

C0. Introduction

C0.1

(C0.1) Give a general description and introduction to your organization.

BT Group

BT Group is one of the world's leading communications services companies. We build, own, and operate the UK's largest fixed and mobile networks which support the country's digital ambitions. Our customers are consumers, businesses, multinational corporations, public sector organisations and other communications providers. Through our BT, EE and Plusnet brands, more than 30 million consumers buy landline, mobile, broadband and TV services, as well as handsets, accessories and insurance. We provide connection services to 1.2m UK and Republic of Ireland businesses and public sector organisations. We also provide network solutions to more than 1,400 UK communications providers. Our Global team integrates, secures and manages cloud infrastructure and services for multinational corporations in around 180 countries. Openreach, a wholly-owned subsidiary, runs the UK's main fixed connectivity access network, serving 650 communications provider customers who sell phone, broadband and Ethernet services to homes and businesses across the UK. For the year ended 31 March 2021, BT Group's reported revenue was £21.3bn with reported profit before taxation of £1.8bn. BT Group plc is listed on the London Stock Exchange.

Our Climate Journey

We have been disclosing our own climate-related performance to CDP since 2003. BT started its climate action journey in 1992, when it became one of the first companies in the world to set a carbon reduction target. This was followed in 2008 by a plan to cut carbon emissions intensity by 80% by 2020, one of the world's first Science-Based Targets. We reached this target four years ahead of schedule in 2016. In 2013 we set our ambition to enable customers to reduce their carbon emissions by at least three times the end-to-end carbon impact of our business (3:1) by 31 March 2021; we achieved this one year early in 2019/20 by helping our customers save 13 million tonnes of carbon. In 2017, the company announced a Science Based Target for achievement by end of March 2031, to reduce the intensity of emissions associated with our operations by 87%, in line with our share of the global emissions reductions needed to limit global warming to 1.5C. We also set a target to reduce supply chain emissions by 29% over the same period. In 2018, we committed to become a net zero carbon emissions business by 2045. In 2020 we expanded our net zero target to include our supply chain and increased the ambition of our absolute target for reducing supplier carbon emissions from 29% to 42% by the end of March 2031. Our priorities are saving energy, using renewable electricity, decarbonising our buildings, converting our fleet to electricity and alternative fuels, and working with suppliers to reduce their emissions.

2020/21 Highlights include:

- Achieving our target to source 100% renewable electricity worldwide by supporting the development of local renewable electricity markets. We purchased more than 2.5TWh of electricity
- 29% cut in carbon emissions across our global operations over the last year (Scopes 1 & 2)
- 57% reduction in the carbon intensity of our operations since 2016/17, on track to achieve our 87% goal by end of March 2031
- 19% cut in supplier carbon emissions since 2016/17, towards our expanded reduction target of 42% by end of March 2031
- £358m saved since 2009/10 through our energy efficiency management programme

C0.2

(C0.2) State the start and end date of the year for which you are reporting data.

	Start date	End date	Indicate if you are providing emissions data for past reporting years	Select the number of past reporting years you will be providing emissions data for
Reporting year	April 1 2020	March 31 2021	No	<Not Applicable>

C0.3

(C0.3) Select the countries/areas for which you will be supplying data.

Algeria
 Argentina
 Australia
 Bahrain
 Belgium
 Brazil
 British Virgin Islands
 Bulgaria
 Canada
 Chile
 China
 China, Hong Kong Special Administrative Region
 Colombia
 Costa Rica

Croatia
Cyprus
Czechia
Denmark
Dominican Republic
Ecuador
Egypt
El Salvador
Estonia
Finland
France
French Guiana
Greece
Guatemala
Honduras
Hungary
Iceland
India
Indonesia
Ireland
Israel
Italy
Japan
Jordan
Kazakhstan
Kenya
Kuwait
Latvia
Lithuania
Malaysia
Malta
Mexico
Morocco
Netherlands
New Zealand
Nicaragua
Nigeria
Norway
Oman
Pakistan
Panama
Peru
Philippines
Poland
Portugal
Qatar
Republic of Korea
Romania
Russian Federation
Saudi Arabia
Serbia
Singapore
Slovakia
Slovenia
South Africa
Spain
Sri Lanka
Sweden
Switzerland
Taiwan, Greater China
Thailand
Turkey
Ukraine
United Arab Emirates
United Kingdom of Great Britain and Northern Ireland
United States of America
Venezuela (Bolivarian Republic of)
Viet Nam

C0.4

(C0.4) Select the currency used for all financial information disclosed throughout your response.

GBP

C0.5

(C0.5) Select the option that describes the reporting boundary for which climate-related impacts on your business are being reported. Note that this option should align with your chosen approach for consolidating your GHG inventory.

Equity share

C1. Governance

C1.1

(C1.1) Is there board-level oversight of climate-related issues within your organization?

Yes

C1.1a

(C1.1a) Identify the position(s) (do not include any names) of the individual(s) on the board with responsibility for climate-related issues.

Position of individual(s)	Please explain
Chief Executive Officer (CEO)	The Board delegates day-to-day running of the business to the chief executive. The chief executive; • Leads the Executive Committee • Has responsibility for the day-to-day management of the business and its operations • Develops and recommends the group strategy and budget to the Board for approval and is responsible for executing the strategy once agreed by the Board • Provides assurance to the Board in relation to overall performance and risk management • Maintains an effective framework of internal control and risk management • Ensures that appropriate consideration is given to the group's responsibilities to all stakeholders, including but not limited to its shareholders, customers and employees • Meets with BT's major institutional shareholders • Sets the culture of the organisation, ensuring that this aligns with the company's purpose, values and strategy. Our chief executive has ultimate responsibility for the company's environmental policy and performance, which includes climate-related issues, and approved our target to become a net zero carbon emission business by 2045. Additionally, on 1st June 2020 our chief executive launched two new initiatives, the Green Tech Innovation Platform and the UK Electric Fleets Coalition, which will drive the UK's transition to Net Zero carbon emissions and contribute to a green post-Covid19 recovery for the UK. He was also one of 200 UK business leaders signing an open letter to the Prime Minister calling for a green and resilient recovery. In January 2021, our CEO was one of 30 UK industry leaders who were invited to join the new Build Back Better Council, which will work in partnership with Government to aid the UK's recovery from the COVID-19 pandemic, including launching a green industrial revolution.
Board-level committee	The Board has overall responsibility for how we identify and manage climate-related risks. Matters reserved to the Board include items of significant strategic importance, such as those which have a direct impact on the Group's funding position, reputation or integrity; and/or ethical standards. Hence, items such as our Net Zero Strategy are approved by the Board and monitored by the appropriate Board Committee(s). The Board has established certain committees to assist it in discharging its responsibilities. Our Board-level Digital Impact and Sustainability Committee (DISC) oversees our climate change strategy, programme and goals, as well as other elements of our long term digital impact and sustainability programmes. Our Board-level Remuneration Committee agrees the remuneration framework for the chairman, executive directors and certain senior executives and monitors remuneration practices and policies for the wider workforce. This includes the five percent of the annual bonus available to eligible managers, including executive directors, which is linked to our target of cutting the carbon emissions intensity of our operations by 87% by the end of March 2031. Our Board Audit and Risk Committee (BARC) is accountable for monitoring and assessing the effectiveness of our risk management and internal control systems on behalf of the Board, including those relating to climate change risks.

C1.1b

(C1.1b) Provide further details on the board's oversight of climate-related issues.

Frequency with which climate-related issues are a scheduled agenda item	Governance mechanisms into which climate-related issues are integrated	Scope of board-level oversight	Please explain
Scheduled – all meetings	Reviewing and guiding strategy Reviewing and guiding major plans of action Reviewing and guiding annual budgets Reviewing and guiding business plans Monitoring implementation and performance of objectives Overseeing major capital expenditures, acquisitions and divestitures Monitoring and overseeing progress against goals and targets for addressing climate-related issues	<Not Applicable>	Our Board-level Digital Impact and Sustainability Committee (DISC) is responsible, on behalf of the Board, for agreeing the digital impact and sustainability strategy for the group. It monitors progress on our long-term digital impact and sustainability goals, including those relating to digital skills, human and digital rights, climate change, the environment and social issues, such as fundraising and volunteering. The committee currently comprises four independent non-executive directors and our chairman. The group HR director, director of corporate affairs and director of digital impact & sustainability attend the meetings. The company secretary is secretary to the committee and attends all meetings. The chair reports to the Board on the committee's activities. The committee met four times this year. It reviewed the group's climate strategy and our public decarbonisation commitment for 2031. To give the committee a better understanding of the external environment and assess BT's areas of focus going forward, an external expert briefing on climate took place.

C1.2

(C1.2) Provide the highest management-level position(s) or committee(s) with responsibility for climate-related issues.

Name of the position(s) and/or committee(s)	Reporting line	Responsibility	Coverage of responsibility	Frequency of reporting to the board on climate-related issues
Chief Executive Officer (CEO)	<Not Applicable>	Both assessing and managing climate-related risks and opportunities	<Not Applicable>	More frequently than quarterly
Other committee, please specify (The Executive Committee)	<Not Applicable>	Both assessing and managing climate-related risks and opportunities	<Not Applicable>	More frequently than quarterly
Other committee, please specify (Environmental Management Governance Group (EMGG))	<Not Applicable>	Assessing climate-related risks and opportunities	<Not Applicable>	Not reported to the board

C1.2a

(C1.2a) Describe where in the organizational structure this/these position(s) and/or committees lie, what their associated responsibilities are, and how climate-related issues are monitored (do not include the names of individuals).

Our chief executive has ultimate responsibility for the company's environmental policy and performance, which includes approving programmes to deliver our DI&S strategic priorities and address material climate change risks, such as converting our fleet to ultra-low emission vehicles and investing in flood defences. He is advised by our Executive Committee (ExCo), in setting the operational strategy on climate change and monitoring the associated risks. ExCo is comprised of the CFO, CTO, corporate affairs director, CEOs of the Consumer, Global and Enterprise businesses, general counsel, regulatory affairs director, chief digital & innovation director, and HR director. Our CEO also has a key advocacy and senior advisory role; in January 2021, he was one of 30 UK industry leaders invited to join the new Build Back Better Council, which will work in partnership with Government to aid the UK's recovery from the COVID-19 pandemic, including launching a green industrial revolution. In June 2020, our CEO was interviewed by the co-founder of Tortoise on what the business community can do differently to support society beyond the immediate COVID-19 crisis.

Our director of digital impact & sustainability (DI&S) meets with ExCo to discuss how we are advancing our DI&S strategy. The officer and their team are responsible for developing programmes, and managing and reporting to the ExCo and DISC on progress against our climate change strategy and carbon emissions reduction targets.

We manage and monitor environmental risks across our business. Our senior leadership provides global oversight through the Environmental Management Governance Group (EMGG); it is comprised of the MD, dynamic infrastructure, CTO, CFO- technology, director of digital impact and sustainability, principal lawyer- environment, global EMS manager, senior manager- environment compliance, among others. Set up in 2018 to streamline our approach, the group is chaired by the ExCo sponsor for environmental risk, BT's chief technology officer; it has a formal line of reporting to the ExCo, and issues may be escalated to the Board as required. In the UK, management of our most significant environmental risks is led by the Environmental Management Compliance Steering Group. This group meets every month and reports to the EMGG quarterly. Its members are senior managers responsible for addressing environmental risks and delivering performance improvements under our ISO 14001-certificated environmental management system.

C1.3

(C1.3) Do you provide incentives for the management of climate-related issues, including the attainment of targets?

	Provide incentives for the management of climate-related issues	Comment
Row 1	Yes	From April 2020, we introduced key performance indicators (KPIs) on Digital Impact & Sustainability into our incentive scheme for all managers, placing sustainability at the core of what we do. Five percent of the annual bonus for managers is linked to our target of cutting the carbon emissions intensity of our operations by 87% by the end of financial year 2030/31.

C1.3a

(C1.3a) Provide further details on the incentives provided for the management of climate-related issues (do not include the names of individuals).

Entitled to incentive	Type of incentive	Activity incentivized	Comment
Chief Executive Officer (CEO)	Monetary reward	Emissions reduction target	Five percent of the annual bonus is linked to our target of cutting the carbon emissions intensity of our operations by 87% by the end of financial year 2030/31.
Chief Financial Officer (CFO)	Monetary reward	Emissions reduction target	Five percent of the annual bonus is linked to our target of cutting the carbon emissions intensity of our operations by 87% by the end of financial year 2030/31.
Chief Procurement Officer (CPO)	Monetary reward	Emissions reduction target	Five percent of the annual bonus is linked to our target of cutting the carbon emissions intensity of our operations by 87% by the end of financial year 2030/31.
Executive officer	Monetary reward	Emissions reduction target	Five percent of the annual bonus is linked to our target of cutting the carbon emissions intensity of our operations by 87% by the end of financial year 2030/31.
Buyers/purchasers	Monetary reward	Emissions reduction target	Five percent of the annual bonus for managers is linked to our target of cutting the carbon emissions intensity of our operations by 87% by the end of financial year 2030/31.
Energy manager	Monetary reward	Energy reduction project Energy reduction target	Five percent of the annual bonus for managers is linked to our target of cutting the carbon emissions intensity of our operations by 87% by the end of financial year 2030/31. Additionally, our director of energy and environment in our Technology unit carries personal goals on direct energy reduction, carbon minimization and environmental risk globally in BT. For energy managers, personal annual objectives on climate change-related activities are linked to incentivised performance indicators. For example, all energy managers share an absolute energy reduction target.
Environment/Sustainability manager	Monetary reward	Emissions reduction target	Five percent of the annual bonus for managers is linked to our target of cutting the carbon emissions intensity of our operations by 87% by the end of financial year 2030/31. Additionally, for roles directly involved in reducing carbon emissions and energy use across the company, personal annual goals are based on the interim target set for that year in line with the glidepath to 87% carbon emissions intensity reduction by 2030/31.
Chief Sustainability Officer (CSO)	Monetary reward	Emissions reduction target Efficiency project Behavior change related indicator Company performance against a climate-related sustainability index	Five percent of the annual bonus is linked to our target of cutting the carbon emissions intensity of our operations by 87% by the end of financial year 2030/31. Additionally, our chief digital impact & sustainability officer has a series of further goals supporting our climate and environmental strategy.
All employees	Monetary reward	Emissions reduction target	Five percent of the annual bonus for managers is linked to our target of cutting the carbon emissions intensity of our operations by 87% by the end of financial year 2030/31.

C2. Risks and opportunities

C2.1

(C2.1) Does your organization have a process for identifying, assessing, and responding to climate-related risks and opportunities?

Yes

C2.1a

(C2.1a) How does your organization define short-, medium- and long-term time horizons?

	From (years)	To (years)	Comment
Short-term	0	3	The likelihood of events giving rise to Group point risk exposures are assessed over a 3 year period.
Medium-term	3	5	Our medium-term financial planning process uses a 5 year horizon and capex is assessed over the life of the asset. Investments in new vehicles, for example, are usually between 2 and 9 years.
Long-term	5	20	Investment in strategic assets like our networks are planned over longer periods, sometimes up to 20 years. Our long-term climate targets currently extend to 2045.

C2.1b

(C2.1b) How does your organization define substantive financial or strategic impact on your business?

Our risk management framework provides a consistent approach for how we identify, assess, manage, monitor and escalate point and emerging risks relevant to the successful delivery of our strategic objectives. For point risks, impact is assessed in terms of quantitative and qualitative descriptors of the effect on company revenues and market capitalisation, the customer experience, stakeholder perception, and/or the degree of senior management time diverted to address the issue. Any point risk carrying a potential financial impact greater than £500m would be deemed significant to the company. For an emerging risk, about which there is still a great deal of uncertainty, those carrying a potential financial impact of at least £250m on the company's financial performance, or the equivalent level of impact on customer experience, stakeholder perception, or in the degree of senior management attention, could result in the risk being considered for active management at ExCo level, with resulting measures and actions to enhance our preparedness. In the next section we provide further details on how we assess each type of risk.

C2.2

(C2.2) Describe your process(es) for identifying, assessing and responding to climate-related risks and opportunities.

Value chain stage(s) covered

Direct operations
Upstream
Downstream

Risk management process

Integrated into multi-disciplinary company-wide risk management process

Frequency of assessment

More than once a year

Time horizon(s) covered

Short-term
Medium-term
Long-term

Description of process

Our risk management framework covers three types of risk: • Group Risk Category (GRC) risks- enduring risks which define the BT risk landscape • Point risks- dynamic risks • Emerging risks- do not yet have a clear cause-event-consequence structure; can involve time horizons longer than our 3-to-5 year planning cycle

Identification
Formal activity to identify risks is undertaken on an ongoing basis by the Risk Management team and Group Risk Category leaders. Assessment Point risks are assessed against the impact and likelihood descriptors in BT's Risk Assessment Matrix. The matrix defines 4 levels for impact and 4 levels for likelihood. The impact assessment scale goes from "A" (highest) to "D". The likelihood scale goes from "remote" - a 5% probability within the next 3 years – to "likely" – a more than 50% probability. Impact can be assessed through a mix of financial, stakeholder perception and customer experience criteria. The overall risk size is given by the combination of both impact and likelihood; "high" risks include A1, A2, A3, B1 or B2. All emerging risks are assessed against three criteria: preparedness (unprepared or partially prepared), potential impact (using the Risk Assessment Matrix if possible) and range (period over which the emerging risk is expected to clarify into a point risk). Emerging risks without the potential to reasonably reach levels A or B of impact in either of the impact criteria mentioned above, were they to materialise, are not actively monitored. For those that carry that potential impact, an owner is assigned at either ExCo or senior leadership team (SLT) level.

Response
When assessing whether further action is required, risk owners make judgements based on the set appetite for risk, the assessed size of each risk compared to that appetite, and the effectiveness of existing internal controls. For emerging risks, the focus is on the level of preparedness to absorb or respond to potential impacts. Such preparations could include disaster recovery plans, monitoring with threshold triggers, and a defined longer term policy direction. Review Risks are reviewed at least quarterly by each unit leadership team (LT). A risk report for each Group Risk Category is reviewed by the ExCo and by the Board Audit & Risk Committee (BARC); in 2020/21 this review was quarterly; going forwards the review of these formal reports will be half-yearly to allow for a more holistic discussion of the whole risk landscape in the intermediate quarters. BT's internal audit team report to the BARC on the effectiveness of the system of risk management and internal control. Cross-cutting themes Climate change-related risks have been identified under various Group Risk Categories, such as Service Interruption (as it affects physical assets), 3rd Party Management (as it affects supply chain management) and Stakeholder Management (as it affects reputation). An independent review this year based on the World Economic Forum's Principles for effective climate governance on corporate boards identified the need for a more holistic viewpoint on climate-related risks. In 2021, we plan to look at emerging risk themes beyond the Group Risk Category boundaries by creating dedicated forums, each with an ExCo sponsor, where topics such as climate change can be discussed in a cross-functional, collaborative manner, to support analysis and discussion of how these risks are managed across the business. We will introduce additional training for Group Risk Category leaders on climate change risks in 2021/22.

Transitional risk case study: The climate change policy agenda
Identification: The UK Climate Change Act (2008), and the Paris Agreement in 2015, have led to increased policymaker focus on climate change. The climate change policy agenda and perceptions of our sector in driving increased carbon emissions, have been identified as emerging risks that could affect the Group Risk Category, "Stakeholder management", which is owned by our corporate affairs director (an ExCo member)

Assessment: As an emerging transitional risk, we consider: • Potential impact: stakeholder perception; could reasonably reach the second-highest level of impact • Range: long term • Preparedness: partially prepared (the highest level for an emerging risk), based on our carbon leadership status and progress against our carbon targets

Response: This risk is owned at the SLT level by the director of digital impact & sustainability, who reports to the corporate affairs director. BT takes a proactive approach to managing risks relating to the climate change policy agenda. We were one of the first companies in the world to commit to a 1.5°C science based pathway, we now source 100% of our electricity from renewable sources, and have set a net zero emissions target.

Review: We track shifts in societal expectations, customer focus areas (such as through requests issued to us through the CDP Supply Chain Programme) and monitor policy developments. Our progress in this area is overseen by the Board-level Digital Impact & Sustainability Committee, who receive quarterly updates on the climate change policy landscape. It is also included in the "Stakeholder management" GRC Risk Report to the ExCo and the BARC.

Physical risk case study: Increasing frequency and severity of extreme weather events
Identification: Throughout its history, BT has had to protect its network from weather damage, although the 2015/16 storms demonstrated the potential impact of multiple extreme events that will become more frequent with climate change. The increasing frequency and severity of extreme weather events, and the impact they can have on our operations, has been identified as an emerging risk that could affect the Group Risk Category, "Service interruption", which is owned by our chief technology officer (CTO). N.B. extreme weather events as they affect our supply chain are addressed separately.

Assessment: As an emerging risk, we consider: • Potential impact: customer experience; could reasonably reach the second-highest level of impact • Range: short term • Preparedness: partially prepared (the highest level for an emerging risk), based on our existing weather resilience work.

Response: The risk is owned at the SLT level by the Director of Service, Digital and Networks, who reports to our CTO. We focus climate adaptation measures on high priority assets that serve larger volumes of customers, investing in flood protection works and cooling systems upgrades at key sites.

Review: This risk is reviewed regularly. For example, our TCFD scenario planning in 2020/21 looked in detail at our vulnerability to heat, flooding and lightning strikes at a number of strategic sites for BT. We are working with the Environment Agency to better understand where our network sites across England may benefit from its National Flood Risk Capital Programme. The risk is included in the "Service Interruption" Risk Report to the ExCo and the BARC.

C2.2a

(C2.2a) Which risk types are considered in your organization's climate-related risk assessments?

	Relevance & inclusion	Please explain
Current regulation	Relevant, always included	Our Environmental Management Governance Group (EMGG) meets quarterly to oversee management of our most significant environmental risks, including climate-related risks. This group is chaired by our ExCo sponsor for environmental risk, BT's Chief Technology Officer, and reports regularly to our ExCo. We use a third-party system and an external legal firm to monitor current (and proposed) environmental regulations and compliance obligations across our markets. Our key risk leads evaluate compliance regularly and our Environmental Management Compliance Steering Group, which meets each month, considers how these regulations may impact on BT and reports to the EMGG. For example, we have kept a close watch on the impacts of Brexit, such as carbon emissions trading and product stewardship, as well as local impacts such as the expansion of low emission zones in the UK resulting from Local Authority Air Quality Action Plans.
Emerging regulation	Relevant, always included	The 2015 Paris Agreement on climate change, the United Nations Sustainable Development Goals (SDGs), the October 2018 Intergovernmental Panel on Climate Change (IPCC) Special Report, last year's net zero announcement by the UK Government and many other policy measures urge accelerated climate action by all actors in the global economy – including business and financial institutions. For example, many of our raw materials suppliers are based in China, which in September 2020 pledged to peak emissions before 2030 and reach carbon neutrality before 2060, despite having a relatively carbon intensive economy. In February 2021, the national emissions trading scheme officially launched, for coal- and gas-fired power plants. Our digital impact and sustainability team (within our corporate affairs unit) are monitoring proposals and developments in new regulation supporting a 1.5°C threshold. Our EMS regularly horizon scans and participates in consultation with government and industry bodies; such as TechUK and the Aldersgate Group to ensure BT is prepared for change.
Technology	Relevant, always included	The risk that new technology developments could make it harder for us to monetise our network investment and could potentially force us to invest more to meet the needs of customers, or that new disruptive technologies could substitute our products, are not specifically related to climate change. However, as society looks to technology to address some of the huge challenges climate change poses, and as the effects of climate change rapidly change our work, there is a risk that our strategy and business model could be disrupted by technology change should we not stay at the forefront of a rapidly changing world. Technology to combat climate change is also an opportunity for us, and we are constantly looking at new innovations; there is a risk that lagging behind competitors could result in loss of market share. For example, telemedicine offers big benefits for patients, medical staff and the climate. Remote consultations save time and emissions from travel – and help to avoid contact during Covid-19. We're testing solutions with University Hospitals Birmingham, the UK's biggest NHS Trust. This year, doctors trialled our remote diagnostic station technology using digital stethoscopes and heart monitors over a converged 4G/5G and wi-fi network. The Trust is now considering the technology for GP surgeries, care homes and community clinics.
Legal	Not relevant, explanation provided	Risks of climate-related litigation claims are deemed low, if not negligible. The communications sector is widely recognised as enabling a low carbon economy. In addition, the sector is at the forefront of SBTs and the purchasing of renewables – see "Mobile Net Zero – State of the Industry on ClimateAction" at https://www.gsma.com/betterfuture/resources/mobile-net-zero-state-of-the-industry-on-climate-action .
Market	Relevant, always included	We use around 1% of the UK's electricity to run our business, and are sensitive to wholesale price variations. Higher energy prices or volumes can adversely impact our cost base and therefore EBITDA and cashflow, which could impact our ability to invest in strategic projects. It is important that we manage both price certainty and volume reductions against a backdrop of increasing network demand. The price of carbon is a key input into the wholesale price of electricity. Our Networks team is responsible for managing energy use across the Group and a focus on energy use and cost reduces our environmental impact and plays a part in overall cost transformation. In order to deliver cost certainty as part of our budget planning process, strategies are in place that aim to lock in prices over the long-term through hedging and renewable backed Power Purchase Agreements (PPA) which supply c.12.2% of our UK supply. We are actively exploring options to increase these to help reduce the risks from increased electricity and carbon emissions costs, while providing a strong long-term demand signal.
Reputation	Relevant, always included	Corporate action on climate change is of increasing focus to stakeholders, including with our customers. This is reflected in the increased importance of climate in purchasing decisions, as demonstrated by the types of questions we are being asked during the bidding process and our own customer research. We are also seeing increased interest from investors and policymakers. There is a risk, should we not meet our carbon targets or other climate-related stakeholder expectations, that we could incur reputational damage, loss of customers or shareholders.
Acute physical	Relevant, always included	Extreme weather events are on the rise, and with them threats to people, property, infrastructure and services. Service interruption is one of our Group Risk Categories. Any major interruption, such as a flood at a large exchange, could result in loss of customer service, increased costs, loss of revenue as well as impact to brand and reputation. Any loss of service, such as in August 2020 when severe storms and flooding in Edinburgh damaged some broadband equipment in our exchange buildings, can undermine customer trust and has the potential for them to take their business to another operator.
Chronic physical	Relevant, always included	In most scenarios in 2030 and 2050, the UK will see a rise in extreme heat days. Much of our network equipment is temperature-sensitive, and so, if unmitigated, this risk could lead to increased cooling and maintenance costs, and possible service interruption. However, we now assess the risk of damage of this type to our network sites to be very low as we are upgrading the cooling systems at our metronode sites to tolerate a 45°C external temperature.

C2.3

(C2.3) Have you identified any inherent climate-related risks with the potential to have a substantive financial or strategic impact on your business?

Yes

C2.3a

(C2.3a) Provide details of risks identified with the potential to have a substantive financial or strategic impact on your business.

Identifier

Risk 1

Where in the value chain does the risk driver occur?

Direct operations

Risk type & Primary climate-related risk driver

Acute physical	Increased severity and frequency of extreme weather events such as cyclones and floods
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Primary potential financial impact

Increased indirect (operating) costs

Climate risk type mapped to traditional financial services industry risk classification

<Not Applicable>

Company-specific description

2020 was the UK's third warmest and sixth wettest year in the UK national series, with particularly high rainfall totals across western Scotland and north-west England, as well as a summer heatwave and several significant storms. Extreme weather events can damage our infrastructure and may disrupt our ability to deliver our services. BT plays a key role in sustaining the UK's critical national infrastructure and many stakeholders trust and rely on the connectivity we provide. We own and manage the UK's core fixed network, and more than 650 communications providers use our network to deliver services. We hold key mobile spectrum, with extensive network coverage across the UK with our 2G, 3G, 4G and 5G networks. We also have network segments across the globe which are exposed to different climatic conditions. We must be ready and able to respond to more unpredictable and extreme weather to keep our networks up and running – and help people and businesses stay connected. Any loss of service, such as in August 2020 when severe storms and flooding in Edinburgh damaged some broadband equipment in our exchange buildings, can undermine customer trust.

Time horizon

Medium-term

Likelihood

Likely

Magnitude of impact

Medium

Are you able to provide a potential financial impact figure?

Yes, an estimated range

Potential financial impact figure (currency)

<Not Applicable>

Potential financial impact figure – minimum (currency)

5000000

Potential financial impact figure – maximum (currency)

22000000

Explanation of financial impact figure

The storms of 2015/16, when 11 separate winter storms over a five-month period in the UK resulted in a cumulative impact and record levels of flooding, led to operating costs in Openreach growing by 4% (£22m) in the last quarter of 2015/16, mainly due to flood repairs. Our maximum potential financial impact figure of £22m thus reflects multiple geographically dispersed events, as experienced in 2015/16 (Openreach's adjusted operating costs in 2020/21 totalled £2,307m). Most extreme weather events affect a much narrower geographic area, with examples in more recent years of a small number of localised events incurring a financial impact of around £5m, hence this quoted as the minimum potential financial impact figure.

Cost of response to risk

6200000

Description of response and explanation of cost calculation

As a critical national infrastructure provider, we work closely with the Government and other communications providers through the Electronic Communications Resilience and Response Group to plan for extreme weather events and share information as an event unfolds. Our infrastructure is designed and built with disaster recovery at the core. We have mapped the assets that are most at risk of flooding and are investing in permanent flood defences. We monitor weather conditions, providing daily updates across the business and issuing alerts to key teams when extreme events are forecast. Our Weather Resilience Master Dashboard analyses data on weather patterns and the equipment present at each site to support decision-making, such as enhancing cooling regimes at sites with critical cooling requirements. We are currently supporting the Environment Agency in England in a review of our key sites, which we hope will combine with our other assessments to improve forecasting of climate change risks. Our emergency response team (ERT) is deployed to protect critical assets at risk, and if that fails, to restore service as quickly as possible. The ERT also strives to provide communities with emergency communications facilities until normal service can be resumed. Case study: Edinburgh exchange In August 2020 the local ERT was quickly mobilised to a telephone exchange in Edinburgh that was affected by severe storms. The team pumped out the flood water, restored electricity using a generator, and set up emergency communications to get our network back up and running as fast as possible. Following this event, we have conducted surveys and identified specific building improvements at this site and others to reduce the impact of flooding. As a result, in addition to more than 900 remedial works we carried out as part of our business-as-usual work in 2020/21, a further 89 issues have been identified and rectified at metronode sites, such as installing water-sealing doors and unblocking drains. Over the coming year, we will be equipping 30 sites at higher risk of flooding with first response kits so colleagues on the ground can initiate relief efforts before the ERT arrives. . The total cost of response to this risk (£6.2m) includes the £1.2m spent in 2020/21 as part of a three-year programme to enhance our permanent defences against coastal and river flooding, and the £5m annual running costs of our Emergency Response Teams.

Comment**Identifier**

Risk 2

Where in the value chain does the risk driver occur?

Direct operations

Risk type & Primary climate-related risk driver

Market	Other, please specify (Energy Attribute Certificate availability)
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Primary potential financial impact

Increased indirect (operating) costs

Climate risk type mapped to traditional financial services industry risk classification

<Not Applicable>

Company-specific description

BT's roadmap to meeting our ambitious carbon targets and RE100 target requires us to buy large quantities of renewable electricity-approximately 2.3TWh. However, under the scenarios considered as part of our work in relation to the TCFD, availability of renewable electricity, through the purchase of Energy Attribute Certificates such as REGOs, may become constrained (especially in the UK) leading to an increased cost of certificates. In "Reducing UK emissions- 2019 Progress Report to Parliament Committee on Climate Change", it is stated that around 60 TWh additional uncontracted low-carbon generation is required during the 2020s if the UK is to be on track to achieve net zero emissions by 2050. The UK Government's 10 point plan published in November 2020 outlines the intention to invest significantly to expand wind power production. However, if there is still a short fall, this could lead to price increases for Renewable Energy Guarantees of Origin (REGOs) - UK Energy Attribute Certificates (EACs) - if demand outstrips supply as more organisations choose to buy renewables.

Time horizon

Long-term

Likelihood

More likely than not

Magnitude of impact

Low

Are you able to provide a potential financial impact figure?

Yes, a single figure estimate

Potential financial impact figure (currency)

2500000

Potential financial impact figure – minimum (currency)

<Not Applicable>

Potential financial impact figure – maximum (currency)

<Not Applicable>

Explanation of financial impact figure

The potential financial impact figure is based on estimates of the cost of purchasing Renewable Energy Guarantees of Origin in the UK at a price around 3-5 times higher than today and/or investing in self-generated renewables. However, innovation may bring these costs down as the UK grid decarbonises.

Cost of response to risk

41600

Description of response and explanation of cost calculation

We have a dedicated team who work full time on programmes to cut energy consumption, reducing the financial impact of any increases in the prices of EACs, electricity and carbon. Our exposure to electricity and carbon costs is already a driver for our energy savings programme since the price of carbon is a key input into the wholesale price of electricity; we spent £392m on energy, water sourcing and climate change levies in 2020/21. To deliver cost certainty in our budgeting and planning processes, we take a long term procurement view and have strategies to lock in electricity prices, such as through renewable-backed Power Purchase Agreements (PPA). In 2020/21, we sourced ~12% of our electricity supply via 5 PPAs with wind and solar plants in the UK, with a guarantee of receiving the EACs generated by those installations. This reduces our exposure to rises in the prices of electricity, carbon and EACs over the long term, by disconnecting BT, in part, from wholesale market prices, and fluctuations in the prices of traded carbon allowances and EACs. We also continue to monitor any additional carbon-related taxes and duties across all our operations. Case study: PPAs We have a range of PPAs in place with different renewables providers across the UK. For example, thirteen wind turbines at Stroupster, in the far North of Scotland, provide us with 100GWh per year, as part of an agreement worth £185m over 15 years, reducing our exposure to market variability around the price of REGOs. In Brightwell, near Ipswich, a 8MW solar farm is providing power to our research centre, at a cost of £26 million over 20 years. Our additional management cost figure relates to the extra time required to negotiate and manage PPA contracts compared to standard electricity contracts. We have used BT's median employee pay in 2020/21 (£41,600) as the basis for our cost calculation, estimating that the additional management takes up 1 FTE/ year. We will also look at opportunities to self-generate renewables; in 2020/21 we examined two such projects, one a major solar installation and the other a combined wind and solar project. The cost of such projects is not included in the figures.

Comment**Identifier**

Risk 3

Where in the value chain does the risk driver occur?

Upstream

Risk type & Primary climate-related risk driver

Emerging regulation	Carbon pricing mechanisms
---------------------	---------------------------

Primary potential financial impact

Increased direct costs

Climate risk type mapped to traditional financial services industry risk classification

<Not Applicable>

Company-specific description

BT has more than 1,100 direct suppliers in nearly 100 countries with an annual supply chain spend of about £13bn. According to the World Bank, 40 countries and more than 20 cities, states and provinces already use carbon pricing mechanisms. As more of the countries in our supply chain introduce carbon pricing mechanisms, such as the recently announced national emissions trading scheme in China, and if our suppliers fail to cut their emissions, it could lead to carbon costs being passed on to us by 2030 under a 2°C scenario, according to the scenario analysis work we have been doing as part of our implementation of TCFD requirements. For example, many of our raw materials suppliers are based in China, which in September 2020 pledged to peak emissions before 2030 and reach carbon neutrality before 2060, despite having a relatively carbon intensive economy. In February 2021, the national emissions trading scheme officially launched, for coal- and gas-fired power plants.

Time horizon

Long-term

Likelihood

Likely

Magnitude of impact

Medium

Are you able to provide a potential financial impact figure?

Yes, a single figure estimate

Potential financial impact figure (currency)

22296000

Potential financial impact figure – minimum (currency)

<Not Applicable>

Potential financial impact figure – maximum (currency)

<Not Applicable>

Explanation of financial impact figure

Our assumptions are based on the business achieving our 42% supply chain emissions reduction by 2031 target, so emissions in financial year 2030/31 would be 1,858,000 tonnes. We have taken the Chinese carbon market, where much of our supply chain is based, and the current average carbon price of around £6 per tonne. We have assumed a 50% increase in carbon price by 2030. This results in a financial impact of around £22.3m (£6*2*1,858,000). Carbon pricing approaches are rapidly evolving across many of the markets we source from, and the figure quoted is indicative only. We will continue to monitor the situation and update figures in future years as appropriate.

Cost of response to risk

83200

Description of response and explanation of cost calculation

We have set ambitious carbon reduction targets for our supply chain. In June 2020 we increased the level of ambition by revising our science-based target from a 29% reduction to a 42% emissions reduction by the end of March 2031 (compared to 2016/17 levels) in line with 1.5°C scenarios. We have also expanded our target to reach net zero by 2045 to include our supply chain. Since 2016/17, we have achieved supply chain emissions reduction of 19%. Case study: qualification processes Our additional management cost figure relates to the extra time required to assess supplier's carbon performance through the qualification questionnaire and set improvement plans if required. This year there were 122 new or renewed contract suppliers who completed our self-assessment questionnaires. Of these 51 were identified as high or medium risk, including environmental and social dimensions. All of these were followed up within 3 months to agree a corrective action plan. For example, one supplier committed to developing a climate change policy, and providing this to us for use in future discussions. Additionally, we have targeted some of our suppliers with the highest carbon impact to build a clause into their commercial contracts with BT or Openreach that commits them to make measurable carbon savings; 12 suppliers now have such a clause in place and we are having ongoing discussions with others. We have used BT's median employee pay in 2020/21 (£41,600) as the basis for our cost calculation, estimating that the additional management takes up 2 FTE/ year, giving a cost of response of £83,200.

Comment**C2.4****(C2.4) Have you identified any climate-related opportunities with the potential to have a substantive financial or strategic impact on your business?**

Yes

C2.4a**(C2.4a) Provide details of opportunities identified with the potential to have a substantive financial or strategic impact on your business.****Identifier**

Opp1

Where in the value chain does the opportunity occur?

Downstream

Opportunity type

Products and services

Primary climate-related opportunity driver

Development and/or expansion of low emission goods and services

Primary potential financial impact

Increased revenues resulting from increased demand for products and services

Company-specific description

We anticipate that growing public awareness of climate change will increase demand for our low carbon products and services. Alongside this, international agreements, such as the Paris Agreement, and the UK Government's announcements regarding net zero, will increase the cost of carbon intensive activities. Solutions to help tackle the climate emergency include established BT products and services like broadband, teleconferencing and cloud networking – and newer innovations such as the Internet of Things (IoT) technologies. Examples include Cisco Cloud Solutions and BT field force optimisation software which uses AI for planning logistics. The size, scope and breadth of our customer base gives us an advantage when new propositions and services are brought to market. Across our low-carbon portfolio last year, we helped customers avoid c.13 million tonnes of carbon emissions.

Time horizon

Medium-term

Likelihood

Likely

Magnitude of impact

Medium

Are you able to provide a potential financial impact figure?

Yes, a single figure estimate

Potential financial impact figure (currency)

26500000

Potential financial impact figure – minimum (currency)

<Not Applicable>

Potential financial impact figure – maximum (currency)

<Not Applicable>

Explanation of financial impact figure

We generated £5.3bn this year from BT products and services that can help our customers to cut their carbon emissions. This represents 25% of BT's total revenue. Our aim is to maintain or grow revenue from our low-carbon portfolio, for the purposes of this response we have assumed a 0.5% increase in Group revenue from these low-carbon solutions to calculate this opportunity for the coming year. Potential financial impact is thus calculated as 5% of £5.3bn - £26.5m.

Cost to realize opportunity

250000

Strategy to realize opportunity and explanation of cost calculation

We believe the UK is on the cusp of a green industrial revolution, including mobility, smart cities and 5G, that will enable us all to reduce our carbon footprints. BT is already one of the leaders of the green revolution, in the unique position of connecting millions of people, homes, businesses, towns and cities. Many of our products and services help them cut emissions by avoiding travel or by doing things more efficiently. Last year, we achieved our 3:1 abatement target one year early, helping our customers to

save three times as much carbon as our own end-to-end carbon emissions . We work closely with the manufacturers who develop and maintain our low carbon products portfolio to reduce embodied carbon and spur eco-innovation. Over several years, we have invited our devices suppliers to compete in our Game Changing Challenge, stimulating sustainable design. Case study: Green TIP In June 2020, we launched our new Green Tech Innovation platform, which will offer breakthrough solutions for public sector customers. We are working with Plug and Play, the world's leading innovation platform connecting entrepreneurs, companies and investors, to find businesses that are developing technologies that could help our public sector customers to reduce their emissions. With our track record in helping to incubate innovative start-ups/scale ups, we will then help these businesses to grow their customer base. In January 2021, we announced our first two Green Tech Innovation Platform scale-up partners, whose services we will offer to our customers: • iOpt's smart buildings technology provides remote, real-time information and alerts on building energy use and other aspects of performance, with a focus on social housing. BT will provide network connectivity and manage the sensor installations. • Everimpact will install their air quality and carbon emissions sensors on BT's 'street furniture' - Street Hub units, payphone kiosks and CCTV sites. The local council will access the data via a 'Smart City Dashboard' where they will be able to track emissions, receive certified carbon offsetting information, and so generate funds for their decarbonisation efforts. The Carbon Trust will help us measure the carbon savings from each partnership. We hope to have initial results next year. The cost to manage this opportunity relates to employee time and other costs of running these programmes, such as consultancy and Game Changing Challenge event organisation.

Comment

Identifier

Opp2

Where in the value chain does the opportunity occur?

Direct operations

Opportunity type

Resource efficiency

Primary climate-related opportunity driver

Other, please specify (More energy efficient network operations)

Primary potential financial impact

Reduced indirect (operating) costs

Company-specific description

We use around 1% of the UK's electricity to run our business, and we target energy savings as part of our strategy to transform our operating model. For example, in 2020/21 we invested nearly £21m in energy efficient cooling projects in the UK, which contributed to a global energy reduction of 123 GWh. Overall, these investments, with a mix of short- and medium-term horizons have saved us £358m since 2009/10. These investments also increase our ability to bid for and win large public and private commercial tenders where sustainability criteria have been included in the decision process.

Time horizon

Medium-term

Likelihood

Likely

Magnitude of impact

Low

Are you able to provide a potential financial impact figure?

Yes, a single figure estimate

Potential financial impact figure (currency)

80760000

Potential financial impact figure – minimum (currency)

<Not Applicable>

Potential financial impact figure – maximum (currency)

<Not Applicable>

Explanation of financial impact figure

We expect this year's investment (£20.55m) to save c.£14.7m per year based on power draw of new versus old equipment, and £80.76m over the lifetime of the projects. We verify the savings using half-hourly meter data in subsequent years.

Cost to realize opportunity

21000000

Strategy to realize opportunity and explanation of cost calculation

We have a long-standing energy management programme as part of our strategy to transform our operating model. In 2020/21 we invested a further £21m on cooling projects (see case study below), plus no-cost measures such as removing legacy equipment. Case study: adiabatic cooling Climate change-related temperature increases, combined with the need for ever-increasing amounts of data processing, increases cooling demand for our temperature-sensitive equipment. However, running more conventional air conditioning both increases electricity consumption and fugitive emissions of refrigerant gases. We have invested £80.04m in a three-year programme to upgrade many of our cooling systems to adiabatic units, which use water and fresh air instead of F-gas refrigerants; we added a further 932 units this year. The whole programme is expected to save 295 GWh of electricity each year and 69 thousand tonnes of carbon emissions (applying location-based factors) plus the avoidance of fugitive emissions. Benefits already seen include less downtime for maintenance due to faster and cheaper repairs, and since no refrigerants are used this equipment will not need to comply with the UK's F-gas phase-down regulatory requirements.

Comment

Identifier

Opp3

Where in the value chain does the opportunity occur?

Upstream

Opportunity type

Energy source

Primary climate-related opportunity driver

Use of lower-emission sources of energy

Primary potential financial impact

Other, please specify (Stronger supplier relationships and increased supply chain resilience)

Company-specific description

Upstream emissions (mainly supply chain) are the most significant proportion (71%) of our total value chain (end-to-end) emissions. We want suppliers to join us in cutting emissions by switching to renewable electricity and through energy efficiency. With our long experience of targeting carbon reductions, trusted brand, and as a key customer for many of our suppliers, we believe we can offer our suppliers positive collaboration, and strengthen our relationships with them, supporting innovation and better ways of working. We also expect suppliers to become more cost-efficient and resilient to energy price shocks, including from potential increases in carbon taxes, as a result of this change, which will likely deliver indirect benefit to BT as they become more competitive in delivering their products and services to BT, which could deliver savings.

Time horizon

Medium-term

Likelihood

Likely

Magnitude of impact

Low

Are you able to provide a potential financial impact figure?

Yes, a single figure estimate

Potential financial impact figure (currency)

0

Potential financial impact figure – minimum (currency)

<Not Applicable>

Potential financial impact figure – maximum (currency)

<Not Applicable>

Explanation of financial impact figure

This does not create a direct financial benefit for BT, but increases the resilience of our suppliers, strengthens relationships and helps cut carbon emissions in our supply chain, linked to our targets of 42% reduction by end of March 2031, and net zero by 2045. This initiative also helps support additionality of renewables in the countries in which our suppliers operate.

Cost to realize opportunity

20600

Strategy to realize opportunity and explanation of cost calculation

We are working closely with our top suppliers to set net carbon emissions targets, source renewables, and commit to energy efficiency. We now have twelve suppliers with a contract clause that commits them to make measurable carbon savings. Performance will be independently reviewed and reported as part of ongoing contract management meetings. Three suppliers alone - MJ Quinn, KN Group and Telent - are expected to save over 6,000 tonnes of carbon during their five-year contracts with Openreach. Case study: Nokia As part of its contract with us, Nokia have been working to reduce the embodied carbon of the components they use in our network equipment. The focus is on components with the highest climate impact, such as printed circuit boards. Nokia engaged with its printed circuit board suppliers to determine the carbon footprint of their factories, and identify energy saving opportunities. These suppliers have committed to implement best in class energy efficiency measures and reduce their carbon impact by more than 100 tonnes over the course of Nokia's contract with BT. The emissions baseline, energy saving opportunities and implementation plan were independently verified. This year, we offered some suppliers free energy audits of their premises and carbon-saving guidance from experts at The Carbon Trust. So far, nearly every supplier audited has taken steps to reduce their energy use. We will invite our UK suppliers, and our global suppliers with UK operations, to join a scheme we are setting up with one of our energy providers to purchase 100% renewable electricity backed up by Renewable Energy Guarantees of Origin (REGOs) for their UK sites. Our supply chain performance activities, part of our 'business as usual', already cover energy and carbon risk management. We have used BT's median employee pay in 2020/2 (£41,600) as the basis for our cost calculation, estimating that the additional management takes up 0.5 FTE/ year (£20,600) for activities directly related to engaging our suppliers in energy and carbon emissions reduction opportunities.

Comment

C3. Business Strategy

C3.1

(C3.1) Have climate-related risks and opportunities influenced your organization's strategy and/or financial planning?

Yes, and we have developed a low-carbon transition plan

C3.1a

(C3.1a) Is your organization's low-carbon transition plan a scheduled resolution item at Annual General Meetings (AGMs)?

	Is your low-carbon transition plan a scheduled resolution item at AGMs?	Comment
Row 1	No, but we intend it to become a scheduled resolution item within the next two years	We keep our plans in this area under review. We have three long-term targets which guide our progress towards a low-carbon future – de-risking our business, creating opportunities for future growth and supporting overall climate goals such as the need to limit global warming to 1.5 degrees.

C3.2

(C3.2) Does your organization use climate-related scenario analysis to inform its strategy?

Yes, qualitative and quantitative

C3.2a

(C3.2a) Provide details of your organization's use of climate-related scenario analysis.

Climate-related scenarios and models applied	Details
RCP 2.6 RCP 4.5 RCP 8.5 Other, please specify (Shared Socioeconomic Pathways (SSP1: Sustainability [Taking the Green Road]; SSP2: Middle of the Road; SSP5: Fossil-fuelled Development [Taking the Highway]))	In line with TCFD recommendations, this year we've built on our earlier qualitative scenario analysis work by considering the potential financial impact of climate change on BT in 2030 and 2050. Both these years are critical on the 1.5C trajectory; 2030 is just one year ahead of the target year for our science-based targets (based on an end-March 2031 achievement date), and 2050 is the key date for the Paris Agreement. The study looked at the whole Group, but analysis for physical risks focused on how these could impact three critical areas: 1) 150 business critical sites in the UK for flooding and UK estate for cooling, 2) our top 50 global direct operational sites (by energy use), and 3) our top 10 suppliers of branded products; and the potential impacts to BT of interventions designed to transition society to a low carbon economy. To test the resilience of our company and inform strategic decision-making, we've looked at a range of future scenarios reflecting different rises in global temperatures above pre-industrial levels by 2100. We've used a core scenario for understanding physical risks of 2°C to 3°C [RCP 4.5], that we think is most likely based on various existing analyses of Nationally Determined Contributions. We also reviewed more extreme 'what if?' transition and physical scenarios (1.5°C [RCP 2.6], 4°C [RCP 8.5]). A <2°C scenario is our core transition scenario, aligning to TCFD requirements and our net zero target. The Intergovernmental Panel on Climate Change's shared socioeconomic pathways, transition scenarios from the Network for Greening the Financial System, and other reference scenarios from the IEA and UK Government policy, were used to inform the scenarios. The scenarios work has already been used in planning of cooling system upgrades to our metronode sites. In most scenarios in 2030 and 2050, the UK will see a rise in extreme heat days, which will increase demand for cooling across our network as high temperatures can cause our electrical equipment to fail. We have invested £80.04m in a three-year programme to upgrade many of our cooling systems to adiabatic units, which use water and fresh air instead of F-gas refrigerants; we added a further 932 units this year. These cooling systems are effective up to a 45°C external temperature. Another example of how the scenarios work has been used is with respect to understanding supply chain risk. The analysis was informed by data from Versed.ai, which uses AI internet scraping technology to predict the likely location of supplier sites associated with the production of our branded products. The map of these locations was overlaid with climate risk data for the four scenarios, to identify those suppliers most vulnerable to physical risks. This helps us prioritise which suppliers to engage on climate change issues, and informs discussion on possible diversification of the supplier base, and we will be doing more work on this in 2021. We will incorporate the climate risk outcomes for each supplier and supplier site into the existing riskmethods system to further integrate climate change into wider supply chain risk management processes. Another recommendation from this work was that we should improve our understanding of key supplier locations, such as pinpointing the sites that are critical to the delivery of our goods, and look at a wider range of suppliers, including beyond tier 1. In 2020, we used artificial intelligence to map the supply chains for all BT, EE and Plusnet branded products, including tier 2, 3 and 4 suppliers. This pilot was aimed at supporting our work to address human rights risks; in 2021/22 we will validate the findings and look at how this enhanced understanding of supplier locations and supply chain interlinkages can be applied to further assess climate change risks. We also made progress in 2020/21 on expanding the coverage of Versed.ai, to include our top 300 suppliers mapped in riskmethods.

C3.3

(C3.3) Describe where and how climate-related risks and opportunities have influenced your strategy.

	Have climate-related risks and opportunities influenced your strategy in this area?	Description of influence
Products and services	Yes	Our technology and networks have a significant role to play in enabling the innovative solutions and exponential change needed to achieve a zero-carbon economy - helping to drive progress towards the UK Government's new 2050 zero emissions target for the economy, and our target to become a net zero carbon emissions business by 31 March 2045. Customers using our products and services represented 24% of our end-to-end emissions in 2020/21. Our low-carbon products and services generated £5.5bn this year, some 25% of BT's total revenue. These include established BT products and services like broadband, teleconferencing and cloud networking – and newer innovations such as the Internet of Things (IoT) technologies. The most substantive aspect of our strategy related to this is the transition from copper to fibre, and the associated electricity savings which would benefit the country as a whole, equivalent to powering the homes in a regional UK city for a year. This a key strategic focus for this decade. We also have an internet of things products and propositions team, with expertise spanning devices, connectivity and platforms. Our long-standing strategic aim is to maintain and grow revenue from our this low-carbon portfolio, and we expect that our climate-related scenario analysis with help develop future business cases.
Supply chain and/or value chain	Yes	Upstream emissions (mainly supply chain) represented 71% of our end-to-end emissions in 2020/21 so if we can reduce our suppliers' emissions, we make a significant difference to the environment and our own carbon targets. Recognising the importance of addressing emissions across our value chain we have set long-term targets to reduce these GHG emissions. Our most substantive strategic decision in this area is setting our supply chain carbon targets. For supply chain emissions, we've set a science-based target that, by end-March 2031, we'll cut the carbon emissions from our supply chain by 42% (from 2016/17 levels), this target was revised in June 2020 from 29% to a 42% reduction in line with 1.5oC scenarios. Our climate change procurement standard is mandatory in all our supplier contracts. We're now asking suppliers to commit to cutting emissions by including an innovative climate clause into their commercial contracts with us. Twelve of our suppliers have signed up so far and we have opened discussions with several more. We expect that our climate-related scenario analysis will help engage our supply base further in climate change adaptation and mitigation activities.
Investment in R&D	Yes	Our customers actively seek options to reduce their carbon emissions (our downstream emissions) and associated climate change risks. Our most substantive strategic decision in this area has been the launch, in June 2020, of our Green Tech innovation Platform, which aims to uncover the latest technologies from UK-based tech scale-ups that could support BT and its public sector customers transition to net zero, in line with the UK Government's 2050 net zero target. In January 2021, we announced our first two Green Tech Innovation Platform scale-up partners, whose services we will offer to our customers: • iOpt's smart buildings technology uses sensors connected by the Internet of Things to provide remote, real-time information and alerts on building energy use and other aspects of performance, with a focus on social housing. This information can support energy efficiency improvements and cut down unnecessary maintenance trips. BT will provide network connectivity and manage the sensor installations. • Everimpact uses sensors, satellite data and artificial intelligence to monitor air quality and carbon emissions. Everimpact will install their sensors on BT's 'street furniture' - Street Hub units, payphone kiosks and CCTV sites. The local council will be able to access the data via a 'Smart City Dashboard' where they will be able to track emissions, and receive certified carbon offsetting information, enabling local councils to generate funds for their decarbonisation efforts. IoT is one of the next generation technologies we're harnessing. It works by enabling machines and objects, such as sensors, to send and receive data. Analysing that data can help customers save energy and fuel, helping to reduce GHG emissions. Our IoT products and propositions team develop solutions for businesses in sectors like retail, logistics and transport. We expect that our climate-related scenario analysis with help develop future business cases.
Operations	Yes	We continually invest in our network and exchanges to maintain our operational resilience and ensure we have the best network infrastructure in the UK, which is key to delivering market-leading customer experience. Some of this equipment has a lifetime of 20 years or more, so we plan with a long term view. Severe weather causing fluvial and pluvial flooding, excess wind, snow, ice and electrical storms can disrupt our operations in affected areas. The most substantive strategic decision related to this area is our investment in enhanced resilience to such climate-related risks; we've mapped our UK sites at highest risk of flooding and invested in flood defences. We are developing plans to introduce electric and other zero emission vehicles into our fleet, and expect that our climate-related scenario analysis with help further develop our business case.

C3.4

(C3.4) Describe where and how climate-related risks and opportunities have influenced your financial planning.

	Financial planning elements that have been influenced	Description of influence
Row 1	Indirect costs Capital expenditures Assets	We have pledged to become a net zero carbon emissions business by 2045. In the long-term we plan to meet this target through the purchase of renewables, converting our vehicle fleet to ultra-low emissions vehicles and to continue to decarbonise our buildings. The investments needed to support our net zero ambition are factored into our Medium-Term Planning (MTP). Our MTP considers both capital expenditure (CAPEX) and operating (indirect) costs (OPEX). The MTP follows the glidepath to meet our SBTi targets, which outlines on a year by year basis the forecasted expenditure required to achieve our target to cut our carbon emissions intensity by 87%, compared to 2016/17 levels by 31 March 2031. Our Better Workplace Programme is a 5-year programme to consolidate our UK buildings footprint to around 30 modern, future-fit locations (from around 270 office buildings). Part of the requirements for these new locations is they should have either have BREEAM Excellent certification or be WELL rated. We are currently working towards BREEAM Excellent certification for our three new buildings in Birmingham, Bristol and London. For buildings that we are planning to retain, largely exchange buildings, we are looking to decarbonise the current oil and gas heating systems. We are working to identify the best low-carbon, cost-effective, solutions to replace/upgrade these systems. Options include low carbon technology, e.g. heat pumps and alternatives to natural gas that use renewable electricity. At our 16,000 square metre Doncaster contact centre, first opened in 1997, we replaced the old chilled water cooling and gas fired boilers with a new electric system in 2020. This is expected to save 100 tonnes of carbon each year. BT and Openreach have the UK's second largest commercial fleet. Our 33,000 vehicles make up more than 70% of our direct operational emissions (scope 1). We're committed to switching nearly all our fleet to run on electric (EV) and alternative fuels (such as hydrogen) by 2030. As part of this, Openreach have set an interim target to convert one third of the fleet to EV by 2025/26; we have 351 EVs and 1 hydrogen vehicle as of March 2021. Those BT colleagues that have a company car as part of their contractual benefit have had the option to choose fully electric cars since 2018/19. Colleagues who require a vehicle to undertake their role (excluding engineers), from April 2021, will have a choice of 6 fully electric and 4 hybrid electric cars. Following the exceptional temperatures in summer 2019, we have significantly invested in our infrastructure to improve our operational resilience to heat, and prevent service losses. To become future-resilient to such climate-related risks, we are investing £119m to upgrade cooling systems at our metronode sites so they are effective up to a 45°C external temperature.

C3.4a

(C3.4a) Provide any additional information on how climate-related risks and opportunities have influenced your strategy and financial planning (optional).

C4. Targets and performance

C4.1

(C4.1) Did you have an emissions target that was active in the reporting year?
Both absolute and intensity targets

C4.1a

(C4.1a) Provide details of your absolute emissions target(s) and progress made against those targets.

Target reference number

Abs 1

Year target was set

2017

Target coverage

Company-wide

Scope(s) (or Scope 3 category)

Scope 3 (upstream)

Base year

2017

Covered emissions in base year (metric tons CO2e)

3202968

Covered emissions in base year as % of total base year emissions in selected Scope(s) (or Scope 3 category)

100

Target year

2031

Targeted reduction from base year (%)

42

Covered emissions in target year (metric tons CO2e) [auto-calculated]

1857721.44

Covered emissions in reporting year (metric tons CO2e)

2595006

% of target achieved [auto-calculated]

45.193351024068

Target status in reporting year

Underway

Is this a science-based target?

Yes, and this target has been approved by the Science-Based Targets initiative

Target ambition

1.5°C aligned

Please explain (including target coverage)

Our target is to reduce the carbon emissions associated with our supply chain (GHGP Corporate Value Chain (Scope 3) Accounting and Reporting Standard categories 1 through 8) by 42% by 31 March 2031 against a 2017 baseline. This target was revised in June 2020 from a 29% reduction to a 42% reduction, in line with 1.5°C scenarios. In 2020/21 we achieved a 19% cut in supplier carbon emissions since 2016/17.

C4.1b

(C4.1b) Provide details of your emissions intensity target(s) and progress made against those target(s).

Target reference number

Int 1

Year target was set

2017

Target coverage

Company-wide

Scope(s) (or Scope 3 category)

Scope 1+2 (market-based)

Intensity metric

Other, please specify (Metric tons CO2e per GBP (£) value-added)

Base year

2017

Intensity figure in base year (metric tons CO2e per unit of activity)

32

% of total base year emissions in selected Scope(s) (or Scope 3 category) covered by this intensity figure

100

Target year

2031

Targeted reduction from base year (%)

87

Intensity figure in target year (metric tons CO2e per unit of activity) [auto-calculated]

4.16

% change anticipated in absolute Scope 1+2 emissions

-87

% change anticipated in absolute Scope 3 emissions

0

Intensity figure in reporting year (metric tons CO2e per unit of activity)

13.7

% of target achieved [auto-calculated]

65.7327586206896

Target status in reporting year

Underway

Is this a science-based target?

Yes, and this target has been approved by the Science Based Targets initiative

Target ambition

1.5°C aligned

Please explain (including target coverage)

Our target is to reduce our carbon emissions intensity by 87% on 2016/17 levels by 31 March 2031. This is in line with current international policy and climate science, being BT's share of the global emissions reductions needed to limit global warming to 1.5°C. The carbon emissions intensity relates to Scope 1 and 2 greenhouse gas emissions, as defined in the World Business Council for Sustainable Development (WBCSD) and World Resources Institute (WRI)'s Greenhouse Gas Protocol, expressed as carbon dioxide equivalent (CO2e) per unit of value added (EBITDA + employee costs). The targeted percentage change in absolute emissions has been calculated using the forecast value added growth used in our medium term planning. In 2020/21 we achieved a 57% reduction in the carbon intensity of our operations since 2016/17, and we remain on track to achieving our 87% goal by end of March 2031.

C4.2

(C4.2) Did you have any other climate-related targets that were active in the reporting year?

Target(s) to increase low-carbon energy consumption or production

Net-zero target(s)

C4.2a

(C4.2a) Provide details of your target(s) to increase low-carbon energy consumption or production.

Target reference number

Low 1

Year target was set

2015

Target coverage

Company-wide

Target type: absolute or intensity

Absolute

Target type: energy carrier

Electricity

Target type: activity

Consumption

Target type: energy source

Renewable energy source(s) only

Metric (target numerator if reporting an intensity target)

Percentage

Target denominator (intensity targets only)

<Not Applicable>

Base year

2015

Figure or percentage in base year

94

Target year

2020

Figure or percentage in target year

100

Figure or percentage in reporting year

100

% of target achieved [auto-calculated]

100

Target status in reporting year

Achieved

Is this target part of an emissions target?

Yes

Is this target part of an overarching initiative?

RE100

Please explain (including target coverage)

BT is one of the largest consumers of electricity in the UK. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). Note: In compliance with the new UK government Streamlined Energy and Carbon Reporting (SECR) requirements, from last year and retrospectively updated back to 2016/17, our boundary has increased to include all sites and countries where we consume electricity. Where our actual consumption is unknown, mainly in landlord controlled sites, for; • non-UK countries we estimate consumption based on a combination of buildings, FTE and selective OPEX spend categories, • UK is based mainly on average building type consumption or 3rd party supplier statements where available.

C4.2c

(C4.2c) Provide details of your net-zero target(s).

Target reference number
NZ1

Target coverage
Company-wide

Absolute/intensity emission target(s) linked to this net-zero target
Int1

Target year for achieving net zero
2045

Is this a science-based target?
No, but we are reporting another target that is science-based

Please explain (including target coverage)
Our ambition is to become a net zero carbon emissions business by 31 March 2045. We are still developing our plans to deliver this target and have included 100% of our scope 1 and 2 emissions. Delivering against this ambition is dependent on external factors including the availability of suitable low carbon vehicles and electric vehicle charging infrastructure, and of viable options to heat our buildings. As our investigations and plans develop we will be in a better position to ascertain whether some form of carbon offsetting will be required to achieve net zero. NB: In compliance with the UK government Streamlined Energy and Carbon Reporting (SECR) requirements, retrospectively updated back to 2016/17, our Scope 2 includes all sites and countries where we consume electricity.

Target reference number
NZ2

Target coverage
Company-wide

Absolute/intensity emission target(s) linked to this net-zero target
Abs1

Target year for achieving net zero
2045

Is this a science-based target?
No, but we are reporting another target that is science-based

Please explain (including target coverage)
In July 2020 we extended our net zero by 31 March 2045 target to include our supply chain/ upstream emissions (GHGP Corporate Value Chain (Scope 3) Accounting and Reporting Standard categories 1 through 8). We are now actively engaging with suppliers on setting their own net zero targets, reporting to CDP and buying renewable energy supplies. We undertook a review of our downstream emissions in 2020/21. In line with the National Grid ESO's vision and the Sixth Carbon Budget, UK electricity production must reach net-zero by 2035. Since 99% of BT's Use of Sold Products emissions (24% of our total emissions) are generated from UK grid electricity, these should be reduced to zero by 2035. The remaining 1% we expect to reduce as global electricity systems decarbonise across the key markets of US and Europe, Middle East and Africa. Waste and end-of-life emissions are negligible.

C4.3

(C4.3) Did you have emissions reduction initiatives that were active within the reporting year? Note that this can include those in the planning and/or implementation phases.
Yes

C4.3a

(C4.3a) Identify the total number of initiatives at each stage of development, and for those in the implementation stages, the estimated CO2e savings.

	Number of initiatives	Total estimated annual CO2e savings in metric tonnes CO2e (only for rows marked *)
Under investigation	0	
To be implemented*	2	6040
Implementation commenced*	1	1225
Implemented*	4	59127
Not to be implemented	0	

C4.3b

(C4.3b) Provide details on the initiatives implemented in the reporting year in the table below.

Initiative category & Initiative type

Low-carbon energy consumption	Low-carbon electricity mix
-------------------------------	----------------------------

Estimated annual CO2e savings (metric tonnes CO2e)
57108

Scope(s)

Scope 2 (market-based)

Voluntary/Mandatory

Voluntary

Annual monetary savings (unit currency – as specified in C0.4)

0

Investment required (unit currency – as specified in C0.4)

100000

Payback period

No payback

Estimated lifetime of the initiative

Ongoing

Comment

We have committed to procure 100% of electricity from renewable sources, as part of the We Mean Business coalition and RE100. In November 2020, we achieved 100% renewable electricity sourcing. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (8 countries out of 85). Although we do buy Energy Attribute Certificates (EACs) for this usage in neighbouring markets, we do not count this as a carbon reduction in our Scope 2 (market-based) figures. The annual carbon saving reflects purchases of unbundled EACs to cover all our electricity usage (we were already purchasing green electricity backed by EACs through our energy suppliers where possible prior to 2020/21). The cost figure reflects these purchases, plus sourcing of further EACs equivalent to our use of stationary diesel generators; the associated 8413 tonnes of CO₂e is not counted as a carbon saving in our Scope 2 (market-based) figures. Our spend on energy procurement is confidential; the investment required figure is indicative only.

Initiative category & Initiative type

Low-carbon energy consumption	Other, please specify (Electric vehicles)
-------------------------------	---

Estimated annual CO₂e savings (metric tonnes CO₂e)

105

Scope(s)

Scope 1

Voluntary/Mandatory

Voluntary

Annual monetary savings (unit currency – as specified in C0.4)

0

Investment required (unit currency – as specified in C0.4)

0

Payback period

No payback

Estimated lifetime of the initiative

Ongoing

Comment

The Openreach electric fleet has increased to 351 vans, with 122 charging points installed at our sites. Openreach has also provided over 300 units for engineers to charge their vehicles at home. This project is being undertaken as a business-as-usual upgrade of older vehicles, and so we have quoted no additional monetary savings nor investment costs. We estimate the carbon saved in 2020/21 through using these vehicles, compared to their diesel equivalent, was 105 tonnes CO₂e (N.B. the vehicles were introduced part way through the year, so the saving only reflects a fraction of the annual usage); in future years, the annual saving should be approximately 1200 tCO₂e for these vehicles.

Initiative category & Initiative type

Energy efficiency in buildings	Heating, Ventilation and Air Conditioning (HVAC)
--------------------------------	--

Estimated annual CO₂e savings (metric tonnes CO₂e)

529

Scope(s)

Scope 1

Voluntary/Mandatory

Voluntary

Annual monetary savings (unit currency – as specified in C0.4)

0

Investment required (unit currency – as specified in C0.4)

1135000

Payback period

No payback

Estimated lifetime of the initiative

16-20 years

Comment

Gas boilers have been removed from two major contact centres, saving 2.89 GWh of gas usage per year. This was part of our Infrastructure Investment Programme,

improving newly acquired estate and refurbishing existing estate as part of Better Workplace Programme. We do not attribute any immediate savings to these investments, though they are expected to contribute to lower gas and oil usage and help to underpin BT's decarbonisation goals, as well as mitigating risk.

Initiative category & Initiative type

Energy efficiency in buildings	Heating, Ventilation and Air Conditioning (HVAC)
--------------------------------	--

Estimated annual CO2e savings (metric tonnes CO2e)

1385

Scope(s)

Scope 1

Voluntary/Mandatory

Voluntary

Annual monetary savings (unit currency – as specified in C0.4)

0

Investment required (unit currency – as specified in C0.4)

700000

Payback period

No payback

Estimated lifetime of the initiative

16-20 years

Comment

In 2020/21, 10 buildings across our estate had gas or oil-fired boilers replaced with either direct electric heating or a combined heating and cooling variable refrigerant flow system. This work is completed as part of business-as-usual replacement of old systems. We do not attribute any immediate savings to these investments, though they are expected to contribute to lower gas and oil usage and help to underpin BT's decarbonisation goals, as well as mitigating risk.

C4.3c

(C4.3c) What methods do you use to drive investment in emissions reduction activities?

Method	Comment
Dedicated budget for energy efficiency	This year, we invested £21m in cooling projects, which cut operating costs and contributed to a global energy reduction of 123GWh in our energy consumption. Overall these investments have saved us £358m since 2009/10.

C4.5

(C4.5) Do you classify any of your existing goods and/or services as low-carbon products or do they enable a third party to avoid GHG emissions?

Yes

C4.5a

(C4.5a) Provide details of your products and/or services that you classify as low-carbon products or that enable a third party to avoid GHG emissions.

Level of aggregation

Group of products

Description of product/Group of products

Reducing the need to travel

Are these low-carbon product(s) or do they enable avoided emissions?

Avoided emissions

Taxonomy, project or methodology used to classify product(s) as low-carbon or to calculate avoided emissions

Evaluating the carbon-reducing impacts of ICT

% revenue from low carbon product(s) in the reporting year

25

% of total portfolio value

<Not Applicable>

Asset classes/ product types

<Not Applicable>

Comment

These include Broadband enabled products and services such as, audio, video and web-based conferencing, collaborative apps, M2M and telematics solutions such as Auto Mate.

Level of aggregation

Group of products

Description of product/Group of products

Reducing energy use

Are these low-carbon product(s) or do they enable avoided emissions?

Avoided emissions

Taxonomy, project or methodology used to classify product(s) as low-carbon or to calculate avoided emissions

Evaluating the carbon-reducing impacts of ICT

% revenue from low carbon product(s) in the reporting year

25

% of total portfolio value

<Not Applicable>

Asset classes/ product types

<Not Applicable>

Comment

Our broadband, ethernet and cloud-based services all help to reduce energy use.

Level of aggregation

Group of products

Description of product/Group of products

Reducing materials and manufacturing needs

Are these low-carbon product(s) or do they enable avoided emissions?

Avoided emissions

Taxonomy, project or methodology used to classify product(s) as low-carbon or to calculate avoided emissions

Evaluating the carbon-reducing impacts of ICT

% revenue from low carbon product(s) in the reporting year

25

% of total portfolio value

<Not Applicable>

Asset classes/ product types

<Not Applicable>

Comment

M2M and telematics helping reduce energy use, mobility and connectivity solutions reducing need for handsets.

C5. Emissions methodology

C5.1

(C5.1) Provide your base year and base year emissions (Scopes 1 and 2).

Scope 1

Base year start

April 1 2016

Base year end

March 31 2017

Base year emissions (metric tons CO2e)

181903

Comment

Revised from 178,785 to 181,903 metric tons CO2e in 2019; the baseline has not been restated subsequently.

Scope 2 (location-based)

Base year start

April 1 2016

Base year end

March 31 2017

Base year emissions (metric tons CO2e)

1167025

Comment

Revised in 2020 from 1,147,666 to 1,167,025 metric tons CO2e to meet UK Streamlined Energy and Carbon Reporting requirements with respect to reporting boundaries; the baseline has not been restated subsequently. Note: from 2019/20, and retrospectively updated back to 2016/17, our Scope 2 includes all sites and countries where we consume electricity, in compliance with the UK Government Streamlined Energy and Carbon Reporting (SECR) requirements. Where our actual consumption is unknown, mainly in landlord-controlled sites: - for non-UK countries, we estimate consumption based on a combination of buildings, FTE and selective OPEX spend categories, - for the UK, we estimate based mainly on average building type consumption or 3rd party supplier statements where available.

Scope 2 (market-based)

Base year start

April 1 2016

Base year end

March 31 2017

Base year emissions (metric tons CO2e)

222878

Comment

Revised in 2020 from 221,932 to 222,878 metric tons CO2e to meet UK Streamlined Energy and Carbon Reporting requirements with respect to reporting boundaries; the baseline has not been restated subsequently. Note: from 2019/20, and retrospectively updated back to 2016/17, our Scope 2 includes all sites and countries where we consume electricity, in compliance with the UK Government Streamlined Energy and Carbon Reporting (SECR) requirements. Where our actual consumption is unknown, mainly in landlord-controlled sites: - for non-UK countries, we estimate consumption based on a combination of buildings, FTE and selective OPEX spend categories, - for the UK, we estimate based mainly on average building type consumption or 3rd party supplier statements where available.

C5.2

(C5.2) Select the name of the standard, protocol, or methodology you have used to collect activity data and calculate emissions.

The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)

The Greenhouse Gas Protocol: Scope 2 Guidance

C6. Emissions data

C6.1

(C6.1) What were your organization's gross global Scope 1 emissions in metric tons CO2e?

Reporting year

Gross global Scope 1 emissions (metric tons CO2e)

171422

Start date

<Not Applicable>

End date

<Not Applicable>

Comment

We have chosen to purchase additional Energy Attribute Certificates (EACs) equivalent to our use of electricity produced by standby generators. These purchases are not reflected in our scope 1 reporting, but are included under C8.2d in the figure for gross generation (of electricity) from renewable sources (MWh).

C6.2

(C6.2) Describe your organization's approach to reporting Scope 2 emissions.

Row 1

Scope 2, location-based

We are reporting a Scope 2, location-based figure

Scope 2, market-based

We are reporting a Scope 2, market-based figure

Comment

Note: In compliance with new UK government Streamlined Energy and Carbon Reporting (SECR) requirements, retrospectively updated back to 2016/17, our Scope 2 includes all sites and countries where we consume electricity. Where our actual consumption is unknown (mainly in landlord-controlled sites) for: - non-UK countries: we estimate consumption based on a combination of buildings, FTE and selective OPEX spend categories, - UK: figures are based mainly on average consumption for the building type; data from third party supplier statements are used where available.

C6.3

(C6.3) What were your organization's gross global Scope 2 emissions in metric tons CO₂e?

Reporting year

Scope 2, location-based

624729

Scope 2, market-based (if applicable)

262

Start date

<Not Applicable>

End date

<Not Applicable>

Comment

C6.4

(C6.4) Are there any sources (e.g. facilities, specific GHGs, activities, geographies, etc.) of Scope 1 and Scope 2 emissions that are within your selected reporting boundary which are not included in your disclosure?

No

C6.5

(C6.5) Account for your organization's gross global Scope 3 emissions, disclosing and explaining any exclusions.

Purchased goods and services

Evaluation status

Relevant, calculated

Metric tonnes CO₂e

1922000

Emissions calculation methodology

BT has used Environmentally Extended Economic Input Output analysis based on BT spend data. This is captured in our model as the category boundary for extraction, production and transport of purchased goods and services acquired or purchased by the reporting company in the reported year. Where suppliers' scope 1 and 2 emissions intensities have been reported to the CDP, these have been used to refine the analysis. In addition, for suppliers who have carried out Process Based Lifecycle Analysis (PBLCA) on their products, these results have been substituted into the model where relevant.

Percentage of emissions calculated using data obtained from suppliers or value chain partners

4.3

Please explain

Our model incorporates data on suppliers' carbon reductions using data reported through the CDP. Further information is available at <https://www.bt.com/bt-plc/assets/documents/digital-impact-and-sustainability/our-report/report-archive/2021/2021-bt-scope3-carbon-emissions.pdf> and <https://www.bt.com/bt-plc/assets/documents/digital-impact-and-sustainability/our-report/report-archive/2021/2021-bt-supply-chain-emissions.pdf>.

Capital goods

Evaluation status

Relevant, calculated

Metric tonnes CO2e

363000

Emissions calculation methodology

BT has used Environmentally Extended Economic Input Output analysis based on BT spend data. This is captured in our model as the category boundary for extraction, production and transport of capital goods acquired or purchased by the reporting company in the reported year. Where suppliers' scope 1 and 2 emissions intensities have been reported to the CDP, these have been used to refine the analysis. It should be noted that the Scope 3 emissions arising from the purchase of fleet capital goods, such as vans or lorries, are not currently reported within this category, but are included incrementally along with the fuel supply chain in the EEIO model. As these emissions do not readily fit within any one Scope 3 category and we are currently unable to separate out the fuel supply chain and the capital spend component, we are accounting these emissions under Category 3: Fuel and energy related activities. Also of note is that we are unable to separate out all service emissions from capital goods where services are included as part of the purchase spend for the capital equipment, e.g. some types of network equipment.

Percentage of emissions calculated using data obtained from suppliers or value chain partners

8.1

Please explain

Our model incorporates data on suppliers' carbon reductions using data reported through the CDP. Further information is available at <https://www.bt.com/bt-plc/assets/documents/digital-impact-and-sustainability/our-report/report-archive/2021/2021-bt-scope3-carbon-emissions.pdf> and <https://www.bt.com/bt-plc/assets/documents/digital-impact-and-sustainability/our-report/report-archive/2021/2021-bt-supply-chain-emissions.pdf>.

Fuel-and-energy-related activities (not included in Scope 1 or 2)

Evaluation status

Relevant, calculated

Metric tonnes CO2e

178000

Emissions calculation methodology

Scope 3 emissions arising from fuel and energy are estimated by applying Scope 3 emissions factors to the fuel and energy consumption figures that are used for Scope 1 and 2 reporting. Following guidance from the UK Department for Business, Energy & Industrial Strategy (BEIS), transmission losses which were included in Scope 2 are now included in Scope 3, Category 3. The Scope 3 emissions factors for electricity transmission and distribution losses are taken from the UK Department for Business, Energy & Industrial Strategy (BEIS), whilst the remainder are currently drawn from the Environmentally Extended Economic Input Output analysis model to cover the complete supply chain.

Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

Please explain

Further information is available at <https://www.bt.com/bt-plc/assets/documents/digital-impact-and-sustainability/our-report/report-archive/2021/2021-bt-scope3-carbon-emissions.pdf> and <https://www.bt.com/bt-plc/assets/documents/digital-impact-and-sustainability/our-report/report-archive/2021/2021-bt-supply-chain-emissions.pdf>

Upstream transportation and distribution

Evaluation status

Relevant, calculated

Metric tonnes CO2e

21000

Emissions calculation methodology

EEIO analysis has been based on BT spend data. In instances where upstream transport and distribution services spend is defined, emissions were included in this category. However, not all upstream transport and distribution is captured as a separate service spend. In most cases upstream transport and distribution forms part of the purchase price of goods and is therefore included within the EEIO model for category 1 purchased goods and services. It is currently not possible to separate out these emissions.

Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

Please explain

Further information is available at <https://www.bt.com/bt-plc/assets/documents/digital-impact-and-sustainability/our-report/report-archive/2021/2021-bt-scope3-carbon-emissions.pdf> and <https://www.bt.com/bt-plc/assets/documents/digital-impact-and-sustainability/our-report/report-archive/2021/2021-bt-supply-chain-emissions.pdf>

Waste generated in operations

Evaluation status

Relevant, calculated

Metric tonnes CO2e

18000

Emissions calculation methodology

This calculation is based on the quantities of waste by type generated provided by BT and Process Life Cycle Analysis (LCA) figures provided by the UK Department for Business, Energy & Industrial Strategy (BEIS) to model the waste treatment processes. EEIO is used to capture the upstream supply chain components of the waste treatment activities.

Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

Please explain

Further information is available at <https://www.bt.com/bt-plc/assets/documents/digital-impact-and-sustainability/our-report/report-archive/2021/2021-bt-scope3-carbon-emissions.pdf> and <https://www.bt.com/bt-plc/assets/documents/digital-impact-and-sustainability/our-report/report-archive/2021/2021-bt-supply-chain-emissions.pdf>

Business travel

Evaluation status

Relevant, calculated

Metric tonnes CO₂e

6000

Emissions calculation methodology

This calculation is based on data from BT's expenses system and other travel data bases. We also add associated upstream emissions from, for example, the manufacture of cars, airplanes and trains. In order to do this, we used a hybrid approach based on data from BT's expenses system and EEIO for upstream components.

Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

Please explain

Further information is available at <https://www.bt.com/bt-plc/assets/documents/digital-impact-and-sustainability/our-report/report-archive/2021/2021-bt-scope3-carbon-emissions.pdf> and <https://www.bt.com/bt-plc/assets/documents/digital-impact-and-sustainability/our-report/report-archive/2021/2021-bt-supply-chain-emissions.pdf>

Employee commuting

Evaluation status

Relevant, calculated

Metric tonnes CO₂e

29000

Emissions calculation methodology

Emissions associated with employee commuting are calculated using BT Global Employee profile and UK Department of Transport (DfT) travel survey data and Department for Business, Energy and Industrial Strategy (BEIS) travel and transport mode emission factors. Whilst the BT Global Employee data is for the current year (2020-21) the DfT and BEIS data sets are for 2019 and 2020 respectively, which are the latest years currently available. To account for shifts to homeworking during the ongoing COVID-19 global pandemic, it has been assumed that only Engineers commute to work in 2020-21. Homeworker emissions are calculated using a hybrid approach based on data from BT's expenses system and EEIO for upstream components.

Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

Please explain

Further information is available at <https://www.bt.com/bt-plc/assets/documents/digital-impact-and-sustainability/our-report/report-archive/2021/2021-bt-scope3-carbon-emissions.pdf> and <https://www.bt.com/bt-plc/assets/documents/digital-impact-and-sustainability/our-report/report-archive/2021/2021-bt-supply-chain-emissions.pdf>

Upstream leased assets

Evaluation status

Relevant, calculated

Metric tonnes CO₂e

58000

Emissions calculation methodology

Emissions associated with leased company cars are calculated using a hybrid approach. This is based on the mileage travelled, fuel used and EEIO model data for the upstream carbon associated with the fuel supply chain and the manufacture and maintenance of the vehicles. For BT leased property this has been calculated using EEIO analysis based on BT spend data.

Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

Please explain

Further information is available at <https://www.bt.com/bt-plc/assets/documents/digital-impact-and-sustainability/our-report/report-archive/2021/2021-bt-scope3-carbon-emissions.pdf> and <https://www.bt.com/bt-plc/assets/documents/digital-impact-and-sustainability/our-report/report-archive/2021/2021-bt-supply-chain-emissions.pdf>

Downstream transportation and distribution

Evaluation status

Not relevant, explanation provided

Metric tonnes CO₂e

<Not Applicable>

Emissions calculation methodology

<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

Please explain

An activity not applicable to BT. Product distribution is either included in the supplier contract or provided through postal services, e.g. Parcel Force. The associated carbon would be included in Category 1: Purchased Goods and Services figures where this is included as part of overall service or Category 4: upstream transportation and distribution where purchased as a separate service

Processing of sold products

Evaluation status

Not relevant, explanation provided

Metric tonnes CO₂e

<Not Applicable>

Emissions calculation methodology

<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

Please explain

An activity not applicable to BT. We do not perform intermediary manufacturing processing on any of our products

Use of sold products

Evaluation status

Relevant, calculated

Metric tonnes CO₂e

858000

Emissions calculation methodology

This calculation is based on power consumption, estimated life span and use profile for each type of equipment multiplied by the volumes of equipment sold over the current year. It includes both networking equipment and office equipment supplied to our business customers, as well as equipment supplied to our residential customers. The UK Department for Business, Energy & Industrial Strategy (BEIS) UK electricity emissions factors including the fuel supply chain and transmission losses are used to calculate emissions from power consumption.

Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

Please explain

Further information is available at <https://www.bt.com/bt-plc/assets/documents/digital-impact-and-sustainability/our-report/report-archive/2021/2021-bt-scope3-carbon-emissions.pdf> and <https://www.bt.com/bt-plc/assets/documents/digital-impact-and-sustainability/our-report/report-archive/2021/2021-bt-supply-chain-emissions.pdf>

End of life treatment of sold products

Evaluation status

Relevant, calculated

Metric tonnes CO₂e

1000

Emissions calculation methodology

Waste material quantities by type for products sold in the UK provided by BT and Process Life Cycle Analysis (LCA) figures provided by the UK Department for Business, Energy & Industrial Strategy (BEIS) have been used to model the end of life waste treatment processes. The UK data has been extrapolated to cover end of life treatment of products sold outside the UK.

Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

Please explain

Further information is available at <https://www.bt.com/bt-plc/assets/documents/digital-impact-and-sustainability/our-report/report-archive/2021/2021-bt-scope3-carbon-emissions.pdf> and <https://www.bt.com/bt-plc/assets/documents/digital-impact-and-sustainability/our-report/report-archive/2021/2021-bt-supply-chain-emissions.pdf>

Downstream leased assets

Evaluation status

Not relevant, explanation provided

Metric tonnes CO₂e

<Not Applicable>

Emissions calculation methodology

<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

Please explain

An activity not applicable to BT. A review by the Carbon Trust identified that only 1% of BT buildings fall under Scope 3, and therefore is deemed not significant enough to be relevant for inclusion our scope 3 inventory.

Franchises

Evaluation status

Not relevant, explanation provided

Metric tonnes CO2e

<Not Applicable>

Emissions calculation methodology

<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

Please explain

An activity not applicable to BT. A study carried out by the Carbon Trust found that BT does not operate any franchises except for BT Local Business which is a franchise operation of 50 SMEs and which was considered to be too small to be included.

Investments

Evaluation status

Not relevant, explanation provided

Metric tonnes CO2e

<Not Applicable>

Emissions calculation methodology

<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

Please explain

Where material, we include this in our Scope 1 and 2 reporting. A study carried out by the Carbon Trust found that 99% of BT's investments were accounted for under Scopes 1 and 2.

Other (upstream)

Evaluation status

Metric tonnes CO2e

<Not Applicable>

Emissions calculation methodology

<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

Please explain

Other (downstream)

Evaluation status

Metric tonnes CO2e

<Not Applicable>

Emissions calculation methodology

<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

Please explain

C6.7

(C6.7) Are carbon dioxide emissions from biogenic carbon relevant to your organization?

No

C6.10

(C6.10) Describe your gross global combined Scope 1 and 2 emissions for the reporting year in metric tons CO2e per unit currency total revenue and provide any additional intensity metrics that are appropriate to your business operations.

Intensity figure

0.000008

Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO2e)

171684

Metric denominator

unit total revenue

Metric denominator: Unit total

21300000000

Scope 2 figure used

Market-based

% change from previous year

23

Direction of change

Decreased

Reason for change

The main reason for the decrease in emissions intensity is that we now purchase 100% renewable electricity. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets do not allow such sourcing due to non-availability of renewable electricity (this represents 7 countries from more than 80 that BT Group has operations in).

C7. Emissions breakdowns

C7.1

(C7.1) Does your organization break down its Scope 1 emissions by greenhouse gas type?
Yes

C7.1a

(C7.1a) Break down your total gross global Scope 1 emissions by greenhouse gas type and provide the source of each used greenhouse warming potential (GWP).

Greenhouse gas	Scope 1 emissions (metric tons of CO2e)	GWP Reference
CO2	167839	IPCC Fourth Assessment Report (AR4 - 100 year)
HFCs	3583	IPCC Fourth Assessment Report (AR4 - 100 year)

C7.2

(C7.2) Break down your total gross global Scope 1 emissions by country/region.

Country/Region	Scope 1 emissions (metric tons CO2e)
United Kingdom of Great Britain and Northern Ireland	166055
Other, please specify (Europe, Middle East & Africa (EMEA) - excluding UK)	4804
Americas	564
Asia Pacific (or JAPA)	0

C7.3

(C7.3) Indicate which gross global Scope 1 emissions breakdowns you are able to provide.
By activity

C7.3c

(C7.3c) Break down your total gross global Scope 1 emissions by business activity.

Activity	Scope 1 emissions (metric tons CO2e)
Oil combustion - electricity generation	8413
Oil combustion - heating	2438
Gas combustion	30498
Refrigerant gases (HFC and SF6 only)	3583
Commercial vehicle fleet	122455
Company car fleet	4034

C7.5

(C7.5) Break down your total gross global Scope 2 emissions by country/region.

Country/Region	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)	Purchased and consumed electricity, heat, steam or cooling (MWh)	Purchased and consumed low-carbon electricity, heat, steam or cooling accounted for in Scope 2 market-based approach (MWh)
United Kingdom of Great Britain and Northern Ireland	544279	0	2334539	2334539
Other, please specify (Europe, Middle East & Africa (EMEA) - excluding UK)	64221	34	190728	190382
Americas	15409	85	50578	49870
Asia Pacific (or JAPA)	820	144	1452	1129

C7.6

(C7.6) Indicate which gross global Scope 2 emissions breakdowns you are able to provide.

By activity

C7.6c

(C7.6c) Break down your total gross global Scope 2 emissions by business activity.

Activity	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)
Network	516754	262
Data Centres	68943	0
Offices	36155	0
Retail (shops)	2878	0

C7.9

(C7.9) How do your gross global emissions (Scope 1 and 2 combined) for the reporting year compare to those of the previous reporting year?

Decreased

C7.9a

(C7.9a) Identify the reasons for any change in your gross global emissions (Scope 1 and 2 combined), and for each of them specify how your emissions compare to the previous year.

	Change in emissions (metric tons CO2e)	Direction of change	Emissions value (percentage)	Please explain calculation
Change in renewable energy consumption	57108	Decreased	23.74	The data represents the carbon emissions saved through additional purchases of renewable electricity, based on the number of Energy Attribute Certificates purchased per country where we cannot buy green electricity directly through our supplier. Calculation: (change in electricity emissions / previous year emissions)*100. (57,108/240,531)*100 = 23.74%
Other emissions reduction activities	583	Decreased	0.24	This is an estimate of how far the reduction in scope 1 emissions can be attributed to energy saving projects; it includes the further electrification of Openreach's fleet, plus replacement of gas and oil-fired heating systems with electric systems. Actual figures for the latter cannot be verified for 2020/21 due to the impact of COVID-19 leading to many of our staff working from home; hence only a quarter of the anticipated annual saving is used here. Calculation: (change in scope 1 emissions / previous year emissions)*100. (583/240,531)*100 = 0.24%
Divestment	1829	Decreased	0.76	This is an estimate of the impact of divestment from four markets in 2020; carbon reductions are based on a comparison of the emissions for each market between 2019/20 and 2020/21. Calculation: (change in scope 1+2 emissions / previous year emissions)*100. (1,829/240,531)*100 = 0.76%
Acquisitions		<Not Applicable>		
Mergers		<Not Applicable>		
Change in output		<Not Applicable>		
Change in methodology		<Not Applicable>		
Change in boundary		<Not Applicable>		
Change in physical operating conditions		<Not Applicable>		
Unidentified		<Not Applicable>		
Other	9327	Decreased	3.88	This is the estimated reduction in scope 1 emissions due to less use of space heating and company cars due to the COVID-19 lockdowns. The precise impact is difficult to quantify, as the impact of our energy saving projects versus the impact of lockdown is hard to separate. Extra fuel was also purchased in 2020/21, which is counted under 2020/21 consumption (and associated emissions) within the year, however usage is expected to continue beyond the year. Calculation: (change in scope 1 emissions / previous year emissions)*100. (9,327/240,531)*100 = 3.88%.

C7.9b

(C7.9b) Are your emissions performance calculations in C7.9 and C7.9a based on a location-based Scope 2 emissions figure or a market-based Scope 2 emissions figure?
Market-based

C8. Energy

C8.1

(C8.1) What percentage of your total operational spend in the reporting year was on energy?
More than 0% but less than or equal to 5%

C8.2

(C8.2) Select which energy-related activities your organization has undertaken.

	Indicate whether your organization undertook this energy-related activity in the reporting year
Consumption of fuel (excluding feedstocks)	Yes
Consumption of purchased or acquired electricity	Yes
Consumption of purchased or acquired heat	Yes
Consumption of purchased or acquired steam	No
Consumption of purchased or acquired cooling	No
Generation of electricity, heat, steam, or cooling	Yes

C8.2a

(C8.2a) Report your organization's energy consumption totals (excluding feedstocks) in MWh.

	Heating value	MWh from renewable sources	MWh from non-renewable sources	Total (renewable and non-renewable) MWh
Consumption of fuel (excluding feedstock)	HHV (higher heating value)	36606	175586	212192
Consumption of purchased or acquired electricity	<Not Applicable>	2575898	1106	2577004
Consumption of purchased or acquired heat	<Not Applicable>	293	0	293
Consumption of purchased or acquired steam	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>
Consumption of purchased or acquired cooling	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>
Consumption of self-generated non-fuel renewable energy	<Not Applicable>	21	<Not Applicable>	21
Total energy consumption	<Not Applicable>	2612819	176692	2789511

C8.2b

(C8.2b) Select the applications of your organization's consumption of fuel.

	Indicate whether your organization undertakes this fuel application
Consumption of fuel for the generation of electricity	Yes
Consumption of fuel for the generation of heat	Yes
Consumption of fuel for the generation of steam	No
Consumption of fuel for the generation of cooling	No
Consumption of fuel for co-generation or tri-generation	No

C8.2c

(C8.2c) State how much fuel in MWh your organization has consumed (excluding feedstocks) by fuel type.

Fuels (excluding feedstocks)

Diesel

Heating value

HHV (higher heating value)

Total fuel MWh consumed by the organization

46332

MWh fuel consumed for self-generation of electricity

36606

MWh fuel consumed for self-generation of heat

9726

MWh fuel consumed for self-generation of steam

<Not Applicable>

MWh fuel consumed for self-generation of cooling

<Not Applicable>

MWh fuel consumed for self-cogeneration or self-trigeneration

<Not Applicable>

Emission factor

2.75776

Unit

kg CO2e per liter

Emissions factor source

UK Government GHG Conversion Factors for Company Reporting, 2020.

Comment

Extra fuel was purchased in 2020/21 due to negative prices; although this consumption and related emissions are counted under figures for 2020/21, the fuel will be used over several reporting periods.

Fuels (excluding feedstocks)

Natural Gas

Heating value

HHV (higher heating value)

Total fuel MWh consumed by the organization

165860

MWh fuel consumed for self-generation of electricity

0

MWh fuel consumed for self-generation of heat

165860

MWh fuel consumed for self-generation of steam

<Not Applicable>

MWh fuel consumed for self-generation of cooling

<Not Applicable>

MWh fuel consumed for self-cogeneration or self-trigeneration

<Not Applicable>

Emission factor

0.18387

Unit

kg CO2e per KWh

Emissions factor source

UK Government GHG Conversion Factors for Company Reporting, 2020.

Comment

Natural gas MWh reflects the pre-combustion gross value; energy data published in <https://www.bt.com/bt-plc/assets/documents/digital-impact-and-sustainability/our-report/report-archive/2021/2021-bt-environmental-data-and-emissions.xlsx> has been updated to reflect this for previous years. N.B. this does not affect the CO2e figures.

C8.2d

(C8.2d) Provide details on the electricity, heat, steam, and cooling your organization has generated and consumed in the reporting year.

	Total Gross generation (MWh)	Generation that is consumed by the organization (MWh)	Gross generation from renewable sources (MWh)	Generation from renewable sources that is consumed by the organization (MWh)
Electricity	36627	36627	36627	36627
Heat	175586	175586	0	0
Steam	0	0	0	0
Cooling	0	0	0	0

(C8.2e) Provide details on the electricity, heat, steam, and/or cooling amounts that were accounted for at a zero emission factor in the market-based Scope 2 figure reported in C6.3.

Sourcing method

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Austria

MWh consumed accounted for at a zero emission factor

121

Comment

Sourcing method

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Belgium

MWh consumed accounted for at a zero emission factor

957

Comment

Sourcing method

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Bulgaria

MWh consumed accounted for at a zero emission factor

0.2

Comment

Sourcing method

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Croatia

MWh consumed accounted for at a zero emission factor

339

Comment

Sourcing method

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Cyprus

MWh consumed accounted for at a zero emission factor

339

Comment

Sourcing method

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Czechia

MWh consumed accounted for at a zero emission factor

Comment**Sourcing method**

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Denmark

MWh consumed accounted for at a zero emission factor

35

Comment**Sourcing method**

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Estonia

MWh consumed accounted for at a zero emission factor

8

Comment**Sourcing method**

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Finland

MWh consumed accounted for at a zero emission factor

32

Comment**Sourcing method**

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

France

MWh consumed accounted for at a zero emission factor

458

Comment**Sourcing method**

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Greece

MWh consumed accounted for at a zero emission factor

678

Comment**Sourcing method**

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Hungary

MWh consumed accounted for at a zero emission factor

935

Comment

Sourcing method

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Iceland

MWh consumed accounted for at a zero emission factor

2

Comment

Sourcing method

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Italy

MWh consumed accounted for at a zero emission factor

6647

Comment

Sourcing method

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Latvia

MWh consumed accounted for at a zero emission factor

5

Comment

Sourcing method

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Lithuania

MWh consumed accounted for at a zero emission factor

186

Comment

Sourcing method

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Malta

MWh consumed accounted for at a zero emission factor

339

Comment

Sourcing method

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Netherlands

MWh consumed accounted for at a zero emission factor

37

Comment

Sourcing method

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Norway

MWh consumed accounted for at a zero emission factor

76

Comment

Sourcing method

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Poland

MWh consumed accounted for at a zero emission factor

22

Comment

Sourcing method

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Portugal

MWh consumed accounted for at a zero emission factor

1

Comment

Sourcing method

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Romania

MWh consumed accounted for at a zero emission factor

339

Comment

Sourcing method

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Serbia

MWh consumed accounted for at a zero emission factor

339

Comment

Sourcing method

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Slovakia

MWh consumed accounted for at a zero emission factor

7

Comment

Sourcing method

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Slovenia

MWh consumed accounted for at a zero emission factor

339

Comment

Sourcing method

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Spain

MWh consumed accounted for at a zero emission factor

347

Comment

Sourcing method

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Sweden

MWh consumed accounted for at a zero emission factor

700

Comment

Sourcing method

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Switzerland

MWh consumed accounted for at a zero emission factor

3047

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Algeria

MWh consumed accounted for at a zero emission factor

1

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Bahrain

MWh consumed accounted for at a zero emission factor

1

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Egypt

MWh consumed accounted for at a zero emission factor

20

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

China, Hong Kong Special Administrative Region

MWh consumed accounted for at a zero emission factor

217

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

India

MWh consumed accounted for at a zero emission factor

5478

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Israel

MWh consumed accounted for at a zero emission factor

157

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Japan

MWh consumed accounted for at a zero emission factor

84

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Jordan

MWh consumed accounted for at a zero emission factor

1

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Kuwait

MWh consumed accounted for at a zero emission factor

52

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Malaysia

MWh consumed accounted for at a zero emission factor

206

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Morocco

MWh consumed accounted for at a zero emission factor

52

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Nigeria

MWh consumed accounted for at a zero emission factor

52

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Oman

MWh consumed accounted for at a zero emission factor

1

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Qatar

MWh consumed accounted for at a zero emission factor

105

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Russian Federation

MWh consumed accounted for at a zero emission factor

557

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Saudi Arabia

MWh consumed accounted for at a zero emission factor

52

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

South Africa

MWh consumed accounted for at a zero emission factor

285

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Turkey

MWh consumed accounted for at a zero emission factor

9

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Ukraine

MWh consumed accounted for at a zero emission factor

557

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

United Arab Emirates

MWh consumed accounted for at a zero emission factor

33

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Argentina

MWh consumed accounted for at a zero emission factor

2314

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Brazil

MWh consumed accounted for at a zero emission factor

9815

Comment**Sourcing method**

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Canada

MWh consumed accounted for at a zero emission factor

54

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Chile

MWh consumed accounted for at a zero emission factor

36

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Colombia

MWh consumed accounted for at a zero emission factor

5760

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Costa Rica

MWh consumed accounted for at a zero emission factor

1092

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Ecuador

MWh consumed accounted for at a zero emission factor

305

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

El Salvador

MWh consumed accounted for at a zero emission factor

23

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Guatemala

MWh consumed accounted for at a zero emission factor

40

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Honduras

MWh consumed accounted for at a zero emission factor

70

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Mexico

MWh consumed accounted for at a zero emission factor

2154

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Nicaragua

MWh consumed accounted for at a zero emission factor

678

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Panama

MWh consumed accounted for at a zero emission factor

46

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Peru

MWh consumed accounted for at a zero emission factor

282

Comment

Sourcing method

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling
Venezuela (Bolivarian Republic of)

MWh consumed accounted for at a zero emission factor
623

Comment

Sourcing method
Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type
Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling
British Virgin Islands

MWh consumed accounted for at a zero emission factor
306

Comment

Sourcing method
Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type
Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling
Australia

MWh consumed accounted for at a zero emission factor
61

Comment

Sourcing method
Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type
Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling
China

MWh consumed accounted for at a zero emission factor
167

Comment

Sourcing method
Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type
Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling
Indonesia

MWh consumed accounted for at a zero emission factor
56

Comment

Sourcing method
Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type
Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling
New Zealand

MWh consumed accounted for at a zero emission factor
52

Comment

Sourcing method
Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type
Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling
Pakistan

MWh consumed accounted for at a zero emission factor

Comment**Sourcing method**

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Philippines

MWh consumed accounted for at a zero emission factor

3

Comment**Sourcing method**

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Singapore

MWh consumed accounted for at a zero emission factor

262

Comment**Sourcing method**

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Taiwan, Greater China

MWh consumed accounted for at a zero emission factor

157

Comment**Sourcing method**

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Thailand

MWh consumed accounted for at a zero emission factor

9

Comment**Sourcing method**

Unbundled energy attribute certificates, International REC Standard (I-RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Viet Nam

MWh consumed accounted for at a zero emission factor

4

Comment**Sourcing method**

Unbundled energy attribute certificates, Renewable Energy Certificates (RECs)

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

United States of America

MWh consumed accounted for at a zero emission factor

11360

Comment

Sourcing method

Unbundled energy attribute certificates, Guarantees of Origin

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

United Kingdom of Great Britain and Northern Ireland

MWh consumed accounted for at a zero emission factor

119870

Comment

Sourcing method

Green electricity products (e.g. green tariffs) from an energy supplier, supported by energy attribute certificates

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Australia

MWh consumed accounted for at a zero emission factor

357

Comment

Sourcing method

Green electricity products (e.g. green tariffs) from an energy supplier, supported by energy attribute certificates

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Belgium

MWh consumed accounted for at a zero emission factor

2228

Comment

Sourcing method

Green electricity products (e.g. green tariffs) from an energy supplier, supported by energy attribute certificates

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

France

MWh consumed accounted for at a zero emission factor

6087

Comment

Sourcing method

Green electricity products (e.g. green tariffs) from an energy supplier, supported by energy attribute certificates

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Germany

MWh consumed accounted for at a zero emission factor

41200

Comment

Sourcing method

Green electricity products (e.g. green tariffs) from an energy supplier, supported by energy attribute certificates

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Ireland

MWh consumed accounted for at a zero emission factor

37671

Comment

Sourcing method

Green electricity products (e.g. green tariffs) from an energy supplier, supported by energy attribute certificates

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Italy

MWh consumed accounted for at a zero emission factor

68604

Comment

Sourcing method

Green electricity products (e.g. green tariffs) from an energy supplier, supported by energy attribute certificates

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Luxembourg

MWh consumed accounted for at a zero emission factor

344

Comment

Sourcing method

Green electricity products (e.g. green tariffs) from an energy supplier, supported by energy attribute certificates

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Netherlands

MWh consumed accounted for at a zero emission factor

7598

Comment

Sourcing method

Green electricity products (e.g. green tariffs) from an energy supplier, supported by energy attribute certificates

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

Spain

MWh consumed accounted for at a zero emission factor

2372

Comment

Sourcing method

Green electricity products (e.g. green tariffs) from an energy supplier, supported by energy attribute certificates

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

United Kingdom of Great Britain and Northern Ireland

MWh consumed accounted for at a zero emission factor

1900480

Comment

Sourcing method

Green electricity products (e.g. green tariffs) from an energy supplier, supported by energy attribute certificates

Low-carbon technology type

Low-carbon energy mix

Country/area of consumption of low-carbon electricity, heat, steam or cooling

United States of America

MWh consumed accounted for at a zero emission factor

14911

Comment

Sourcing method

Power purchase agreement (PPA) with on-site/off-site generator owned by a third party with no grid transfers (direct line)

Low-carbon technology type

Solar

Country/area of consumption of low-carbon electricity, heat, steam or cooling

United Kingdom of Great Britain and Northern Ireland

MWh consumed accounted for at a zero emission factor
5756

Comment
A direct line solar project provides power to our Adastral Park research campus.

Sourcing method
Power purchase agreement (PPA) with a grid-connected generator with energy attribute certificates

Low-carbon technology type
Wind

Country/area of consumption of low-carbon electricity, heat, steam or cooling
United Kingdom of Great Britain and Northern Ireland

MWh consumed accounted for at a zero emission factor
308434

Comment
We purchase power from various wind farms in the UK.

C9. Additional metrics

C9.1

(C9.1) Provide any additional climate-related metrics relevant to your business.

Description
Energy usage

Metric value
2790

Metric numerator
GWh

Metric denominator (intensity metric only)

% change from previous year
4.22

Direction of change
Decreased

Please explain
This year, we invested £21m in cooling projects, which cut operating costs and contributed to a global energy reduction of 123GWh in our energy consumption. Overall these investments have saved us £358m since 2009/10.

C10. Verification

C10.1

(C10.1) Indicate the verification/assurance status that applies to your reported emissions.

	Verification/assurance status
Scope 1	Third-party verification or assurance process in place
Scope 2 (location-based or market-based)	Third-party verification or assurance process in place
Scope 3	Third-party verification or assurance process in place

C10.1a

(C10.1a) Provide further details of the verification/assurance undertaken for your Scope 1 emissions, and attach the relevant statements.

Verification or assurance cycle in place

Annual process

Status in the current reporting year

Complete

Type of verification or assurance

High assurance

Attach the statement

BT assurance-statement.pdf
bt-dis-report.pdf

Page/ section reference

Assurance Statement: All DIS Report: pg 27

Relevant standard

AA1000AS

Proportion of reported emissions verified (%)

100

C10.1b

(C10.1b) Provide further details of the verification/assurance undertaken for your Scope 2 emissions and attach the relevant statements.

Scope 2 approach

Scope 2 market-based

Verification or assurance cycle in place

Annual process

Status in the current reporting year

Complete

Type of verification or assurance

High assurance

Attach the statement

BT assurance-statement.pdf
bt-dis-report.pdf

Page/ section reference

Assurance Statement: All DIS Report: pg 27

Relevant standard

AA1000AS

Proportion of reported emissions verified (%)

100

C10.1c

(C10.1c) Provide further details of the verification/assurance undertaken for your Scope 3 emissions and attach the relevant statements.

Scope 3 category

Scope 3 (upstream & downstream)

Verification or assurance cycle in place

Annual process

Status in the current reporting year

Complete

Type of verification or assurance

High assurance

Attach the statement

BT assurance-statement.pdf
bt-dis-report.pdf

Page/section reference

Assurance Statement: All DIS Report: pg 28

Relevant standard

AA1000AS

Proportion of reported emissions verified (%)

100

C10.2

(C10.2) Do you verify any climate-related information reported in your CDP disclosure other than the emissions figures reported in C6.1, C6.3, and C6.5?

Yes

C10.2a

(C10.2a) Which data points within your CDP disclosure have been verified, and which verification standards were used?

Disclosure module verification relates to	Data verified	Verification standard	Please explain
C4. Targets and performance	Year on year change in emissions (Scope 1 and 2)	AA1000AS	Lloyd's Register Quality Assurance Limited (LR) was commissioned by BT Group plc (BT) to provide independent assurance on its 'Digital Impact and Sustainability Report 2020/21' ("the report") against the assurance criteria below to a high level of assurance using Accountability's AA1000AS v3. The assurance engagement covered BT's worldwide operations and activities and specifically the following requirements: – Verifying greenhouse gas (GHG) emissions data related to BT's CDP submission, including Direct (scope 1), Energy Indirect (scope 2), and Other Indirect (scope 3) as defined within the GHG Protocol Corporate Standard. – Verifying data and information related to the UK's Streamlined Carbon and Energy Reporting (SECR) Regulation's requirements.
C4. Targets and performance	Year on year change in emissions (Scope 3)	AA1000AS	Lloyd's Register Quality Assurance Limited (LR) was commissioned by BT Group plc (BT) to provide independent assurance on its 'Digital Impact and Sustainability Report 2020/21' ("the report") against the assurance criteria below to a high level of assurance using Accountability's AA1000AS v3. The assurance engagement covered BT's worldwide operations and activities and specifically the following requirements: – Verifying greenhouse gas (GHG) emissions data related to BT's CDP submission, including Direct (scope 1), Energy Indirect (scope 2), and Other Indirect (scope 3) as defined within the GHG Protocol Corporate Standard. – Verifying data and information related to the UK's Streamlined Carbon and Energy Reporting (SECR) Regulation's requirements.
C4. Targets and performance	Year on year emissions intensity figure	AA1000AS	Lloyd's Register Quality Assurance Limited (LR) was commissioned by BT Group plc (BT) to provide independent assurance on its 'Digital Impact and Sustainability Report 2020/21' ("the report") against the assurance criteria below to a high level of assurance using Accountability's AA1000AS v3. The assurance engagement covered BT's worldwide operations and activities and specifically the following requirements: – Verifying greenhouse gas (GHG) emissions data related to BT's CDP submission, including Direct (scope 1), Energy Indirect (scope 2), and Other Indirect (scope 3) as defined within the GHG Protocol Corporate Standard. – Verifying data and information related to the UK's Streamlined Carbon and Energy Reporting (SECR) Regulation's requirements.
C4. Targets and performance	Progress against emissions reduction target	AA1000AS	Lloyd's Register Quality Assurance Limited (LR) was commissioned by BT Group plc (BT) to provide independent assurance on its 'Digital Impact and Sustainability Report 2020/21' ("the report") against the assurance criteria below to a high level of assurance using Accountability's AA1000AS v3. The assurance engagement covered BT's worldwide operations and activities and specifically the following requirements: – Verifying greenhouse gas (GHG) emissions data related to BT's CDP submission, including Direct (scope 1), Energy Indirect (scope 2), and Other Indirect (scope 3) as defined within the GHG Protocol Corporate Standard. – Verifying data and information related to the UK's Streamlined Carbon and Energy Reporting (SECR) Regulation's requirements.
C4. Targets and performance	Energy consumption	AA1000AS	Lloyd's Register Quality Assurance Limited (LR) was commissioned by BT Group plc (BT) to provide independent assurance on its 'Digital Impact and Sustainability Report 2020/21' ("the report") against the assurance criteria below to a high level of assurance using Accountability's AA1000AS v3. The assurance engagement covered BT's worldwide operations and activities and specifically the following requirements: – Verifying greenhouse gas (GHG) emissions data related to BT's CDP submission, including Direct (scope 1), Energy Indirect (scope 2), and Other Indirect (scope 3) as defined within the GHG Protocol Corporate Standard. – Verifying data and information related to the UK's Streamlined Carbon and Energy Reporting (SECR) Regulation's requirements.

C11. Carbon pricing

C11.1

(C11.1) Are any of your operations or activities regulated by a carbon pricing system (i.e. ETS, Cap & Trade or Carbon Tax)?

Yes

C11.1a

(C11.1a) Select the carbon pricing regulation(s) which impacts your operations.

EU ETS

C11.1b

(C11.1b) Complete the following table for each of the emissions trading schemes you are regulated by.

EU ETS

% of Scope 1 emissions covered by the ETS

0.4

% of Scope 2 emissions covered by the ETS

0

Period start date

January 1 2020

Period end date

December 31 2020

Allowances allocated

230

Allowances purchased

0

Verified Scope 1 emissions in metric tons CO2e

582

Verified Scope 2 emissions in metric tons CO2e

0

Details of ownership

Facilities we own and operate

Comment

C11.1d

(C11.1d) What is your strategy for complying with the systems you are regulated by or anticipate being regulated by?

We have a very limited scope in the EU ETS. During 2020/21 we had 6 sites within the UK which fell under the scheme and acquired a site in Ireland in November 2020. These are in scope because of the size of the back-up generators combined with heating boilers we operate, rather than our level of CO2 emissions; our strategy is to use stand by generators only when mains supply fails and for maintenance and a Trend Building Energy Management System to efficiently control heating. Due to Brexit, the 6 UK sites dropped out of the EU ETS and into the UK ETS on the 1st Jan 21 and immediately dropped out of the UK ETS scheme because our sites' emissions levels are considered ultra-low (provision in the UK ETS similar to Article 27a. in the EU ETS to reduce the administrative burden on small emitters. We managed compliance with the EU ETS internally, working with our verification partners. Compliance with this scheme costs less than £50,000 per annum.

Case study: complying with the EU ETS

For our six sites with a generating capacity above the EU ETS threshold, we were required to record monthly consumption for every boiler and every generator. We did this using monthly manual meter reads on about 100 diesel generators and natural gas smart meters. We then amalgamated this data into a series of reports and had the data checked by a third-party verifier (as mandated by the regulations). Annually, we submitted a detailed report to the UK Registry, confirming the amount of fuel used and associated emissions, as confirmed by the verifier. We then reported those emissions into the EU registry, which were verified again, and we surrendered the corresponding amount of EU Allowances. Since the scheme granted us a diminishing number of free allowances each year, we monitored the trade-off between running diesel generators and using the allowances ourselves or minimising the amount the generators were run and sell our allowances to others. The time and effort in collecting, analysing and managing the reporting and therefore delivering compliance is estimated at £50k a year.

C11.2

(C11.2) Has your organization originated or purchased any project-based carbon credits within the reporting period?

No

C11.3

(C11.3) Does your organization use an internal price on carbon?

Yes

C11.3a

(C11.3a) Provide details of how your organization uses an internal price on carbon.

Objective for implementing an internal carbon price

Navigate GHG regulations
Change internal behavior
Drive energy efficiency
Drive low-carbon investment
Identify and seize low-carbon opportunities

GHG Scope

Scope 2

Application

Our current 5-year outlook for electricity commodity pricing includes an assumption that Carbon will cost between £22-£45/tonne CO₂e over the next 5 years. We have used the middle of this range, £33.50, to respond. Whilst there remains some uncertainty as to how the UK will look to adopt an equivalent scheme to the EU-ETS post Brexit, our current expectation is that prices in the UK will be broadly equivalent to this.

Actual price(s) used (Currency /metric ton)

33.5

Variance of price(s) used

This is a uniform price applied across the whole business

Type of internal carbon price

Shadow price

Impact & implication

BT consumes nearly 1% of the UK's entire grid electricity supply, and so we are sensitive to wholesale electricity prices. The price of carbon is a key input into the wholesale price of electricity, even allowing for the UK leaving the EU-ETS Scheme via BREXIT, our current expectation is that prices in the UK will be broadly equivalent to this. Higher energy prices or volumes can adversely impact our cost base and therefore EBITDA and cashflow, which could impact our ability to invest in strategic projects. Conversely, high energy costs will make energy saving investments and legacy compaction projects more attractive. Our current 5 year outlook for electricity commodity pricing includes an assumption that carbon will cost between £22-£45/tonne CO₂e over the next 5 years. The inclusion of carbon pricing into our commodity pricing helps to highlight the risks and opportunity to support our GHG reduction targets.

C12. Engagement

C12.1

(C12.1) Do you engage with your value chain on climate-related issues?

Yes, our suppliers
Yes, our customers
Yes, other partners in the value chain

C12.1a

(C12.1a) Provide details of your climate-related supplier engagement strategy.

Type of engagement

Engagement & incentivization (changing supplier behavior)

Details of engagement

Run an engagement campaign to educate suppliers about climate change
Climate change performance is featured in supplier awards scheme

% of suppliers by number

30

% total procurement spend (direct and indirect)

85

% of supplier-related Scope 3 emissions as reported in C6.5

88

Rationale for the coverage of your engagement

Categories 1-8 represent 75% of our scope 3 emissions, and are the subject of both our science-based and net zero targets relating to supply chain. We focus our supplier behaviour projects on the c.30% of our direct suppliers that together represent 88% of these emissions. Projects in 2020/21 include: 1) We encourage our top suppliers by spend to report through the CDP Supply Chain Program, and to increase their energy efficiency and their use of renewable energy. The suppliers engaged in this way accounted for 56% of BT's supplier spend. We have also included a question around CDP reporting in our qualification questionnaire, so all our contracted suppliers will be encouraged to participate in CDP. 2) We asked more than 300 global suppliers to set a 1.5°C aligned/net zero science-based target, purchase 100% renewable electricity, and engage with their own suppliers on climate issues. We recommended resources to help set their targets: • the 1.5°C Business Playbook – a spin-off from the Exponential Roadmap Initiative, the Playbook provides a guide for companies in setting strategies and taking action to reduce their emissions. It is informed by the experiences of more than 50 climate leaders. • The SME Climate Hub - will provide resources around best practice and tools on how to set targets and develop strategies to meet them. • Others, e.g. CDP, RE100 and the Science Based Targets Initiative In 2020/21, BT also engaged with 99 UK based suppliers reporting to CDP to commit to procuring 100% renewable electricity, and we intend to broaden this later in 2021 to our SME suppliers. We will invite these UK suppliers, and our global suppliers with UK operations, to join a scheme we are setting up with one of our energy providers to purchase 100% renewable electricity backed by Renewable Energy Guarantees of Origin (REGOs) for their UK sites. We also mentioned our participation in CDP in these letters, to encourage further engagement in the CDP Supply Chain Program. 3) We stimulate sustainable innovation through our Game Changing Challenge competition. We invite our suppliers of consumer devices to propose new product designs that improve in-use efficiency, take fewer resources to make, or are easier to recycle. BT provides coaching to the participants – who range from small niche suppliers to large

multinationals – and share our insight into consumer needs.

Impact of engagement, including measures of success

Our target is to reduce our supply chain emissions by 42%, compared to 2016/17 levels by 31 March 2031. This year, emissions from our supply chain decreased by 4% - 111.5kT - and by 19% since 2016/17; this decrease is due to a number of factors, and we cannot pinpoint the exact reduction due specifically to our engagement activities. We were proud to earn a place on the CDP Supplier Engagement Leaderboard for a fifth year in a row for our efforts to manage climate change with our suppliers. In 2020, we asked 402 suppliers to submit carbon data to the CDP and 310 (77%) responded, representing 56% of BT's supplier spend. We track their progress using metrics within the CDP supply chain analysis, including emissions targets, use of renewable energy, and engagement with their own suppliers. Of the 310 suppliers, 73% have set targets to cut emissions, 44% have cut their scope 1 and 2 emissions, 64% buy renewable electricity and 69% work with their own suppliers on climate change. Although the letters to our 300 global suppliers and 99 UK suppliers were sent towards the end of 2020/21, we will be tracking progress in terms of the response rate and how many suppliers implement a 1.5°C aligned/net zero science-based target and purchase 100% renewables, as reported to CDP. As of May 2020, we have received 120 response from global suppliers, most of whom do not yet have a 1.5°C aligned/net zero science-based target, and 40 from our UK suppliers, most of whom do not purchase 100% renewables. Of the 120, 32 of our global suppliers both purchase 100% renewables and have a 1.5°C aligned/net zero science-based target. We will be scheduling calls with the suppliers that are struggling to set targets to understand better the challenges they are facing and offer advice. We will also be tracking participation rates for our REGO-backed electricity supply scheme. In 2020, five ideas were shortlisted from 20 entries to the Game Changing Challenge, and each supplier was invited to pitch their ideas to a cross-BT panel. The winner for 2020 was Thales, with a design for a SIM card made from recycled plastic, which reduces embodied carbon by 30%.

Comment

In 2020, BT joined other climate leaders in forming the 1.5 °C Supply Chain Leaders initiative, with the aim of driving climate action across global supply chains. This partnership launched the SME Climate Hub – co-hosted by the International Chamber of Commerce (ICC), the Exponential Roadmap Initiative, the We Mean Business coalition and the United Nations Race to Zero campaign - which aims to motivate small and medium-sized enterprises (SMEs) to halve their greenhouse gas emissions by 2030 and reach net zero emissions by 2050. The SME Climate Hub provides tips, tools and best practices to help SMEs cut their emissions and gain competitive advantage by supporting a green recovery.

Type of engagement

Compliance & onboarding

Details of engagement

Included climate change in supplier selection / management mechanism

Code of conduct featuring climate change KPIs

Climate change is integrated into supplier evaluation processes

% of suppliers by number

100

% total procurement spend (direct and indirect)

100

% of supplier-related Scope 3 emissions as reported in C6.5

100

Rationale for the coverage of your engagement

1,100 direct suppliers in nearly 100 countries provide products and services to support our business. More than 70% of our end-to-end carbon emissions come from our supply chain. We maintain engagement with 100% of our suppliers by making our climate change procurement standard mandatory in all our supplier contracts. The standard sets out our expectations for suppliers to reduce energy consumption and greenhouse gas emissions. Contractual suppliers are asked to confirm compliance with this standard, or provide their own equivalent policy, early in the pre-qualification process. Our pre-qualification questionnaires include four environmental modules (on overall environmental management, climate change, plastics and waste) to identify potential risks. If our assessments reveal any issues with compliance against our standards, our Shared Services Team will work with the suppliers in question to help them set an improvement plan. We achieved 100% follow up within 3 months in 2020/21 for all suppliers identified as high or medium risk. The questionnaire data is stored and updated in a central, auditable database, which is used by our procurement teams. If a supplier fails to show any commitment to improve, we may stop working with them. Each supplier must repeat the questionnaire process every 2 years. We are developing our approach to increase the accessibility of the qualification process to smaller suppliers, whilst maintaining our standards. We are aware that reading lots of environmental policies and requirements can be a resource drain for smaller companies; in 2020/21 we began work on a supplier charter which will collate key requirements from across all our policies, including those relating to carbon. We are also developing a new tool to on-board suppliers and carry out due diligence. The tool is designed to help suppliers by providing one set of responses, such as on carbon performance, and the results can then be shared with multiple customers. We are also simplifying our questionnaire set and the number of questions and associated scoring will be aligned to the size of the company. Additionally, we have targeted some of our suppliers with the highest carbon impact to build a clause into their commercial contracts with BT or Openreach that commits them to make measurable carbon savings.

Impact of engagement, including measures of success

Our target is to reduce our supply chain emissions by 42%, compared to 2016/17 levels by 31 March 2031. This year, emissions from our supply chain decreased by 8% - 2.6 million tonnes - and by 19% since 2016/17. This year there were 122 new or renewed contract suppliers who completed our self-assessment questionnaires. Of these 51 were identified as high or medium risk, including environmental and social dimensions. We measure success based on how quickly corrective actions are agreed. In 2020/21, all 51 cases were followed up within 3 months to agree a corrective action plan; those relating to environmental issues typically involved measures to identify energy and carbon savings. We now have twelve suppliers with a contract clause that commits them to make measurable carbon savings. Performance will be independently reviewed and reported as part of ongoing contract management meetings. Three suppliers alone - MJ Quinn, KN Group and Telent - are expected to save over 6,000 tonnes of carbon during their five-year contracts with Openreach. This year, we offered some suppliers free energy audits of their premises and carbon-saving guidance from experts at The Carbon Trust; so far, nearly every supplier audited has taken steps to reduce their energy use.

Comment

C12.1b

(C12.1b) Give details of your climate-related engagement strategy with your customers.

Type of engagement

Education/information sharing

Details of engagement

Run an engagement campaign to educate customers about the climate change impacts of (using) your products, goods, and/or services

% of customers by number

96

% of customer - related Scope 3 emissions as reported in C6.5

54

Portfolio coverage (total or outstanding)

<Not Applicable>

Please explain the rationale for selecting this group of customers and scope of engagement

The use of our products and services and end-of-life treatment (categories 11 and 12) represent 24% of BT's scope 3 emissions. We serve over 14m households in the UK (c.96% of our customers by number, c.54% of these emissions). Through our communication channels, we educate consumers on making lower carbon choices: • By returning unwanted set top boxes and routers to our refurbishment program, consumers can help reduce the embodied carbon of such equipment; however, return rates have been low historically. A contract clause in new BT customer contracts, whereby we can charge consumers a fee if they want to keep the equipment at the end of the contract, is intended to encourage returns. We are also improving return rates by working with The Carbon Trust to calculate the environmental benefits and translate these into meaningful equivalences so consumers can understand the impact they can have. We will be communicating these statistics through our marketing materials. • Research by the environmental charity Hubbub found that two-thirds of UK households do not use any smart tech to help manage their homes. Together, we launched a 3-month challenge: we gave 60 households – including 30 of our colleagues - a £50 voucher to spend on products like smart thermostats, lights or plugs to see which achieved the best energy and cost savings. We also offered tips and support through a social media community. Seven of the measures we looked at could save around 1.68 tonnes of CO2e over a year. If every UK household took these actions, it would achieve 6.6% of the carbon reduction UK households need to make to help achieve net zero by 2050. We have shared these results and have encouraged other companies to engage with their customers, colleagues and suppliers about climate change by publishing a seven step guide. Ahead of COP26, we will support, educate and empower our customers to take action. • We commission research into public attitudes towards climate change to inform our approach with consumers. In 2020, such research found climate change is the third most important issue for people, but almost half of interviewees think they are incapable of tackling climate change. Suggestions included making sustainable products more affordable to encourage higher adoption. The results are informing an external campaign and have been passed on to our Consumer business unit.

Impact of engagement, including measures of success

For most consumer engagements, we do not track the impact directly – it's part of us being a sustainable and responsible business, enhancing our Net Promoter Scores (NPS). Last year, we achieved our 3:1 target a year ahead of schedule, by helping consumer and business customers save three times as much carbon as our own end-to-end emissions. To track progress against this goal, we've previously calculated and reported the emissions our customers save from using products and services that we've identified as carbon-reducing. In 2019/20, this totalled around 13m tonnes of CO2-equivalent avoided, compared with our own end-to-end emissions of around 3.7m tonnes. For the set top box and router refurbishment programme, we are working with The Carbon Trust to calculate the environmental impact. This year alone, refurbishment of around 700,000 home hubs and set top boxes avoided 11,400 tonnes of CO2e, equivalent to 6,228 flights from London to Tokyo. We are already seeing an uplift in return rates, despite the impact of COVID-19. For the pilot project with Hubbub, there was a high level of engagement: 55 of the 61 households completed the challenge, despite it taking place during the COVID-19 lockdown, and between them they carried out 448 new smarter living actions. Results included that simple actions can make a tangible difference: for 76% of households, the actions converted into new behaviours and habits, motivated by seeing how simple actions can add up to big changes, feeling part of something bigger and getting satisfaction from cutting waste.

Type of engagement

Collaboration & innovation

Details of engagement

Run a campaign to encourage innovation to reduce climate change impacts

% of customers by number

4

% of customer - related Scope 3 emissions as reported in C6.5

46

Portfolio coverage (total or outstanding)

<Not Applicable>

Please explain the rationale for selecting this group of customers and scope of engagement

The use of our products and services and end-of-life treatment (categories 11 and 12) represent 24% of BT's scope 3 emissions. We have a relationship with 1.2m UK and Republic of Ireland businesses and public sector organisations, approximately 4% of our customers by number, but representing c. 46% of our category 11 and 12 emissions. The scope of our engagement with business customers is wide-ranging. • We include climate relevant information with our products and services supplied to this sector; for example, our conferencing unit highlights travel reduction and reduced emissions as a benefit to potential customers. • In 2020/21 we have launched two major new innovation programmes to support our business customers: o Following a joint innovation session that we organised with our client, the University of Stirling, we are providing them with access to our 5G network to launch a state-of-the-art environmental monitoring system. This will help local businesses make data-driven decisions on issues such as flood response. In the long-term, the solution could be applied in a wide range of settings and across multiple sectors. o The Green Tech Innovation platform was launched to find new ways for BT to commercialise and scale new technology that engages and supports customers in reducing their emissions. The platform will offer breakthrough solutions for public sector customers. We are working with Plug and Play, the world's leading innovation platform, to find businesses that are developing technologies that could help reduce emissions. We will then help these businesses to grow their customer base. In January 2021, we announced our first partners, whose services we will offer to our customers: • iOpt's smart buildings technology uses sensors connected by the Internet of Things to provide remote, real-time information and alerts on building performance, with a focus on social housing. This information can support energy efficiency improvements and cut down unnecessary maintenance trips. BT will provide network connectivity and manage the sensor installations. • Everimpact uses sensors, satellite data and artificial intelligence to monitor air quality and carbon emissions. Everimpact will install their sensors on BT's 'street furniture'. The local council will be able to track emissions and receive certified carbon offsetting information.

Impact of engagement, including measures of success

For our new Green Tech Innovation platform, the Carbon Trust will help us measure the carbon savings from each partnership. We have not set a target threshold as it will depend on specific customer scenarios that we will identify through the proof of concepts we run. The Carbon Trust work will be a critical success factor as it will provide the proof of the impact of our new solutions and this will be used in marketing materials as we scale the solutions to other customers. More than 200 customers joined the NetZero event where we promoted the new partnerships from the Green TIP to raise customer awareness. In a survey of attendees, more than 98% said they would take advantage of tech innovation that supports their climate change action plan. <https://business.bt.com/insights/events/towards-net-zero/>

C12.1d

(C12.1d) Give details of your climate-related engagement strategy with other partners in the value chain.

Colleagues

Engaging our approximately 100,000 colleagues to help them reduce their personal carbon footprints is a key part of our carbon strategy.

We regularly publish articles and videos about BT's climate journey and action in our internal newsletters and newfeed, BT Today.

We have various internal groups dedicated to climate and environmental issues. These include both BT Group-led and employee-led groups which support information sharing, discussion and action on general climate and environmental issues at work and at home, or on a specific environmental topic such as owning electric vehicles. With the pandemic pushing our World Environment Day 2020 celebrations online, we used the BT Group-led "Climate change and environmental excellence in BT" group to share positive climate action stories from across the business, present thought leadership from our CEO and Chairman on the importance of maintaining focus on bold climate action and striving for a green recovery, and invite colleagues to make a 'Planet Positive Pledge' in support of climate action.

In October, we joined the "Count Us In" project, which aims to inspire 1 billion citizens to significantly reduce their carbon footprint and challenge leaders to deliver bold, global change. We have begun raising awareness through our internal communications channels of the 16 steps that the project suggests are the most effective way to reduce your carbon footprint and persuade others to do the same, and intend to hold events later in 2021.

Created last year, our Colleague Board is chaired by BT's chief executive and reports to the Group Board. Meeting at least four times per year, the Colleague Board it is a mechanism for colleagues to raise and discuss important issues directly with the BT Group CEO and develop plans for these to be addressed. In the first meeting of the Colleague Board, colleagues raised sustainability as a key issue that needed to feature regularly on the Board agenda and some immediate questions that they wanted to be addressed. The immediate queries, on instore plastic use and recycling were able to be quickly addressed through connecting the Board action to the retail 'Project Green Team', who already had improvement plans in place but through the Board support were able to action these faster and use the Board members as champions for the changes. Alongside the Colleague Board, members of our executive team speak directly to employees through round tables, town hall debates, site visits and webchats.

Sustainability experts and opinion leaders

Our strategy is to engage with partners who we believe will be most helpful in influencing our climate change agenda, including those within the communications services sector.

We are a member of several groups that bring businesses together to deal with sustainability challenges. These include the UK Government's Build Back Better Council, the Exponential Roadmap Initiative, the Aldersgate Group, the We Mean Business coalition, The Climate Group, CBI, the World Economic Forum, the World Business Council for Sustainable Development, International Chamber of Commerce, techUK, ICER (the Industry Council for Electronic Equipment Recycling) and GSMA, who represent the interests of mobile operators worldwide. Membership of these groups provides us with a broader view on climate-related (and other) issues, challenges our thinking and offers our people learning and development opportunities.

Only through collaboration can we tackle the challenges of climate change. We've always publicly communicated what we do and our findings, and we will continue to do so.

We regularly publish blogs and videos, for example through We Mean Business and Aldersgate Group, to share our story with others, hoping it will inspire them to take climate action. We also regularly speak at events and webinars sharing BT's climate action journey, such as speaking on future steps for decarbonising the transport sector as part of London Climate Action week in July 2020 and addressing the We Mean Business coalition on climate leadership in December 2020.

By working with others, we are sending demand signals to the market for innovation and increased provision of low carbon alternatives. Collaboration has enabled us to make progress faster and scale our ambition. We work with partners such as RE100 and EV100 because they address areas where we have a key demand for new innovative solutions. Together with The Climate Group we set up a new coalition in 2020, advocating for policy change that will support faster roll-out of electric vehicles and infrastructure in the UK.

C12.3

(C12.3) Do you engage in activities that could either directly or indirectly influence public policy on climate-related issues through any of the following?

- Direct engagement with policy makers
- Trade associations
- Funding research organizations
- Other

C12.3a

(C12.3a) On what issues have you been engaging directly with policy makers?

Focus of legislation	Corporate position	Details of engagement	Proposed legislative solution
Other, please specify (Electric vehicles)	Support	In partnership with The Climate Group, we launched the UK Electric Fleets Coalition in June 2020, to bring businesses together to call for the UK Government to set policy which will accelerate the rollout of electric vehicles. The UK Electric Fleets Coalition brought together a further 28 major businesses in support of a policy position statement recommending policy changes relating to setting a clear long-term vision, stimulating supply and demand, and investing in the charging infrastructure.	Policy interventions supporting EVs, including calling on the UK Government to target 100% electric car and van sales by 2030; extend grants for electric vehicles and charging points through to at least 2023 and speed up the rollout of public charge-points across the country. The Government has since announced the end of the sale of new conventional petrol and diesel vehicles by 2030 and has also pledged £1.3bn to roll out charging points nationwide. The Coalition was mentioned in the consultation outcome (Outcome and response to the ending the sale of new petrol, diesel and hybrid cars and vans, updated 10 March 2021). Going forwards, the Coalition will continue to help the Government shape policies related to the accelerated transition.
Other, please specify (Climate action)	Support	BT Group head of environmental sustainability chairs the UNFCCC Momentum for Change advisory panel. This initiative is spearheaded by the UN Climate Change secretariat to shine a light on the enormous groundswell of activities underway across the globe that are moving the world toward a highly resilient, low-carbon future.	Legislation supporting the implementation of the Paris Agreement.

C12.3b

(C12.3b) Are you on the board of any trade associations or do you provide funding beyond membership?

Yes

C12.3c

(C12.3c) Enter the details of those trade associations that are likely to take a position on climate change legislation.

Trade association

CBI

Is your position on climate change consistent with theirs?

Consistent

Please explain the trade association's position

The CBI energy and climate change board brings together a group of business leaders committed to tackling the UK's triple challenges of energy security, affordability and decarbonisation. As well as showing ambition and leadership on these issues within the business community, its members aim to work with the government to set the right conditions to attract investment in low-carbon solutions and drive consumer demand for sustainable products.

How have you influenced, or are you attempting to influence their position?

BT's chief digital impact & sustainability officer, is a member of the CBI Energy and Climate Change Board. We are also represented on the CBI Energy and Climate Change working group - which supports the board. We influence the group by being an active working group and board member. BT contributed to the report, "Goal 13- Impact Platform: emerging findings How companies are managing the transition to a low-carbon, resilient and valuable future", published in September 2020, and spoke at the CBI's Achieving NetZero conference.

Trade association

techUK

Is your position on climate change consistent with theirs?

Consistent

Please explain the trade association's position

techUK represents the companies and technologies that are defining today the world that we will live in tomorrow. More than 900 companies are members of techUK. Collectively they employ approximately 700,000 people, about half of all tech sector jobs in the UK. Senior officials from Whitehall and key stakeholders engage with techUK members at the Council on developing issues and the Council guides techUK's responses, be it through thought leadership pieces and campaigns or by facilitating the exchange of best practice and supporting regulatory compliance.

How have you influenced, or are you attempting to influence their position?

Our director of policy and public affairs as a member of the board. We participate in techUK's Climate Strategy and Resilience Council which provides strategic direction for techUK activities relating climate change and sustainability. The group engages with policy makers on the role of technology in driving the transition to the low carbon economy and on how ICT can bring about emissions reductions and resource efficiency. We influence the group by being an active participant in meetings, by contributing to position papers and briefings, and by amplifying the messages of the group. In 2020/21, we spoke at roundtable events related to climate change and innovation.

Trade association

The Climate Group/RE100/EV100

Is your position on climate change consistent with theirs?

Consistent

Please explain the trade association's position

The Climate Group's mission is, "to drive climate action. Fast." with the goal of a world of net zero carbon emissions by 2050, with greater prosperity for all.

How have you influenced, or are you attempting to influence their position?

Our head of environmental sustainability sits on the corporate advisory group. We are a founding member of RE100 and an active contributor to RE100 and We Mean Business, speaking regularly at events, contributing blogs and interviews. Our senior manager for Property, Utilities, Power & Cooling is on the RE100 Advisory Committee. We are also a member of EV100. In June 2020 BT Group - including Openreach - was the founding member of the UK Electric Fleets Coalition. This initiative convened a leadership coalition, including members of the EV100, to advocate for accelerating the transition to electric vehicles (EVs) in the UK ahead of the COP26 climate summit in 2021.

Trade association

GSMA

Is your position on climate change consistent with theirs?

Consistent

Please explain the trade association's position

The GSM Association is an industry organisation that represents the interests of mobile network operators worldwide. More than 750 mobile operators are full GSMA members and a further 400 companies in the broader mobile ecosystem are associate members.

How have you influenced, or are you attempting to influence their position?

Our head of environmental sustainability sits on the GSMA Climate Action Taskforce. The Climate Action Taskforce, formed by the mobile industry association GSMA, unites the mobile industry on climate-related issues. The Taskforce works together in the following ways: • Promotes leadership on climate action to move the industry towards net zero carbon emissions by 2050 • Agrees climate policy and advocacy engagement to gain support from governments for the net zero transition • Shares best practice on climate action so operators support each other to raise their ambition • Creates thought leadership and research on how mobile technologies support climate mitigation and adaptation. In 2020 we have contributed to an industry collaboration piece to better understand energy efficiency in mobile networks, BT also spoke at member events on issues such as supply chain engagement.

Trade association

The Aldersgate Group

Is your position on climate change consistent with theirs?

Consistent

Please explain the trade association's position

The Aldersgate Group is a politically impartial, multi-stakeholder alliance championing a competitive and environmentally sustainable economy. Through targeted political engagement, evidence gathering and policy development, they advocate the business case for decarbonising the UK economy, improving resource efficiency and investing in the natural environment.

How have you influenced, or are you attempting to influence their position?

We run joint events with the Aldersgate and contribute to their reports calling for a policy environment that will enable the low carbon economy and achieve the UK Government's aim of being net zero by 2050. We also participate in collective consultations, such as on the phase out of internal combustion engine vehicles. In October 2020, our Director of Policy and Public Affairs took part in an Aldersgate Group roundtable on net zero with Lord Callanan, BEIS Minister for Climate Change and Corporate Responsibility.

Trade association

World Business Council for Sustainable Development

Is your position on climate change consistent with theirs?

Please select

Please explain the trade association's position

A core component of WBCSD's Climate Policy activities is to foster strong policy signals and economic incentives promoting a race-to-the-top where sustainable solutions can succeed. WBCSD actively call for policies that are consistent with ambitious action on climate and enable business-led solutions to scale and speed implementation of the Paris Agreement.

How have you influenced, or are you attempting to influence their position?

BT is a member of the World Business Council for Sustainable Development. In 2020 we participated in a number of working groups, including those on decarbonising heating, supply chain engagement and the energy transition, where we contributed to the WBCSD's guidelines to help companies maximise the opportunities of the energy transition. The guidelines support companies to rethink how they source and consume energy within their business and across their value chain and expand their opportunities to use or invest in commercially viable low-carbon energy solutions in collaboration with partners.

C12.3d

(C12.3d) Do you publicly disclose a list of all research organizations that you fund?

Yes

C12.3e

(C12.3e) Provide details of the other engagement activities that you undertake.

We regularly talk to organisations and policymakers with an interest in our climate change activities to explain our approach, and to understand what they expect of us and how well they think we are doing. This takes place during our regular dealings with different stakeholders, through online discussion forums, phone conversations, meetings, focus groups, social media and regular dialogue with expert membership groups. In 2020, we discussed with the UK Government our involvement with the SME Climate Hub, an initiative co-hosted by the International Chamber of Commerce (ICC), the Exponential Roadmap Initiative, the We Mean Business coalition and the United Nations Race to Zero campaign. The Government adopted the idea and launched the UK Business Climate Hub for UK SMEs.

BT regularly takes part in Government events on climate change, such as speaking at the Welsh Government's Wales Climate Week in November 2020. We participated in the COP25 UN Climate Summit in Madrid in 2019 sharing our climate action journey, what we have learned on the way and our plans for the future and trying to inspire other companies to set 1.5 degree science based targets. We also participated in Climate Week NYC and London Climate Action Week. We plan to play an active role at the COP26 UN global climate summit in November 2021. We sponsor events like the Net Zero Festival in October 2020. Hosted by Business Green and broadcast from the BT Sport studio, the event featured policymakers and business leaders sharing their visions for a zero carbon transition. BT has been supporting the UK Government and UNFCCC Race to Zero campaign through various videos and social media support. BT has been in discussion with Ofcom and the UK Committee on Climate Change on the needs for climate action by companies.

We produced with The Climate Group a video on the experiences of EV drivers. One of our engineers gave their feedback on their experience, along with other UKEFC members employees.

C12.3f

(C12.3f) What processes do you have in place to ensure that all of your direct and indirect activities that influence policy are consistent with your overall climate change strategy?

The environmental sustainability team works closely with our public affairs and external relations teams across the business to ensure that our messages are consistent. This can work in two ways, where either team can draft communications which the other party will check, for instance, the environmental sustainability team will check as environmental specialists to ensure content is accurate, and public affairs and external relations will ensure that the language and messaging adheres to BT's brand; we do this especially in relation to electric vehicles. For example in 2020, the environmental sustainability team worked with policy specialists within BT Group and Openreach to ensure that the partnership established with The Climate Group to form the UK Electric Fleet Coalition policy aims were in line with BT's Science based target, and also Openreach's Zero Emission vehicle strategy, and would mitigate transitional risk associated with the UK Government's proposal to phase out ICE vehicles by 2035 or earlier. By aligning our views and working with The Climate Group we were successfully able to advocate for bringing the phase out of petrol and diesel vehicles forward to 2030.

Action on climate change is in the best short- and long-term interests of our business because it will mitigate risks through adaptation and resilience measures, reduce costs through efficiencies, and create growth from low carbon products and services.

We have an environmental management governance group (EMGG) to oversee the way we manage environmental risk across our business globally. Chaired by our chief technology and information officer, it reports to the Executive Committee. In the UK, management of our most significant environmental risks, is led by the environmental management compliance steering group. This group meets every month and reports to the EMGG quarterly. Its members are senior managers responsible for addressing environmental risks and delivering performance improvements under our ISO 14001-certificated environmental management system.

C12.4

(C12.4) Have you published information about your organization's response to climate change and GHG emissions performance for this reporting year in places other than in your CDP response? If so, please attach the publication(s).

Publication

In mainstream reports, incorporating the TCFD recommendations

Status

Complete

Attach the document

bt-annual-report.pdf

Page/Section reference

Pages 32, 33, 67.

Content elements

Governance
Strategy
Risks & opportunities
Emissions figures
Emission targets

Comment

Publication

In voluntary sustainability report

Status

Complete

Attach the document

bt-dis-report.pdf

Page/Section reference

pages 24-33

Content elements

Governance
Strategy
Risks & opportunities
Emissions figures
Emission targets

Comment

Publication

Please select

Status

<Not Applicable>

Attach the document

<Not Applicable>

Page/Section reference

<Not Applicable>

Content elements

<Not Applicable>

Comment

C15. Signoff

C-FI

(C-FI) Use this field to provide any additional information or context that you feel is relevant to your organization's response. Please note that this field is optional and is not scored.
RE100_Reporting_Spreadsheet_2021 270721.xlsx

C15.1

(C15.1) Provide details for the person that has signed off (approved) your CDP climate change response.

	Job title	Corresponding job category
Row 1	chief executive	Chief Executive Officer (CEO)

SC. Supply chain module

SC0.0

(SC0.0) If you would like to do so, please provide a separate introduction to this module.

SC0.1

(SC0.1) What is your company's annual revenue for the stated reporting period?

	Annual Revenue
Row 1	21370000000

SC0.2

(SC0.2) Do you have an ISIN for your company that you would be willing to share with CDP?

Yes

SC0.2a

(SC0.2a) Please use the table below to share your ISIN.

	ISIN country code (2 letters)	ISIN numeric identifier and single check digit (10 numbers overall)
Row 1	GB	0030913577

SC1.1

(SC1.1) Allocate your emissions to your customers listed below according to the goods or services you have sold them in this reporting period.

Requesting member

Accenture

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

556070

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Accenture

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

27594

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Accenture

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

42

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the number of units purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Amdocs Ltd

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

577

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Amdocs Ltd

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

1

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Amdocs Ltd

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

11633

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Arm Ltd.

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

3

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Arm Ltd.

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

0.0039

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Arm Ltd.

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

52

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

AT&T Inc.

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

414811

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

AT&T Inc.

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

634

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

AT&T Inc.

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

8359333

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Bank of America

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

268743

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Bank of America

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

410

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Bank of America

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

5415748

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Barclays

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

104257

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Barclays

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

159

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Barclays

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

2101008

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Bristol-Myers Squibb

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

493451

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Bristol-Myers Squibb

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

754

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Bristol-Myers Squibb

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

9944113

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Caixa Econômica Federal

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

44307

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Caixa Econômica Federal

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

68

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Caixa Econômica Federal

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

892885

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

CBRE Group, Inc.

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

5

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

CBRE Group, Inc.

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

0.0078

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

CBRE Group, Inc.

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

103

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Cellnex Telecom SA

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

333171

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Cellnex Telecom SA

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

509

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Cellnex Telecom SA

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

6714110

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Cisco Systems, Inc.

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

13411

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Cisco Systems, Inc.

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

20

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Cisco Systems, Inc.

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

270265

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Deloitte Touche Tohmatsu Limited

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

361

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Deloitte Touche Tohmatsu Limited

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

1

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Deloitte Touche Tohmatsu Limited

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

7285

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon

reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Deutsche Telekom AG

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

53712

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Deutsche Telekom AG

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

82

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Deutsche Telekom AG

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

1082411

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Goldman Sachs Group Inc.

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

34725

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Goldman Sachs Group Inc.

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

53

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in).

We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Goldman Sachs Group Inc.

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

699778

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

GSMA

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

1568

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

GSMA

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

GSMA

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

31601

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

HSBC Holdings plc

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

220836

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

HSBC Holdings plc

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

337

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

HSBC Holdings plc

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

4450328

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

KPMG UK

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

130290

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

KPMG UK

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

199

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

HSBC Holdings plc

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

2625621

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Mastercard Incorporated

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

162373

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Mastercard Incorporated

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

248

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Mastercard Incorporated

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

3272173

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Moody's Corporation

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

2693

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Moody's Corporation

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

4

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Moody's Corporation

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

54268

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

National Grid PLC

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

25206

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

National Grid PLC

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

38

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

National Grid PLC

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

507965

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

NHS England and NHS Improvement

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

42663

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

NHS England and NHS Improvement

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

65

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

NHS England and NHS Improvement

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

859756

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Nokia Group

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

5421

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Nokia Group

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

8

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Nokia Group

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

109244

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

PayPal Holdings Inc

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

7902

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF₆ only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

PayPal Holdings Inc

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

12

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

PayPal Holdings Inc

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

159236

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Phoenix Group Holdings

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

88952

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Phoenix Group Holdings

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

136

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Phoenix Group Holdings

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

1792572

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Robert Bosch GmbH

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

57588

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Robert Bosch GmbH

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

88

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Robert Bosch GmbH

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

1160529

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Royal London Mutual Insurance Society Limited

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

12595

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car

fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Royal London Mutual Insurance Society Limited

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

19

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Royal London Mutual Insurance Society Limited

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

253822

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Sky Ltd

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

8684823

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Sky Ltd

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

13264

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Sky Ltd

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

175018001

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital

goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Snam S.P.A

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

164585

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Snam S.P.A

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

251

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Snam S.P.A

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

3316743

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

SSE

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

241392

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

SSE

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

369

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

SSE

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

4864579

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Swisscom

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

32012

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member
Swisscom

Scope of emissions
Scope 2

Allocation level
Company wide

Allocation level detail
<Not Applicable>

Emissions in metric tonnes of CO₂e
49

Uncertainty (±%)
2

Major sources of emissions
Purchased electricity, heating, cooling, or steam for our own consumption.

Verified
Please select

Allocation method
Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member
Swisscom

Scope of emissions
Scope 3

Allocation level
Company wide

Allocation level detail
<Not Applicable>

Emissions in metric tonnes of CO₂e
645114

Uncertainty (±%)
10

Major sources of emissions
Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified
Yes

Allocation method
Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member
Telefónica

Scope of emissions
Scope 1

Allocation level
Company wide

Allocation level detail
<Not Applicable>

Emissions in metric tonnes of CO₂e
1298552

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Telefónica

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

1983

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Telefónica

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

26168627

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon

reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Telstra Corporation

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

21905

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Telstra Corporation

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

33

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Telstra Corporation

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

441437

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Visa

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

161411

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Visa

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

247

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in).

We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Visa

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

3252790

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Vodafone Group

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

4478423

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Vodafone Group

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Vodafone Group

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

90249922

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

World Bank Group

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

1540

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

World Bank Group

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

2

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

World Bank Group

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

31033

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Zurich Insurance Group

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

600951

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Zurich Insurance Group

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

918

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Zurich Insurance Group

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

12110455

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Citrix Systems

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

1857

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Citrix Systems

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

3

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Citrix Systems

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

37421

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Koninklijke Philips NV

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

82041

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Koninklijke Philips NV

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

125

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Koninklijke Philips NV

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

1653311

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

Requesting member

Virgin Money UK PLC

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

198134

Uncertainty (±%)

2

Major sources of emissions

Oil combustion for electricity generation, gas and oil combustion for heating, refrigeration gases (HFCs and SF6 only), fuel combustion for commercial and company car fleet.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 1 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We have been reporting on our scope 1 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/BT Group revenue and applied that ratio to our scope 1 emissions.

Requesting member

Virgin Money UK PLC

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

303

Uncertainty (±%)

2

Major sources of emissions

Purchased electricity, heating, cooling, or steam for our own consumption.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

To calculate our scope 2 carbon emissions, we use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). We report our Scope 2 emissions, in line with the revised GHG protocol guidelines, using both the market-based method, and location-based method. In November 2020 we achieved our target to use 100% renewable electricity worldwide. 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow such sourcing due to non-availability of renewable electricity (this represents 8 countries from the 85 BT Group has operations in). We have been reporting on our scope 2 emissions for many years, our systems and calculations are robust and are subject to scrutiny within our ISO14001 certification and part of our annual assurance process. To allocate emissions to those customer's requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 2 (market based) emissions.

Requesting member

Virgin Money UK PLC

Scope of emissions

Scope 3

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

3992829

Uncertainty (±%)

10

Major sources of emissions

Our Scope 3 emissions constitute 95% of our end-to-end net carbon footprint; three scope 3 categories - category 1 (purchased goods and services), category 2 (capital goods) and category 11 (use of sold products) - contribute 53%, 10% and 24%, respectively.

Verified

Yes

Allocation method

Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

We have used two main methodologies to calculate our value chain emissions: • Spend-based method which takes procurement data and calculates the emissions within an environmentally extended economic input-output (EEIO) model to assess the emissions associated with particular sectors of financial activity. • Process-based method which uses quantity-based data to evaluate the emissions associated with specific activities, e.g. kWh of energy usage or quantity of materials purchased to manufacture goods. The resulting model is a hybrid between EEIO and process based life cycle analysis. We have further refined our model to incorporate real data on suppliers' carbon reductions using data from CDP. A full description of the EEIO methodology is available from our Digital impact & sustainability website (<https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>). To allocate emissions to those customers requesting this information we have taken customer revenue/ BT Group revenue and applied that ratio to our scope 3 emissions.

SC1.2**(SC1.2) Where published information has been used in completing SC1.1, please provide a reference(s).**

BT Group has been reporting on its GHG performance for many years. BT's annual Digital Impact and Sustainability report 2019/20, and reporting archive, can be found at <https://www.bt.com/about/digital-impact-and-sustainability/our-approach>. The site includes our data tables and progress against targets and is assured to AA1000AS. There are links to BT's carbon accounting methodologies <https://www.bt.com/about/digital-impact-and-sustainability/tackling-climate-change/our-carbon-accounting-methodologies>

SC1.3

(SC1.3) What are the challenges in allocating emissions to different customers, and what would help you to overcome these challenges?

Allocation challenges	Please explain what would help you overcome these challenges
Diversity of product lines makes accurately accounting for each product/product line cost ineffective	We have driven innovative work to analyse the life-cycle of our various products so we understand the carbon emissions of in-life use. However, much of what we sell to our customers is a service rather than a product which makes it much harder to quantify associated carbon emissions.
Customer base is too large and diverse to accurately track emissions to the customer level	Basing our emissions tracking on spend means that it is relatively straightforward to determine customer emissions. Were we to move to a different allocation methodology then this could potentially become problematic.

SC1.4

(SC1.4) Do you plan to develop your capabilities to allocate emissions to your customers in the future?

No

SC1.4b

(SC1.4b) Explain why you do not plan to develop capabilities to allocate emissions to your customers.

We currently allocate emissions to those customer's requesting this information by taking customer revenue/ BT Group revenue and applied that ratio to our emissions. Basing our emissions tracking on spend means that it is relatively straightforward to determine customer emissions. As much of what we sell to our customers is a service rather than a product, it is complicated and time consuming to move to a new model, however we are looking into opportunities to measure the impacts of some of our services separately.

SC2.1

(SC2.1) Please propose any mutually beneficial climate-related projects you could collaborate on with specific CDP Supply Chain members.

Requesting member

KPMG UK

Group type of project

Change to supplier operations

Type of project

Implementation of energy reduction projects

Emissions targeted

Actions that would reduce our own operational emissions (our scope 1 & 2)

Estimated timeframe for carbon reductions to be realized

3-5 years

Estimated lifetime CO2e savings

4181327

Estimated payback

Cost/saving neutral

Details of proposal

We recommend any customers who have services on our legacy networks (copper) to move to our fibre network. This will enable us to close the copper network and reduce our energy consumption, which will free up capacity on the UK's national grid, to support the transition of not only our own fleet but the UK general public too from Diesel/Petrol vehicles to EVs. The capacity could potentially power/charge 233,333 EVs annually (based on the average car driving 10,000 miles annually, and the average EV driving 100 miles using 30kWh). On a like for like comparison 233,333 Diesel/Petrol vehicles would produce ~522,666 tonnes of CO2e per year (based on the average UK vehicle emitting 140gm CO2/km. The lifetime CO2e savings are based on the average lifespan of a UK vehicle being 8 years

SC2.2

(SC2.2) Have requests or initiatives by CDP Supply Chain members prompted your organization to take organizational-level emissions reduction initiatives?

No

SC4.1

(SC4.1) Are you providing product level data for your organization's goods or services?

No, I am not providing data

Submit your response

In which language are you submitting your response?
English

Please confirm how your response should be handled by CDP

	I am submitting to	Public or Non-Public Submission	Are you ready to submit the additional Supply Chain questions?
I am submitting my response	Investors Customers	Public	Yes, I will submit the Supply Chain questions now

Please confirm below
I have read and accept the applicable Terms