomass/biofuels) emissions (included from 2017) Tonnes						
Commercial fleet (Diesel & Petrol)	2,716	3,006	2,695	4,210	5,314	7,872
Company/private/hire cars on business mileage	383	390	424	583	148	200

DEFINITIONS:
N/A = Not applicable
Value added = EBITDA Adjusted (before specific items) + Employee costs) ; (£ billion)
Scope 1 = Direct GHG emissions
Scope 2 = Indirect GHG emissions from consumption of purchased electricity
Scope 3 = Other operational indirect GHG emissions
SBTI = [Science Based Target Initiative](#)
GHG = [Green House Gas](#)
CO₂e = Carbon dioxide equivalent
MBM = Market-based method for Scope 2 emissions accounting - Refer to <http://there100.org/>
RE 100 = <http://there100.org/>
EEIO = Environmentally extended input-output analysis
Catg = Category

Environmental Data continued

Worldwide – Carbon emissions – End-to-end value chain

	Emissions CO ₂ e Tonnes	2017	2018	2019	2020	2021	Emissions CO ₂ e Tonnes	2022
Total Scope 1 CO₂e Tonnes		181,903	183,934	184,882	183,167	171,415		180,779
Total Scope 2 NET³ CO₂e Tonnes (MBM)		222,878	192,959	113,779	57,421	202		155
Total Scope 3 CO₂e Tonnes		4,180,726	3,679,634	3,367,676	3,304,675	3,137,330		3,075,045

See key to abbreviations /definitions at the foot of this table

Category	Sub Cat	Source	Total End to End (CO ₂ e Tonnes)	Total End to End (CO ₂ e Tonnes)	Total End to End (CO ₂ e Tonnes)	Total End to End (CO ₂ e Tonnes)	Total End to End (CO ₂ e Tonnes)	Upstream (CO ₂ e Tonnes)	BT Operational (CO ₂ e Tonnes)	Downstream (CO ₂ e Tonnes)	Total End to End (CO ₂ e Tonnes)
ENERGY	Energy	Oil/LPG Combustion – Electricity Generation	6,720	9,488	8,003	5,982	9,438	892	6,928		7,821
	Energy	Oil Combustion - Heating	3,634	3,413	2,664	2,550	2,735	2,776	1,554		4,330
	Energy	Gas Combustion	45,788	44,617	39,418	37,997	32,944	200	32,026		32,226
	Energy	Electricity: Total GROSS emissions	1,289,363	1,101,284	889,416	785,119	685,127		607,777		607,777
	Energy	Electricity: Renewable	-870,637	-778,506	-697,473	-660,559	-626,379		-553,705		-553,705
	Energy	Electricity: Nuclear	-73,510	-28,624	-2	-2	-1		-1		-1
	Energy	Electricity: GQ CHP	50	58	55	52	-51		-50		-50
	Energy	Electricity: Commercial Fleet EV Renewable	0	0	0	0	0		-298.07		0
	Energy	Electricity: Company Car EV Renewable	0	0	0	0	0		-34.98		0
	Energy	Electricity: 3rd Party/Tenant Consumption	-122,338	-101,195	-78,161	-67,137	-58,493		-53,534		-53,534
	Energy	Electricity: NET Emissions	222,878	192,959	113,779	57,421	202		155		155
	Energy	Electricity: GROSS Emissions excluding 3rd Party Consumption	1,317,226	1,108,999	914,414	789,651	688,551	53,336	554,243		607,580
	Energy	Electricity: Transmission & Distribution Losses	98,239	89,900	67,133	59,247	52,345	47,726			47,726
Energy		Homeworker Emissions	1,643	1,344	1,075	725	17,386	74	408		482

Environmental Data continued

Worldwide – Carbon emissions – End-to-end value chain continued

Emissions CO ₂ e Tonnes			2017	2018	2019	2020	2021	Emissions CO ₂ e Tonnes			2022
Category	Sub Cat	Source	Total End to End (CO ₂ e Tonnes)	Total End to End (CO ₂ e Tonnes)	Total End to End (CO ₂ e Tonnes)	Total End to End (CO ₂ e Tonnes)	Total End to End (CO ₂ e Tonnes)	Upstream (CO ₂ e Tonnes)	BT Operational (CO ₂ e Tonnes)	Downstream (CO ₂ e Tonnes)	Total End to End (CO ₂ e Tonnes)
E2A	E2A	Refrigeration Gases (HFCs and SF6 only)	6,043	4,909	2,090	2,199	3,583		4,588		4,588
	E2A	Refrigeration Gases (CFCs and HCFCs only)	909	755	588	461	1,252		0		0
FLEET	Fleet	Fleet Subtotals	213,630	198,628	204,766	205,504	197,440	80,536	131,546		212,082
TRAVEL	Travel	Travel Subtotals	130,144	121,188	122,144	120,541	20,610	12,127	27,712		39,839
WASTE	Waste	Waste and Recovery	1,050	856	970	1,002	743	1,526			1,526
Supply chain spend	EEIO	EEIO Subtotals	2,741,249	2,477,064	2,303,041	2,241,989	2,118,053	2,095,163	0	0	2,095,163
CPE		Use of sold products	962,659	801,550	696,304	736,765	789,115			755,558	755,558
		End of Life (EOL)	719	946	1,203	1,210	1,182			1,145	1,145
Grand Totals Emissions (NET)		CO ₂ e tonnes	4,585,506	4,056,527	3,666,337	3,545,263	3,308,946	2,294,358	204,917	756,703	3,255,978
		% of Total						70%	6%	23%	
		Change from previous year %	N/A	-11.54%	-9.6%	-3.3%	-6.7%	-1.15%	3.70%	-4.25%	-1.6%

1 Previous years numbers may be restated where more up-to-date information has become available e.g. replacing estimates with actual values.

2 Includes EE from 2017.

3 Excludes tenants/3rd parties consumption.

DEFINITIONS:

Scope 1 = Direct GHG emissions
Scope 2 = Indirect GHG emissions from consumption of purchased electricity
Scope 3 = Other operational indirect GHG emissions

KEY:

N/A = Not applicable
CHP = Combined heat & power
CO₂e = Carbon dioxide equivalent
CPE = Customer premises equipment
E2A = Emissions to air
EEIO = Environmentally extended input-output analysis
Excl = Excluding
Fleet = Fleet/Transport
GHG = [Green house gases](#)
Incl = Including
LBM = Location-based method for Scope 2 emissions accounting - Refer to [Our reporting methodology](#)
MBM = Market-based method for Scope 2 emissions accounting - Refer to [Our reporting methodology](#)
Tenants = Tenants and 3rd parties in BT premises billed for electricity consumption
SBTi = [Science Based Targets initiative](#)

Environmental Data continued

Managing a sustainable supply chain

For years ending 31 March ¹	2017 ²	2018	2019	2020	2021	2022
CO₂e (kt)						
Embodied Emissions of Network, IT and Retail Electrical Equipment	1,153	963	810	789	743	788
Interconnect (termination of calls on other Telco's networks)	432	375	295	215	193	148
Other Supply Chain Emissions (Materials, Cable, Fuels & Services)	1,632	1,539	1,565	1,562	1,411	1,382
Scope 3: Upstream Total	3,217	2,877	2,670	2,567	2,347	2,318

kt = Kilotonnes
¹ Historic numbers may be adjusted with updated methodologies.
² Includes EE from 2017.

Environmental Data continued

Transport and travel

For years ending 31 March¹

	2017 ²	2018	2019	2020	2021 ³	2022
Number of commercial vehicles (UK only)						
Diesel	26,431	27,462	28,598	30,001	30,511	31,118
Petrol	4	2	3	18	2	2
Petrol/electric	–	–	–	–	6	6
Diesel/electric	–	–	–	–	1	0
Electric	10	10	10	31	352	1,035
LPG	–	–	–	–	26	0
Hydrogen	–	–	–	–	1	1
Total number of vehicles	26,445	27,474	28,611	30,050	30,899	32,162
Fuel used by UK commercial fleet (million litres)						
Petrol	0.44	0.43	0.46	0.10	0.08	0.13
Diesel	43.95	44.10	46.58	48.20	47.75	47.84
Total fuel used	44.39	44.53	47.03	48.30	47.82	47.97
Total number of vehicles in UK company car fleet						
Diesel	3,687	3,305	2,732	2,150	1,644	1,236
Petrol	467	576	567	582	460	328
Petrol/electric	228	431	600	685	717	1,024
Diesel/electric	9	6	5	9	9	2
Electric	–	–	1	22	62	281
Total Number of Vehicles	4,391	4,318	3,905	3,448	2,892	2,871

Environmental Data continued

Transport and travel continued

For years ending 31 March¹

	2017 ²	2018	2019	2020	2021 ³	2022
Distance travelled on business in the UK						
Company/Hire cars & private vehicles	81	86	96	101	22	30
Total (million km)	81	86	96	101	22	30
Business air travel (worldwide)¹						
Domestic	26	27	23	26	0.5	4.1
Short haul	21	20	20	22	0.2	1.1
Long haul	71	75	73	88	2.0	3.0
Total (million km)	118	122	116	136	2.8	8.2

n/a = not available
¹ Historic years numbers may be restated where more up-to-date information has become available e.g. replacing estimates with actual values.
² Includes EE from 2017.
³ Reductions in business travel due to Covid-19.

Environmental Data continued

Waste and recycling

For years ending 31 March¹

	2017 ²	2018	2019	2020	2021	2022
Waste (Tonnes)						
UK – Waste categories						
Cable	3,597	3,573	3,664	3,873	3,569	4,511
Telephone exchange equipment	474	434	498	1,517	1,706	1,706
Office & Packaging waste	6,936	3,038	2,915	2,519	2,187	2,620
Batteries	1,400	1,756	1,507	2,510	1,844	2,346
Transport related waste	1,061	934	602	440	0	0
Misc Electrical Equipment	0	1	0	0	10	4
General Scrap Metal	222	43	70	75	28	1,126
Telephone directories	0	0	0	0	0	0
Telegraph Poles	1,086	1,053	1,916	1,586	862	1,721
Computing Equipment	31	168	177	236	120	75
Catering Oil	9	7	9	7	2	4
Catering Equipment	0	0	0	0	0	0
Fluorescent Tubes	6	12	4	3	5	30
Furniture	8	20	13	29	46	9
Waste Oil	167	237	498	125	63	63
Wood	1,272	1,707	957	1,027	1,071	1,081
Other (e.g. Mixed, rubble)	1,252	1,403	5,292	14,217	11,673	16,238
Other Hazardous Waste Totals	0	0	0	0	145	617
EE recycled (now included in overall BT data)	198	0	0	0	0	0
UK Total	17,719	14,385	18,122	28,166	23,332	32,151

Environmental Data continued

For years ending 31 March ¹	2017 ²	2018	2019	2020	2021	2022
UK – Total waste recycled	17,719	14,385	18,122	28,166	23,332	32,151
UK – Other Recovered Waste	10,163	11,096	9,790	9,904	8,912	9,585
UK – Landfill Waste	705	87	120	178	126	247
UK – Total weight for all categories	28,587	25,568	28,031	38,248	32,371	41,983
UK – waste recycled and recovered (% of total waste)	98.0%	99.7%	99.6%	99.5%	99.6%	99.4%
UK – Non-Hazardous Waste				33,508	25,429	38,332
UK – Hazardous Waste (incl. WEEE)				4,740	2,831	3,651
UK – Hazardous Waste (incl. WEEE) (% of total waste)				12.4%	10.0%	8.7%
Worldwide – Waste recycled and recovered	28,973	26,648	30,398	39,135	32,359	42,574
Worldwide – Landfill waste	2,079	1,459	1,542	1,462	369	1,391
Worldwide – Total waste for all categories	31,052	28,107	31,939	40,597	32,728	43,965
Worldwide – Waste recycled (% of total waste)	93.3%	94.8%	95.2%	96.4%	98.9%	96.8%
Worldwide – Waste to landfill (% of total waste)	6.7%	5.2%	4.8%	3.6%	1.1%	3.2%

1 Historic years numbers may be restated where more up-to-date information has become available e.g. replacing estimates with actual values.
2 Includes EE from 2017.
Majority of Non-UK Waste estimated due to Covid-19 restrictions.

Water use (UK only)

For years ending 31 March ¹	2017 ²	2018	2019	2020	2021	2022
UK (m ³)						
Billed and estimated consumption) ¹	1,240,180	1,314,053	1,888,958	1,783,693	1,429,711	1,400,363
Total	1,240,180	1,314,053	1,888,958	1,783,693	1,429,711	1,400,363
Annual Percentage change	7.35%	5.96%	43.75%	-5.57%	-19.85%	-2.05%

n/a = Not applicable.
1 Historic years numbers may be restated where more up-to-date information has become available e.g. replacing estimates with actual values.
2 Includes EE from 2017.

United Nations Global Compact CoP

“We remain fully committed to supporting the ten principles of the UN’s Global Compact as we connect for good.”

Philip Jansen, Chief Executive

We have been a signatory to the Global Compact since 2000 and we reaffirm our support of the Ten Principles of the United Nations Global Compact in the areas of human rights, labour, environment and anti-corruption. This annual Communication on Progress (CoP) summarises the key sections of our reporting as they relate to the Global Compact’s principles and our business strategy, culture and operations. There are links to further information such as measures, lessons learned and our future plans.

Principles	Information in BT Group plc Manifesto Report 2022	Information in BT Group plc Annual Report 2022 and elsewhere
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights	We’re committed to respecting human rights in our business and through our broader relationships. BT was an original signatory of the UN Global Compact and we follow the UN Guiding Principles on Business and Human Rights, page 9.	Our Human rights policy . Annual Report, page 34.
Principle 2: Businesses should make sure that they are not complicit in human rights abuses	Our responsible tech steering group, which includes leaders from our customer facing units and corporate functions, and reports to our Executive Committee and our <i>Digital Impact & Sustainability Committee</i> , page 9.	Our Modern Slavery statement , sets out our stance on modern slavery and human rights. Our Human rights policy .
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	We follow the UN Guiding Principles on Business and Human Rights, page 9.	Our Human rights policy . Being trusted – our code explains how we do things at BT – how we work, how we treat each other and how we expect everyone to behave. It applies to everyone who works for, with, or on behalf of BT, anywhere in the world.
Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labour	We don’t use or accept forced, bonded or involuntary prison labour or child labour. Nor do we demand deposits or hold onto our workers’ identity papers, or work with businesses that do. We only work with people who choose to work freely. We conduct supplier risk assessments, audits and site visits against our human dignity standard, page 10.	Our Human rights policy . Our Modern Slavery statement , sets out our stance on modern slavery and human trafficking. We conduct supplier risk assessments, audits and site visits against our Our sourcing with human dignity standard , page 10.
Principle 5: Businesses should uphold the effective abolition of child labour	We don’t use or accept forced, bonded or involuntary prison labour or child labour. We only work with people who choose to work freely. We conduct supplier risk assessments, audits and site visits against our human dignity standard, page 10.	Our Human rights policy . Our Modern Slavery statement , sets out our stance on modern slavery and human trafficking. We conduct supplier risk assessments, audits and site visits against Our sourcing with human dignity standard , page 10.

United Nations Global Compact CoP continued

Principles	Information in BT Group plc Manifesto Report 2022	Information in BT Group plc Annual Report 2022 and elsewhere
Principle 6: Business should uphold the elimination of discrimination in respect of employment and occupation	Our ethics code, ‘Being trusted – our code’: We work to make sure that this is a fair and equal workplace for everyone. We work within a clear legal framework prohibiting discrimination. All colleagues are required to complete mandatory annual training on the code, page 9.	We believe that diversity, inclusion, accessibility and equality is everyone’s business. That’s why they are core elements of our people strategy . Annual Report, page 24.
Principle 7: Businesses should support a precautionary approach to environmental challenges	Our Sustainable chapter details our ambitions and progress against our net zero targets - by 2031 for our operations (scopes 1 and 2) and by 2041 for our scope 3 emissions, including how we’re using 100% renewable electricity, transitioning our fleet to electric vehicles, and decarbonising our buildings. We’ve also set new goals to help customers avoid 60 million tonnes of CO2e by 2030, to become a circular business by 2030 and build towards a circular tech ecosystem by March 2040. See pages 18-24. Our Group-wide policy and environmental management systems (EMS) guide our approach to risks and impacts and support continual improvements, ESG Addendum pages 6-7.	Our Task Force on Climate-related Financial Disclosures report details our climate change strategy, how we identify, asses and integrate related risk, and how we manage those risks, including our related targets, metrics and measurement. Annual Report, pages 66-68.
Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility	In addition to the information provided against principle 7 (above) we’ve introduced pioneering climate clauses into some key supplier contracts to encourage carbon emissions reductions in our supply chain, as part of our pathway to net zero by 2041. For all new contracts worth over £25m, we’ve introduced a requirement for suppliers to have a net zero science-based target in place or commit to having one within six months. We also partner with [the Aldersgate Group, Electric Vehicle Fleet Accelerator, European Green Digital Coalition, EV100, GSMA, RE100, techUK, UK Electric Fleets Coalition and We Mean Business Coalition. See page 22.	Since the early 1990’s, we’ve made social and environmental responsibility central to our business. We have incorporated environmental factors into our procurement processes. Our procurement standards on product stewardship and climate change set out our expectations and requirements from suppliers.
Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies	Through our Green Tech Innovation Platform, we’re working with tech scale-up partners to develop breakthrough tech to support the race to net zero. Helping customers cut carbon, page 23. Our procurement standards for suppliers include criteria on energy consumption and environmental performance, page 22.	Our Manifesto web pages.
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery	We don’t tolerate bribery or corruption in any form. For links to related policies, see our ESG Addendum, page 3.	Annual Report, page 43. Our anti-bribery and corruption policy .

Global Reporting Initiative (GRI) index

The BT Group plc Manifesto Report 2022 ('Manifesto Report') has been prepared in accordance with the GRI standards: Core option

We've used the SDG Compass tool to map our response and increase transparency.

ISO 26000 'Guidance on social responsibility' provides a guidance framework to help businesses and organisations operate in a socially responsible way. This is the tenth year that we have cross referenced our report to the core subjects and issues of the guidance.

We're signatories to the Climate Disclosure Standards Board (CDSB) Statement on fiduciary duty and climate change disclosure. We're committed to producing and using climate change-related information in mainstream corporate reporting as a matter of fiduciary duty.

We report on our material environmental impacts and performance on an annual basis in our Annual Report and, our ESG-focused report, the Manifesto Report. These reports aim to serve different stakeholder groups – with the Annual Report focusing on investors, analysts and shareholders and the Manifesto Report serving those audiences in addition to a broader set of stakeholders including communities, customers, employees, NGOs, governments and suppliers.

We aim not to duplicate information unnecessarily so have provided this index showing how and where our environmental and natural capital reporting meets the principles and requirements of the CDSB.

GRI Content Index

This material references: GRI 102: General disclosures (2016) unless stated otherwise.

Key:

AR – BT Group plc Annual Report 2022 ([bt.com/annualreport](https://www.bt.com/annualreport))

Manifesto Report – BT Group Manifesto Report 2022 ([bt.com/manifestoreport](https://www.bt.com/manifestoreport))

Topic	Disclosure number	Disclosure title	Where reported	SDG	ISO26000 clause	CDSB Framework
Organisational profile	102-1	Name of the organisation	BT Group plc (bt.com/about/bt)			
	102-2	Activities, brands, products, and services	bt.com/about/bt			
	102-3	Location of the headquarters	Registered Office: 1 Braham Street, London, E1 8EE Registered in England and Wales No. 4190816			
	102-4	Location of operations	BT is one of the UK's best-known companies, a truly global organisation that provides products and services in around 180 countries (bt.com/about/bt/bt-uk-and-worldwide)			

Global Reporting Initiative (GRI) index continued

Topic	Disclosure number	Disclosure title	Where reported	SDG	ISO26000 clause	CDSB Framework
Organisational profile	102-5	Ownership and legal form	BT Group plc is the listed holding company for the BT group of companies which provides communications services solutions, serving customers in more than 180 countries. British Telecommunications plc (BT) is a wholly-owned subsidiary of BT Group plc and encompasses virtually all businesses and assets of the BT Group. BT Group plc is listed on the London Stock Exchange. For more information, visit bt.com/about/bt			
	102-6	Markets served	Group businesses (bt.com/about/bt/our-company/group-businesses) AR – Strategic Report, page 10-11			
	102-7	Scale of the organisation	AR – Strategic Report, page 12-13		6.2.3 Decision-making processes and structures	
	102-8	Information on employees and other workers	AR – Colleagues, page 36 Manifesto Report – ESG Addendum, page 16-18		6.4.3 Employment and employment relationships	
	102-9	Supply chain	AR – Suppliers, page 39-40			
	102-10	Significant changes to the organisation and our supply chain	AR – Strategic Report, page 31			
	102-11	Precautionary principle or approach	Our environmental policy sets out our approach (bt.com/ourpolicies).		6.2.3 Decision-making processes and structures	REQ-02: Management’s environmental policies, strategy and targets

Global Reporting Initiative (GRI) index continued

Topic	Disclosure number	Disclosure title	Where reported	SDG	ISO26000 clause	CDSB Framework
Organisational profile	102-12	External initiatives	We have been a signatory to the UN Global Compact principles since July 2000 and we're actively contributing to the UN Sustainable Development Goals. Our Responsible Tech Principles are grounded in the UN Guiding Principles on Business and Human Rights. We support the Global Network Initiative Principles on Freedom of Expression and Privacy. We signed the Transport Declaration at COP26. Our United Nations Global Compact Communication on Progress (CoP) is presented in our Manifesto Report – ESG Addendum, pages 35-36 Manifesto Report – Applying responsible tech principles across the value chain, pages 9-10		6.2.3 Decision-making processes and structures	REQ-02: Management's environmental policies, strategy and targets
	102-13	Membership of associations	We are members of various groups, including: We partner with others to accelerate the transition to a low carbon future in our value chain and beyond – including the Aldersgate Group, Electric Vehicle Fleet Accelerator, European Green Digital Coalition, EV100, GSMA, RE100, techUK, UK Electric Fleets Coalition and We Mean Business Coalition. We're a founding partner of FutureDotNow, a coalition of leading companies and NGOs working with the government and others to boost digital skills. BT is a founding partner of child online safety organisation Internet Matters. At COP26, we launched the 1.5°C Supplier Engagement Guide with other members of the 1.5°C Supply Chain Leaders' initiative that aims to drive climate action throughout global supply chains via the SME Climate Hub. Manifesto Report – Transitioning our fleet, page 22 Manifesto Report – Supporting small businesses on their net zero journey, page 22		6.2.3 Decision-making processes and structures	

Global Reporting Initiative (GRI) index continued

Topic	Disclosure number	Disclosure title	Where reported	SDG	ISO26000 clause	CDSB Framework
Strategy	102-14	Statement from senior decision-maker	Manifesto Report – Leading the way to a bright, sustainable future, page 3		6.2.3 Decision-making processes and structures	REQ-01: Governance REQ-02: Management’s environmental policies, strategy and targets REQ-06: Outlook
	102-15	Key impacts, risks, and opportunities	AR – Our principal risks and uncertainties, page 58-65 AR – Task Force on Climate-related Financial Disclosures (TCFD), pages 66-69 Manifesto Report – Responsible, pages 6-11 Responsible tech and human rights (bt.com/human-rights).		6.2.3 Decision-making processes and structures	REQ-03: Business risks and opportunities REQ-04: Sources of environmental and social impacts
Ethics and integrity	102-16	Values, principles, standards and norms of behaviour	Being trusted: our code, sets out our principles for ethical business. (bt.com/ethics). AR – Long-term value creation, page 18			REQ-01: Governance REQ-02: Management’s environmental policies, strategy and targets
	102-17	Mechanisms for advice and concerns about ethics	Speak Up is BT’s confidential independent managed hotline (groupertranet.bt.com/selling2bt/articles/bt_expectations/speak_up.html).			
Governance	102-18	Governance structure	Our Board (bt.com/about/bt/our-board) Manifesto Report – Responsible, pages 7-9 Manifesto Report – ESG Addendum, page 3		6.2.3 Decision-making processes and structures	REQ-01: Governance

Global Reporting Initiative (GRI) index continued

Topic	Disclosure number	Disclosure title	Where reported	SDG	ISO26000 clause	CDSB Framework
Governance	102-19	Delegating authority	Manifesto Report – ESG Addendum, page 3 Digital Impact & Sustainability Committee Terms of reference are available at bt.com/about/bt/our-board AR – Taskforce for Climate-related Financial Disclosures (TCFD), pages 66–69		6.2.3 Decision-making processes and structures	REQ-01: Governance
	102-20	Executive-level responsibility for economic, environmental and social topics	Manifesto Report – ESG Addendum, page 3 Our Executive Committee (bt.com/about/bt/our-executive-committee) AR – TCFD, pages 66–69		6.2.3 Decision-making processes and structures	REQ-01: Governance
	102-21	Consulting stakeholders on economic, environmental and social topics	AR – Our stakeholders, page 36–41, Section 172 statement, pages 82–83 Manifesto Report – Launching our manifesto, page 4 Manifesto Report – ESG Addendum, Identifying our ESG priorities, page 4		6.8.3 Community involvement	REQ-01: Governance
	102-22	Composition of the highest governance body and its committees	AR – Corporate governance report, page 73	 	6.2.3 Decision-making processes and structures 6.3.7 Discrimination and vulnerable groups	
	102-23	Chair of the highest governance body	AR – Board of directors and division of responsibilities, page 74	 	6.2.3 Decision-making processes and structures	
	102-24	Nomination and selecting the highest governance body	AR – Corporate governance report, pages 73, 84, 86–88		6.2.3 Decision-making processes and structures	
	102-25	Conflicts of interest	AR – Power to authorise conflicts, page 116		6.2.3 Decision-making processes and structures	

Global Reporting Initiative (GRI) index continued

Topic	Disclosure number	Disclosure title	Where reported	SDG	ISO26000 clause	CDSB Framework
Governance	102-26	Role of highest governance body in setting purpose, values, and strategy	AR – Role of the Board, page 76 Manifesto Report – ESG Addendum, page 3 The Board-level Digital Impact & Sustainability Committee's Terms of reference are available at bt.com/about/bt/our-board AR – TCFD, pages 66-69		6.2.3 Decision-making processes and structures	REQ-01: Governance
	102-27	Collective knowledge of highest governance body	AR – Board of directors and division of responsibilities, pages 74-75		6.2.3 Decision-making processes and structures	
	102-28	Evaluating the highest governance body's performance	AR – FY22 Board and committee evaluation, page 84		6.2.3 Decision-making processes and structures	
	102-29	Identifying and managing economic, environmental and social impacts	AR – Corporate governance report, pages 76-83 Manifesto Report – ESG Addendum, page 4		6.2.3 Decision-making processes and structures	
	102-30	Effectiveness of risk management processes	AR – Audit, risk and internal control, page 89-95 AR – TCFD, pages 66-69			REQ-01: Governance
	102-31	Review of economic, environmental and social impacts	The Board-level Digital Impact & Sustainability Committee's Terms of reference are available at bt.com/about/bt/our-board AR – Digital Impact & Sustainability Committee chair's report, page 97			REQ-01: Governance
	102-32	Highest governance body's role in sustainability reporting	AR – Our governance framework, page 73. Our Disclosure Committee ensures BT meets its disclosure obligations and reviews and approves regulatory and other announcements before publication AR – TCFD, pages 66-69			REQ-01: Governance
	102-35	Remuneration policies	AR – Focus on remuneration, page 101			

Global Reporting Initiative (GRI) index continued

Topic	Disclosure number	Disclosure title	Where reported	SDG	ISO26000 clause	CDSB Framework
Governance	102-36	Process for determining remuneration	AR – Focus on remuneration, page 101			
	102-37	Stakeholders’ involvement in remuneration	AR – AGM, page 119			
Stakeholder engagement	102-40	List of stakeholder groups	AR – Our stakeholders, page 36			P1: Relevance and materiality
	102-41	Collective bargaining agreements	Manifesto Report – ESG Addendum, page 19 (UK data only). AR – Colleague engagement, page 118 Human rights – our policy commitment, page 3			
	102-42	Identifying and selecting stakeholders	AR – Our stakeholders, page 36–41 Manifesto Report – ESG Addendum, page 4			P1: Relevance and materiality
	102-43	Approach to stakeholder engagement	AR – Our stakeholders, page 36–41 Manifesto Report – ESG Addendum, page 4			P1: Relevance and materiality
	102-44	Key topics and concerns raised	AR – Our stakeholders, page 36–41 AR – Section 172 statement, page 82–83 Manifesto Report – Launching our manifesto, page 4 Manifesto Report – Engaging on responsible tech and human rights, page 11			P1: Relevance and materiality
Reporting practice	102-45	Entities included in consolidated financial statements	AR – Financial statements, pages 121–209 The group financial statements consolidate the financial statements of BT Group plc and its subsidiaries, and include its share of the results of associates and joint ventures using the equity method of accounting.			REQ-07: Organisational boundary
	102-46	Defining the report content and topic boundaries	BT Group reporting methodology (see Our methodology at bt.com/manifestoreport) Manifesto Report – ESG Addendum, page 4			P1: Relevance and materiality

Global Reporting Initiative (GRI) index continued

Topic	Disclosure number	Disclosure title	Where reported	SDG	ISO26000 clause	CDSB Framework
Reporting practice	102-47	List of material topics	Manifesto Report – ESG Addendum, page 4			P1: Relevance and materiality
	102-48	Restatements of information	Manifesto Report – ESG Addendum, pages 9 and 19 AR – Our worldwide energy use and greenhouse gas emissions, page 69			REQ-10: Restatements
	102-49	Changes to reporting	There are no significant changes from previous reporting periods in the list of material topics and topic boundaries.			
	102-50	Reporting period	1 April 2021-31 March 2022			REQ-09: Reporting period
	102-51	Date of most recent report	1 April 2020-31 March 2021			
	102-52	Reporting cycle	We report annually. Previous reports are available in our Reporting Archive (bt.com/manifestoreport).			REQ-09: Reporting period
	102-53	Contact point for questions regarding the report	stewart.cowling@bt.com			
	102-54	Claims of reporting in accordance with the GRI standards	BT Group's Manifesto Report 2021/22 has been prepared in accordance with the GRI standards: Core option.			REQ-08: Reporting policies
	102-55	GRI Context Index	ESG Addendum at bt.com/manifestoreport			REQ-08: Reporting policies
	102-56	External assurance	Our BT Group plc Manifesto Report is independently assured to AccountAbility's AA1000ASv3 accounting standard. Independent Assurance statement (bt.com/manifestoreport).			

Global Reporting Initiative (GRI) index continued

This material references GRI 201 to GRI 206 (2016) economic standards, unless stated otherwise
The following standards have not been identified as material; 202, 204

Standard/ disclosure number	Standard/ disclosure title	Management approach/ where reported	SDG	ISO26000 clause	CDSB Framework
201	Economic performance GRI 103: Management approach	AR covers our approach to economic performance.			
201-1	Direct economic value generated and distributed	AR – Group performance, page 46-53 The Economic Impact of BT Group plc in the UK (2020) (bt.com/bt-plc/assets/documents/about-bt/bt-uk-and-worldwide/bt-in-the-uk-and-ireland/research-and-reports/the-economic-impact-of-bt-group-plc-in-the-uk/eir-uk-2020.pdf).		6.8.3 Community involvement 6.8.7 Wealth and income creation 6.8.9 Social investment	
201-2	Financial implications and other risks and opportunities due to climate change	AR – Task Force on Climate-related Financial Disclosures (TCFD), pages 66-69. Manifesto Report – Sustainable, pages 18-24. BT completes the CDP Climate Change Questionnaire annually, including in-depth disclosures on climate change risks and opportunities (bt.com/manifestoreport). Harnessing data to empower a sustainable future. (accenture.com/ acnmedia/PDF-164/Accenture-BT-ThoughtLeadershipReport2021-FINAL.pdf).		6.5.5 Climate change mitigation and adaptation	REQ-03: Business risks and opportunities
201-3	Defined benefit plan obligations and other retirement plans	AR – Pensions, page 50			
201-4	Financial assistance received from government	AR – Government support for fibre, page 16			
203	Indirect economic impacts GRI 103: Management approach	Our networks are part of the UK’s critical national infrastructure and support national security. We undertake independent studies to better understand our indirect impacts.			

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Standard/ disclosure number	Standard/ disclosure title	Management approach/ where reported	SDG	ISO26000 clause	CDSB Framework
203-1	Infrastructure investments and services supported	AR – Strategic Report, pages 16-17, 38-39, 45, 47.		6.3.9 Economic, social and cultural rights 6.7.8 Access to essential services 6.8.3 Community involvement 6.8.6 Technology development and access 6.8.7 Wealth and income creation 6.8.9 Social investment	

6.3.9 Economic, social and cultural rights

6.7.8 Access to essential services

6.8.3 Community involvement

6.8.6 Technology development and access

6.8.7 Wealth and income creation

6.8.9 Social investment

Global Reporting Initiative (GRI) index continued

Standard/ disclosure number	Standard/ disclosure title	Management approach/ where reported	SDG	ISO26000 clause	CDSB Framework
203-2	Significant indirect economic impacts	Research into BT’s role in supporting the UK’s economy and society includes: Openreach report, The Impact of High-Speed Broadband for Communities (2018) (openreach.com/content/dam/openreach/openreach-dam-files/images/fibre-broadband/community-fibre-partnership/how-to-apply-for-a-cfp/Impact%20of%20high%20speed%20bb%20for%20communities.pdf). The Economic Impact of BT Group plc in the UK: (bt.com/about/bt/bt-uk-and-worldwide/bt-in-the-uk-and-ireland/research-and-reports/the-economic-impact-of-bt-group-plc-in-the-uk). Ultrafast Full Fibre Broadband: A platform for growth (2021). Cebr report for Openreach (openreach.com/fibre-broadband/full-fibre-impact). Our social and economic contribution – ESG Addendum, page 5 (bt.com/manifestoreport)+		6.3.9 Economic, social and cultural rights 6.6.6 Promoting social responsibility in the value chain 6.6.7 Respect for property rights 6.8.5 Employment creation and skills development 6.8.7 Wealth and income creation 6.8.9 Social investment	
205	Anti-corruption GRI 103: Management approach	We do not tolerate bribery or corruption in any form. Anti-corruption and bribery policy (bt.com/ethics). AR – Strategic report, pages 43, 61 AR – Corporate governance report, page 93			
205-1	Operations assessed for risks related to corruption	AR – Anti-bribery and corruption, page 61		6.6.3 Anti-corruption	
206	Anti-competitive behaviour GRI 103: Management approach	We compete vigorously but fairly, being honest, respectful and trustworthy in all our dealings Being trusted: our code, sets out our principles for ethical business (bt.com/ethics). AR – Strategic report, pages 41, 61			
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	AR – Note 19 to the consolidated financial statements, page 167		6.6.5 Fair competition 6.6.7 Respect for property rights	

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Standard/ disclosure number	Standard/ disclosure title	Management approach/ where reported	SDG	ISO26000 clause	CDSB Framework
207 (2019)	Tax GRI 103: Management approach	BT Group Plc Tax Strategy (bt.com/ourpolicies)			
207-1	Approach to tax	BT Group Plc Tax strategy (bt.com/ourpolicies)			
207-2	Tax governance, control, and risk management	AR – Strategic Report, pages 49, 59 AR – Corporate governance report, page 77 AR – Note 10 to the consolidated financial statements, pages 148-151 BT Group Plc Tax strategy (bt.com/ourpolicies)			
207-3	Stakeholder engagement and management of concerns related to tax	BT Group Plc Tax strategy (bt.com/ourpolicies)			
207-4	Country-by-country reporting	BT Group Plc Tax strategy (bt.com/ourpolicies)			

Global Reporting Initiative (GRI) index continued

This material references GRI 301 to GRI 308 (2016) environmental standards, unless stated otherwise
The following standards have not been identified as material; 303, 304

Standard/ disclosure number	Standard/ disclosure title	Management approach/ where reported	SDG	ISO26000 clause	CDSB Framework
301	Materials GRI 103: Management approach	Our group-wide environmental policy and environmental management systems (EMS) help us minimise our impacts, manage risks and comply with relevant regulations. Product stewardship is an aspect of our EMS Manifesto report – ESG addendum, pages 5, 7, 16 Manifesto Report – Building towards a circular BT and beyond, page 24 BT Group Manifesto (bt.com/btgroupmanifesto)	 		
301-3	Reclaimed products and their packaging materials	Manifesto Report – Building towards a circular BT and beyond, page 24	 	6.5.4 Sustainable resource use 6.7.5 Sustainable consumption	REQ-04: Sources of environmental and social impacts
302	Energy GRI 103: Management approach	Energy use is a key aspect in our environmental management system (EMS), our group-wide approach to minimising our impacts, addressing risks and maintaining compliance. We do not measure energy use outside our operational boundaries, however we encourage our suppliers to seek energy efficiencies in their operations and the products they supply to us. Manifesto Report – Sustainable, pages 19-23 Manifesto Report – ESG Addendum, pages 6,11, 14 AR – Strategic report, pages 35, 39 AR – Task Force on Climate-related Financial Disclosures (TCFD), pages 66-69 BT completes the CDP Climate Change Questionnaire annually, including in-depth disclosures on our energy and carbon management approach and data (cdp.net/en)	 		

Global Reporting Initiative (GRI) index continued

Standard/ disclosure number	Standard/ disclosure title	Management approach/ where reported	SDG	ISO26000 clause	CDSB Framework
302-1	Energy consumption within the organisation	AR – Our worldwide energy use and greenhouse gas emissions, page 69 Manifesto Report – Accelerating progress towards net zero, page 21 Environmental data in our ESG Addendum (bt.com/manifestoreport). BT Group reporting methodology (bt.com/manifestoreport)	   	6.5.4 Sustainable resource use	REQ-04: Sources of environmental and social impacts
302-4	Reduction of energy consumption	AR – Strategic report, page 35. Manifesto Report, Accelerating progress towards net zero, page 21 Environmental data in our ESG Addendum (bt.com/manifestoreport).	   	6.5.4 Sustainable resource use	REQ-05: Performance and comparative analysis
305	Emissions GRI 103: Management approach	Our group-wide environmental policy and environmental management systems (EMS) help us to minimise our impacts, manage risks and comply with relevant regulations. Manifesto Report – pages 3, 5, 18-24 Manifesto Report – ESG addendum, pages 6-7, 9 BT Group Manifesto (bt.com/manifestoreport) BT Carbon Reduction Plan (bt.com/ourpolicies) AR – Task Force on Climate-related Financial Disclosures (TCFD), pages 66-69 BT completes the CDP Climate Change Questionnaire annually, including in-depth disclosures on our energy and carbon management approach and data (cdp.net/en)			
305-1	Direct (Scope 1) GHG emissions	AR – Task Force on Climate-related Financial Disclosures (TCFD), page 69 Manifesto Report – On our way to net zero by 2031, page 18 Manifesto Report – Accelerating progress towards net zero, pages 21-22 Environmental data in our ESG Addendum (bt.com/manifestoreport) BT completes the CDP Climate Change Questionnaire annually (cdp.net/en)	    	6.5.5 Climate change mitigation and adaptation	REQ-04: Sources of environmental and social impacts

Global Reporting Initiative (GRI) index continued

Standard/ disclosure number	Standard/ disclosure title	Management approach/ where reported	SDG	ISO26000 clause	CDSB Framework
305-2	Energy indirect (Scope 2) GHG emissions	AR – Task Force on Climate-related Financial Disclosures (TCFD), page 69 Manifesto Report – On our way to net zero by 2031, page 18 Manifesto Report – Accelerating progress towards net zero, pages 21-22 Environmental data in our ESG Addendum (bt.com/manifestoreport). BT completes the CDP Climate Change Questionnaire annually (cdp.net/en)	   	6.5.5 Climate change mitigation and adaptation	REQ-04: Sources of environmental and social impacts
305-3	Other indirect (Scope 3) GHG emissions	AR – Task Force on Climate-related Financial Disclosures (TCFD), page 69 Manifesto Report – Working with suppliers, page 22 Manifesto Report – Helping customers cut carbon, page 23 BT completes the CDP Climate Change Questionnaire annually (cdp.net/en) Environmental data in our ESG Addendum (bt.com/manifestoreport)	   	6.5.5 Climate change mitigation and adaptation	REQ-04: Sources of environmental and social impacts
305-4	GHG emissions intensity	AR – Task Force on Climate-related Financial Disclosures (TCFD), page 69 Manifesto Report – On our way to net zero by 2031, page 18 Environmental data in our ESG Addendum (bt.com/manifestoreport) BT completes the CDP Climate Change Questionnaire annually (cdp.net/en)	  	6.5.5 Climate change mitigation and adaptation	REQ-04: Sources of environmental and social impacts
305-5	Reduction of GHG emissions	AR – Strategic report, page 35. AR – Task Force on Climate-related Financial Disclosures (TCFD), pages 66-69 Manifesto Report – Accelerating progress towards net zero, page 21 Manifesto Report – ESG addendum, page 5 and environmental data, pages 19-34 BT completes the CDP Climate Change Questionnaire annually (cdp.net/en).	  	6.5.5 Climate change mitigation and adaptation	REQ-05: Performance and comparative analysis
305-7	Nitrogen oxides (NO _x), sulphur oxides (SO _x), and other significant air emissions	We report on emissions related to our vehicle fleet. Environmental data in our ESG Addendum (bt.com/manifestoreport)	    	6.5.3 Prevention of pollution	REQ-04: Sources of environmental and social impacts

Global Reporting Initiative (GRI) index continued

Standard/ disclosure number	Standard/ disclosure title	Management approach/ where reported	SDG	ISO26000 clause	CDSB Framework
306	Waste (2020) GRI 103: Management approach	AR – Health, safety and wellbeing, page 24-25 AR – Corporate governance report, page 78, 119 BT Health, Safety and Wellbeing Policy Statement (bt.com/ourpolicies) Contractor Health and Safety (groupertranet.bt.com/selling2bt/health_and_safety.html) Manifesto Report – ESG Addendum, page 9, 18			
306-1	Waste generation and significant waste-related impacts	Manifesto Report – Building towards a circular BT and beyond, page 24			
306-2	Management of significant waste-related impacts	Manifesto Report – Building towards a circular BT and beyond, page 24			
306-3	Waste generated	Environmental data in our ESG Addendum (bt.com/manifestoreport)	 	6.5.3 Prevention of pollution	REQ-04: Sources of environmental and social impacts
306-4	Waste diverted from disposal	Environmental data in our ESG Addendum (bt.com/manifestoreport) Manifesto Report – Introduction, page 5 Manifesto Report – Building towards a circular BT and beyond, page 24	 	6.5.3 Prevention of pollution	REQ-04: Sources of environmental and social impacts
306-5	Waste directed to disposal	Environmental data in our ESG Addendum (bt.com/manifestoreport)	 	6.5.3 Prevention of pollution	REQ-04: Sources of environmental and social impacts
307	Environmental compliance GRI 103: Management approach	Being trusted: our code, sets out our principles for ethical business (bt.com/ethics) and commits everyone in BT to follow the environmental laws and regulations that apply to them and our business, as well as following our environmental standards and commitments. Our group-wide environmental policy and environmental management systems (EMS) help us minimise our impacts, manage risks and comply with relevant regulations. Manifesto Report – ESG Addendum, pages 6-7 and 9			

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Standard/ disclosure number	Standard/ disclosure title	Management approach/ where reported	SDG	ISO26000 clause	CDSB Framework
307-1	Non-compliance with environmental laws and regulations	Manifesto Report – ESG Addendum, page 7 and 9			
308	Supplier environmental assessment GRI 103: Management approach	Our group-wide environmental policy and environmental management systems (EMS) help us minimise our impacts, manage risks and comply with relevant regulations. Procurement is an aspect of our EMS. Our Procurement Standards: groupertranet.bt.com/selling2bt/articles/bt_expectations/our_policies_and_generic_standards.html Manifesto Report – Putting our principles into practice when we... Buy tech, page 10 Manifesto Report – Working with suppliers, page 22			
308-2	Negative environmental impacts in the supply chain and actions taken	Manifesto Report – Putting our principles into practice when we... Buy tech, page 10 Manifesto Report – Sustainable, pages 21-22		6.5.4 Sustainable resource use 6.6.6 Promoting social responsibility in the value chain	REQ-02: Management’s environmental policies, strategy and targets REQ-03: Business risks and opportunities REQ-04: Sources of environmental and social impacts

Global Reporting Initiative (GRI) index continued

This material references GRI 401 to GRI 419 (2016) social standards, unless stated otherwise

The following standards have not been identified as material, 401, 402, 410, 411, 414, 415, 416, 417

Standard/ disclosure number	Standard/ disclosure title	Management approach/ where reported	SDG	ISO26000 clause	CDSB Framework
403 (2018)	Occupational health and safety GRI 103: Management approach	AR – Health, safety and wellbeing, page 24-25 AR – Corporate governance report, page 78, 119 BT Health, Safety and Wellbeing Policy Statement (bt.com/ourpolicies) Contractor Health and Safety (grouperxtranet.bt.com/selling2bt/health_and_safety.html) Manifesto Report – ESG Addendum, page 9, 18	  		
403-3	Occupational health services	AR – Health, safety and wellbeing, page 24-25	  		
403-6	Promotion of worker health	AR – Health, safety and wellbeing, pages 24-25	  		
403-8	Workers covered by an OHS management system	Our OHS management system covers all our colleagues.	  	6.4.6 Health and safety at work	
403-9	Work-related injuries	Lost Time Injury Rate, Sickness Absence Rate, Sickness pay costs (UK only) and Work-related fatalities (BT employees) are reported in Manifesto Report – ESG Addendum, page 18 Manifesto Report – ESG Addendum, page 21	  	6.4.6 Health and safety at work	
403-10	Work-related ill health	Cases of work-related ill health per 10,000 people in post, and % sick absence days lost due to mental health reasons, are reported in Manifesto Report – ESG Addendum, page 18	  	6.4.6 Health and safety at work	
404	Training and education GRI 103: Management approach	We’re investing in talent and leadership development programmes to make sure we get the best people for the job, whoever they are and whatever their background. AR – Skills and organisational development, page 24			

Global Reporting Initiative (GRI) index continued

Standard/ disclosure number	Standard/ disclosure title	Management approach/ where reported	SDG	ISO26000 clause	CDSB Framework
404-1	Average hours of training per year per employee	Manifesto Report – ESG Addendum, page 16. (Data is not reported by gender or employee category.)		6.4.7 Human development and training in the workplace 6.8.5 Employment creation and skills development	
405	Diversity and equal opportunity GRI 103: Management approach	Embracing diversity, inclusion, accessibility and equality is core to our people strategy and critical to the growth of our business. AR – A culture where people can be their best, pages 24-25 Manifesto Report– Building a diverse talent pipeline within BT, page 17 Diversity and Inclusion Report (bt.com/diversity-and-inclusion). Data on our targets is provided in the Manifesto Report – ESG Addendum, page 8.			
405-1	Diversity of governance bodies and employees	AR – Our people, page 25. Data is reported by gender and excludes approximately 500 colleagues located in jurisdictions where local labour laws restrict reporting of gender. Manifesto Report – ESG Addendum, pages 8 and 16-17. This data on colleague diversity includes age, gender, ethnic and disability profile data; most data only relates to UK employees. Manifesto Report – ESG Addendum, page 18. This data relates to Board and leadership diversity.	 	6.3.7 Discrimination and vulnerable groups 6.3.10 Fundamental principles and rights at work 6.4.3 Employment and employment relationships	

Global Reporting Initiative (GRI) index continued

Standard/ disclosure number	Standard/ disclosure title	Management approach/ where reported	SDG	ISO26000 clause	CDSB Framework
405-2	Ratio of basic salary and remuneration of women to men	We've published our Diversity and Inclusion report 2022, incorporating our sixth annual gender pay gap report (bt.com/diversity-and-inclusion).	5 GENDER EQUALITY 8 DECENT WORK AND ECONOMIC GROWTH 10 REDUCED INEQUALITIES	6.3.7 Discrimination and vulnerable groups 6.3.10 Fundamental principles and rights at work 6.4.3 Employment and employment relationships 6.4.4 Conditions of work and social protection	
406	Non-discrimination GRI 103: Management approach	We value and welcome diversity. We won't treat anyone differently to anyone else because of their race, sex, religion/beliefs, disability, marital or civil partnership status, age, maternity or paternity status, sexual orientation, gender identity, gender expression, caring responsibilities, or for any characteristic. Being trusted: our code, sets out our principles for ethical business (bt.com/ethics).			
406-1	Incidents of discrimination and corrective actions taken	Manifesto Report – ESG Addendum, page 18	5 GENDER EQUALITY 8 DECENT WORK AND ECONOMIC GROWTH 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	6.3.6 Resolving grievances 6.3.7 Discrimination and vulnerable groups 6.3.10 Fundamental principles and rights at work 6.4.3 Employment and employment relationships	

Global Reporting Initiative (GRI) index continued

Standard/ disclosure number	Standard/ disclosure title	Management approach/ where reported	SDG	ISO26000 clause	CDSB Framework
407	Freedom of association and collective bargaining GRI 103: Management approach	We respect the right to freedom of association, collective bargaining and equal opportunity. BT Human Rights Policy (bt.com/ourpolicies) Being trusted: our code, sets out our principles for ethical business (bt.com/ethics). Sourcing with Human Dignity (groupertranet.bt.com/selling2bt/articles/side/sourcing_with_human_dignity.html) Fighting Modern Slavery (bt.com/modernslavery)			
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Modern Slavery Act Transparency Statement (bt.com/modernslavery)		6.3.3 Due diligence 6.3.4 Human rights risk situations 6.3.5 Avoidance of complicity 6.3.8 Civil and political rights 6.3.10 Fundamental principles and rights at work 6.4.3 Employment and employment relationships 6.4.5 Social dialogue	

Global Reporting Initiative (GRI) index continued

Standard/ disclosure number	Standard/ disclosure title	Management approach/ where reported	SDG	ISO26000 clause	CDSB Framework
408	Child labour GRI 103: Management approach	Modern slavery is an increasing global issue. It’s not acceptable in our own operations nor those who work with us or on our behalf. Modern slavery includes human trafficking, forced, bonded, child or prison labour. No one should be deprived of their identity papers, nor have to pay to work with us. BT Human Rights Policy (bt.com/ourpolicies) Being trusted: our code, sets out our principles for ethical business (bt.com/ethics) Sourcing with Human Dignity (groupertranet.bt.com/selling2bt/articles/side/sourcing_with_human_dignity.html) Fighting Modern Slavery (bt.com/modernslavery)			
408-1	Operations and suppliers at significant risk for incidents of child labour	Modern Slavery Act Transparency Statement (bt.com/modernslavery)	 	6.3.3 Due diligence 6.3.4 Human rights risk situations 6.3.5 Avoidance of complicity 6.3.7 Discrimination and vulnerable groups 6.3.10 Fundamental principles and rights at work	
409	Forced or compulsory labour GRI 103: Management approach	We’ve a long-standing policy that we don’t use or accept forced, bonded or involuntary prison labour or child labour. BT Human Rights Policy (bt.com/ourpolicies) Being trusted: our code, sets out our principles for ethical business (bt.com/ethics) Sourcing with Human Dignity (groupertranet.bt.com/selling2bt/articles/side/sourcing_with_human_dignity.html) Fighting Modern Slavery (bt.com/modernslavery)			

Global Reporting Initiative (GRI) index continued

Standard/ disclosure number	Standard/ disclosure title	Management approach/ where reported	SDG	ISO26000 clause	CDSB Framework
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	Modern Slavery Act Transparency Statement (bt.com/modernslavery)		6.3.3 Due diligence 6.3.4 Human rights risk situations 6.3.5 Avoidance of complicity 6.3.7 Discrimination and vulnerable groups 6.3.10 Fundamental principles and rights at work	
412	Human rights assessment GRI 103: Management approach	Our CEO has formally delegated authority for decisions about human rights risks to our corporate affairs director, who chairs our responsible tech steering group. BT Human Rights Policy (bt.com/ourpolicies) AR – Digital Impact & Sustainability Committee chair’s report, page 97 AR – Our principal risks and uncertainties, page 58 Manifesto Report – Applying responsible tech principles across the value chain, pages 9–11			
412-1	Operations that have been subject to human rights reviews or impact assessments	Modern Slavery Act Transparency Statement (bt.com/modernslavery) Manifesto Report – Applying responsible tech principles across the value chain, page 10		6.3.3 Due diligence 6.3.4 Human rights risk situations 6.3.5 Avoidance of complicity 6.4.3: Employment and employment relationships 6.6.6: Promoting social responsibility in the value chain	

Global Reporting Initiative (GRI) index continued

Standard/ disclosure number	Standard/ disclosure title	Management approach/ where reported	SDG	ISO26000 clause	CDSB Framework
412-2	Employee training on human rights policies or procedures	Manifesto Report – Applying responsible tech principles across the value chain, page 9 Modern Slavery Act Transparency Statement (bt.com/modernslavery)		6.3.3 Due diligence 6.3.5 Avoidance of complicity 6.6.6 Promoting social responsibility in the value chain	
413	Local communities GRI 103: Management approach	We have a long-standing commitment to invest in community programmes that are designed to accelerate progress towards our digital impact and sustainability ambitions. Our Board-level DI&S Committee oversees our digital impact and sustainability strategy and tracks progress towards our ambitions. Manifesto Report – Upskilling the nation, pages 16-17			
413-1	Operations with local community engagement, impact assessments, and development programs	Manifesto Report – Upskilling the nation, pages 16-17 Manifesto Report – ESG Addendum, page 5 Annual Report, pages 38 and 43		6.3.9 Economic, social and cultural rights 6.8.3 Community involvement 6.8.5: Employment creation and skills development 6.8.9 Social investment	
414	Supplier social assessment GRI 103: Management approach	We're steered by the UN Guiding Principles on Business and Human Rights. Our supply chain initiative, Sourcing with Human Dignity, outlines a set of standards based on the United Nations Universal Declaration of Human Rights and International Labour Organisation Conventions. Our suppliers must comply with this policy to ensure a fair and ethical workplace, where workers are treated with dignity and respect and the highest standards of human rights are upheld. Sourcing with human dignity (groupextranet.bt.com/selling2bt/articles/side/sourcing_with_human_dignity.html) Manifesto Report – Putting our principles into practice when we...Buy tech, page 10			

Global Reporting Initiative (GRI) index continued

Standard/ disclosure number	Standard/ disclosure title	Management approach/ where reported	SDG	ISO26000 clause	CDSB Framework
414-2	Negative social impacts in the supply chain and actions taken	Manifesto Report – Putting our principles into practice when we...Buy tech, page 10	  		
418	Customer privacy GRI 103: Management approach	We protect our customers from online harm and safeguard their privacy and security, supporting their right to free expression. Our privacy policy (bt.com/privacy-policy/). Privacy and Free Expression (bt.com/privacy-and-free-expression) Manifesto Report – Applying responsible tech principles across the value chain, page 10 Manifesto Report – ESG Addendum, pages 8-9, 15			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	We report qualifying incidents to the relevant regulators (e.g., the Information Commissioners Office (ICO) in the UK) and impacted individuals, where we are legally required to do so and within the timeframes mandated. To the extent that the relevant regulators ever find fault with our data breach management and/or data security practices, they publish their findings /sanctions – typically in their annual reports and on their websites. ICO (https://icosearch.ico.org.uk/s/search.html?collection=ico-meta&profile=decisions&query)		6.7.7 Consumer data protection and privacy	
419	Socioeconomic compliance GRI 103: Management approach	Our audit and risk committee’s responsibilities include reviewing the effectiveness of processes for compliance with laws, regulations and ethical codes of practice, including the company’s Speak Up arrangements. AR– Our principal risks and uncertainties, pages 59-65 AR– Audit & Risk Committee chair’s report, page 93			
419-1	Non-compliance with laws and regulations in the social and economic area	Manifesto Report – ESG Addendum, page 13			6.7.6 Consumer service, support, and complaint and dispute resolution



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