

Data and targets

BT Social and
Environmental report



Data and targets

In this section you will find:

- BT's 11 non-financial key performance indicators (KPIs) for a quick overview of our social and environmental performance
- Our social and environmental performance data
- Our social and environmental performance targets, including our progress against the targets set in previous financial years.

Key performance indicators

We have selected 11 non-financial key performance indicators (KPIs) to provide a quick overview of BT's social and environmental performance.

The KPIs have been used to establish a set of strategic social and environmental targets to drive performance improvement across the business.

You can view our performance data and targets summary for all our KPIs here, with further information and commentary below.

All other performance figures are available in the social and environmental data section of this document.

Key performance indicator selection

The primary reference point in the identification of KPIs was BT's Statement of Business Practice. This sets out our business principles together with the specific aspirations and commitments that apply in our stakeholder relationships.

From here specific indicators were selected following consultation with investors, customers and employees, together with outside experts such as the BT Leadership Panel.

The final set of KPIs includes at least one indicator for each of our four important stakeholder groups (customers, employees, community and suppliers) and reflects key issues of social concern (integrity, digital inclusion and environment).

Summary

This performance relates to the 2004 financial year, compared with 2003:

- Customer dissatisfaction down 22%
- Broadband now available to more than 85% of all UK homes and businesses, up from 67%
- People Satisfaction Index increased from 67% to 71%
- Increase in the percentage of ethnic minority employees from 8.6% to 8.9% and disabled employees from 2.0% to 2.1%, though the percentage of women declined from 23.6% to 22.7%
- Global Warming CO₂ emissions now 42% lower than 1996
- Waste to landfill down 10,201 tonnes to 79,677 tonnes, and percentage of total waste recycled up from 24% to 26%
- Health & Safety significant incident rate down from 113 to 87 per 10,000 full-time employees
- Percentage of suppliers stating they have a good working relationship with BT is 94%
- Ethical trading risk assessment questionnaires completed by 242 suppliers and 13 on-site assessments undertaken
- Awareness of our Statement of Business Practice in the UK up 1% to 84%
- Direct community investment of £5.6 million plus £12.4 million in further funding and support in kind.

Below is a summary of our performance in the KPIs during the 2004 financial year. More detailed information can be found by following the links to the relevant sections.

Customers

Reducing customer dissatisfaction by 25% a year over the 3 years to the 2005 financial year is a key target in our drive to deliver the highest levels of customer satisfaction. Across the whole group in the 2004 financial year, we achieved a 22% reduction in customer dissatisfaction, with the principal lines of business all reducing customer dissatisfaction levels during the year. This follows a 37% reduction in the 2003 financial year.

BT is determined to spread the benefits of broadband as widely as possible. At present the ADSL 'footprint' covers more than 85% of all UK homes and businesses. We have set out a roadmap that will see broad-band available to exchanges serving over 99% of UK homes and businesses by summer 2005.

Employees

People continue to feel committed and satisfied with working for BT.

The People Satisfaction Index (measuring the overall satisfaction of people with their working life in BT) has increased from 67% to 71%, exceeding our target of 69%.

During the 2005 financial year, we will be introducing a new Employee Engagement Index, reflecting our commitment to keep people engaged with their colleagues, work and customers. There will be a strong link between this, the BT strategy and our values.

We are aiming to increase the percentage of women employees to 25% and disabled employees to 2.5%, while not falling below 8% ethnic minority employees.

The past year has shown a small increase in the percentage of ethnic minority employees in BT (8.9% from 8.6%) and also disabled employees (2.1% from 2.0%). However, while 32.8% of all new recruits were women, the representation of women in BT as a whole has fallen from 23.6% to 22.7%. This suggests that retention rather than recruitment is the barrier to progress.

Providing a safe place to work and promoting a healthy lifestyle are critical to our employee relationships and we are seeing some excellent progress in these areas. Our significant incident rate (the reported number of injuries, diseases and dangerous occurrences) was down from 113 to 87 per 10,000 full time employees in the UK this year.

On the back of this success, we have now doubled our target, which is to achieve a 50% reduction in incidents by 2005 from 2001 levels.

Suppliers

It is vitally important that our suppliers provide working conditions consistent with international guidelines such as the UN's Universal Declaration of Human Rights.

We continued to roll out our ethical trading programme to those places where we believe the risk of falling short of our Sourcing with Human Dignity standard is at its highest.

Ethical trading risk assessment questionnaires have been completed by 242 suppliers, 13 on-site assessments have been undertaken and improvement plans are in place where required. We are continuing to focus our action on high and medium risk areas.

In April 2004, we conducted a confidential on-line survey with suppliers to learn their attitudes

and opinions of BT. A total of 213 suppliers responded, with 94% stating that they had a good working relationship with BT. We will undertake this survey every year and we intend to create a supplier relationship index that averages responses from a range of questions.

Community

We have made the commitment to provide a minimum of 1% of our UK pre-tax profits to activities in support of society, either through direct funding or through support in kind. This year we provided £5.6 million to activities in direct support of society, plus £12.4 million in further funding and support in kind.

Environment

Telecommunications is seen as an environmentally friendly technology. But the sheer scale and reach of our business create a sizeable environmental footprint. For example, BT is one of the largest consumers of industrial and commercial electricity in the UK.

BT's global warming CO₂ emissions are now 42% less than the level they were at in 1996. This compares favourably with the UK Government's own target for CO₂ reduction of 20% below 1990 levels by 2010.

We are expecting the roll out of broadband to increase our electricity use – though investment in energy efficiency enabled us to reduce overall consumption by 1.5% during the 2004 financial year. We have set a target to cap our 2010 CO₂ emissions at 25% below those of 1996.

Also important is the disposal of our waste. This year we have increased the percentage of the total waste we recycle from 24% to 26% and reduced our waste going to landfill from 89,878 to 79,677 tonnes.

Integrity

In today's world, integrity and fulfilling our promises are increasingly critical. Our Statement of Business Practice, The Way We Work, is a key document, setting out the principles that apply to BT people all over the world.

In 2003, awareness of these principles in the UK increased 1% to 84%, but fell short of our target of 86%.

Our intention is now to develop an index-based measure to provide information on our performance across a range of corporate governance issues.



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Non Financial Key Performance Indicators

Category	Indicator	2004	2003	2002	Target 2005
Customers	Customer Dissatisfaction – a measure of the overall success of BT's relationship with its customers	22% reduction	37% reduction	Not Available	Reduce customer dissatisfaction by 25% a year over the 3 years to the 2005 financial year
Employees	People Satisfaction Index – a measure of the overall success of BT's relationship with employees	71%	67%	67%	* See note below
	Diversity – a measure of the diversity of the BT workforce	22.7% Women (21% of senior) 8.9% Ethnic Minority (7.6% of senior) 2.1% Disabled	23.8% Women (20% of senior) 8.2% Ethnic Minority (7% of senior) 2.0% Disabled	23.9% Women 7.7% Ethnic Minority 2.0% Disabled	25% Women > 8% Ethnic Minority 2.5% Disabled
	Significant Incident Rate – a measure of BT's success in health and safety	87 per 10,000 full time employees (UK only)	113 per 10,000 full time employees (UK only)	126 per 10,000 full time employees (UK only)	50% reduction in incidents from 2001 by March 2005 (74)
Suppliers	Supplier Relationships – a measure of the overall success of BT's relationship with suppliers	94%	Not Available	Not Available	Identify areas for improvement
	Ethical Trading – a measure of the application of BT's supply chain human rights standard	242 risk assessment questionnaires completed	31 risk assessment questionnaires completed	Not Available	Evidence of action in high/ medium risk areas
Community	Community contribution – a measure of investment in society	£18m in funding and support in kind	£26.1m in funding and support in kind	£26.0m in funding and support in kind	Maintain minimum of 1% pre-tax profit
Environment	Global Warming CO₂ emissions – a measure of BT's climate change impact	42% below 1996 level 0.93 million tonnes 50 tonnes per £1m	40% below 1996 level 0.96 million tonnes 51 tonnes per £1m	36% below 1996 level 1.03 million tonnes 56 tonnes per £1m	Cap 2010 CO ₂ emissions at 25% below 1996 levels
	Waste to landfill and recycling – a measure of BT's resource use impacts	79,677 tonnes to landfill (74%) 27,626 tonnes recycled (26%)	89,878 tonnes to landfill (76%) 27,809 tonnes recycled (24%)	90,900 tonnes to landfill (79%) 24,099 tonnes recycled (21%)	We will increase the amount of items recycled by 5% (recorded in tonnes)
Digital Inclusion	UK Addressable Broadband Market – a measure of the geographical reach of broadband	More than 85% UK households	67% UK households	Not Available	Broadband available to exchanges serving over 99% of UK homes and businesses by summer 2005
Integrity	Awareness of BT Statement of Business Practice – a measure of our success in promoting integrity	84% (UK only)	83% (UK only)	76% (UK only)	Introduce new integrity index

*A new "Employee Engagement Index" is being introduced. Results and a new target will be available during the 2005 financial year.



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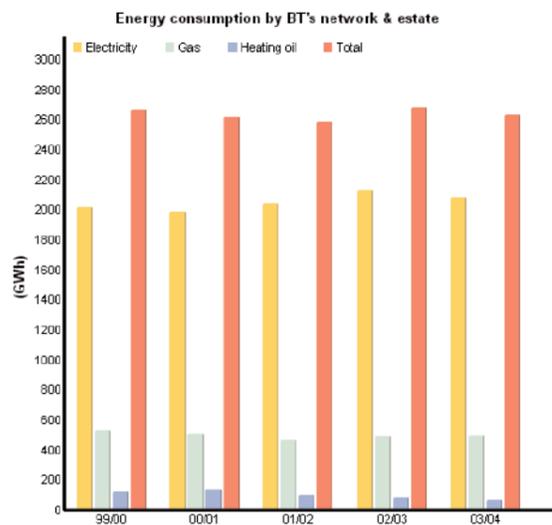


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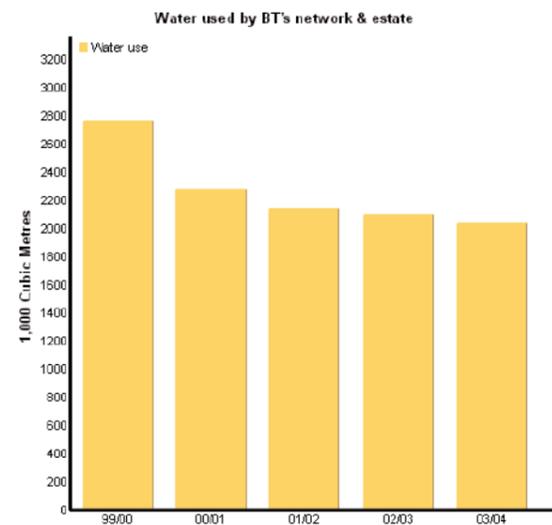
Social and environmental data

This sub-section only contains trended and analysed data. Other one-off quantified data is included and explained within the various sections of our report.

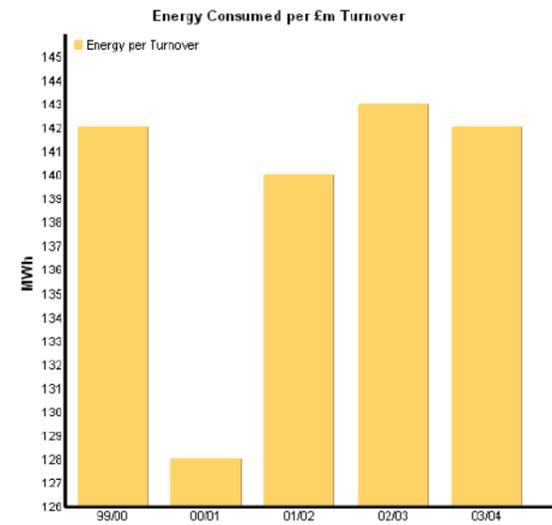
Fuel, energy and water



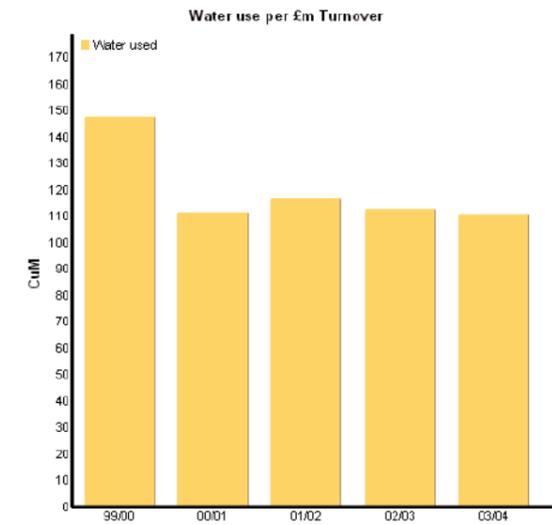
Excludes ET Global Services outside the UK. Source: Invoices (not weather corrected). Figures include BT plc, BT Northern Ireland & Manx Telecom



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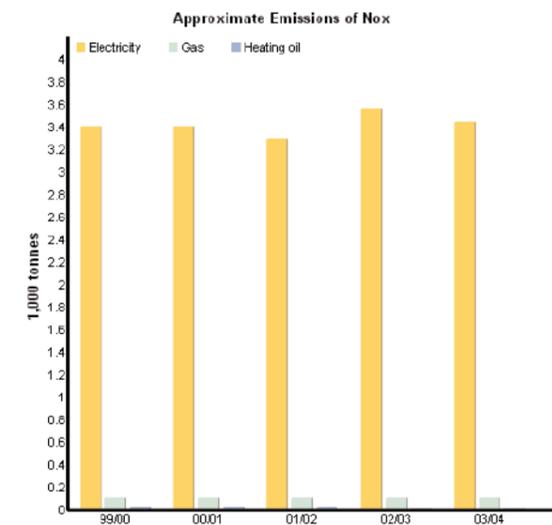


Excludes ET Global Services outside the UK. Source: Annual Report & Accounts, Energy Database

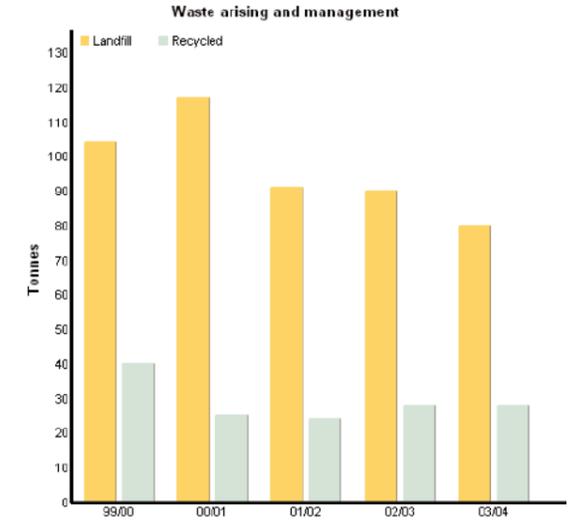


Excludes ET Global Services outside the UK. Source: Annual Report & Accounts, Energy Database

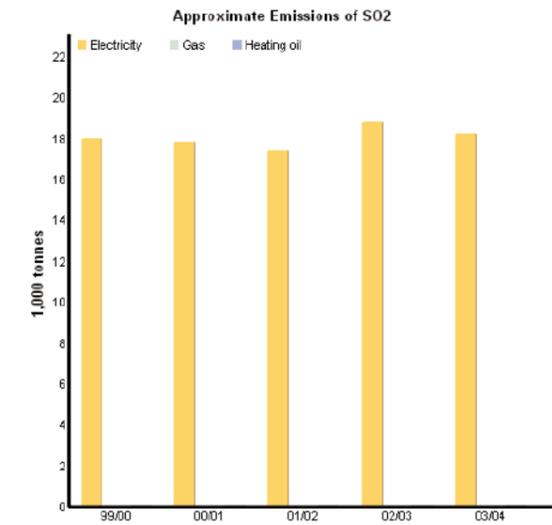
Waste



Excludes ET Global Services outside the UK. Source: Emissions derived using Government conversion factors. Figures include BT plc, BT Northern Ireland & Manx Telecom



Excludes ET Global Services outside the UK. Source: Contractors



Excludes ET Global Services outside the UK. Source: Emissions derived using Government conversion factors. Figures include BT plc, BT Northern Ireland & Manx Telecom



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Waste Type (tonnes)	Year 2000	Year 2001	Year 2002	Year 2003	Year 2004
Metals					
Steel	11,692	2,570	514	1,014	715
Copper	3,771	660	77	116	64
Aluminium	775	132	52	72	133
Gold	0.50	0.40	0.01	0.01	0.02
Silver	4.00	0.30	0.04	0.03	0.02
Platinum	0.10	0.00	0.00	0.00	0.00
Palladium	0.20	0.02	0.00	0.00	0.00
Iron	1213	853.3	1410.7		
Total	16,243	3,362	1,856	2,056	2,323
Cable					
Subsea cable	812	Nil	Nil	Nil	0
Switchboard cable	656	931	817	685	559
Mixed cable	1,291	1,227	1,284	965	577
Aerial Self Supporting cable	938	932	744	874	806
Polythene covered cable	438	800	663	790	765
Lead covered cable	673	471	697	235	259
Optical fibre cable	1,108	1,198	1,204	746	474
Blown fibre cable	203	395	346	138	204
Total	6,119	5,954	5,756	4,434	3,645
Telephone exchange equipment					
Miscellaneous equipment	1,264	935	1,007	823	537
General iron & steel	1,513	1,293	1,004	1,202	912
Payphone equipment	886	136	172	223	38
Telephones	674	580	516	431	464
PCB/PCN Capacitors	112	1.5	0.1	0.0	0.0
Total	4,449	2,945	2,700	2,679	1,952
Office & Packaging waste					
Office Paper	2,635	2,116	1,818	6264.2	1379.0
Cardboard	1,277	1,050	2,286	1366.1	6288.2
Plastics	37	30.5	Nil	14.3	33.9
Toner Cartridge	25	39	43	50.0	15.5
Silica desiccant	13	34	8.4	10.0	5.2
Aluminium cans		2.2	1.6	2.0	13.9
Plastic cups		12.2	11.39	12.0	15.2
Total	3,987	3,284	4,104	7,719	7,751



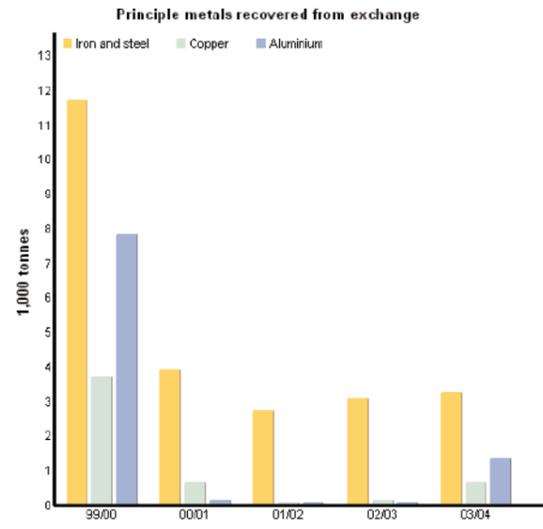
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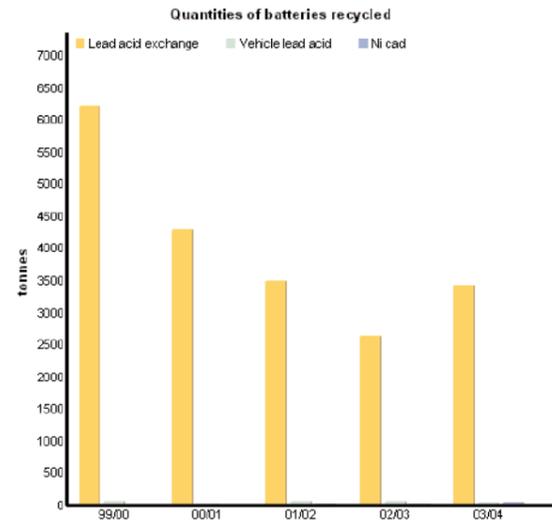
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Waste Type (tonnes)	Year 2000	Year 2001	Year 2002	Year 2003	Year 2004
Batteries					
Ni-cad rechargeable batteries	6	8	20	16	34
Exchanged lead acid batteries	6,203	4,281	3,483	2,632	3,408
Vehicle Lead Acid Batteries	50	26	47	61	35
Total	6,259	4,315	3,550	2,708	3,477
Transport related waste					
Lubricating oil	270	209	202	246	241
Oil filters	38	52	28	90	71
Antifreeze/water mixture	10	8	6	21	8
Brake fluid	3	2	1	1	1
Mixed fuel	26	18	15	3	2
Oil contaminated waste	12	7	8	12	12
Paint solvent/thinners	0.5	0.5	0.02	0.23	0.68
Tyres	437	545	496	404	485
Total	797	842	755	777	822
Other					
Misc Electrical Equipment				823	1,441
Telephone directories	615	442	616	359	268
Telegraph Poles	1,173	3,852	3,926	6,551	5,103
Computing Equipment	180	104	832	443	755
Clothing	4	2	3	3	2
Catering Oil				80	44
Other (eg wood, glass, etc)					25
Catering Equipment					19
Total	1,972	4,400	5,377	7,436	7,658
Total waste recycled	23,582	21,739	24,099	27,809	27,626
General Waste	103,853	117,196	90,900	89,878	79,677
Total weight for all categories	127,435	142,297	114,999	117,688	107,303
waste recycled (as % of total waste)	29%	18%	21%	24%	26%
£s					
Total income	£9.6 million	£4.0 million	£4.2 million	£4.26 million	£3.9 million
Total expenditure	£7.0 million	£7.0 million	£8.1 million	£8.29 million	£9.9 million
Landfill tax savings	£0.4 million	£0.28 million	£0.3 million	£0.36 million	£0.38 million
Total savings/costs	£3.0 million	- £2.7 million	- £3.6 million	- £3.7 million	- £5.6 million

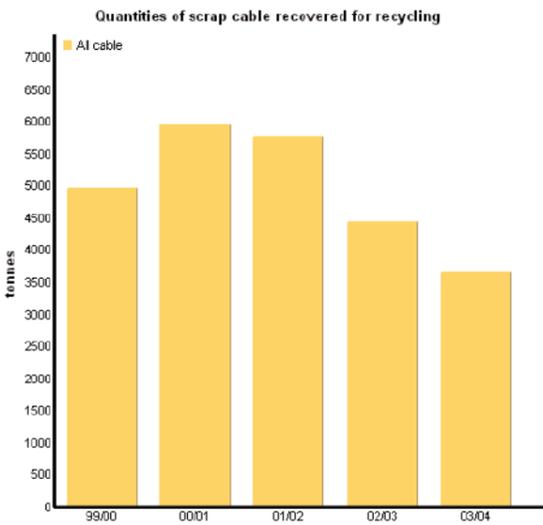
Waste continued



0.02 tonnes of Gold, 0.02 tonnes of Silver were also recovered during 03/04. Excludes BT Global S. Source: Contractors

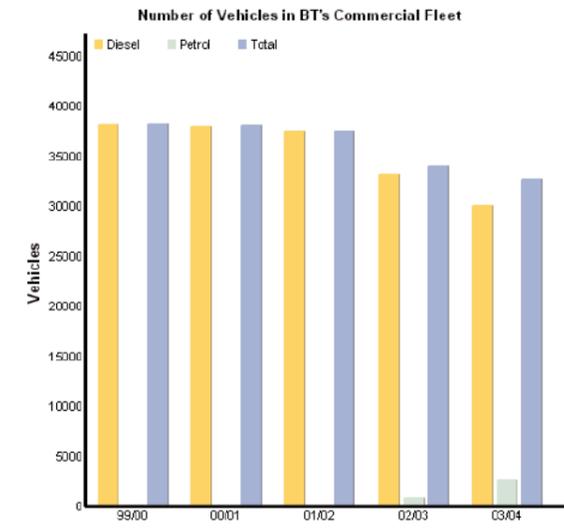


Excludes ET Global Services outside the UK. Source: Contractors

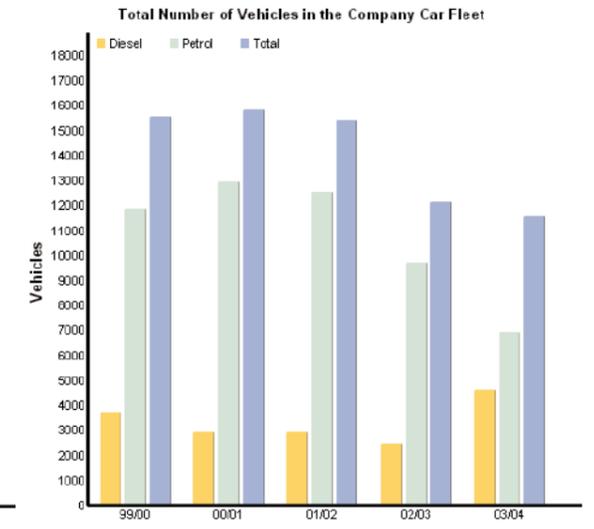


Excludes ET Global Services outside the UK. Source: Contractors

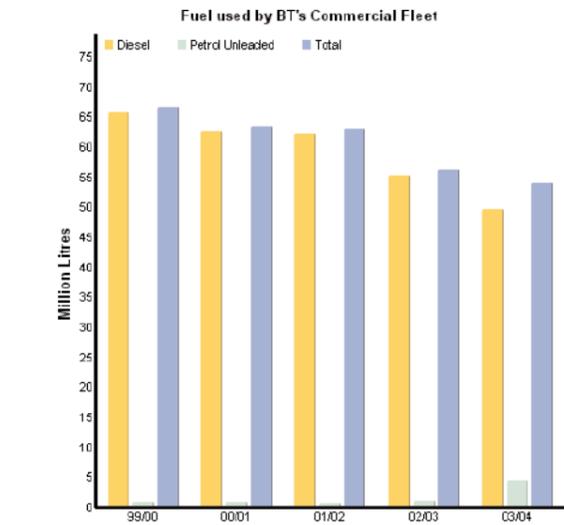
Transport



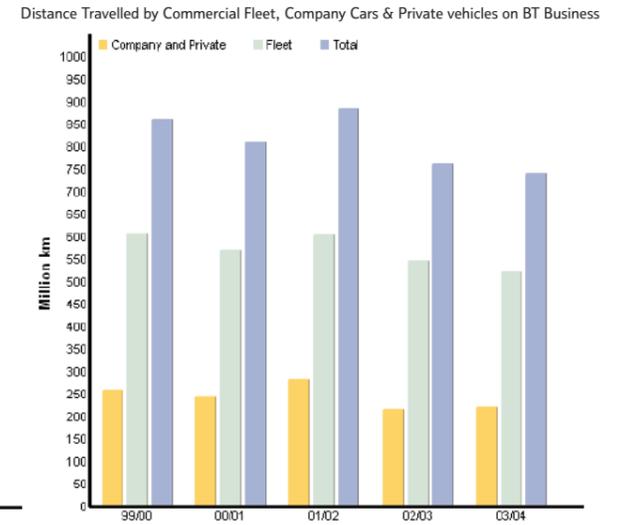
Excludes ET Global Services outside the UK. Source: BT's Vehicle Database



Excludes ET Global Services outside the UK. Source: BT's Vehicle Database



Excludes ET Global Services outside the UK. Source: BT's Vehicle Database



Excludes ET Global Services outside the UK. Source: BT's Vehicle Database & Business Expense Claims



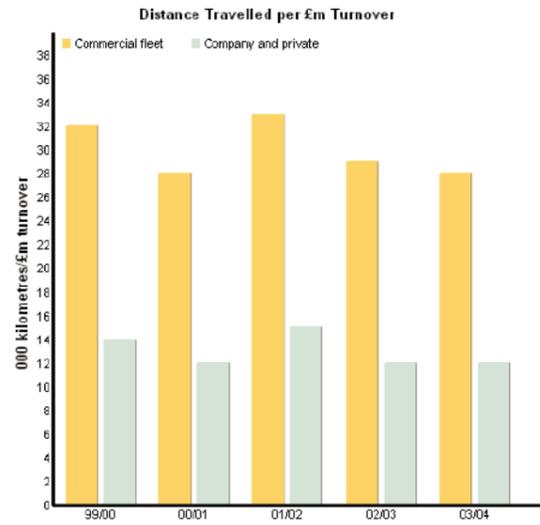
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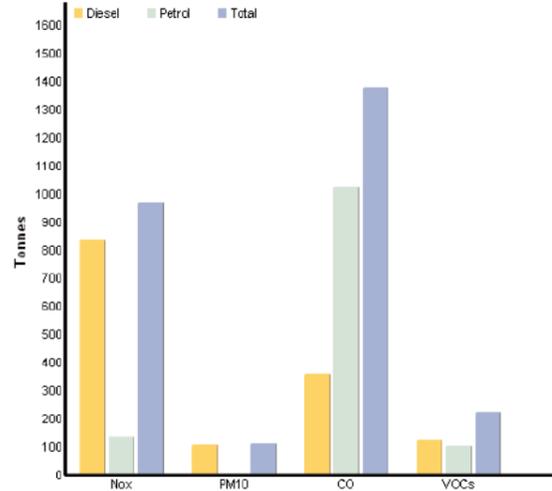
Data and targets continued

Transport continued



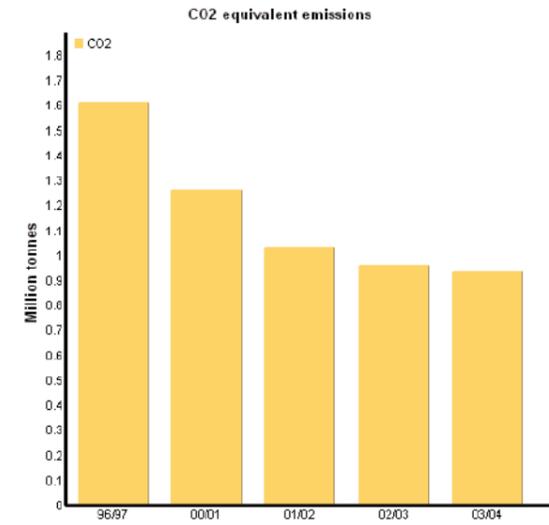
Excludes ET Global Services outside the UK.
Source: Annual Report & Accounts, Transport Database

Transport emissions by Commercial Fleet, Company Cars & Private vehicles on BT Business

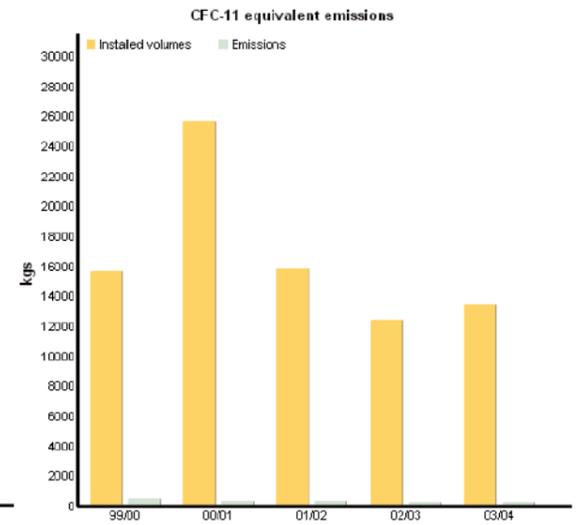


Excludes ET Global Services outside the UK.
Source: NETCEN (AEA Technology)

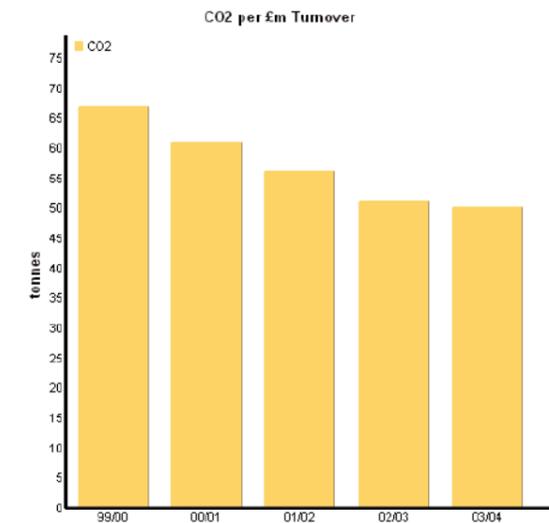
Emmissions to air



Excludes ET Global Services outside the UK (96/97 is the CO2 target base year)
Source: Invoices, BT vehicle database, BT refrigerants database, BT expenses unit, BT travel mana



Excludes ET Global Services outside the UK.
Source: Refrigerant database



Excludes ET Global Services outside the UK.
Source: Annual Report & Accounts, CO2 Model

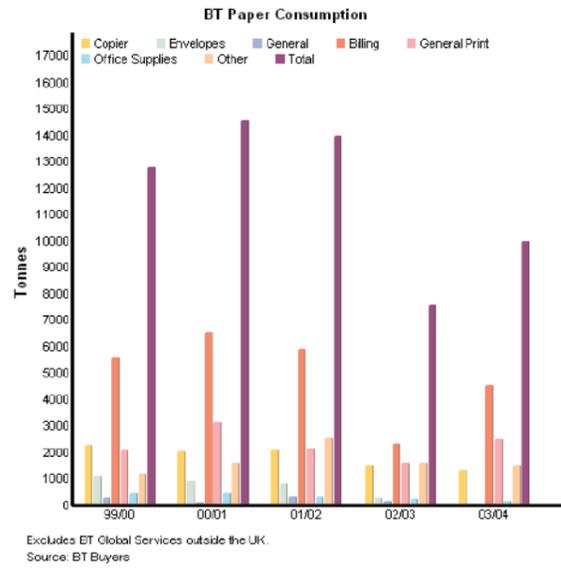


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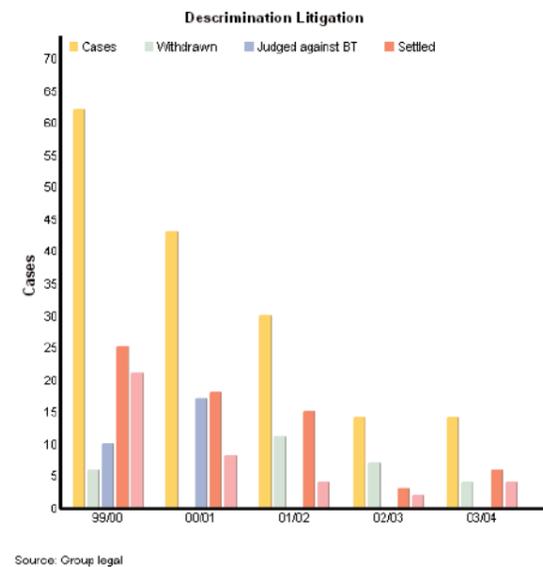
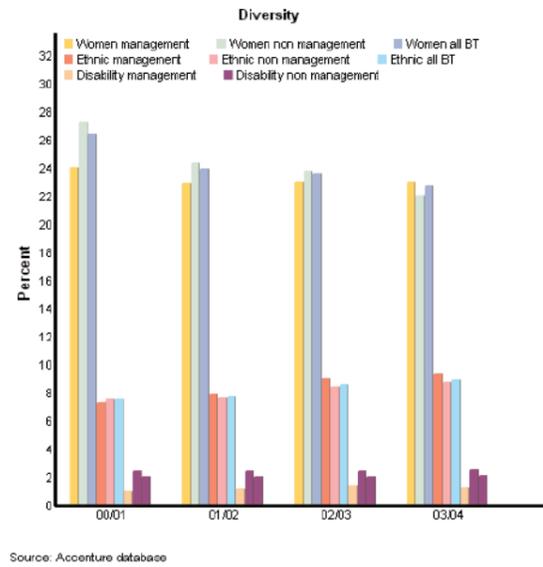
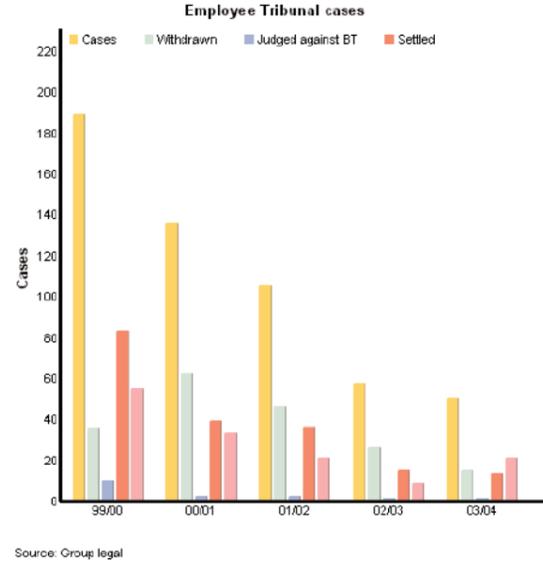
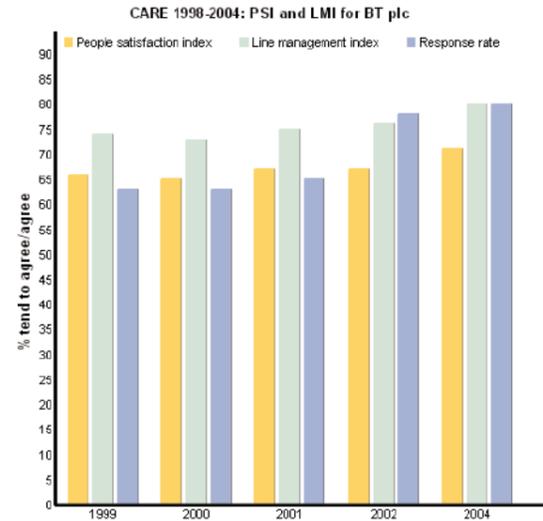


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Benefits



Employment



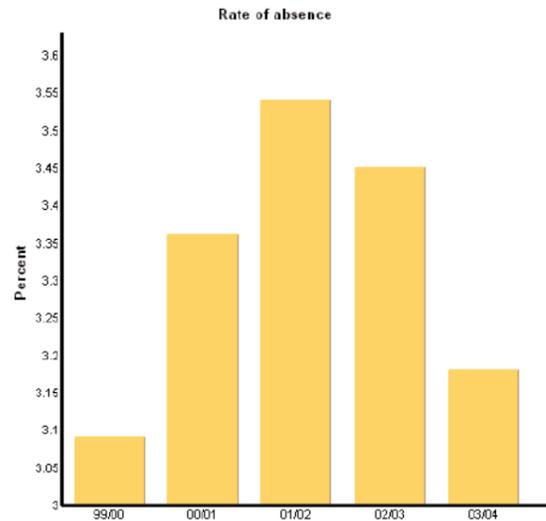
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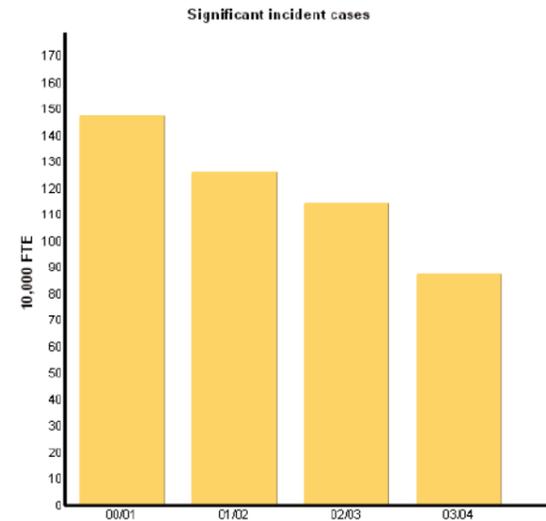
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Data and targets continued

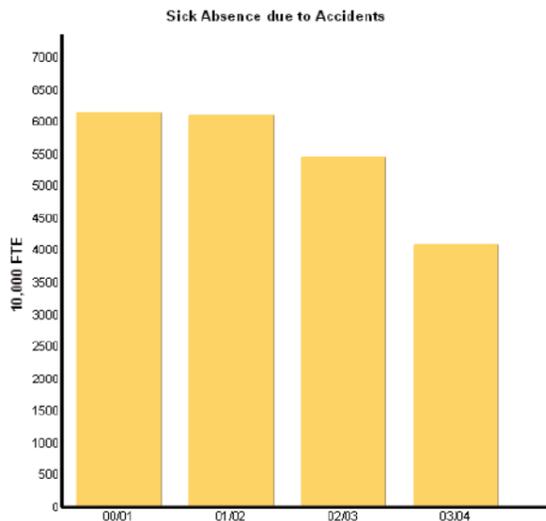
Health and safety



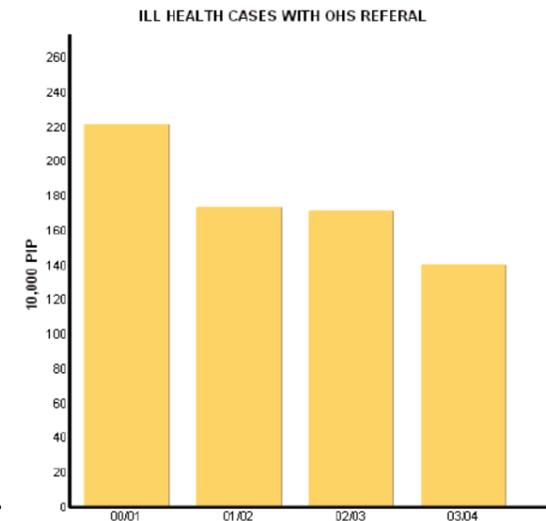
Source: Accenture database



Source: Accenture database



Source: Accenture database



Source: Accenture database

Targets

We have established a set of targets to improve our social and environmental performance.

Details of all our targets are given below. We also provide interim updates on progress against our targets on a quarterly basis (with the exception of quarter one) on the Better World website.

Those social and environmental targets which have been identified as particularly important feature in key performance indicators.

NB: interim target updates (where indicated) ARE NOT verified by LRQA. LRQA verifies progress against targets on an annual basis only.

Performance against targets

Our 2003 Social and Environmental report included 47 targets. Of these, 33 were completed, 4 remain on target, 1 is delayed, 8 have failed and 1 has been abandoned.

We have introduced 40 new targets this year and progress on these, as well as our 5 ongoing targets, will be tracked on a quarterly basis.

Business Principles

Target start date	end date	Description	Update	Target status
April 2004	March 2005	We will develop a new, index-based indicator to measure our effectiveness at implementing BT's Statement of Business Practice (The Way We Work).	The first progress update for this target will be available on the site in November 2004.	New
April 2003	March 2004	We will publish an independently written Hot Topic on internet issues associated with matters that many people consider to be morally outrageous.	An independent report on 'Mis-use of the Internet' was written by James Wilsdon and Paul Miller of Demos. Completed in June 2003, the report examined BT's approach to internet activities of concern such as hacking, copyright infringement and spam.	Completed



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Business Principles continued

Target start date	end date	Description	Update	Target status
April 2003	March 2005	Indicators on the awareness of BT's Statement of Business Practice will be extended to incorporate BT's wholly owned international activities.	Actions taken include: identified a lead manager; identified all wholly-owned activities; plans agreed to communicate and build awareness.	On target
April 2003	March 2004	We will bring the Better World site into line with the Global Reporting Initiative Guidelines Telecommunications sector supplement.	The site index was upgraded in line with the new telecom supplement, as part of our 2004 annual review.	Completed

Community

Target start date	end date	Description	Update	Target status
April 2004	March 2005	We will provide a minimum of 1% of our 2003 financial year UK pre-tax profits to activities in support of society, either through direct funding or through support in kind.	The first progress update for this target will be available on the site in November 2004.	New
April 2003	March 2004	BT will donate one per cent of BTGroup pre-tax profits, made up of one half per cent direct funding in line with its Per Cent club commitment and one half per cent contribution in kind as measured by the London Benchmarking Group model.	Total contribution was 1.6% of turnover.	Completed
April 2003	March 2004	25% of BT people will be involved in BT's community programmes.	We failed to meet the target because of the number of BT employees who were volunteers or give-as-you earn left BT with O2, Xansa and Yell.	Failed



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Community continued

Target start date	end date	Description	Update	Target status
April 2003	March 2004	554,000 direct engagements with the UK community will have been made by BT's UK based community programmes.	776,523 engagements achieved.	Completed
April 2003	March 2004	The BT Education Programme will visit 325 schools and engage a minimum of 30,000 young people.	37,000 young people engaged and 332 schools visited.	Completed
April 2001	July 2003	The BT Education programme will reach two million children and young people in 9,000 schools.	The final figures at 31/07/2003 were 9,213 school visits and 2.3m young people involved in the programme.	Completed

Customers

Target start date	end date	Description	Update	Target status
April 2004	Sept 2005	We will make Broadband available to exchanges serving over 99% of UK homes and businesses.	The first progress update for this target will be available on the site in November 2004.	New
April 2004	March 2005	We will reduce the number of dissatisfied customers by 25% over 3 years (2002-2005) according to a revenue-weighted calculation.	The first progress update for this target will be available on the site in November 2004.	New
April 2003	March 2004	We will reduce the number of dissatisfied customers by 25% according to a revenue-weighted calculation.	Achieved a 22% reduction. Since the 2002 financial year, we have reduced customer dissatisfaction at the rate of 29% a year. Our principal lines of business all reduced customer dissatisfaction levels during the year.	Failed



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Customers continued

Target		Description	Update	Target status
start date	end date			
April 2003	June 2003	We will make broadband available to 80% of UK Homes.	Available to over 85% of UK Homes and businesses.	Completed

Employees

Target		Description	Update	Target status
start date	end date			
April 2004	March 2005	We will introduce new country-specific diversity training in BT's non-UK operations where culturally and legally possible.	The first progress update for this target will be available on the site in November 2004.	New
April 2004	March 2005	Within the UK, we will achieve a 50 per cent reduction in incidences of ill health meriting referral to occupational health which are possibly attributable to work activity.	The first progress update for this target will be available on the site in November 2004.	New
April 2004	March 2005	Within the UK, we will achieve a 50 per cent reduction in the number of Significant Incidents resulting in the requirement to send a report to the Enforcing Authorities.	The first progress update for this target will be available on the site in November 2004.	New
April 2004	March 2005	We will increase the percentage of BT people that are women to 25%.	The first progress update for this target will be available on the site in November 2004.	New
April 2004	March 2005	We will hold the percentage of BT people that are from ethnic minorities to at least 8%.	The first progress update for this target will be available on the site in November 2004.	New



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Employees continued

Target		Description	Update	Target status
start date	end date			
April 2004	March 2005	We will understand and address the barriers to greater ethnic minority representation amongst BT's senior management.	The first progress update for this target will be available on the site in November 2004.	New
April 2004	March 2005	Within the UK, we will achieve a 70 per cent reduction in the number of sick absence days lost as a result of accidents at work.	The first progress update for this target will be available on the site in November 2004.	New
April 2004	March 2005	We will undertake health checks on the equality and diversity practices of BT outside the UK	The first progress update for this target will be available on the site in November 2004.	New
April 2004	March 2005	We will understand and address the barriers to greater female representation amongst BT's senior management.	The first progress update for this target will be available on the site in November 2004.	New
April 2003	March 2004	We will achieve a People Satisfaction Index of 69%.	Achieved 71%.	Completed
April 2003	March 2004	We will hold the percentage of BT people that are from ethnic minorities to at least 8%.	8.9% of BT people are from ethnic minorities.	Completed
April 2003	March 2004	We will increase the percentage of BT people that are women to 25%.	23% of BT people are women. We failed to meet the target because of people taking voluntary redundancy.	Failed
April 2001	March 2002	We will increase the number of people with a disability, directly employed by BT, to 2.5 per cent of the workforce.	2.1% of people directly employed by BT have a disability. We failed to meet the target because of the impact of people taking voluntary redundancy.	Failed



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Employees continued

Target start date	end date	Description	Update	Target status
April 2001	March 2005	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.	As we achieved this target two years ahead of schedule (36.7% reduction achieved at December 2003), we have set a new target of 50% reduction from the baseline year 2000/1, by the end of 2004/5.	Completed
April 2001	March 2005	We will achieve a 25 per cent reduction in the number of Significant Incidents resulting in the requirement to send a report to the Enforcing Authorities within the UK.	As we achieved this target two years ahead of schedule (40.4% reduction achieved at December 2003), we have set a new target of 50% reduction from the baseline year 2000/1, by the end of 2004/5.	Completed
April 2001	March 2005	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.	As we achieved this target two years ahead of schedule (33.4% reduction achieved at December 2003), we have set a new target of 70% reduction from the baseline year 2000/1, by the end of 2004/5.	Completed

Environment – Fuel, energy and water

Target start date	end date	Description	Update	Target status
April 2004	March 2005	We will investigate the suitability for embedded wind generation across the BT operational estate (6000 Sites). The top 4 suitable sites (as identified by the joint audit process with the Carbon Trust) will be developed to full business case with appropriate technology identified.	The first progress update for this target will be available on the site in November 2004.	New
April 2004	March 2005	To have fully investigated and trial where practicable the uses of biodiesel in standby generation equipment at major sites where combustion exceeds 20MW.	The first progress update for this target will be available on the site in November 2004.	New



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Environment – Fuel, energy and water continued

Target start date	end date	Description	Update	Target status
April 2004	March 2005	We will reduce metered Water used BT in Premises by 2% from 2003/4 out-turn.	The first progress update for this target will be available on the site in November 2004.	New
April 2004	March 2005	We will reduce the energy consumption required to in wet heated building by i.e. gas and oil by 3% weather corrected from the 2003/04 outturn. (N.B. excludes network electrical consumption)	The first progress update for this target will be available on the site in November 2004.	New
April 2004	March 2005	Through implementation of energy efficiency measures, we will reduce our electrical consumption by 10GWh within the BT Wholesale estate.	The first progress update for this target will be available on the site in November 2004.	New
April 2004	March 2005	We will reduce the energy consumption required to run its Premises i.e. all gas, oil and electricity, by 3% from the 2003/04 outturn. (N.B. excludes network electrical consumption)	The first progress update for this target will be available on the site in November 2004.	New
April 2004	March 2005	One hundred locations where the operational underground storage facilities have been identified by the 'Environ' action plan as presenting the highest environmental risk will be decommissioned and the facilities upgraded.	The first progress update for this target will be available on the site in November 2004.	New
April 2004	March 2005	We will Integrity Test fuel tanks at 611 BT sites. The main focus will be on buried fuel tanks that were first tested in 1999.	The first progress update for this target will be available on the site in November 2004.	New



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Environment – Fuel, energy and water continued

Target				
start date	end date	Description	Update	Target status
April 2003	March 2004	We will complete risk assessments on all buried fuel tanks.	Achieved.	Completed
April 2003	March 2004	BT will Reduce metered Water used BT in Premises by 3% from 2002/3 out-turn.	Achieved 3.15%.	Completed
April 2003	March 2004	We will visit another 1224 BT sites and will carry out a comprehensive integrity test on the fuel tanks at these sites. This will complete the tank-testing programme, which began in 2000.	Specialist tank testers visited 1,391 sites.	Completed
April 2003	Sept 2003	We will assess our above ground fuel tanks. Any not complying with the oil storage regulations, at significant risk locations, will be upgraded to meet the new guidelines.	All 84 Network Sites with above ground fuel tanks were visited. 39 fuel tanks passed and 45 failed. Action has ensured all tanks meet the new guidelines.	Completed
April 2003	June 2003	BT will reduce the energy consumption of wet heated buildings (i.e. gas and oil) by 3%, weather corrected from the 2002/03 outturn. (N.B. excludes electrical consumption)	Achieved 1.33%. Efficiency initiatives did not deliver the expected savings. New targets have been set.	Failed
April 2003	March 2004	BT will reduce the energy consumption required to run its Premises i.e. all gas, oil and electricity, by 3% from the 2002/03 outturn. (N.B. excludes network electrical consumption)	Achieved 3.5% reduction.	Completed
April 2002	Sept 2005	We will eliminate all bowzers from the BT fleet, which are used to transport gas oil to remote sites	Confident that target will be met. All fuel tank Inspections formerly done by our facilities contractor Monteray will be done by BT, potentially saving £600k.	On Target



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Environment – Waste

Target				
start date	end date	Description	Update	Target status
April 2004	March 2005	We will review the drainage infrastructure of polestacks to determine the preferred cost effective drainage solution to ensure environmental compliance and arrange a trial to prove the effectiveness of the recommended solution.	The first progress update for this target will be available on the site in November 2004.	New
April 2004	March 2005	We will increase the amount of items recycled by 5% (recorded in tonnes) and measured against the March 2004 outturn figure.	The first progress update for this target will be available on the site in November 2004.	New
April 2003	March 2004	We will review all communication channels for information to BT people on waste management and recycling including introduction of new computer based training courses, improvement to existing training delivery and communications to enhance environmental awareness.	Achieved through a number of awareness initiatives.	Completed
April 2003	March 2004	We will increase the amount of items recycled (recorded in tonnes) by 10%, measured against the March 2003 outturn figure.	We only managed a 2.12% reduction. This was because of our success in reducing the overall amount of waste by over 10,000 tonnes. This meant that we recycled less.	Failed
April 2003	March 2004	We will introduce improved disposal routes and processes for spoil/rubble from BT Field Operations using BT Telephone Engineering Centre sites.	Dedicated open-top skips will be provided at relevant sites for the disposal of spoil/rubble generated by BT during the installation/replacement of telegraph poles.	Completed



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Environment – Waste continued

Target		Description	Update	Target status
start date	end date			
April 2003	March 2004	We will develop new disposal and recycling routes and processes at site level for fluorescent tubes in line with current regulations.	Our facilities manager, Monterey, will dispose of tubes in line with the new landfill regulations and recycling requirements that take effect in late 2004. A disposal facility, provided and managed by Monterey, will be available at 56 major sites across the UK.	Completed

Environment – Transport

Target		Description	Update	Target status
start date	end date			
April 2004	March 2005	We will develop a pilot to assess the fuel economy from enabling the Speed Limiter function (limiting maximum speed to 70mph) on a sample of medium size commercial vehicles.	The first progress update for this target will be available on the site in November 2004.	New
April 2004	March 2005	We will reduce our commercial fleet by 2000 vehicles.	The first progress update for this target will be available on the site in November 2004.	New
April 2003	March 2004	We will assess BT's Transport Strategy (Networkbuild & Customer Service) in order to estimate the influence it will have on the fuel consumption of the commercial vehicle fleet, recommend improvements if necessary and target fuel reductions, as appropriate.	The strategic review led to a decision to remove 832 vehicles from the commercial fleet and to downsizing the rest to smaller more fuel-efficient vehicles. This, and other measures, has led to a 4% reduction in fuel consumption, compared with the previous year. Fuel economy initiatives continue.	Completed



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Environment – Transport continued

Target		Description	Update	Target status
start date	end date			
April 2003	March 2004	We will consider and recommend, if appropriate, dual fuel (LPG) vehicle types for BT's business need Company Car Fleet and alternative fuelled fleet vehicles for operating in cities in order to reduce vehicle emissions and gain exemptions from congestion charges.	We will consider LPG dual fuel cars for business drivers once our vehicle reallocation exercise is complete. For the commercial fleet, we have reported on alternative fuelled vehicles for London and the projected fuel savings for a LPG dual fuel vans in the London charging zone. We await news on Government tax incentives and do not intend to alter our fuel policy for either car or commercial fleets at this time.	Completed

Environment – Emissions to Air

Target		Description	Update	Target status
start date	end date			
April 2004	March 2005	We will control the amount of net refrigerant (quantity purchased minus quantity returned for disposal/recycling) purchased by our operational network to no more than four per cent of the total refrigerant held.	The first progress update for this target will be available on the site in November 2004.	New
April 2003	March 2010	We will reduce our carbon dioxide emissions (measured in tonnes CO2 equivalent) to 25% below 1996 levels.	Reduced CO2 emissions by 42%, compared with 1996.	On target
April 2003	March 2005	We will reduce the amount of CFC/HCFC installed, as a percentage of the Operational Networks Estate installed/stock of CFC/HCFC, by 3.5 per cent.	On schedule to achieve target.	On target



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Environment – Emissions to Air continued

Target		Description	Update	Target status
start date	end date			
April 2003	March 2004	We will control the amount of net refrigerant (quantity purchased minus quantity returned for disposal/ recycling) purchased by our operational network to no more than four per cent of the total refrigerant held.	The total was 2.9%. This, for the first time, includes refrigerants lost by our facilities contractor (see Environment section).	Completed

Environment – Procurement

Target		Description	Update	Target status
start date	end date			
April 2004	March 2005	There will be evidence that continuous environmental improvement is being driven within 3 months with any supplier identified as requiring this, following their 'environmental risk assessment'.	The first progress update for this target will be available on the site in November 2004.	New
April 2003	March 2004	All BT buying units inside and outside of the UK will have received trained on how to use the GS13 Environmental Impact Risk Assessment Process.	All buyers from BT Global Services (the only buyers not previously trained) have now been trained in the use of GS13 (the environmental procurement standard).	Completed
April 2003	March 2004	There will be evidence that continuous environmental improvement is being driven with all suppliers identified as requiring improvements as a result of the GS13 Risk Assessment Process.	Of the 61 suppliers identified as high or medium risk after submitting their GS18 questionnaire, 11 have yet to take part in a conference call to assess the risks. Unit and buyer representatives have been asked to arrange a suitable date to discuss the risks.	Completed



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Environment – Product Stewardship

Target		Description	Update	Target status
start date	end date			
April 2004	March 2005	we will publish its roadmap of compliance to the RoHS Directive.	The first progress update for this target will be available on the site in November 2004.	New
April 2004	March 2005	We will assess lead free and potentially RoHS compliant products ahead of the 2006 deadline set in the Directive.	The first progress update for this target will be available on the site in November 2004.	New
April 2003	March 2004	BT will have monitored the application within the company of GS19, the Product Stewardship Generic Standard designed to reduce BT's environmental liability and will have produced proposals to improve its effectiveness.	The GS19 process was evaluated and we have implemented a number of changes which will increase data capture and application by both buyers and suppliers.	Completed
April 2003	June 2003	BT will have evaluated alternative pole materials to ensure compliance to Marketing & Use Directive 76/769/EEC (Creosote).	Final report published 1 July 2003. We concluded that hollow steel poles are best. Instructions given to all engineering staff (ES memo 25/2003) that from 1st June 2003, creosoted poles must not be installed in school or public playgrounds. We will continue using poles preserved with creosote that meet the requirements of Marketing and use Directive (Creosote) in all other areas.	Completed
April 2003	March 2004	BT will have assessed 10 electrical or electronic products procured from a variety of suppliers and produce proposals by which their environmental impact can be reduced.	Achieved.	Completed
April 2003	March 2004	BT will assess the whole life costs of 5 products exiting the business via our existing waste disposal routes in order to determine the impact on BT of the forthcoming WEEE and RoHS Directives.	Assessed the life costs of fluorescent tubes, cables, and three consumer products. Also assessed the disposal routes and have identified a number of actions. Recommended a number of actions necessary to comply with new WEEE and RoHS directives.	Completed



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Environment – Local Impacts

Target		Description	Update	Target status
start date	end date			
April 2004	March 2005	We will develop a suitable database to ensure all Local Impact related customer complaints/enquiries received outside the normal Customer Complaint Handling process, are suitably logged, owned and dealt with in a timely manner to minimise customer dissatisfaction.	The first progress update for this target will be available on the site in November 2004.	New
April 2004	March 2005	We will enter into constructive dialogue with representatives of the Council for National Parks (CNP), to develop a better understanding of communal targets and objectives.	The first progress update for this target will be available on the site in November 2004.	New
April 2004	March 2005	We will set up a new forum, attended by appropriate and suitably knowledgeable members, to discuss, resolve and promote issues relating to Local Impacts in order to raise visibility both within and outside BT.	The first progress update for this target will be available on the site in November 2004.	New

Environment – Benefits

Target		Description	Update	Target status
start date	end date			
April 2001	March 2004	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.	£21,500 given in sponsorship this year.	Completed



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Environment – General

Target		Description	Update	Target status
start date	end date			
April 2003	March 2004	We will have collected international data on BT's key environmental impacts, energy use, transport, waste and emissions to air, for BT's wholly owned international activities.	Data are being collected from all our global operations. The delay is because of accuracy checks preceding external verification and publication. If possible, we will report on this in our 6-monthly review.	Delayed

Suppliers

Target		Description	Update	Target status
start date	end date			
April 2004	March 2005	There will be evidence that action within three months has been conducted with all contracts identified as high or medium risk following a GS18 Sourcing with Human Dignity risk assessment.	The first progress update for this target will be available on the site in November 2004.	New
April 2004	March 2005	We will have analysed responses to our supplier relationship survey and identified areas for improvement.	The first progress update for this target will be available on the site in November 2004.	New
April 2004	March 2005	We will establish a trade union and NGO group to provide advice on BT's supply chain human rights activities.	The first progress update for this target will be available on the site in November 2004.	New
April 2003	March 2004	There will be evidence that action has been conducted with all contracts identified as high or medium risk in terms of GS18 Sourcing with Human Dignity.	Achieved target.	Completed
April 2003	March 2004	All BT buying units inside and outside of the UK will have received awareness training on Sourcing with Human Dignity and how to incorporate it into their procurement contracts.	All buyers from BT Global Services (the only buyers not previously trained) have now been trained in the use of GS18 (the sourcing with human dignity standard).	Completed



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Suppliers continued

Target		Description	Update	Target status
start date	end date			
April 2001	Dec 2003	We will expand the Supplier Diversity Programme to include 25 businesses owned by people with disabilities and 15 businesses owned by women.	The formation of the European Supplier Diversity Project – BT is a member – affects our programme. This project will determine the framework for all member companies. We have abandoned the target and revised our strategy to conform to the project's aims.	Abandoned

Stakeholder Dialogue

Target		Description	Update	Target status
start date	end date			
April 2004	March 2005	The percentage of BT employees agreeing with the statement that 'BT takes its responsibilities to society and the community very seriously or seriously' will be 88%, up from 85%.	The first progress update for this target will be available on the site in November 2004.	New
April 2004	March 2005	The percentage agreeing with the statement that 'BT takes its responsibilities to society and the community very seriously or seriously' in a UK Opinion Leader Survey will be 58%, up from 55%.	The first progress update for this target will be available on the site in November 2004.	New
April 2004	March 2005	The percentage of all UK Adults participating in the MORI survey who agree with the statement that 'BT takes its responsibilities to society and the community very seriously or seriously' will reach 55%, up from 52%.	The first progress update for this target will be available on the site in November 2004.	New



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Stakeholder Dialogue continued

Target		Description	Update	Target status
start date	end date			
April 2003	March 2004	The percentages of stakeholders agreeing with the statement that 'BT takes its responsibilities to society and the community very seriously or seriously' will be as follows: MORI survey of All Adults 55%; Opinion Leader Survey 40%; BT Employee Survey 85%	We failed to meet this target but increased stakeholder perception in two of the three polls. MORI survey of All Adults: target 55%, achieved 52%, Opinion Leader Survey: target 40%, achieved 55%, BT Employee Survey: target 85%, achieved 85%	Failed

Sustainability

Target		Description	Update	Target status
start date	end date			
April 2002	Dec 2002	We will complete an analysis of how broadband technologies contribute to UK national social, environmental and economic priorities.	Analysis by Forum for the Future (an independent sustainability organisation) completed in January 2004. Note: while the initial completion date was 2002, it was revised last year. The target has been met.	Completed

Digital Inclusion

Target		Description	Update	Target status
start date	end date			
April 2004	March 2005	We will publish the results of our EverybodyOnline (information and communications technology and community development) projects with UK-charity campaign group Citizens Online.	The first progress update for this target will be available on the site in November 2004.	New



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Registered office: 81 Newgate Street, London EC1A 7AJ
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