

BT Group



A better BT for all of us

A trusted leader in digital inclusion and sustainability
2025



(Enclosed content is based on year-ending 31 March 2025 data)

A trusted leader in digital inclusion and sustainability

We are committed to becoming a **trusted leader for digital inclusion and sustainability**, helping us to achieve our ambition: to become the UK's most trusted connector of people, business and society.

This focus is fully integrated into our refreshed Group strategy.

Digital Inclusion

Equipping more people
to safely and confidently
benefit from a rapidly
digitising world...

An inclusive digital world



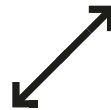
23.3m

people reached with help to improve
digital skills since FY15



260k

the number of small business
owners and their employees
reached through our digital skills
programmes during FY25



18m

homes and businesses
reached with full fibre,
including 4.9m in rural areas



8k

the number of over 65's supported to
build their skills, confidence and ability to
stay safe online

Taking action to address the barriers to digital inclusion

Investing in our networks

Access to strong, secure, ultrafast, full fibre broadband from Openreach is now available to more than **18m UK homes and businesses**, and we aim to reach **25m premises by 2026**.

Our target includes reaching **6.2m** homes and businesses in **hard-to-reach rural communities** and recently we reached over **4.9m in rural areas**.

90%

We've committed to reach 90% of the country with 5G by 2027

We continue to support low-income families and vulnerable groups who face ongoing cost of living challenges.

We're still market leader for low-cost social tariffs – providing over **900,000 customers with affordable fibre broadband and calls**.

Working with charity partner **Home-Start UK**, we support the most socially excluded households through fundraising and donations, which totalled more than **£173,000** in FY25.

Colleagues also donated over **£1.2m** to more than 1,000 charities through payroll giving.

Our **digital skills** program is supporting more people to access the benefits of being online – particularly **vulnerable groups** in society, like children and the **over 65s**.

Support available:

Our **Here for You** website brings together our range of products, services and support for those who need extra help.

Our **Home Essentials** social tariff enables customers on Universal Credit to get discounted broadband.

Our **EE Basics** mirrors the Home Essentials offer for eligible mobile customers.

Openreach's '**Connect the Unconnected**' scheme waives connection fees for vulnerable customers, via their communications provider.

Championing digital inclusion

We've reached **23.3m people** in the UK with help to improve their digital skills since FY15 – from small businesses and jobseekers to children getting their first mobile device.

Children and Families

We're committed to helping to promote safe and responsible tech use among young people and protect them online. We do this in a range of ways including:

- Launching age-appropriate guidance on smartphone use for kids and teens and making it simpler to set parental controls.
- PhoneSmart, our online learning platform, has guidelines for parents on online safety issues like AI and recognising deepfakes.
- We're a founding member of Internet Matters, who provide tailored resources to help children be safe and kind online.
- We also work with schools to help educate children on online safety, delivering training sessions through 'We Are Futures' and the National Schools Partnership.

Older and underserved

Around 4.7m people aged 65+ don't have the basic skills needed to use the internet successfully. In FY24, with partner AbilityNet, we supported over 3,000 older people to develop their digital skills, improve their confidence, and help them stay safe online.

We're now building on that success, by expanding our program and reach to a further 7,000 people – increasing our scope to also include adults with disabilities. In FY25, we've supported over 5,000 learners through one-to-one learning, repeated small group sessions and webinars.

Read more at bt.com/seniorskills

Small and medium-sized business

Our free digital skills programme helps businesses unlock their potential. In FY25, we've reached 260,000 more business owners and employees.

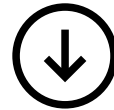
We provided:

- help on everything from digital marketing to sustainability with a UK wide tour, webinar and 'netwalk' events (with Small Business Britain).
- one-to-one mentoring from our experts (with Digital Boost).
- practical tips and advice from successful entrepreneurs through our video series, on things like search engine optimisation, boosting productivity with AI and social media

Sustainable

Working towards
becoming a net zero
and circular business

On our way to net zero by 2041



52%

cut in our operational carbon
emissions since FY17



5,500

electric vehicles in our fleet



30%

cut in scope 3 net emissions since
FY17



97%

recycling, reuse and recovery rate in
the UK and globally

Accelerating progress towards net zero

We're aiming to be **net zero in our operations** by the **end-March 2031** – and for our full value chain by the **end-March 2041**. All our near term and net zero targets have been approved by SBTi¹.

We've published our first Climate Transition Plan, setting out in detail the objectives, strategy and governance needed to help reduce our emissions, manage climate-related risks and support economy-wide transformation to net zero.

We'll achieve our ambitious net zero targets by...

1. Decarbonising our buildings and networks

- Over the last eight years, we've cut our global energy consumption by 20%, achieved mainly through rationalising and upgrading our buildings and networks and reducing our use of electricity and gas.
- We're building more energy-efficient fixed and mobile networks, while switching off our old ones. As well as saving energy, full fibre networks can better absorb the effects of physical climate change risks, like flooding and higher temperatures. That means fewer faults and engineering visits.

2. Transitioning to electric vehicles

- We have over 30,000 vehicles operating across our business. After emissions from consumed electricity, our fleet is our second biggest source of operational emissions
- We have over 5,500 electric vehicles (EVs) in our fleet, representing 18% of our total fleet.
- At the end of 2024 we placed the largest ever UK commercial EV fleet order, of nearly 3,500 new EVs. When they're all delivered, we'll have one of the UK's largest EV fleets.

3. Cutting carbon emissions across our value chain

- We encourage our key suppliers to report to CDP to improve visibility and action on emissions. Suppliers representing more than 65% of our supply chain emissions are reporting to CDP.
- We collaborate with major Openreach partners, via workshops and webinars, to promote carbon reporting and reduction
- We work with the 1.5°C Supply Chain Leaders initiative to drive climate action across global supply chains and support small and medium-sized businesses through the SME Climate Hub.

¹ Approved by the Science Based Targets initiative as in line with 1.5°C climate pathway.

Building towards a circular BT Group

We want to become a circular business by 2030 and build towards a circular tech ecosystem by 2040, while supporting nature and biodiversity

Products & services

- We collected over **3.1m devices** from consumers and businesses through our returns and take back process.
- Through our Consumer and Business trade-in services we collected **140,000 mobile devices**.
- Our **EE repair service** (approved by Apple, Samsung and Google) fixed **57,000 devices** in FY25.
- We've launched the sale of refurbished devices, which have a lower carbon footprint than new, and expanded the use of eSIMs, reducing the need to manufacture physical SIM cards.

Operational waste – our networks and estate

We want to put **zero waste** into landfill by 2030. That means minimising waste whilst increasing what we reuse and recycle.

- Our UK and global recycling, reuse and recovery rate was **97%**.
- We continued recovering old or end-of-life network kit to reuse or recycle. In FY25, we recovered 1,750 tonnes and reused 1,548 items back into our network.
- As more customers switch to full fibre, we're extracting more old copper cable. In FY25 we recycled over 5,600 tonnes of the metal – vital for the green transition – back into the global supply chain.

Biodiversity

- At our sites, we **track environmental risks** including whether there are protected species on site and whether we have detected any invasive species.
- We have a **swift box program** to install swift boxes across our estate to increase the number of nest sites for the birds.
- We are partnered with **The Royal Society of Wildlife Trusts**. We provide financial contributions to the charity and volunteering opportunities for colleagues.
- Openreach continued its **Business Conservation Partnership** with the **RSPB**, to plan and implement nature-positive actions as part of the overall fibre build programme.

Governance

New technology
must earn trust
and transform
life for the better

Our responsible tech principles are...



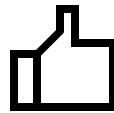
For good

We design and deliver tech to empower people and improve their lives.



Accountable

We are accountable for our actions and take care to avoid, and protect against, tech misuse.



Fair

We work hard to ensure everyone is treated fairly and with respect.



Open

We listen, collaborate, and are transparent about our actions.

Our values: Responsible Tech & Human Rights ¹⁰

We're embedding responsible tech and human rights in our organisation through a focus on agile governance, growth & innovation, and engagement.

Putting our principles into practice when we...

Develop tech

We apply our principles right from the start when we design new tech and we work to systematically build human rights due diligence into product design processes.

Buy tech

We strive to only buy products and services from responsible companies – suppliers are required to meet our standards, and we monitor risks and compliance through assessments and audits.

Use tech

We want to make sure our products and services are used for good, so we focus on protecting privacy and free expression and preventing online harms.

Sell tech

We sell to customers around the world. Through our sales due diligence process, we work to make sure that our customers use our products and services in a way that benefits people and minimises harms.

Responsible tech and human rights governance



[BT Group Human Rights policy](#)



[Being trusted: our code](#)



[BT Group Modern Slavery Statement](#)



**High risk
markets**



**Digital child
rights**



**New products &
innovation**

Harnessing the power of tech to connect for good

Responsible in action – FY25 highlights

Developing tech

- completed a human rights impact assessment of drone technology to help us identify, understand and assess its risks
- developed a playbook for our people to embed responsible tech principles into their designs – to build trust, drive growth and enable responsible innovation

Buying tech

- continued due diligence on our direct Tier 1 manufacturing supply chain. Find out more at [bt.com/modern slavery](https://bt.com/modern-slavery)
- expanded our ‘worker’s voice’ survey to four new supplier factories to better understand the experience of those working in our supply chain, we’ll use the feedback to fix problems and make improvements

Using tech

- developed AI guidance for our people to help them manage AI risks and stay in line with regulation
- refreshed our Consumer Data Principles to make sure we manage consumer data in line with our responsible tech principles
- ran a workshop on content controls to find potential risks and impacts to users, creating guidance for our people to adopt when designing products

Selling tech

- continued sales due diligence in Business, this helps us assess any potential human rights risks through the life of a customer’s contract
- the 2024 Global Child Forum Benchmark Report looked at our policies, approach and commitment to children’s rights. It rated us as a top-performing company in Europe, and in the global telecoms sector

Find more details on our Responsible Business work:

Highlights and Responsible Business approach in the [BT Group Annual Report](#) (pages #28-34)

Disclosure of ESG performance, including SASB, in the [BT Group ESG Addendum](#)

Further information on digital inclusion, sustainability and governance, including a full list of reports and policies, can be found [on our website](#)