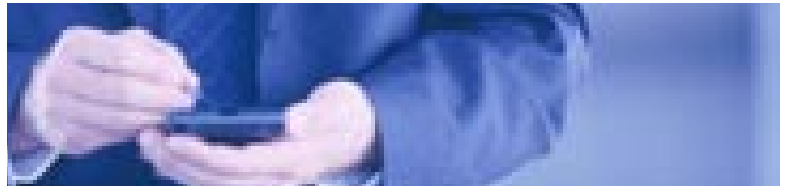**BT** Group

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Social and environmental targets

This is a navigable PDF. Please go to page 2 to view contents. You can click on each section to view specific social or environmental performance targets.

BT Group

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Contents

Click on the sections in the contents below to select the social or environmental performance targets you wish to view.

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Performance against targets

All BT businesses are encouraged to set themselves environmental and social targets and report progress against these targets at regular intervals.

Our 2001 Better World report included 60 targets.

Of these, 31 were completed, 11 remain on target, 3 have been superseded, 12 are in delay, 2 have failed and 1 was abandoned.

We have introduced a number of new targets this year and their progress will be tracked on a quarterly basis.
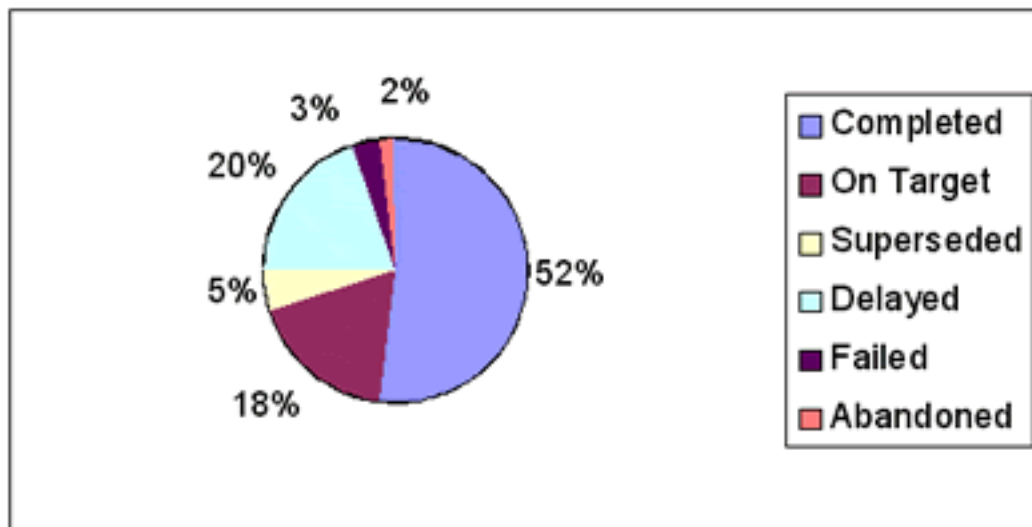
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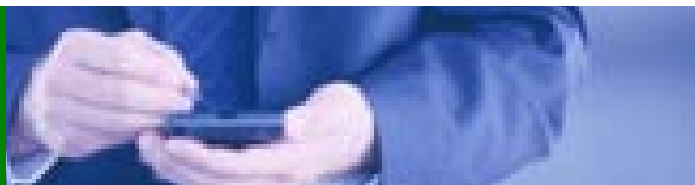
Target status reports

We will be providing interim updates on progress against our targets on a quarterly basis (with the exception of quarter one).

Please note that interim target updates (where indicated) ARE NOT verified by LRQA. LRQA verifies progress against targets on an annual basis only.
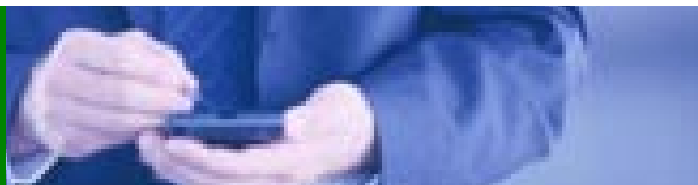
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Business Principles

Target Type:	New
Target Date	By October 2002.
Description	We will produce a roadmap for establishing more international content on the Better World site.

Target Type:	New
Target Date	By October 2002.
Description	We will complete a review of the environmental and social activities in BT Ignite's European operations.

Target Type:	New
Target Date	By December 2002.
Description	The Better world site will be brought into accordance with the 2002 revision of the GRI Guidelines.

Target Type:	New
Target Date	By December 2002.
Description	We will complete an analysis of how broadband technologies contribute to UK national social, environmental and economic priorities.

Target Type:	New
Target Date	By February 2003.
Description	A set of Key Performance Indicators will be in place on the Better World site.

Target Type:	Completed
Target Date	By March 2002.
Description	We will establish a revised accountability process for social responsibility matters between BT Group HQ and the BT lines of business.
Target Status	Completed
End of year status	A new committee – the Corporate Social Responsibility Steering Group – has been introduced that has responsibility for co-ordinating the implementation of all social and environmental programmes across the BT Group. It covers all BT lines of business, including all majority owned subsidiaries, in the UK and internationally.

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Employees

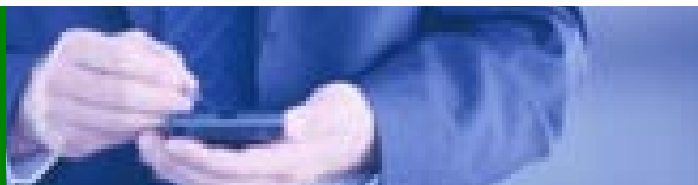| Target Type:	New
Target Date	By March 2003.
Description	5 BT Managers will provide mentoring for Job Centre Plus Managers.

Target Type:	New
Target Date	By March 2003.
Description	We will host a major conference on flexible working.

Target Type:	New
Target Date	By March 2003.
Description	We will review our childcare policies.

Target Type:	New
Target Date	By March 2003.
Description	BT's gender-specific employment policies will be recognised as leading-edge by external benchmarks such as Opportunity Now.

Target Type:	New
Target Date	By March 2003.
Description	BT's race-specific employment policies will be recognised as leading-edge by external benchmarks such as Race for Opportunity.

Target Type:	New
Target Date	By March 2003.
Description	We will establish an employee network for gay, lesbian and bi-sexual employees and sponsor a gay/lesbian/bi-sexual event.

Target Type:	New
Target Date	By March 2003:
Description	We will work with the EU and UK Government to address the shortage of ICT skills, particularly among females.

Target Type:	New
Target Date	By March 2003.
Description	We will increase the number of home workers to 5.5 per cent of the BT plc workforce.

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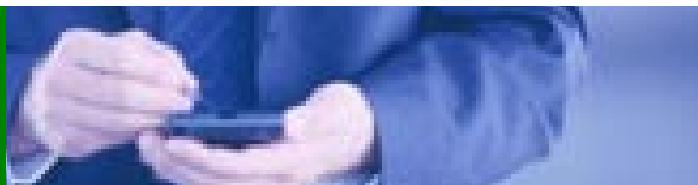
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Employees continued

Target Type:	New
Target Date	By March 2003.
Description	We will maintain the BT plc IiP registration.

Target Type:	Ongoing
Target Date	By March 2002.
Description	We will increase the number of people with disabilities, directly employed by BT, to 2.5 per cent of the workforce.
Target Status	Delayed
End of year status	The disability declaration project will be completed during 2002. The current percentage of disabled employees stands at 2.1 per cent.

Target Type:	Completed
Target Date	By March 2002.
Description	We will provide 100 New Deal employment opportunities within the UK.
Target Status	Completed
End of year status	To date 426 New Deal employment opportunities have been provided.

Target Type:	Completed
Target Date	By March 2002.
Description	We will achieve a People Satisfaction Index score of 67 in our next employee attitude survey.
Target Status	Completed
End of year status	The People Satisfaction Index score for the 2001 CARE survey was 67.

Target Type:	Completed
Target Date	By March 2002.
Description	We will maintain our Investors in People accreditation within the UK.
Target Status	Completed
End of year status	As a result of the demerger of BT Wireless (now mmo2), and the fact that BT Group is not now due for full IiP re-assessment until January 2003, this target has been achieved.

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Health and Safety

Target Type:	Ongoing
Target Date	By March 2005.
Description	We will achieve a 25 per cent reduction in incidences of ill health meriting referral to occupational health which are possibly attributable to work activity within the UK.
Target Status	On Target
End of year status	The baseline data for this target has been agreed and signed off by the individual lines of business. As of the 31st March 2002, our statistics indicate a 34 per cent reduction against baseline.

Target Type:	Ongoing
Target Date	By March 2005.
Description	We will achieve a 25 per cent reduction in the number of incidents resulting in the requirement to send a RIDDOR report to the Enforcing Authorities within the UK.
Target Status	On Target
End of year status	The baseline data for this target has been agreed and signed off by the individual lines of business. As of the 31st March 2002, our statistics indicate a 4.7 per cent reduction against baseline.

Target Type:	Ongoing
Target Date	By March 2005.
Description	We will achieve a 25 per cent reduction in the number of sick absence days lost as a result of accidents at work within the UK.
Target Status	On Target
End of year status	The baseline data for this target has been agreed and signed off by the individual lines of business. As of the 31st March 2002, our statistics indicate a 0 per cent reduction against baseline.

Target Type:	Completed
Target Date	By August 2001.
Description	We will complete an initial fire risk assessment for all our UK buildings.
Target Status	Completed
End of year status	The initial fire risk assessment of the BT estate (8,690 premises) has been completed to the agreed target deadline of 31st August 2001.

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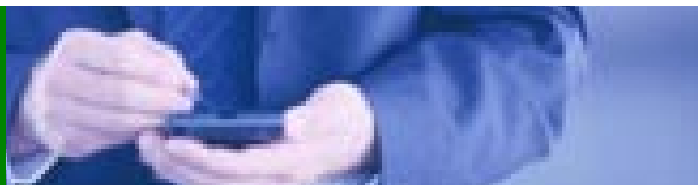
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Health and Safety continued

Target Type:	Failed
Target Date	By March 2002.
Description	We will achieve zero incidences of formal enforcement actions eg improvement notices, prohibition notices or prosecutions within the UK.
Target Status	Failed
End of year status	No prosecutions had been received from 31st March 2001. Unfortunately, we have had one Improvement Notice and two Prohibition Notices during the period 30th September 2001 to 31st December 2001. The Prohibition Notices received immediate attention and have both been discharged. The Improvement Notice also received immediate attention and is awaiting final discharge.

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Community

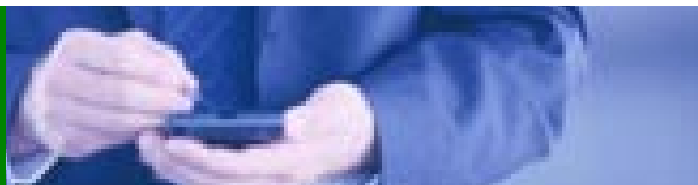|	
Target Type:	New
Target Date	By May 2002.
Description	We will launch our Charity Cause research findings.

Target Type:	New
Target Date	By September 2002.
Description	We will provide a free website offering local charities/community groups opportunities to develop their own web-based information.

Target Type:	New
Target Date	By October 2002.
Description	We will launch the campaign elements of the big charity cause.

Target Type:	New
Target Date	By March 2003.
Description	We will pilot a grassroots initiative associated with the charity campaign.

Target Type:	New
Target Date	By July 2003.
Description	10,000 teachers will have registered with our education website at www.bt.com/education.

Target Type:	Ongoing
Target Date	By July 2003.
Description	The BT Education programme will reach two million children and young people in 9,000 schools.
Target Status	On Target
End of year status	The number of young people reached to date is reached 1.49 million.

continued overleaf…

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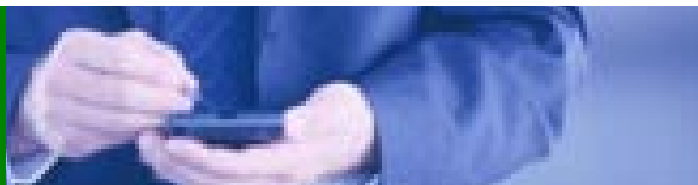## Community continued

Target Type:	Ongoing
Target Date	By December 2002.
Description	We will develop a new employee-volunteering scheme, which will make 10,000 BT and ex-BT people available to volunteer in schools.
Target Status	Delayed
End of year status	By March 2003, the scheme will have been rolled out across the UK, integrating several other BT schemes. BT SchoolFriends and Work Experience have already been integrated, taking the total volunteers to more than 3,500.

Target Type:	Completed
Target Date	By March 2002.
Description	We will identify a major communications issue to champion within the charity sector.
Target Status	Completed
End of year status	The communications issue has been identified as 'giving young people a voice'.

Target Type:	Completed
Target Date	By March 2002.
Description	We will establish an extensive volunteering initiative to support and enhance the BT Education Programme.
Target Status	Completed
End of year status	The programme is fully established and rollout of clubs has begun. 56 Clubs are currently in operation, with over 800 volunteers registered on the site.

Target Type:	New
Target Date	By September 2002.
Description	We will have fully established the community champions element of the Digital Inclusion campaign at a minimum of four pilot sites.

Target Type:	New
Target Date	By March 2003.
Description	We will implement and host a best practice Digital Inclusion website.

Target Type:	New
Target Date	By March 2003.
Description	We will have produced a set of measures in order to identify the success of our Digital Inclusion campaign.

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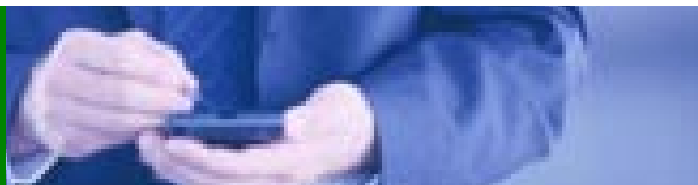## making a difference in society

Community continued

Target Type:	New
Target Date	By December 2002.
Description	We will establish a Digital Inclusion section on the Better World site, covering BT's main activities addressing the Digital Divide.

Target Type:	Completed
Target Date	By March 2002.
Description	We will develop and initiate a campaign addressing digital inclusiveness issues, emphasising the benefits that the communications technology can bring.
Target Status	Completed
End of year status	The research and strategy development has been completed and implementation of pilot schemes is now underway. Four new targets have been introduced for the year 2002-2003 to ensure further development of specific activities devised as part of the strategy development.

Target Type:	Superseded
Target Date	By March 2002.
Description	Building on the Digital Divide Hot Topic report, we will undertake a systematic analysis of BT's activities as they relate to the connectivity, capability and content dimensions of the digital divide.
Target Status	Superseded
End of year status	This activity was subsumed into the Digital Inclusion Campaign and will be an ongoing commitment of the Digital Inclusion Steering Group (one of the key planks of the campaign strategy which has now been devised and implemented – see campaign target) to maintain detailed information on DI activities right across the company. This information will be available on the Better World site as part of our new target to establish a new Digital Inclusion section, covering our main activities addressing the Digital Divide.

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Environment
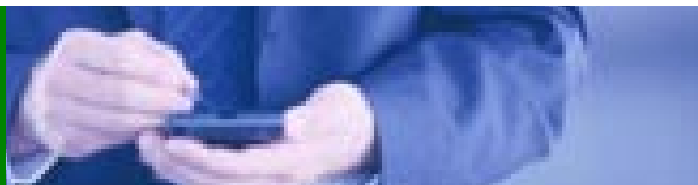### Environmental Risk

Target Type:	New
Target Date	By September 2002.
Description	We will ensure that risk questionnaires, designed to improve awareness of the environmental impact of our facilities, have been completed for all of the BT estate. This follows the roll out of Environmental Risk Questionnaires during the year ending 31/03.

Target Type:	New
Target Date	By March 2003.
Description	We will carry out a comprehensive integrity test on a further 1,800 fuel tanks. This is a continuation of the tank-testing programme, which began in 2000.

Target Type:	New
Target Date	By March 2003.
Description	We will reduce the number of fuel oil bowsers in the BT fleet by 10 per cent.

Target Type:	New
Target Date	By September 2005.
Description	We will eliminate all bowsers, which are used to transport gas oil to remote sites, from the BT fleet.

Target Type:	Ongoing
Target Date	By March 2001.
Description	We will have routinely tested all bulk fuel tanks to the modified MM23 routine.
Target Status	Delayed
End of year status	After a slow start, 64 per cent of MM23 routines have been completed since the programme commenced last September. Over the past few months there has been an acceleration indicating that the programme will be completed before September 2002.

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Environmental Risk continued
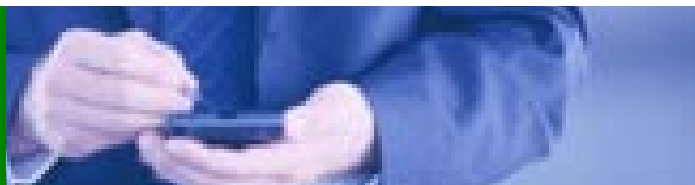
Target Type:	Ongoing
Target Date	By March 2002.
Description	We will reduce our gas oil stocks by 2 million litres and reuse it for heating purposes within the business.
Target Status	Delayed
End of year status	To date, 441,066 litres of fuel have been reused. Of this, 374,006 litres have been reused for heating purposes within the business. A further 67,000 litres have been externally reused in the production of road surface material. With the main emphasis on removal of oil from the tanks so that they can be decommissioned and the fact that very few BT sites are now using oil for heating, internal reuse of the oil has proved to be more difficult than originally anticipated.

Target Type:	Ongoing
Target Date	By March 2002.
Description	We will introduce remote stock monitoring at 10 per cent of oil fire heating sites.
Target Status	Delayed
End of year status	We are currently negotiating a new national oil supply contract to replace the existing contract, which expires in September 2002. The current contractor has informed BT that they will not be tendering for the new contract. Securing a new supply contract is essential and this may be jeopardised by insisting on remote stock monitoring within the tendering process.

Target Type:	Completed
Target Date	By September 2000.
Description	We will agree a strategy, and set a target, to reduce holdings of fuel surplus to the required stand-by capacity.
Target Status	Completed
End of year status	Management System document (ISIS) PWR/ACS/C043 was re-issued 15 October 2001. This now incorporates our strategy for reducing fuel stocks.

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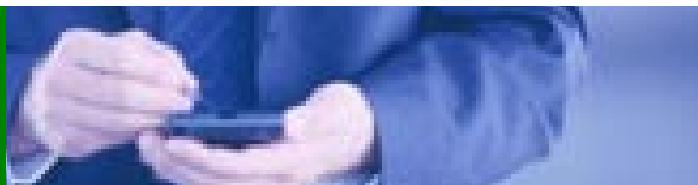
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Environmental Risk continued

Target Type:	Completed
Target Date	By March 2002.
Description	Following the implementation of the comprehensive integrity testing programme last year, a further 1,500 fuel tanks will be subject to the test.
Target Status	Completed
End of year status	During the year April 2001 to March 2002, 1,669 fuel tanks were conclusively tested with 1,243 passing and 320 failing. A further 106 test visits were undertaken with the result unclassified, generally due to site disposals or the absence of any tanks on site.

Target Type:	Completed
Target Date	By March 2002.
Description	We will complete environmental risk surveys for 90 per cent of the BT estate in order to improve awareness of the environmental impact of our facilities.
Target Status	Completed
End of year status	After a very slow start good progress continued for the last 6 months of the year. Monteray completed 92 per cent of site questionnaires. The aim now is to complete the remaining 8 per cent of sites by September 2002 and review the environmental risk assessments on an annual cycle.

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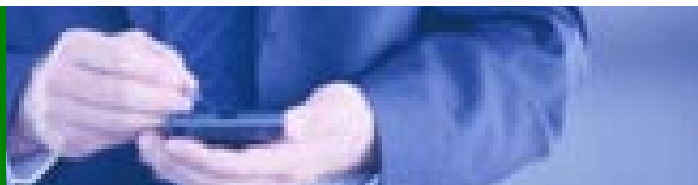### Fuel, energy and water

Target Type:	New
Target Date	By April 2003.
Description	We will reduce metered water used in BT premises by 5 per cent from 2001/2 out-turn.

Target Type:	New
Target Date	By April 2003.
Description	BT will reduce the energy consumption required to run its premises (i.e. all gas, oil and electricity) by 3 per cent from the 2001/02 out-turn. (NB: excludes network electrical consumption)

Target Type:	New
Target Date	By April 2003.
Description	We will implement energy efficiency measures to reduce electrical consumption by 5GWh within the BT Wholesale estate.

Target Type:	Completed
Target Date	By March 2002.
Description	We will purchase 3 per cent of total BT electricity in the UK from renewable/green sources, subject to market availability.
Target Status	Completed
End of year status	We are pleased to announce that we have completed this target. We are now in receipt of green certificates for the supply of 93 GWh of new green energy. This represents an achievement of 4.1 per cent. In addition, this financial year, we have agreed a further supply contract for the purchase of 1.1 TWh of low CO_2 (climate change levy-exempt) energy. These contracts will deliver very significant reductions in our CO_2 emissions – almost 200,000 tonnes.

Target Type:	Completed
Target Date	By March 2002.
Description	We will reduce metered water used in BT premises by 5 per cent from the 2000/2001 out-turn.
Target Status	Completed
End of year status	The water reduction program continues to reduce water use within the BT estate and for the third year we have exceeded the metered water target. This year's reduction was 5.7 per cent.

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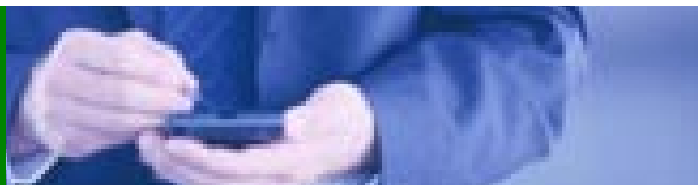
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Fuel, energy and water continued

Target Type:	Completed
Target Date	By March 2002.
Description	We will reduce the energy consumption required to run our premises (all gas, oil and electricity) by 3 per cent from the 2000/2001 out-turn. (NB: this excludes network electricity consumption.)
Target Status	Completed
End of year status	During 2001/2002, we reduced our premises' energy consumption by 5.8 per cent.

Target Type:	Superseded
Target Date	By March 2002.
Description	We will reduce the actual increase in electrical consumption due to network growth by 7 per cent through implementation of energy efficiency measures. (NB: this excludes premises electricity consumption.)
Target Status	Superseded
End of year status	Due to difficulties in identifying additional network loading this year, we have decided to supersede this target with a new quantitative target, which will be based on our individual energy-saving programmes.

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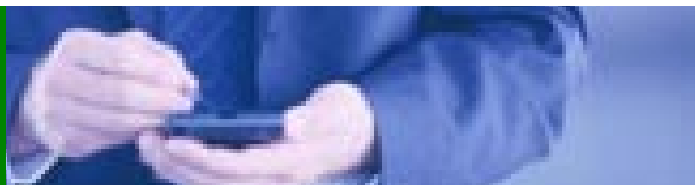## making a difference in society

Waste

Target Type:	New
Target Date	By March 2003.
Description	We will carry out a major clean out of many of our large sites. BT will strive to reduce the amount of waste going to landfill by 5 per cent based on the out-turn figures for 31st March 2002. However, this figure may need to be revised in light of the overriding clean-out programme.

Target Type:	New
Target Date	By March 2003.
Description	BT will increase the amount of items recycled (measured in tonnes) by 10 per cent.

Target Type:	New
Target Date	By March 2003.
Description	We will have drainage plans at all sites.

Target Type:	Ongoing
Target Date	By March 2003.
Description	We will have completed a total phase-out of Halon portable fire extinguishers in advance of anticipated legislation.
Target Status	On Target
End of year status	We are now on the final run for the removal of Halon extinguishers from the BT estate. The last buildings to receive this work are the 750 (approximately) Fire Certificated buildings. Chubb Fire have been asked to achieve completion of the Halon removal by December 2002. The total quantity of Halon that has been physically disposed of is 40,200 kilos. We have processed a further 7,167 kilos but this has not been physically destroyed.

Target Type:	Ongoing
Target Date	By March 2003.
Description	We will have completed a total phase-out of Halon fixed automatic flood systems in advance of current legislation.
Target Status	On Target
End of year status	The business case for the removal and destruction of the Halon flooding systems is currently awaiting sign-off. All locations have been identified, with audit and costing for the work to commence once financial concurrence is received. This work should be completed by December 2002.

continued overleaf…

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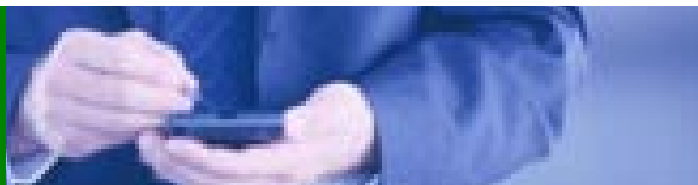## Waste continued

Target Type:	Completed
Target Date	By March 2001.
Description	BT will reduce the amount of waste going to landfill by 5 per cent based on landfill tax paid.
Target Status	Completed
End of year status	In 1999/2000, when this target was set, BT sent 103,853 tonnes of waste to landfill. Our aim was to reduce this to 98,661 tonnes. The out-turn for the year ended March 2002 was 90,900 tonnes, i.e. 12.5 per cent.

Target Type:	Completed
Target Date	By March 2002.
Description	We will increase the recycling of batteries by 10 per cent from the 2000/2001 recycling out-turn (excludes exchange & vehicle batteries).
Target Status	Completed
End of year status	The year-end figure shows an out-turn of 20.3 tonnes from our target base line of 8.1 tonnes, i.e. an increase of 150 per cent. In addition, we are monitoring the results from non-operational sites to evaluate volumes.

Target Type:	Completed
Target Date	By March 2002.
Description	We will increase the recycling of cardboard by 15 per cent from the 2000/2001 recycling out-turn.
Target Status	Completed
End of year status	The year-end figure shows an out-turn of 2,250.3 tonnes from our target base line of 1,050 tonnes, i.e. an increase of 114 per cent. This has been achieved through the positive use of MRF facilities and increased efforts with Monteray.

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Waste continued

Target Type:	Completed
Target Date	By March 2002.
Description	We will review existing contract processes to develop effective systems for the introduction of a fluorescent tube recycling scheme in conjunction with our facilities management contractors. This will include analysis of recycled volumes to establish targets for the following year.
Target Status	Completed
End of year status	In March 2002 BT granted financial authority for Monteray to run a trial at 11 sites spread across the whole of the country. This trial will run for 6 months and the long-term strategy will then be evaluated.

Target Type:	Completed
Target Date Description	By March 2002. We will introduce a scheme to recover, reuse and recycle redundant PC equipment.
Target Status	Completed
End of year status	In 2001/2002 BT recovered 832 tonnes of computing equipment. This process will now continue as business as usual. In the future we will look to refine the process further and include such developments as donations to charities.

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Emissions to Air

Target Type:	New
Target Date	By March 2004.
Description	We will reduce the amount of CFC/HCFC installed, as a percentage of the Operational Networks Estate installed/stock of CFC/HCFC, by 2.8 per cent.

Target Type:	New
Target Date	By March 2004.
Description	We will control the net amount of refrigerant purchased (quantity purchased minus quantity returned for disposal/recycling) by our operational network to no more than 4 per cent of the total refrigerant held.

Target Type:	Ongoing
Target Date	By March 2002.
Description	We will identify the total volume of refrigerant used by our estate cooling plant (excluding network-cooling plant).
Target Status	Ongoing
End of year status	The action plan produced by Monteray has now started. No significant issues have been identified and the project is on course for completion in September 2002.

Target Type:	Ongoing
Target Date	By March 2002.
Description	All refrigeration work in BTUK will be undertaken by REFCOM or equivalent accredited engineers, whether direct labour or contractors.
Target Status	Ongoing
End of year status	Unfortunately, two of our maintenance teams failed their HVCA REFCOM audit due to a log book discrepancy. HVCA will be re-auditing them shortly. Completion is now expected by the end of June 2002.

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Emissions to Air continued

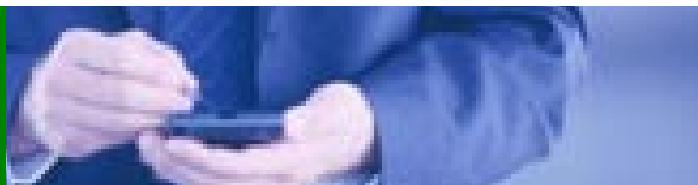|	
Target Type:	Completed
Target Date	By March 2002.
Description	We will reduce the net amount of refrigerant purchased (quantity purchased minus quantity returned for disposal/recycling) by our operational network to no more than 4 per cent of the total refrigerant held.
Target Status	Completed
End of year status	The net percentage of refrigerant purchased (minus recycled) compared to the installed total is currently 3.5 per cent for Networks. This is within the target.

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Procurement

Target Type:	New
Target Date	By March 2003.
Description	We will issue a revised implementation process (GS13) following a comprehensive review of our environmental objectives and procedures for incorporating environmental considerations into our procurement activities.

Target Type:	New
Target Date	By March 2003.
Description	We will implement an electronic system that enables environmental data concerning our suppliers to be held on a central database.

Target Type:	Superseded
Target Date	By March 2002.
Description	We will develop an electronic version of GS13 with an associated database.
End of year status	Due to the comprehensive review of the GS13 process that is currently underway, this target has now been replaced by two new targets.

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Product Stewardship

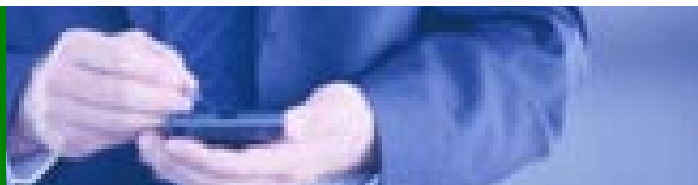| Target Type:	New
Target Date	By March 2003.
Description	We will assess the options for investing in wind power and photo voltaic cell technology for operating BT's network and/or particular sites.

Target Type:	New
Target Date	By March 2003.
Description	We will undertake a study to compare the environmental impacts and benefits of flywheel energy storage systems with that currently used to provide back-up power systems for BT network communication equipment.

Target Type:	New
Target Date	By March 2003.
Description	We will identify the environmental and financial burdens arising from the eco-assessment of 10 consumable products and an action plan to reduce the usage of these products.

Target Type:	Ongoing
Target Date	By September 2003.
Description	We will initiate an awareness programme to inform the key players in all BT businesses of the impacts arising from the impending European Union (EU) directive on Electrical and Electronic Equipment (EEE).
Target Status	On Target
End of year status	The directive is in delay as the EU is still reviewing it. In the interim, an introduction to the directive has been included in the Product Stewardship CBT (computer-based training) package. Representatives from BT attended a workshop at DG Enterprise in February 2002 at the request of ICER (Industry Council for Electronic Equipment Recycling). This was to enable DG Enterprise to produce a report on the clarification of the EEE directive and its associated impacts, as seen by NGOs (Non-Government Organisations).

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Product Stewardship continued

Target Type:	Ongoing
Target Date	By March 2002.
Description	All the 'relevant' people in BT will have received training in the principles of Product Stewardship.
Target Status	Delayed
End of year status	Since the roll out of the Product Stewardship computer-based training package (CBT) to the various lines of business (LOB), 722 individuals have completed the training. From an original list of intended participants numbering 896, 162 individuals have completed the CBT. Take-up is being monitored and a number of supplementary initiatives are underway to encourage participation.

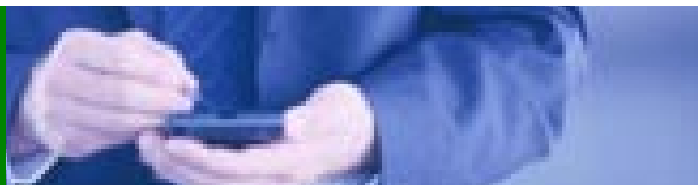|	
Target Type:	Ongoing
Target Date	By March 2002.
Description	We will demonstrate both the environmental and financial benefits that follow from the completion of 25 eco-design assessments on products provided by BT's leading suppliers.
Target Status	Delayed
End of year status	The output from the eco-design assessments will be one or more recommendations for design changes. These will attract costs, both positive and negative. A process has been developed to determine the whole-life impact of the design change recommendations. The environmental and financial cost-benefit element of the reports will be finalised once all of the product information has been forthcoming.

Target Type:	Ongoing
Target Date	By March 2002.
Description	We will assist suppliers to complete 25 eco-design assessments on the equipment that they are providing to BT.
Target Status	Delayed
End of year status	From the 25 products identified for assessment, 22 have been evaluated using the various elements of the eco-design process. A further 3 are presently being assessed. The report phase of the project is underway and efforts to secure product information and performance statistics are continuing.

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Product Stewardship continued

Target Type:	Completed
Target Date	By March 1998.
Description	We will conduct a scoping exercise to see where PVC is used within the company and assess the environmental concerns about its use.
Target Status	Completed
End of year status	The assessment is now complete and the final report is presently being drafted. Completion of the report is dependent on two main factors, end-of-year input from the PVC recycling contractor, and the PVC Industry Voluntary Commitment document, currently being updated and assessed following the publication of the EU Green Paper and ahead of proposed European strategy. This is due for completion May 2002.

Target Type:	Completed
Target Date	By March 2001.
Description	We will identify all the hazardous materials in products that, as a result of the WEEE directive, could be recovered from households in the UK.
Target Status	Completed
End of year status	Based on information provided directly from companies supplying BT since the early 1990s, we have compiled a spreadsheet containing data on over 80 per cent of products. This represents data from 19 of the 27 suppliers originally contacted, and covers 350 products. The remaining companies supply only a small percentage of the product portfolio. Information prior to 1990 has also been collated based on research undertaken by our Product Stewardship team. A formal report will be published shortly, with the key findings and recommendations for phasing out the hazardous materials identified.

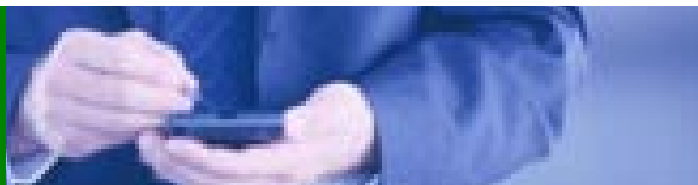|	
Target Type:	Completed
Target Date	By May 2001.
Description	We will develop a tool to prioritise future product stewardship involvement with new products.
Target Status	Completed
End of year status	A new methodology has been developed that prioritises new products on the basis of an evaluation of the key factors in the launch process. Factors include technological risk and business impacts and drivers. This methodology is now available.

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Local Impacts

Target Type:	Ongoing
Target Date	By March 2002.
Description	We will participate in planning workshops with each of the National Parks planning authorities to develop a better understanding of communal targets and objectives and to help reduce our error rates.
Target Status	Delayed
End of year status	Initial workshops have been held with Peaks, Yorks Moors and Dales NPA planners. Planning is underway for a workshop with SW Parks Authorities. No further workshops are expected before April 2002 as CNP planners have been busy with Green Paper consultations.

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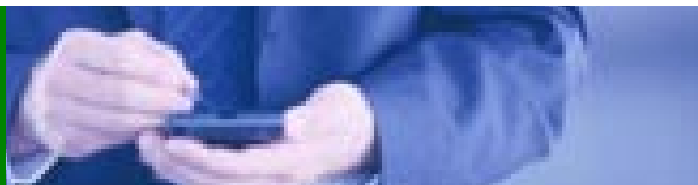## making a difference in society

Benefits

Target Type:	Ongoing
Target Date	By March 2004.
Description	We will sponsor, on an annual basis, the UK GLOBE new sustainable development biodiversity protocol by which schools measure local biodiversity indicators and post them on their internet database.
Target Status	On Target
End of year status	Globe UK site has been updated, including BT's sponsorship of Biodiversity section. Linkages and PR ongoing.

Target Type:	Completed
Target Date	By December 2000.
Description	We will introduce Duplex printing, summarised itemisation and choice of detail onto telephone bills, reducing the amount of paper required for billing operations by 155.6 million sheets a year.
Target Status	Completed
End of year status	The latest forecast figures show sheets saved as 110m p.a. We are looking to reduce this further still by looking at things like the amount of 'white space' used.

Target Type:	Completed
Target Date	By March 2002.
Description	We will reduce the amount of paper-based media supporting the operation and maintenance of BT switch equipment, by replacing it with information on a joint BT/supplier extranet.
Target Status	Completed
End of year status	O&M documentation is now held on the BT Intranet and both Marconi and Ericsson no longer provide any paper. Feedback from Operations confirms that the paper O&Ms have been disposed of via the blue recycling bins.

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Benefits continued

Target Type:	Completed
Target Date	By March 2002.
Description	We will complete an impact study to quantify the environmental and social impacts on BT and BT people of our flexi-working programmes.
Target Status	Completed
End of year status	A survey of all 5,200 employees registered to workabout took place during March. Due to the extremely high response rate (36 per cent) it has not been possible to undertake a complete analysis. The first section of the report, concentrating on social/ quality of life issues, has been published. The final report analysing transport impacts etc will be available at the end of Quarter 2. Future activities will be part of the EU-funded SUSTEL project.

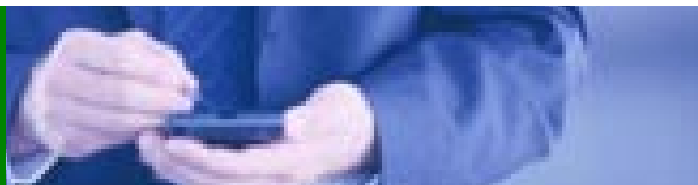|	
Target Type:	Completed
Target Date	By March 2002.
Description	We will quantify the mileage and environmental damage BT saves through the use of phoneconferencing.
Target Status	Completed
End of year status	The report was launched in August 2001 by David Sales. Highlights of ongoing PR activities such as Green Government include: 350 million kilometres of travel were saved by BT people who used phone conferencing last year. That's an average of 2,112 kilometres saved per 'replacement' conference call. CO_2 emissions were reduced by 54 thousand tonnes in 2001, more than12 million litres of car fuel, costing an estimated £9.7m, were saved in 2001 and there was a net benefit to society of around £3.5 million/year from reduced impacts associated with travel, such as. accidents and ill health.

Target Type:	Completed
Target Date	By March 2002.
Description	We will increase the number of phoneconference calls by ten per cent from the 2000/2001 out-turn.
Target Status	Completed
End of year status	This year saw a 34 per cent increase in the number of phoneconference calls (due in part too severe travel difficulties throughout the winter). N.B. These results now exclude BTWireless. The demerger has led to a 5 per cent reduction in out-turn.

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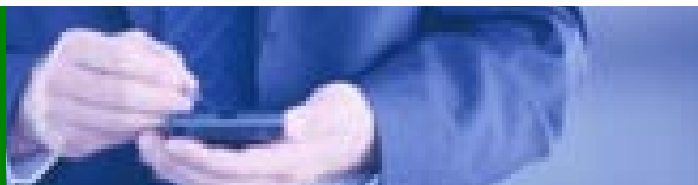
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Benefits continued

Target Type:	Abandoned
Target Date	By March 2002.
Description	We will complete an impact study, to quantify the environmental and social impacts on BT and BT people of our e-business programmes.
Target Status	Abandoned
End of year status	Due to the BT Group re-organisation it has not been possible co-opt people from within the individual lines of business to move this project forward. However, work in this area is being undertaken by BT, as a member of GeSI (Global e-sustainability Initiative). We have chosen to abandon this target to avoid duplication of effort.

Target Type:	Failed
Target Date	By March 2002.
Description	We will increase the number of data conference calls within the business by ten per cent from the 2000/2001 out-turn.
Target Status	Failed
End of year status	The average number of monthly data conferences increased by three per cent However, the March 2002 figure was on target.

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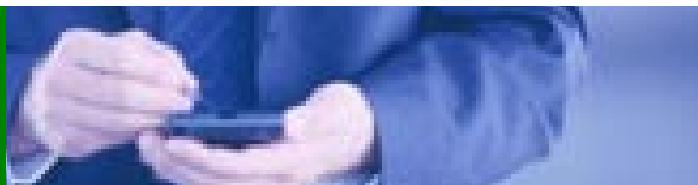## Suppliers

Target Type:	New
Target Date	By March 2003.
Description	We will have continued our programme of holding Sourcing with Human Dignity supplier forums with key network and IT suppliers.

Target Type:	Ongoing
Target Date	By Dec 2001.
Description	We will launch phase two of the Supplier Diversity Programme, aimed at involving businesses owned by people with disabilities in BT's procurement activities.
Target Status	Delayed
End of year status	Phase two of the programme has been remodelled in order to be inclusive of all minority-owned businesses, not only disabled business owners. The emphasis will still be on disability, but further research in this area has warranted a different approach to that of phase 1 (race) in order to better engage disabled business owners. As a result the launch has been delayed until Dec 2002.

Target Type:	Ongoing
Target Date	By March 2003.
Description	We will report on the total number of suppliers and contractors that have contractually agreed to work towards the Sourcing with Human Dignity standard.
Target Status	On Target
End of year status	On target to be achieved.

Target Type:	Ongoing
Target Date	By March 2003.
Description	We will report on the number, nature and country of identified shortfalls of the Sourcing with Human Dignity standard.
Target Status	On Target
End of year status	On target to be achieved.

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Suppliers continued

Target Type:	Ongoing
Target Date	By December 2003.
Description	We will expand the Supplier Diversity Programme to include 25 businesses owned by people with disabilities and 15 businesses owned by women.
Target Status	On Target
End of year status	Despite the delay to the launch of phase two of the Supplier Diversity Programme, we still expect to meet the target date set for end of 2003.

Target Type:	Completed
Target Date	By March 2002.
Description	We will hold at least two Sourcing with Human Dignity supplier forums with our key network and IT suppliers.
Target Status	Completed
End of year status	Three Sourcing with Human Dignity supplier forums were held with our key network and IT suppliers between March 2001 and March 2002.

Target Type:	Completed
Target Date	By March 2002.
Description	We will report on the number and proportion of key suppliers that have signed an agreement to work towards Sourcing with Human Dignity.
Target Status	Completed
End of year status	11 key suppliers (58 per cent of the suppliers targeted) have signed an agreement to work towards Sourcing with Human Dignity. BT aims to incorporate a Sourcing with Human Dignity contract clause into the future contracts of those suppliers who have not signed this agreement.