Our approach to plastics

Our approach

As our environmental policy states, we aim to reduce the environmental impact of our operations - this includes our use of plastics and what becomes waste. Our aims outlined below supports our environmental policy with a specific focus on plastics.

Plastics are a major environmental problem given the amount of time they take to biodegrade and the negative impact they have on biodiversity on land and at sea. Over 90% of plastics produced are derived from virgin fossil feedstocks—accounting for about 6% of global oil consumption[1] and 3.4% of global greenhouse gas emissions[2], growing to 19% by 2040[3].

As part of our approach, we are aiming to:

- Design all own brand products so that they have 100% plastic-free packaging by end of March 2026, where possible.
- Reduce the overall use of plastics, both single-use plastic products and from packaging used in our value chain.
- Increase our use of post-consumer recycled (PCR) plastic within our own brand products.
- Manage our waste plastic through appropriate waste management processes, whilst educating our colleagues on best practice and reusable alternatives in the workplace.

Guiding Principles

- Plastics use is the responsibility of everyone in our business and supply chain – we all have a part to play and every action, even small changes, can add up to make a big difference.
- If you use single-use plastics in your area of the business or as part of what

[1] World Economic Forum, Ellen MacArthur Foundation, and McKinsey & Company 2016
[2] Plastic leakage and greenhouse gas emissions are increasing - OECD
[3] UNEP, From Pollution to Solution: A global assessment of marine litter and plastic pollution

you supply to BT Group, you should consider ways to eliminate plastic use completely, e.g., through redesign or finding sustainable alternatives.

- For products made of plastic or that use plastic packaging, you should seek to:
    - Source plastic with PCR content.
    - Source plastic that is fully recyclable and compatible with kerbside collections at end of life.
    - Avoid mixed polymers or composite materials as they are difficult to recycle.
    - Avoid bio-plastics, biodegradable and compostable materials due to potential contamination of the plastic recycling stream, lack of national infrastructure for recycling these materials and as it can result in confusion for the consumer on which disposal and recycling option should be taken.
    - If using alternatives to plastic, to make use of sustainable materials from renewable sources that are fully recyclable and compatible with kerbside collections at end of life.
- As a business, BT Group will monitor our usage of plastics and plastics waste and aim to reduce our reliance on this over time, in line with the principles set out above. We'll highlight and encourage:
    - parts of the business where plastic use has been reduced.
    - alternatives solutions that avoid, reduce, reuse, or recycle plastics.

Definitions

- **Plastic:** a material consisting of a polymer as defined in point (5) of Article 3 of Regulation (EC) No 1907/2006 of the European Parliament and of the Council (3), to which additives or other substances may have been added, and which can function as a main structural component of final products, with the exception of natural polymers that have not been chemically modified.
- **Single-use plastics:** Plastic items, including packaging, which are intended to be used only once for a short period of time (i.e., a week) before they are thrown away.
- **Where possible**: plastic product or packaging which can be replaced by a via alternative material unless there is a technical, legal or health and safety issue where plastics are required.