

Environment

let's make a
better
world



Environment

Telecommunications is perceived as an environmentally friendly technology and it is certainly cleaner than traditional industries. But we use a lot of energy to operate our networks and we consume natural resources indirectly through, for example, the services and equipment we buy.

We have a duty to manage our environmental affairs so that we minimise the drawbacks and maximise the benefits.

We discuss these issues here, providing data on our performance.

Environmental management system

Good environmental management saves money and improves business efficiency. BT's environmental management system (EMS) complies with ISO 14001:2004, an international standard for the certification of environmental management systems.

The standard helps keep us focused on reducing our environmental impact.

In the 2006 financial year:

- BT in the UK was awarded a renewed ISO 14001 certificate. The scope of the UK certificate has also been extended to include BT Global Services in the UK
- BT Spain's certificate was renewed and extended to cover all of BT Spain's activities
- At BT's request, the BT Ireland certificate was withdrawn (see the 'about the report section' [link](#))
- Work began on an EMS for BT Switzerland.

Our environmental impacts are in eight groups:

- Fuel, energy and water
- Waste
- Transport
- Emissions to air
- Procurement and the environment
- Product stewardship
- Local environmental impacts
- Environmental benefits

Click on the links to find our performance in each group.

Environmental policy

Our Environmental policy establishes our targets in sustainable environmental improvement and compels us to measure and monitor our performance regularly.

We communicate the Group's environmental objectives, action plans and achievements because we want to help every BT person understand and implement the policy in their daily work.

Policy

BT recognises that in its day-to-day operations it impacts on the environment in a number of ways and we are committed to minimising the potentially harmful effects of such activity wherever and whenever possible.



This policy statement provides the framework on which our environmental programme is based. This enables us to set targets and measure progress as well as strive for continuous environmental improvement.

BT seeks to maximise opportunities for the provision of services and solutions which can help to reduce environmental impacts, and which may provide significant environmental benefits. Electronic communications are often used as a substitute for travel or paper based messaging and this contributes to environmental protection and resource conservation.

We have undertaken to help every person who works for and on behalf of BT understand and implement the relevant aspects of this policy in their day-to-day work through the regular communication of objectives, action plans and achievements.

We will also ensure that BT's joint ventures and other partners are aware of this policy and promote the principles of sound environmental practice.

The Chief Executive of BT, Ben Verwaayen, has ultimate responsibility for the company's environmental policy and performance. The Company's Corporate Social Responsibility Steering Group (CSRSG) oversees the implementation of all social and environmental programmes across the BT Group. The CSRSG meets quarterly and regularly reports to the Board. It is chaired by BT's overall CSR and Environment champion Meryl Bushell, Chief Procurement Officer.

Our commitment

BT is committed to the prevention of pollution and minimising the impact on the environment of its operations globally. In particular, we will contribute to initiatives that seek to address climate change. Through a programme of continuous improvement BT and its wholly owned subsidiaries will:

- Meet all applicable legislative and other requirements, and where appropriate exceed or supplement these by setting our own exacting standards,
- Seek to reduce consumption of materials in our operations, reuse rather than dispose whenever possible, and promote recycling and the use of recycled materials,
- Design energy efficiency into new services, buildings and equipment and manage energy wisely in all operations,
- Reduce wherever practicable the level of harmful emissions,
- Develop products that are safe to use, make efficient use of resources, and which can be reused, recycled or disposed of safely,
- Work in partnership with our suppliers to minimise the impact of their operations on the environment,
- Seek to minimise the visual, noise and other impacts on the local environment when siting our buildings, structures and equipment,
- Work with external groups and organisations to promote the concepts and practices of environmental protection,
- Include environmental issues in discussions with the BT unions, the BT training programmes and encourage the implementation by all BT people of sound environmental practices,
- Monitor progress and publish details of our environmental performance in our Social and Environment report, as a minimum, on an annual basis.

The Company's environmental management system will monitor delivery of these commitments.



Environmental prosecutions

BT recognises that it has clear legal obligations for the management of its environmental programmes.

During the 2006 financial year, there were no environmental prosecutions in the UK.

Fuel, energy and water

As one of the UK's biggest commercial energy users we are conscious of the need to contribute to national and international initiatives to combat climate change.

One of the main causes of global warming is the increased concentration of man-made gases in the atmosphere, known as greenhouse gases (GHGs). By far the most significant is carbon dioxide (CO₂), produced when fossil fuels are burned to make electricity and power vehicles.

Here we describe how we manage our fuel and energy use.

- Energy consumption
- Energy efficiency
- Renewable energy
- Premises energy (offices and buildings)
- Process energy (networks)
- Fuel storage
- Water use

Energy consumption

We continuously monitor energy consumption. Using one of the UK's largest computer-based monitoring and targeting systems, we collect data at half-hour intervals from over 6,000 sites. This has helped us identify waste earlier rather than relying on a monthly bill.

Energy consumption for BT's network and estate during the financial year 2006 was 2,630 GWh. This is made up of:

- 1,942 GWh electricity (approximately) to run our networks
- 206 GWh electricity (approximately) used at our office premises
- 482 GWh (gas and oil use) for all our sites.

Click on the icons below for emissions data.

Trends in energy use

Our investment in energy management has helped us to keep our energy consumption relatively unchanged.

We are working hard to improve our forecasting of energy needed and to further improve the energy efficiency of our network equipment.

With no major changes expected in the size of our estate, we are focusing on continuing to reduce our use of heating fuel (gas and oil). We measure our consumption and make annual comparisons of usage after weather conditions are taken into account (using degree days – see Environment glossary). Gas consumption continues to increase because we continue to convert oil-fired heating systems to run on gas. However, our performance on heating plan was far better than expected and we achieved a 10.8% reduction in heating fuel used when weather corrected.



Energy efficiency

We treat energy management as part of everyday business. This applies to our partners too, such as those companies that manage our properties and facilities.

In the financial year 2006, BT Wholesale's investment in its energy management programme has resulted in savings of 24 GWh.

Our energy management programme also helps us maintain our:

- Energy efficiency accreditation (with the UK National Energy Foundation & Energy Institute)
- ISO 14001 certification.

We have a range of initiatives to reduce our energy consumption, including:

Energy benchmarking and surveys

Our contracted facilities management team continues to conduct surveys at poorly-performing sites, to minimise energy and water consumption. Web-based electricity reports, updated every half-hour, have helped us find areas where we can cut waste and save energy. This has been supported by energy surveys within our network buildings, and surveys carried out by specialist consultants.

Plant efficiency

We look at the whole life of our plant when we assess its cost, including its energy efficiency. Buying more efficient equipment helps save energy and can reduce demand for cooling, cutting the cost of the plant over its whole life. Further cost savings can be made by replacing refrigerant-based cooling (air conditioning) with automated fresh-air cooling systems (which also reduce the use of refrigerant gases, such as HCFCs and HFCs). Building management systems that integrate heating and cooling, further eliminating waste, are now installed as standard.

Energy awareness

We have continued our energy awareness programme, through in-house publications, and an intranet guide to our ISO 14001 certification. Workshops with our suppliers and contractors help us jointly to maximise our environmental performance. Our initiatives in this area include research on the use of urban wind turbines, government lobbying on global warming and continued use of low emission and renewable energy sources.

Renewable energy

BT signed a three-year electricity supply contract, in the 2005 financial year, which provides nearly all of BT's UK electricity from renewable sources and combined heat and power (CHP) plants. At the time this made us the world's largest purchaser of green electricity.

In the 2006 financial year, our use of renewable energy cut our carbon dioxide emissions by approximately 108,000 tonnes, equivalent to that produced by approximately 30,000 cars.

In the same period we installed wind generators at two sites and a solar electricity array at another. We looked for ways to house renewable generation systems, as part of a joint project with the Carbon Trust.

Wind Dam

We continue to support the development of a vertical axis turbine (called a Wind Dam) by housing a prototype unit at a local exchange in Cornwall. The unit has operated silently and integrated well into the building line. Results of the test are being used to improve the next prototype.



Wind turbines and solar

The Goonhilly visitors centre (80,000 visitors annually) has a new attraction. This is a nine metre high, six kilowatt wind turbine along-side the building and 66 square metres of solar electricity cells on the roof. This is our first mainland site in the UK to use this hybrid wind and solar system and we hope to do trials at other sites. We will continue to develop small wind turbines fitted to our network or hilltop microwave relay stations. A trial is planned in the 2007 financial year in the West Country where micro turbines will provide a quarter of the electricity used at three sites.

Planning permission

Getting permission to install wind turbines is proving difficult in some areas. This is probably because of a gap in the knowledge of planning officials, despite central government guidance. However, businesses will not be able to help government reach its carbon emissions targets unless there is a consistent approach to planning. This will require further encouragement from central government.

Click on the icons below for more information.

Premises energy

Premises energy includes all the electricity, oil and gas required for more than 1,000 offices, warehouses and depots used by BT.

As we rationalise and refurbish our premises, our overall energy use is decreasing. Although air conditioning increases energy consumption per square metre, our rationalisation and refurbishment programme enables us to use our office buildings more efficiently (more people, less empty space). This helps us reduce energy use per person.

In the financial year 2006, premises heating energy consumption decreased by a half of one per cent, compared with the previous year. However, in the same period, weather corrected (using degree days) heating energy was down by 10.8 per cent. Average degree-days (see [Environment glossary](#)) for the year were approximately 11 per cent higher than in the previous year.

Click on the icons below for more information.

Process energy

Process energy includes all the electricity needed to power more than 6,000 transmission stations, satellite earth stations and telephone exchanges that support our voice, data and internet networks.

We generate additional electricity on site using our own generators. This is done to provide extra electricity at peak times and during supply failures. In the financial year 2006, we generated 8.54 GWh of electricity reflecting the decrease in number of calls for the TRIAD regime (see [Environment glossary](#)).

We will need more energy to power our fast-expanding networks. We want to minimise the increase and we are working hard to improve our network growth forecasting and to assess accurately the impact of broadband on energy demand.

New network to reduce energy consumption

BT is in the process of transforming its telecommunications and data network with its radical twenty-first century network programme.

Energy use has been a key element in the specification of the equipment. The network is under construction and we have set a target to reduce energy demand (line-for-line) by around a third, compared with the existing network.



Fresh-air cooling (as opposed to air conditioning) is being used as the primary system to cool all new network equipment. This saves energy and avoids the need to use refrigerant gases, some of which are powerful global warming gases.

Click on the icons below for more information.

Fuel storage

Testing, repair and decommissioning of fuel tanks are a vital part of our programme to reduce the risk of pollution from fuel storage.

In the 2006 financial year, specialist testers visited 403 sites and tested 457 tanks. Detailed recommendations for remedial action have been provided by our contractors.

Incident reporting

Even with good controls, spills happen. To reduce the number and severity of these incidents, it is important that they are investigated promptly, lessons are learned and any changes are made quickly. BT classifies environmental incidents as:

- Serious – where the spill has entered, or is likely to enter, either the drainage system or topsoil
- Significant – where the spill covers a wide area but is confined to a hard standing area only and there is no evidence of entry into the drainage system or topsoil
- Local – where a minor spill is contained within a very small area.

For significant and serious incidents, a specialist contractor cleans up.

For serious incidents in the UK, the Environment Agency (EA) or the Scottish Environment Protection Agency (SEPA) are also informed.

Investigation process

In the financial year 2006, a total of 10 oil-related incidents were recorded, an increase of 4 from the previous year. Of these, 6 were classified as serious, 1 as significant and 3 as local. As a result of our investigations, various remedial works have been instigated and recommendations for improvement have been adopted to avoid recurrence.

The known quantity of oil discharged to land/drainage was 2,046 litres.

Water use

We use water mainly for catering, washing and toilets. All our sites have water meters.

A concerted effort to reduce our water consumption (leak detection, underground pipe replacement and water-saving devices) has led to a reduction in consumption of 1.2 per cent (from 1.91 million cubic metres in the 2005 financial year to 1.89 million cubic metres in the 2006 financial year).

Our improvements have brought us to the point where there is very little more we can do to save water. But we will continue to try. We have, for example, rolled out remote profile metering to 39 sites. This trial is identifying where water is being used or lost at night thus allowing us to further eliminate waste. If economic, further remote metering will be introduced.

Click on the icons below for more information.



Waste

We are tenants in much of our property and our building facilities are managed by a contractor. We work in partnership with them to ensure effective waste management.

We try hard to avoid making waste. But when we do, we attempt to reuse or recycle it. As a last resort it is sent to landfill.

In the 2006 financial year, we produced 102,005 tonnes of waste and 59,665 tonnes went to landfill, 18.5% less than the previous year.

In this section we describe:

- Types of waste
- The BT Waste Forum
- Recycling
- Performance against key waste targets
- Our waste recovery model.

Types of waste

We have three categories of waste:

- Category 1 – does not present a danger of environmental pollution, such as paper
- Category 2 – not toxic or hazardous in unmodified form, but which has the potential to become so if not treated properly on disposal, such as cable
- Category 3 – inherently toxic or hazardous and requires the most careful handling at all stages of the disposal process, such as diesel oil.

BT Waste Forum

We have a waste forum, which is made up of key people across BT. Its role is to:

- Set and monitor waste environmental targets
- Review contractors' environmental performance
- Ensure we comply with all environmental legislation
- Manage our packaging obligations
- Promote and communicate environmental initiatives and awareness
- Consider any new ideas on waste management.

Recycling

Much of our general waste is disposed of through materials recovery facilities. These are huge depots where paper and other recyclable materials, such as cans, plastic and paper cups, are sorted, separated and sent for reprocessing.

All our major sites have dedicated paper recycling facilities. Office paper is collected in "Blue Boxes".

In the 2006 financial year, we recycled 42,340 tonnes, which represents 42% of our waste. We increased the amount of paper and cardboard recycled in the 2006 financial year by 18.4%, compared with the previous year.

Find full details of products, materials and quantities in [Waste Recovery Model](#).



Performance against key waste targets

We met both our waste targets in the 2006 financial year.

1. By 31 March 2006, we will review the current processes in connection with paper and cardboard recycling to ensure BT is achieving the best possible results in this key area. The review will include the contribution made to recycling figures by using Materials Recovery Facilities (depots where waste is collected, sorted and recycled).

We achieved this target in December 2005 and showed a marked improvement in the amount of paper and cardboard recycled. We increased the number of sites with Blue Box Schemes (used to collect waste paper), and those with dedicated cardboard recycling skips. These successes confirm the value of our recovery and recycling depots.

2. By 31 March 2006, we will increase the waste recycled by 5% based on the 31 March 2005 outturn figure.

We achieved this target showing with an appreciable increase in the amount of waste recycled. The amount of waste recycled was up from 37,421 tonnes in 2005 to 42,340 tonnes this year, an increase of 13.1%.

Waste recovery model

Our model provides:

- Details of waste recovered by product
- Shows last five years of data
- Indicates trends over the last five years
- Provides data on income and expenditure of recycling schemes

Transport

We run a fleet of 32,516 commercial vehicles and 10,478 company cars, managed under contract by our subsidiary, BT Fleet.

We use our considerable purchasing power to ensure we achieve the best possible value for money and lowest costs for the full life of our vehicles.

Additionally, we review vehicle replacement cycles, which ensure the fleet benefits from latest technologies and emission standards, while delivering greater reliability and lower maintenance frequency and costs

The commercial vehicle fleet increased by 1.7% (547 vehicles) in the 2006 financial year and the company car fleet was cut by almost 1% (92 vehicles).

Our company car policy supports the key objectives of the UK Government's emissions-based company car taxation initiative.

- Increased allowance to employees who opt out of company car ownership
- Improved tax efficiencies for employees who opt for lower-emission cars
- Advice to company car drivers, encouraging users to choose lower-emission cars.

Emissions to air

Other than carbon dioxide from energy generation, our main emissions to air are refrigerant gases that escape accidentally from air conditioning equipment.

Some emissions are ozone-depleting and others contribute to climate change. We monitor all emissions closely and report ozone-depleting emissions – as defined by the Montreal Protocol – in accordance with the requirements of the Global Reporting Initiative (GRI) guidelines.



Wherever possible, we use fresh air to cool our telecommunications equipment, including our new network. But on warm days we have to use air conditioning. All new cooling units use an ozone-friendly, chlorine-free refrigerant gas, R407C. Most ozone-depleting refrigerants have been phased out, but some are still in use. Early replacements of ozone-depleting gases, called HFCs, are strong greenhouse gases and contribute to climate change.

All refrigeration units are hermetically sealed to prevent leaks. A new control system eliminates the need for refrigerant analyzer gauges, through which refrigerant gas can escape.

We control the net amount of refrigerants purchased (the quantity bought minus that returned or recycled) so that it is no higher than 4% of the total refrigerants held. In the 2006 financial year, our net usage of CFC and HCFC gases was 2.58% against the target of no more than 4% and 2.65% of HFC gas against the target of no more than 9%. During this time, we reduced the amount of ozone-depleting gases held in our systems by 18% as a result of plant replacement or building closures.

Procurement and the environment

As one of the UK's largest purchasers of goods and services, we have an environmental influence that extends well beyond that of our own staff and workplaces.

We present the key aspects of our relationship with suppliers and how we promote environmental good practice in all our purchasing activities in [Environment and our supply chain](#).

Product stewardship

The term product stewardship is shorthand for the way companies ensure that the products they buy, use and sell are safe to use and have the lowest impact possible on the environment in use and disposal (see Product stewardship case study: Decommissioning subsea cables below).

In the 2006 financial year BT spent over £4 billion on products and services. By 2010, we will have invested up to £10 billion on our 21st century network.

We work with a range of stakeholders - including designers, manufacturers, retailers and waste management organisations - to minimise the whole-life environmental impacts of products for which BT has a share of responsibility.

By collaborating with designers we can influence the way products are made and how they perform. For example, efficient products will minimise the materials and energy consumed throughout their lifecycle. The designs will help manufacturers to reduce the use of hazardous materials and ensure that the products can be reused, recycled or safely disposed of at the end of their life.

Practising product stewardship can reduce costs, for example, by designing products to use the minimum resources during manufacture, use and disposal. Refurbishing used products for reuse can increase revenues and reduce the cost of landfill.

Eco Design

For many years, we have included environmental criteria in specifications for BT branded products. During the year, at an [LMAS](#) (DTI London Manufacturing Advisory Service) WEEE/RoHS workshop an independent comparison of a BT cordless phone with an equivalent from an alternative supplier was carried out. The assessment revealed that the BT product:

- Made use of paper rather than plastic packaging,
- Used half the number of screws
- Did not use hot melt adhesive in the assembly process
- Was designed to enable easier separation of materials to facilitate recycling.

BT has also been involved in the Sustainable Use of Materials for Electronic and Electrical Products network [SUMEETnet](#).



A Life Cycle Analysis (LCA) has been carried out with Imperial College for BT Wholesale on alternative distribution pole materials to aid product manager and buyer decision making on the future of the overhead network distribution system. The updated LCA supported the findings of the previous study (carried out in 1997) that our current creosoted timber poles have overall lower whole life environmental impacts than any of the alternatives examined. However, where a light no-climb pole was required (i.e. for safety reasons in urban settings) a polyolefin coated galvanised steel pole was the next best alternative. Used in the relatively small volumes envisaged, the overall environmental impacts negative for the steel poles are likely to be small. In particular, the negative effects in terms of Global Warming Potential (GWP) are likely to be more than offset by the carbon dioxide stored in the large volumes of timber poles that would still be required, over their lifecycle.

As well as the final LCA study report compiled by Imperial College, two summary reports, one summarising the LCA findings and one outlining the background legislative issues have been produced for the product manager, as supporting evidence for any business case that would be required to make any changes to the overhead network distribution system policy. Any decisions are now likely to be made within the BT Openreach business.

Summary of Conclusions/Recommendations from the study

Timber poles have the smallest environmental footprint of all the pole types (4) evaluated. For all the pole alternatives the majority of the impacts are dominated by emissions occurring in the production phase. Consequently the most important way BT can influence and minimise the environmental impacts of poles is in the choices made in the procurement of its poles through product specification and selection processes. Based on Imperial College's study findings our recommendations were that timber poles continue to be the first choice for the majority of applications. Where there is a need for an alternative pole through either regulatory pressures or a business requirement for a lighter no-climb distribution pole then the next best option is the plastic coated galvanised pole.

Product take back

We take back unwanted electronic equipment from homes and businesses. This is reused where possible, or broken down and the materials recycled.

In the 2006 financial year, over 185,000 electronic items (phones, faxes, wireless routers, PC adapters) were returned from domestic households in the UK. This was done through the BT collection scheme for re-use and recycling. The majority of equipment is re-used and the remainder sent for granulation and material recycling.

We work closely with Cisco Systems, a supplier of electronic equipment used in business systems, recovering around 1,000 items in the UK. We have improved collection arrangements outside of the UK for Cisco equipment.

In Australia and India, we arranged for surplus switching equipment on customer premises to be dismantled and collected for resale. We are preparing to expand collection facilities for electrical equipment throughout the world, during 2006/07.

Legal drivers/contributing to product stewardship legislation

The amount of redundant electrical and electronic equipment (EEE) thrown away continues to increase. EEE waste disposal practices are not sustainable and there are concerns that land-filled hazardous substances may leach out of the equipment, contaminate the environment and harm health.

Two EU directives aim to prevent these problems: the Waste Electrical and Electronic Equipment (WEEE) and the Restriction of the use of certain Hazardous Substances (RoHS). The WEEE directive requires manufacturers to finance the cost of treatment and recycling of separately collected end-of-life equipment. We will have "producer responsibility" to deal with redundant BT-branded products. Retailers must provide free take-back facilities for consumer products.

The RoHS directive requires manufacturers of EEE to find alternatives to lead-based solders, mercury, hexavalent chromium, cadmium and two brominated flame retardants.



Most EU Member States have introduced legislation to implement these Directives. In the UK, legislation on RoHS was adopted in October 2005, but the publication of WEEE regulations has been delayed while further consultations take place.

BT relies heavily on EEE, equipment used in our core network (such as switching and transmission equipment), through to equipment which is used on customer premises.

BT has contributed to the development of the regulations, working with industry bodies, such as the [UK Industry Council for Electronic Equipment Recycling](#) (ICER) and the Information technology, telecommunications and electronics industries association (INTELLECT).

BT is represented on the DTI stakeholder group helping to develop UK regulations which transpose the European Directive on Energy using Products (EuP).

Implementing EU laws on electronic waste

We have created a company standard to help us select products that comply with EU legislation and are more sustainable. Our pre-tender process ([GS19](#)) requires that suppliers provide information about their products and how they propose to comply with these regulations.

By the end of March 2006, over 90% of BT-branded products supplied to domestic consumers complied with the Restriction of the Use of Certain Hazardous Substances (RoHS) regulation.

While the manufacturers of BT-branded goods must demonstrate that their products meet regulatory requirements, we have overall responsibility to ensure RoHS compliance.

The same will apply to products controlled by the directive on waste electronic equipment about to come into force in the UK. We have maintained close links with the relevant UK government departments and agencies, and provided regular briefings to buyers and product managers to ensure that they are aware of their legal obligations.

Working with our suppliers

We work closely with our suppliers to improve the environmental performance of equipment and reduce waste.

For example, we have worked with Tyco to produce a highly reliable and re-usable mechanical joint closure. This replaces the old less-reliable version that could only be used once and needed highly skilled operators to make the necessary seal. Its unreliability led to more maintenance trips (increased travel) and the use of propane gas (greenhouse gas emissions) to make the seal.

Working with the cable supplier Belden, we have improved stock management and reduced waste.

Product stewardship training

A new learning system introduced in the 2006 financial year has improved access to the Product Stewardship Computer Based Training course for BT people who are based outside of the UK. Over 4,200 people have now been trained.

Local environmental impacts

The impact of our activities, such as the visual intrusion of telephone wires or the disruption caused by construction work, affects people's immediate surroundings.

The infrastructure supporting our 28 million customer lines in the UK includes around four million telegraph poles, millions of manhole covers, thousands of roadside cabinets, 24 tunnels



running under cities and hundreds of radio stations. Our network is expanding and changing as technology progresses. We are conscious that this has a potential impact on the environment - countryside, skylines and cityscapes - and concerns all our stakeholders.

Our approach to local impact is embedded in our network planning rules and procurement policies. We have established channels to help stakeholders communicate with us about these issues.

In this section we discuss:

- Electromagnetic Fields (EMFs)
- Visual amenity, infrastructure and siting (of our equipment).

Electromagnetic Fields (EMFs)

Radio communication remains an important part of our network, particularly in rough terrain, such as the Scottish Highlands.

We have around 300 radio stations in the UK. Radio masts can impair the beauty of the landscape. We are experimenting with the use of satellite communications, but radio masts will have to be used for some time.

We continue to share space on radio masts and towers with many other radio operators. This prevents unnecessary structures and minimises the number of antennas. We are also working with other service providers to use existing street equipment - lamp posts, telephone kiosks and telegraph poles - when installing local mobile telephone networks in cities and towns.

These technologies use radio frequency (RF) fields, otherwise known as electromagnetic fields (EMF), to receive and transmit calls and data. Some people are concerned that exposure to RF may damage their health.

BT works to the exposure guidelines recommended by the Health Protection Agency. These guidelines are those recommended by the EU and are defined by the International Commission On Non-Ionising Radiation Protection, an independent body of experts with no industry representatives. The Commission examines all the scientific research on EMFs and sets their guidelines in a precautionary manner with large safety margins. We review our sites regularly to ensure they are below the guideline levels.

For more detail see [Wireless communications and health](#).

Visual amenity, infrastructure and siting

What is a visual amenity? The UK Government defines it as 'the preservation of a view or prospect available to a member of the local community from a public location which is designated as protected'.

It can be difficult to strike the right balance when installing equipment. For example, burying overhead wires has both benefits and drawbacks. Underground cables may have less visual impact, but burying consumes much more energy and materials.

Our telephone poles are made from timber grown in sustainably managed forests and are a renewable resource. Underground installation requires plastic ducting, concrete and metal manhole covers, which are made from non-renewable sources.

We remain committed to work with local authorities and other interested parties to achieve a balance between visual impact, cost and the use of resources.

We also recognise the unique value of the UK's national parks, their breathtaking scenery, rare wildlife and cultural heritage which provide a haven for quiet enjoyment. BT is one of 11 Corporate Forum members of the [Corporate Forum for National Parks](#) (CNP). The forum strives to achieve the best integration of business, environmental and community interests in relation to National Parks. It endeavours to achieve this by working closely with the CNP to help them meet their objectives, mobilising support for National Parks, facilitating dialogue and building understanding.



Environmental benefits

The use of information and communications technology (ICT) has the potential to benefit business (greater efficiency), the people doing business (improve work-life balance) and the environment (reduce consumption of finite resources).

ICT can support social and economic development by improving communication and access to information. The responsible use of ICT is part of BT's approach to [sustainability](#).

We identify some of the key [sustainability impacts of ICT](#) using quantified examples from our own experience. These include:

- The economic, environmental and social impacts of phone and [video-conferencing](#)
- The social and travel implications of more [flexible workstyles](#). We discuss the experiences in BT from a study undertaken by SustainIT & the University of Bradford during February 2006
- The social and environmental impact of [e-business](#), such as paper-free billing.

Environment glossary

ADSL:

Asymmetric Digital Subscriber Line. ADSL transforms the existing twisted copper pairs between the local telephone exchange and the customer's telephone socket into a high-speed digital line.

Audioconferencing:

A conference enabling a number of people to communicate by voice over a telephone line.

BREEAM:

Building Research Establishment Environmental Assessment Method.

Brown Electricity:

Electricity produced by burning fossil fuels.

Bunded fuel tank:

An above-ground fuel tank with a protective wall to prevent leakage.

CFCs:

Chlorofluorocarbons. Gaseous compounds used as refrigerants and propellants. Break down ozone in the atmosphere.

CHP:

CHP is a very efficient technology for generating electricity and heat together. A CHP plant is an installation where there is simultaneous generation of usable heat (normally for space heating) and power (usually electricity) in a single process. CHP typically achieves a 35-40% reduction in primary energy usage compared with conventional power stations where the heat goes to waste. .

CO2:

Carbon dioxide.

Data conferencing:

A conference that enables users to book conferences over the internet, to share data or slides while in the conference, and to receive recordings or transcriptions after the conference call.

DEFRA:

The Department for Environment, Food and Rural Affairs (UK).

Degree days:

Degree days are a measure of the variation of outside temperature. Their use enables energy managers, building designers and users to determine how the energy consumption of the



building is related to the weather, and allows energy-saving measures within the building to be monitored and compared year-to-year.

ETNO:

European Telecommunications Network Operators Association. It has produced an environmental charter, to which BT was a founder signatory.

Green electricity:

The government defines green energy in two ways:

Old Green - This includes large-scale hydro, uncertified CHP and waste-to-energy. The green energy we currently purchase is old green and this is not exempt from the Climate Change Levy (CCL).

New Green - New green refers to the technology and not the date of installation. Technology recognised as new green is: certified CHP; wind; wave; small-scale hydro and photovoltaic. New green energy receives an exemption from the CCL on a specific building basis.

GS13:

BT's environmental procurement standard for suppliers.

GS18:

BT's Sourcing with Human Dignity standard.

GS19:

BT's product stewardship standard.

Halons:

A group of potent ozone-depleting chemicals related to CFCs used in many fire extinguishers.

HCFCs:

Hydrochlorofluorocarbons. Alternative to CFC refrigerants.

Home-worker:

A person registered to work from home and provided with all the necessary furniture, equipment and communication links.

ICT:

Information and Communications Technology.

Intranet:

An internet-based technology that allows members of one organisation to share private information.

IP:

Internet Protocol. This is the set of communication tools that enables computers to 'talk' to each other over the internet.

ISO 14001:

An international environmental management system standard.

Kyoto Protocol:

A legally binding agreement signed in Japan in 1997 to reduce emissions of a basket of six greenhouse gases.

Montreal Protocol:

An international agreement to phase out the major chemicals that destroy ozone in the stratosphere.

NOX:

Oxides of nitrogen.

NO2:

Nitrogen dioxide.

OFCOM:

Office of Communications (UK regulator for the communications industries).



UK's Packaging Regulations:

These regulations require certain businesses to recover and recycle packaging waste. Targets for individual businesses are based on the overall amount of packaging (on products) that they supply to their customers.

PCNs & PCBs:

Substances classified as hazardous.

PM10 particulate:

Fine airborne particulate less than 10 microns in diameter.

Recycled paper:

Paper made from discarded and previously used paper.

SDH:

Synchronous Digital Hierarchy.

SOX:

Oxides of sulphur.

SO2:

Sulphur dioxide.

Street Works Notice:

A requirement of the New Roads and Street Works Act is that the Street Authority must be informed of certain types of street works when BT issues a notice. A notice serves a number of functions:

- It is part of the co-ordination process, especially in traffic sensitive streets and major projects
- For emergency and urgent works it can prompt emergency procedures of other organisations
- It triggers the inspection regime
- It forms the basis of the records for guarantee purposes
- It can help prevent damage
- It provides a basis of assessment whether works have been unreasonably prolonged (in England only).

Sustainable business:

A business that can sustain its own needs environmentally, socially and economically.

Sustainable development:

Development that allows us to meet the needs of our own generation without compromising the ability of future generations to meet their needs.

SUSTEL (Sustainable Teleworking):

A two-year research project financed by the European Commission on the impacts of teleworking.

Teleworking:

Working from outside a conventional office by using advanced telecommunications like video conferencing.

TRIAD:

TRansmission Infrastructure And Demand charge. Agreements to use standby generators in order to manage electrical loads at times of peak demand.

UNEP:

United Nations Environment Programme.

Videoconferencing:

A meeting where two or more people communicate through networked cameras that relay pictures and sound to all of the participants.



VOCs:

Volatile organic compounds, a widely used group of chemicals which when released into the atmosphere help to form damaging low-level ozone, harmful to human health and animal and plant life.

WEEE:

The EU Waste and Electronic Equipment directive.

Environment help desk

This page is for enquiries and comments relating to BT's environmental performance and the way we report on our environmental impacts.

Please note: If you have a general customer enquiry go to [Contact us](#). If you have a complaint about our external operations or network – such as the sighting of a pole or mast, damage to property or graffiti- please go to [Complaints about our services](#).

For complaints about the unsatisfactory state of BT buildings and/or grounds, contact 0800 223388. For any Payphone related issues, e.g. noise disturbance, contact 0800 661610.

It is important that you use the appropriate channel because it enables us to direct your enquiry or complaint to the correct department, follow it up and keep you informed.

This page is for feedback or questions (not complaints) relating to BT and the environment. Please contact us with your questions and comments at the following:

By telephone:

Freephone: 0800 731 2403

International callers please use: +44 117 302 5097

By e-mail:

bt.environment@bt.com

By post:

BT Environment Unit
Postal Point NS1A2
North Star House
North Star Avenue
Swindon
Wiltshire SN2 1BS

Environment - Key Performance Indicators

Indicator	Description	Measure	Target
Global Warming CO2 emissions	A measure of BT's climate change impact	2006 financial year CO2 emissions were 0.64 million tonnes, 60% below the 1996 level.	Cap 2010 CO2 emissions at 25% below 1996 levels
Waste to landfill and recycling	A measure of BT's use of resources	59,665 tonnes to landfill (58%) and 42,340 tonnes recycled (42%).	To reduce the tonnage of waste sent to landfill by 5% during the 2007 financial year.



Environment Targets

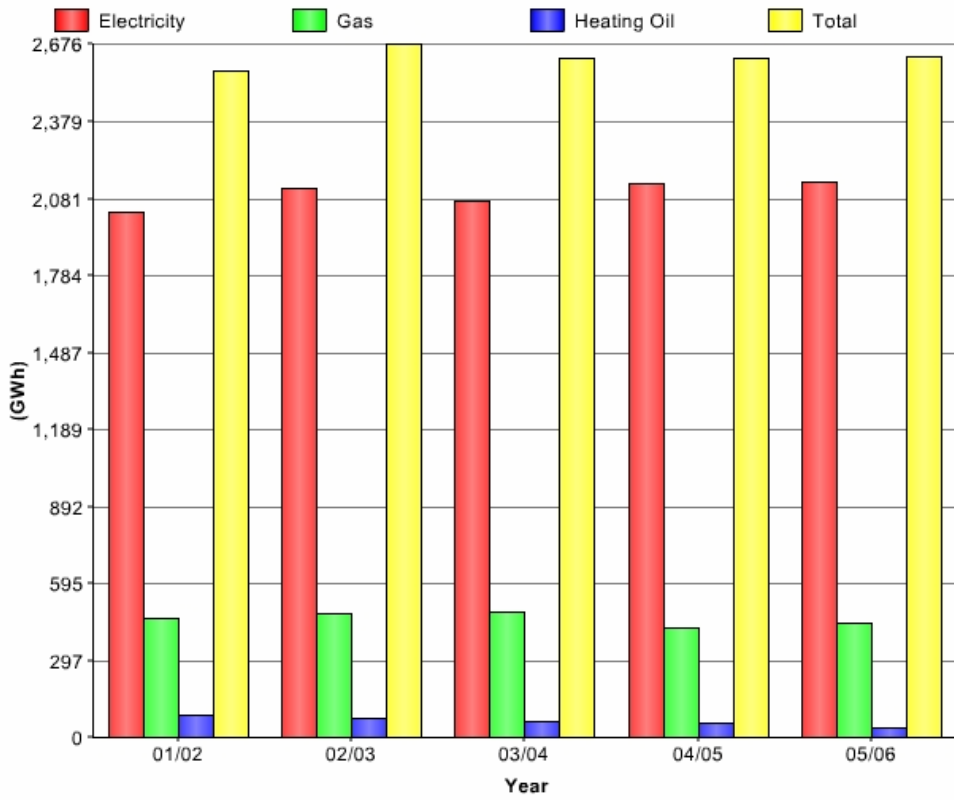
Start Date	End Date	Description	Update	Target Status
April 2006	March 2007	BT will develop a Product Manager's PS Toolkit for use at a new product launch.		New
April 2006	March 2007	BT will assess the potential for improving the standby power consumption of external power supplies used by BT products.		New
April 2006	March 2007	BT will control the net usage of HCFC/CFC refrigerant to no more than 4% of the total held estate.		New
April 2006	March 2007	BT will control the net usage of HFC refrigerant to no more than 7% of the total held in BT's operational estate.		New
April 2006	March 2007	BT will reduce the amount of CFC/HCFC's installed in the BT operational estate by 5%.		New
April 2006	March 2007	BT will control the net usage of HCFC/CFC refrigerant to no more than 10% of the total held in BT's non-operational estate.		New
April 2006	March 2007	BT will control the net usage of HFC refrigerant to no more than 10% of the total held in BT's non-operational estate.		New
April 2006	March 2007	As part of the roll out of BT's 21CN next generation network, BT will implement a sub metering strategy at 30 of its 'pathfinder' sites.		New
April 2006	March 2007	BT will install and evaluate the benefits of installing remote profile based gas metering at 30 typical sites with the BT estate.		New
April 2006	March 2007	BT will reduce metered Water used BT in Premises by 2% from the 05/6 outturn.		New
April 2006	March 2007	BT will reduce the energy consumption required in wet heated building i.e. gas and oil, by 2% weather corrected from the 05/6 outturn. (N.B. excludes network electrical consumption)		New
April 2006	March 2007	BT will pressure test 300 of its fuel storage tanks.		New
April 2006	March 2007	BT will ensure that it's planning and implementation processes for cable works include full reference to environmental issues.		New
April 2006	March 2007	BT will reduce the amount of waste sent to landfill (measured in tonnes) by 5% based on the March 2006 outturn figure. (NB excludes activity arising from the 21CN network and property strategy project work).		New
April 2006	March 2007	BT will improve or maintain the percentage of waste recycled against the total waste generated from normal BT operations compared to 2005/06 performance.		New
April 2006	March 2007	BT will review ownership of all waste disposal streams generated by BT. The study will also address the responsibilities for consultation on new waste related legislation and the consolidated response arrangement to consultative bodies.		New
April 2006	March 2007	BT will undertake a survey of BT people to assess the personal and business benefits of the use of conferencing services.		New
April 2006	March 2007	BT will aim to achieve ISO 14001 certification for its operations in Belgium and introduce an environmental management system for operations in Germany. By March 2007, BT will aim to achieve ISO 14001 certification for its operations in Belgium and introduce an environmental management system for operations in Germany.		New
April 2005	March 2006	BT will, subject to planning restrictions and financial viability, develop and install two small-scale wind installations developing direct integration technology solutions with the communication power equipment.	We installed a wind turbine at one of our planned sites but planning permission was refused at the second.	Completed

April 2005	March 2006	BT will install and evaluate the benefits of installing remote profile water metering at 20 typical sites.	We installed remote profile water meters at 39 sites.	Completed
April 2005	March 2006	BT will reduce the energy consumption required in wet heated building by i.e. gas and oil by 2% weather corrected from the 2004/5 outturn. (N.B. excludes network electrical consumption)	We reduced our consumption by 10.8%.	Completed
April 2005	March 2006	Through implementation of energy efficiency measures, BT will implement energy efficiency measures to reduce electrical consumption by 12GWh within the BT Wholesale estate or process estate.	We reduced our consumption by 24 GWh.	Completed
April 2005	March 2006	We will pressure test fuel tanks at 400 BT sites.	We pressure tested 457 tanks at 403 sites.	Completed
April 2005	March 2006	We will replace 100 underground tanks at high-risk locations with double-skinned internal tanks.	We replaced 140 tanks during the year.	Completed
April 2005	March 2006	BT will put into action and provide subsequent recommendations on a field trial that has been developed to assess the fuel economy and driver feedback by limiting the maximum speed to 70mph on a selection of medium size commercial vehicles.	Trial concluded successfully with final report containing full details of possible savings.	Completed
April 2005	March 2006	We will have completed an appropriate study to determine the specific level of impacts relating to both the aesthetic lighting and the lighting of the various BT facilities within the UK.	Our study showed clearly that is no cause for concern and that no further work is required.	Completed
April 2005	March 2006	We will report on the impacts and costs of graffiti and fly posting on our external plant.	BT has reported internally and, as a result of our investigations, we are now working in partnership with local authorities e.g. using a dedicated BT website.	Completed
April 2005	March 2006	We will have continued our involvement with the Council for National Parks (CNP) in order to assist with delivery of those aspects of the CNP business plan that relate to CNP forum membership commitments.	BT continued it's involvement with the Council for National Parks (CNP).	Completed
April 2005	March 2006	Using the data derived from Local Impact related complaints and enquiries we will instigate an agreed number of root cause analysis focus groups/meetings in order to identify key areas for improvement.	As a result of this work we are now able to effectively identify and segregate environmental complaints as well as identify in greater detail the exact nature of the complaints or enquiries.	Completed
April 2005	March 2006	BT will have assessed the RoHS compliance programme for BT Retail.	The RoHS compliance programme was reviewed and, as a result, at the end of March, over 90% of products of Home Communications products were RoHS compliant.	Completed
April 2005	March 2006	We will have reviewed the application of the Product Stewardship Generic Standard (GS19) for buying Electrical and Electronic Equipment.	The review was completed. This included recommendations for improvements to the current system.	Completed
April 2005	March 2006	We will produce a business case describing the costs and benefits of replacing all network underground fuel tanks with internal double-skinned tanks, over various time-spans ranging from one year to 7 years. This will allow senior management and Finance to make an informed decision as to the best approach to follow.	A Business Case was produced in September 2005.	Completed
April 2005	March 2006	We will maintain a 100% training record for Power Operations WTM's who handle refrigerant. This training can be accredited to either City and Guilds or the CITB.	100% of our engineers are recorded on our training database.	Completed
April 2005	March 2006	We will review the current processes in connection with paper and cardboard recycling to ensure BT is achieving the best possible results in this key area. The review will include the contribution made to recycling figures by using Materials Recovery Facilities.	The amount of paper and cardboard recycled was up by 18.4% on last year.	Completed
April 2005	March 2006	We will increase the waste recycled by 5% (recorded in tonnes) based on our 31 March 2005 totals.	The amount of waste recycled was up from 37,421 tonnes in 2005 to 42,340 tonnes this year, an increase of 13.3%.	Completed

April 2005	March 2006	We will control the net usage of HFC refrigerant to no more than 9% of the total refrigerant held.	The total net usage of HFC's for the year was 2.65%.	Completed
April 2005	March 2006	We will reduce the amount of CFC/HCFC's installed in the BT operational estate by 5%.	The total reduction of CFC/HCFC's for the year was 17.8%.	Completed
April 2005	March 2006	We will control the net usage of HCFC/CFC refrigerant to no more than 4% of the total refrigerant held.	The total net usage of CFC/HCFC's for the year was 2.58%.	Completed
April 2005	March 2006	BT Ireland will investigate the need for, and develop if appropriate, a new recycling route for Aluminium Cans at its key sites.	All aluminium cans in BT Ireland are recycled by Ozo.	Completed
April 2005	March 2006	BT Ireland will identify the total volume of refrigerant used in its estate cooling plant.	Date has been received from our contractors.	Completed
April 2005	March 2006	We will verify the amount of refrigerant stock held by our Facilities contractor with a view to target setting on usage for 2006/7.	All stock data has been loaded into the database and we have arranged for an audit of the system to take place in May/June to verify the contents.	Delayed
April 2005	March 2006	BT Ireland will complete energy surveys of 50% of its key sites.	Due to key in-country personnel changes, the renewal of our main facilities contract and the necessary diversion of resources to manage the integration of its BT Ireland and BT Northern Ireland operations to form an 'all-island' organisation, we have not completed this target.	Failed
April 2005	March 2006	BT Ireland will have drainage plans at all sites with standby generators.	Due to key in-country personnel changes, the renewal of our main facilities contract and the necessary diversion of resources to manage the integration of its BT Ireland and BT Northern Ireland operations to form an 'all-island' organisation, we have not completed this target.	Failed
April 2005	March 2006	50% of BT Ireland people will complete the CBT environmental awareness training package.	Due to key in-country personnel changes, the renewal of our main facilities contract and the necessary diversion of resources to manage the integration of its BT Ireland and BT Northern Ireland operations to form an 'all-island' organisation, we have not completed this target.	Failed
April 2005	March 2006	BT Ireland will assess the potential to replace its current Photocopier paper with 100% recycled paper as per the new BTUK contract.	Due to key in-country personnel changes, the renewal of our main facilities contract and the necessary diversion of resources to manage the integration of its BT Ireland and BT Northern Ireland operations to form an 'all-island' organisation, we have not completed this target.	Failed
April 2005	March 2006	BT will, subject to planning permission, install Photo voltaic electricity generation at one key 21st Century network site evaluating the integration options and output.	Unfortunately due to delays in our 21CN rollout, we did not achieve this target.	Failed
April 2005	March 2006	BT will, as a direct result the installation of its new 21st Century multi- service access network, deliver a 30% line for line energy reduction.	Evaluation of current design shows a potential 40% reduction subject to migration of legacy products.	On Target
April 2003	March 2010	BT will reduce its carbon dioxide emissions (measured in tonnes CO2 equivalent) to 25% below 1996 levels.	We are currently on target to meet this objective.	On target
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 is now being collected from our global operations.	Completed
April 2002	September 2005	We will eliminate all bowsers from the BT fleet, which are used to transport gas oil to remote sites	All our Bowsers removed from service.	Completed

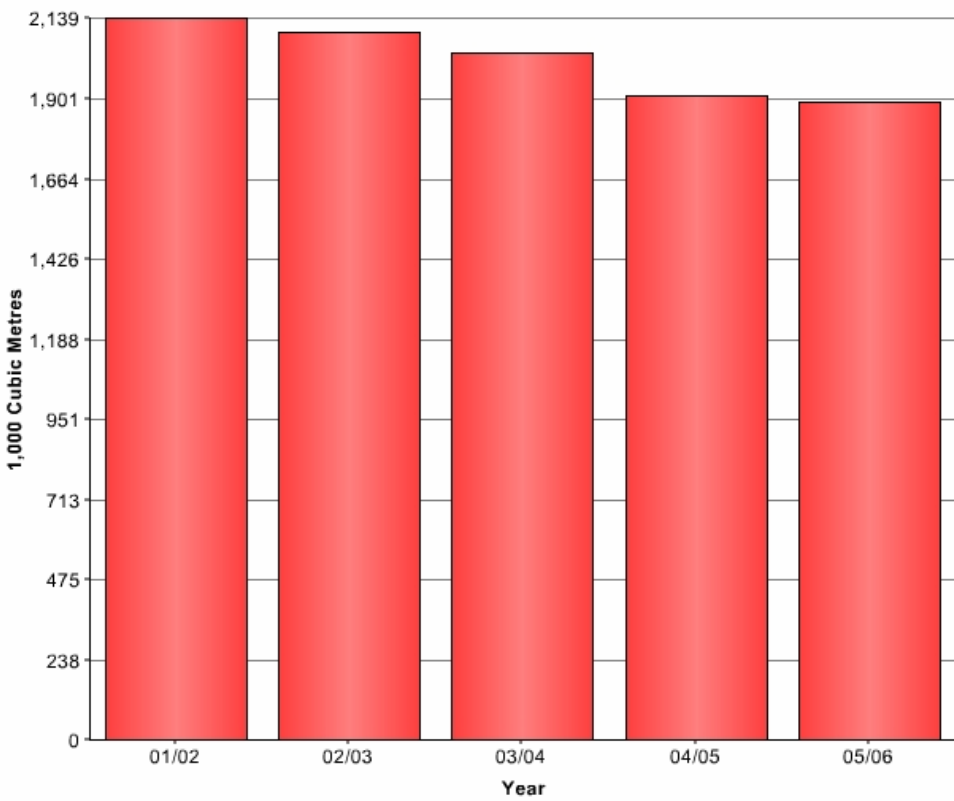


Energy consumption



Excludes BT Global Services outside the UK.

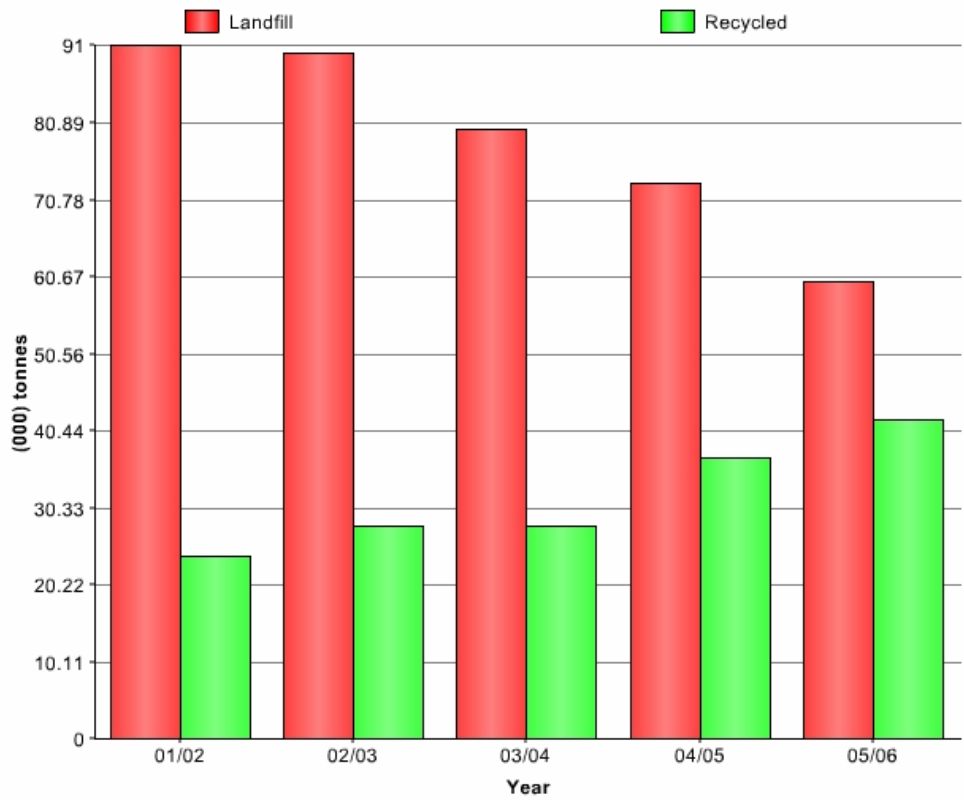
Water use



Excludes BT Global Services outside the UK

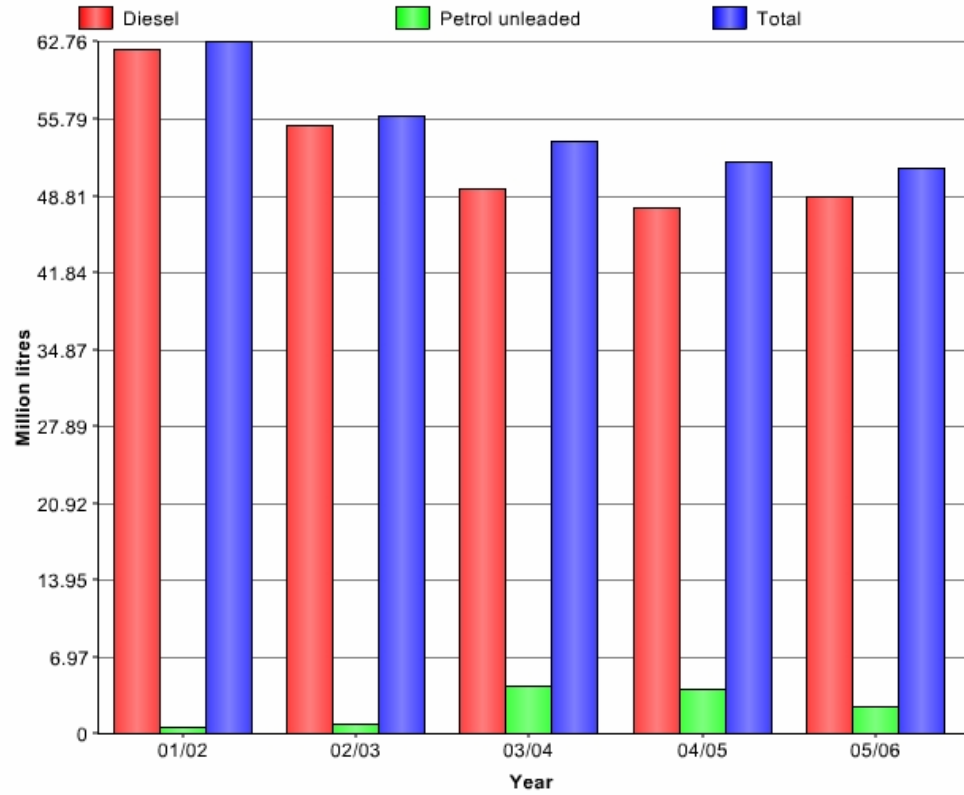


Waste arising and management



Excludes BT Global Services outside the UK.

Fuel used by BT's Commercial Fleet



Excludes BT Global Services outside the UK



BT Carbon Dioxide (CO2 equivalents) Model

	Base Year	96/97 (Base)	02/03	03/04	04/05	05/06
	Emission Source	Amount (kg)	Amount (kg)	Amount (kg)	Amount (kg)	Amount (kg)
S C O P E 1	<i>Stationary Combustion</i>					
	Electricity Production - Oil Combustion	Note 2	3,943,100	9,030,000	6,450,000	3,671,315
	Gas Combustion	110,770,000	91,629,939	92,599,797	81,196,740	83,794,467
	Oil Combustion	66,500,000	18,597,767	15,677,851	14,352,750	10,342,249
	Refrigeration Gases (HFCs and SF6 only)	Note 2	1,075,614	886,004	2,406,894	1,433,998
	Commercial Fleet Diesel	167,232,000	146,286,919	131,282,272	126,699,464	129,340,509
	Commercial Fleet Petrol	18,480,000	2,115,145	9,951,175	9,603,799	5,933,994
	Total Scope 1 Emissions	362,982,000	263,648,485	259,427,099	240,709,648	234,516,532
S C O P E 2	<i>Purchased Electricity</i>					
	Grid Electricity	1,202,340,000	208,093,676	182,898,288	132,827,077	18,006,138
	CHP (low CO2) Electricity	0	411,252,000	411,252,000	307,424,890	310,791,276
	Total Scope 2 Emissions	1,202,340,000	619,345,676	594,150,288	440,251,967	328,797,414
Combined Scope 1 & 2 Emissions		1,565,322,000	882,994,161	853,577,387	680,961,614	563,313,946
S C O P E 3	Company Car Diesel	24,021,000	7,794,778	8,182,973	11,153,473	15,392,853
	Company Car Petrol	16,296,000	25,238,685	25,513,068	17,303,091	12,072,696
	Cars on BT Business (Diesel)		581,916	600,521	600,826	1,805,450
	Cars/Motorcycles on BT Business (petrol)	Note 1	3,508,096	3,584,361	3,785,867	1,420,477
	Refrigeration Gases (CFCs and HCFCs only)	Note 1	7,534,434	6,727,767	7,763,662	4,375,817
	Rail travel	Note 2	11,873,532	12,168,782	13,484,611	14,594,061
	Air Travel (short haul)	Note 2	5,544,424	4,711,583	6,006,193	7,553,833
	Air Travel (long haul)	Note 2	3,982,182	7,000,831	6,029,284	7,864,527
	Hire Cars (Diesel)	Note 2	1,745,243	1,163,209	2,670,362	2,085,571
	Hire Cars (Petrol)	Note 2	8,726,216	12,316,408	12,777,391	5,409,009
Total Scope 3 Emissions	40317000	76,529,506	81,969,502	81,574,760	72,574,294	

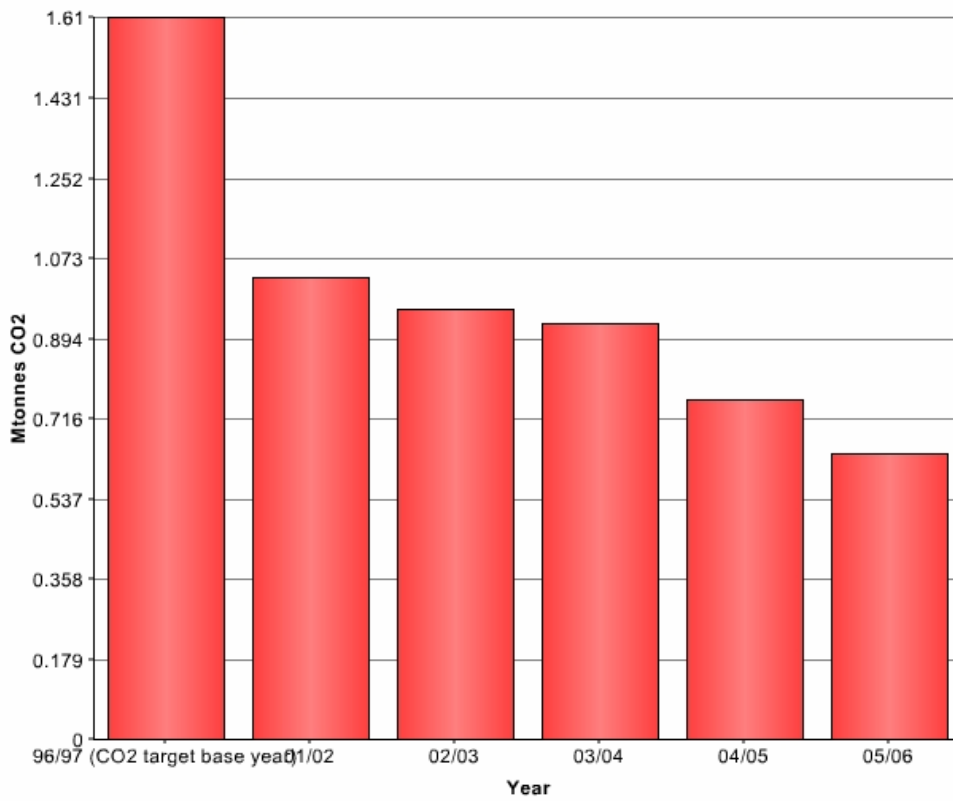
Total CO2 emissions (kgs) 1,605,639,000 959,523,667 935,546,889 762,536,374 635,888,240

Source: Invoices, BT vehicle database, BT refrigerants database, BT expenses unit, BT travel management, DETR, AEAT NETCEN

Notes: 1. Included in company car data
2. Data not available

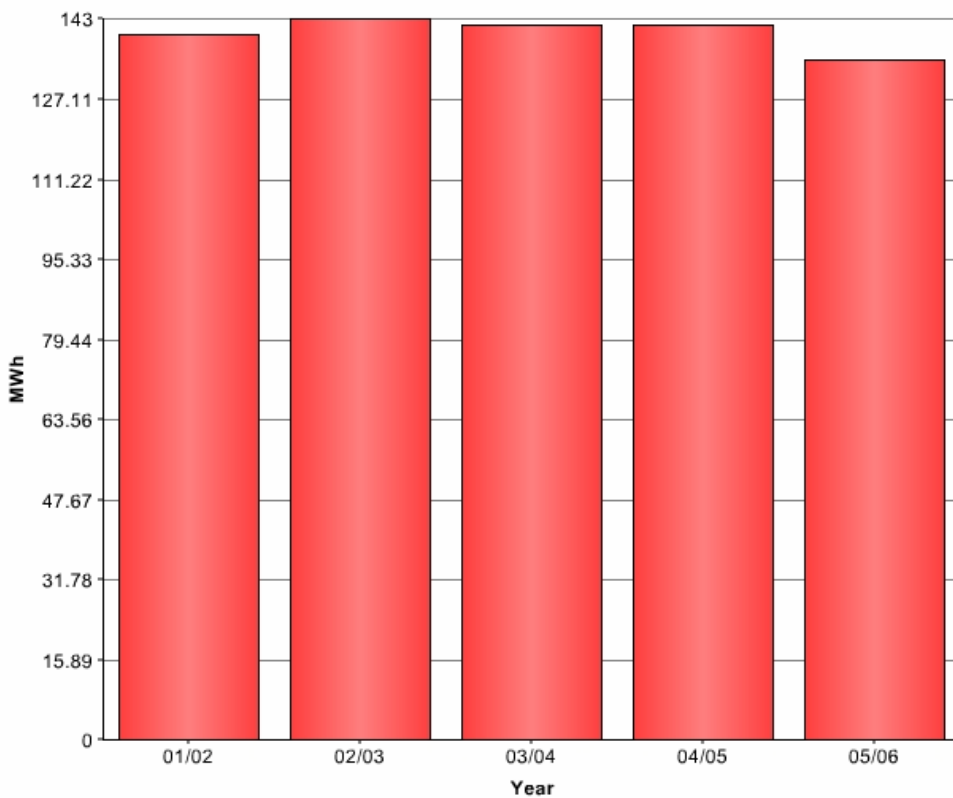


CO2 equivalent emissions



Excludes BT Global Services outside the UK. (96/97 is the CO2 target base year)

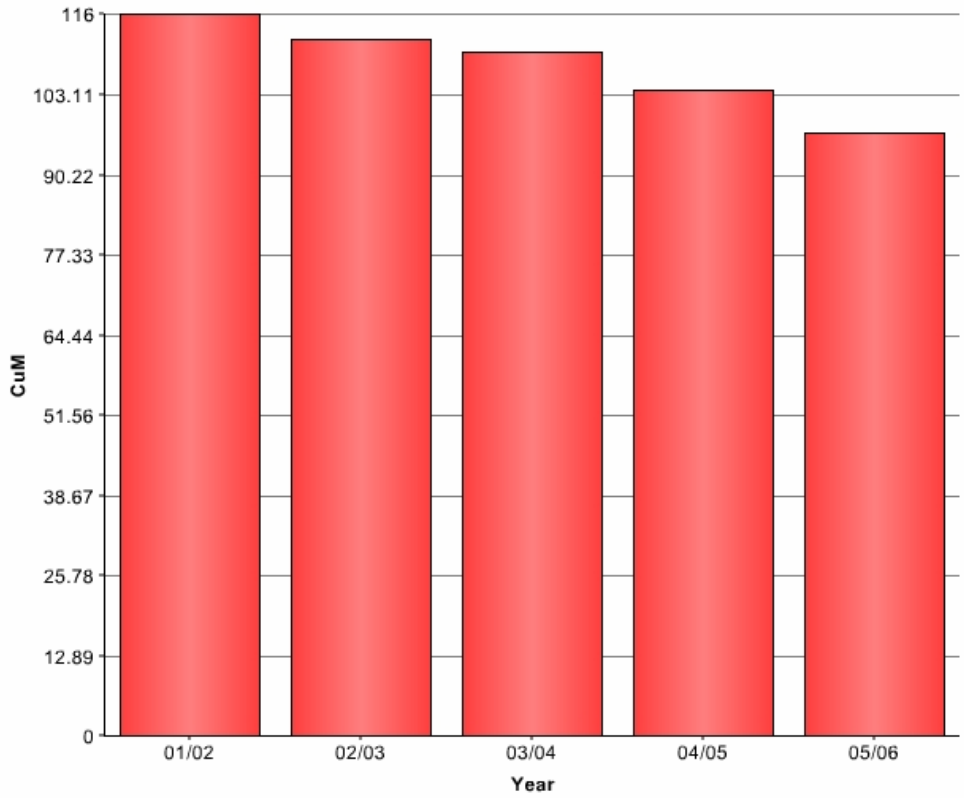
Energy Consumed per £m Turnover



Excludes BT Global Services outside the UK

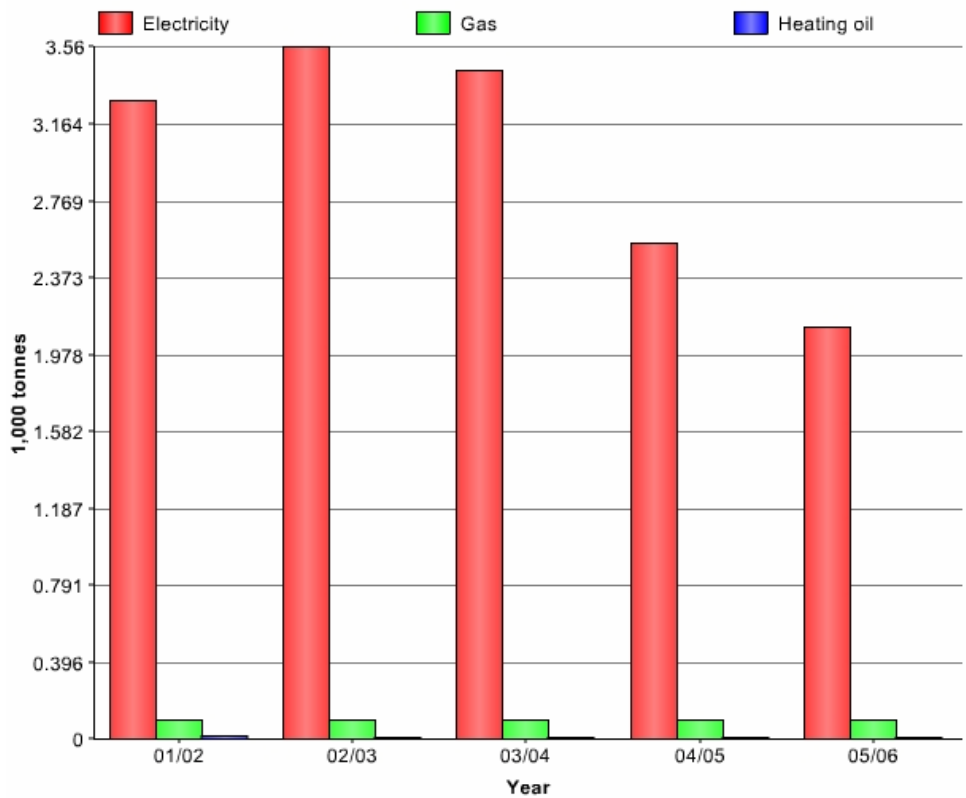


Water consumed per £m Turnover



Excludes BT Global Services outside the UK.

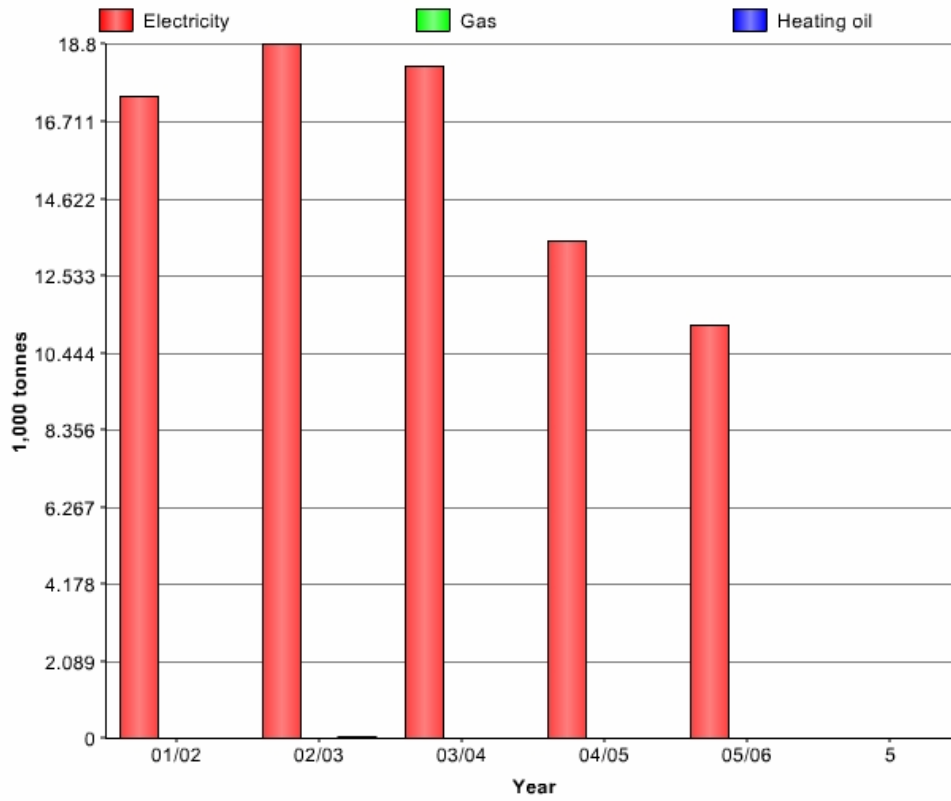
Emissions of Nox



Excludes BT Global Services outside the UK

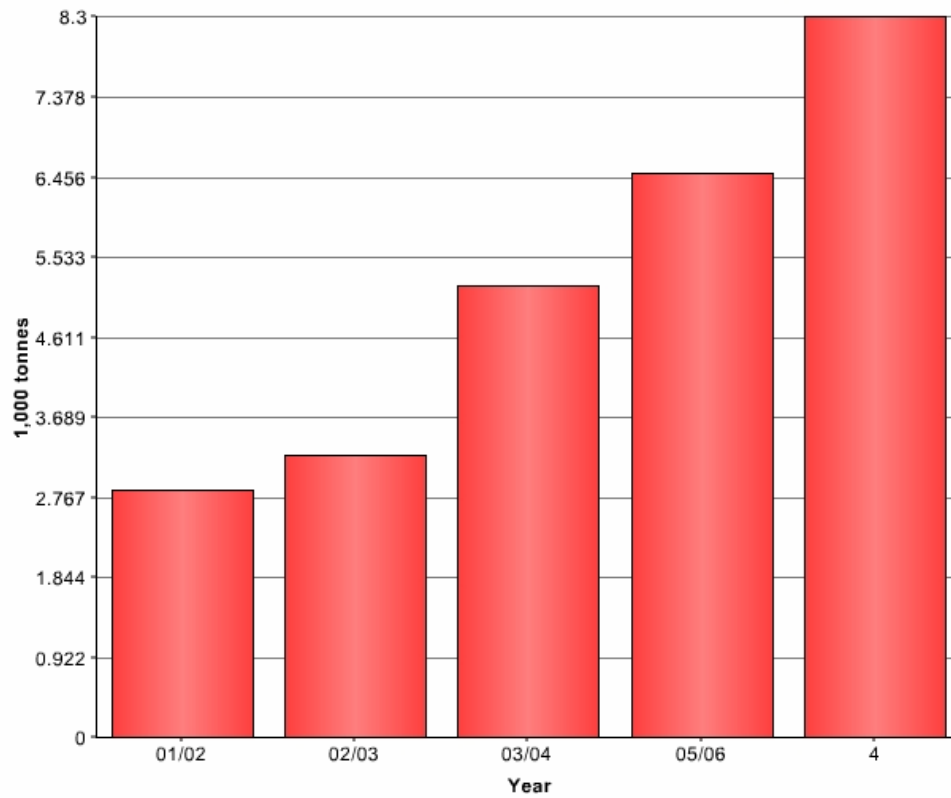


Emissions of SO2

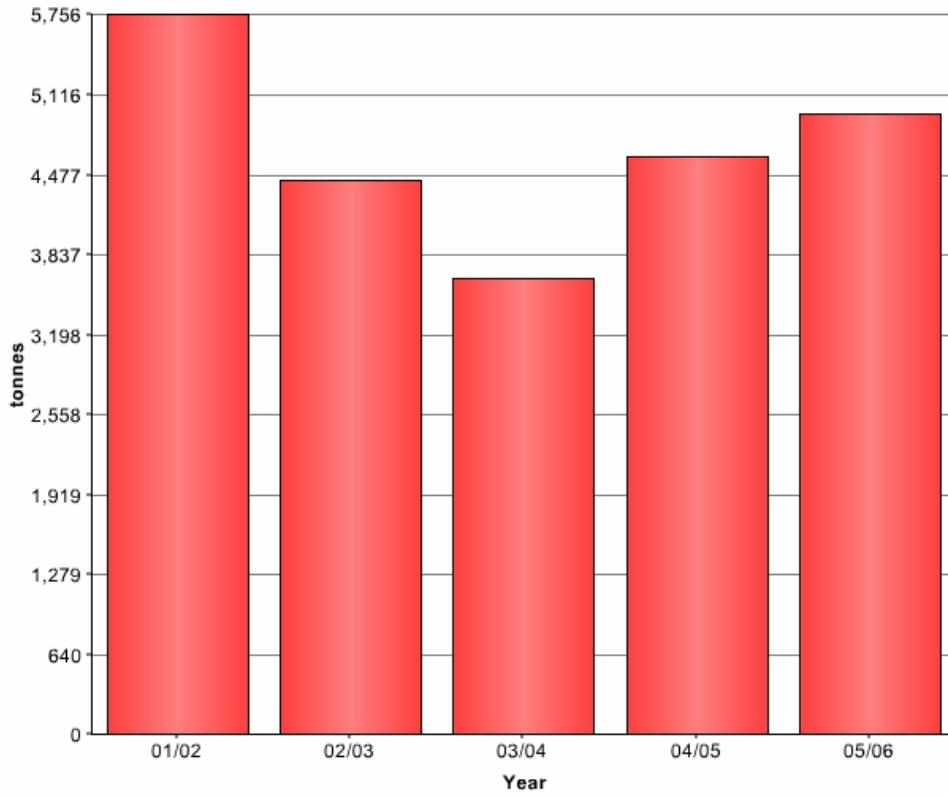


Excludes BT Global Services outside the UK

Scrap metal recovered

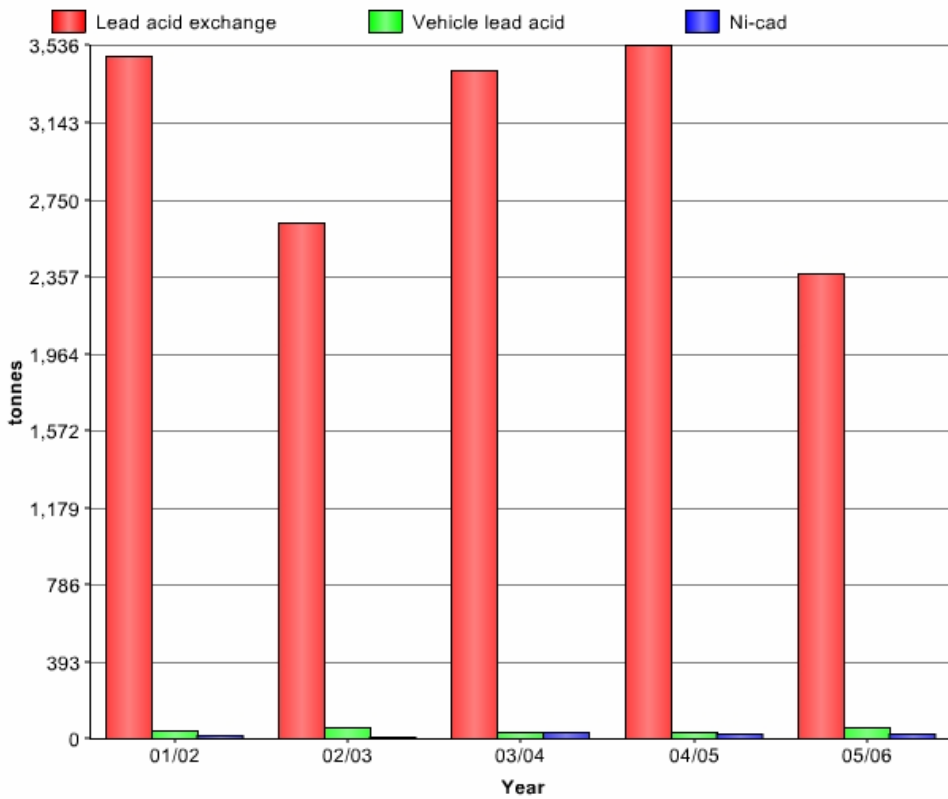


Quantities of scrap cable recycled



Excludes BT Global Services outside the UK.

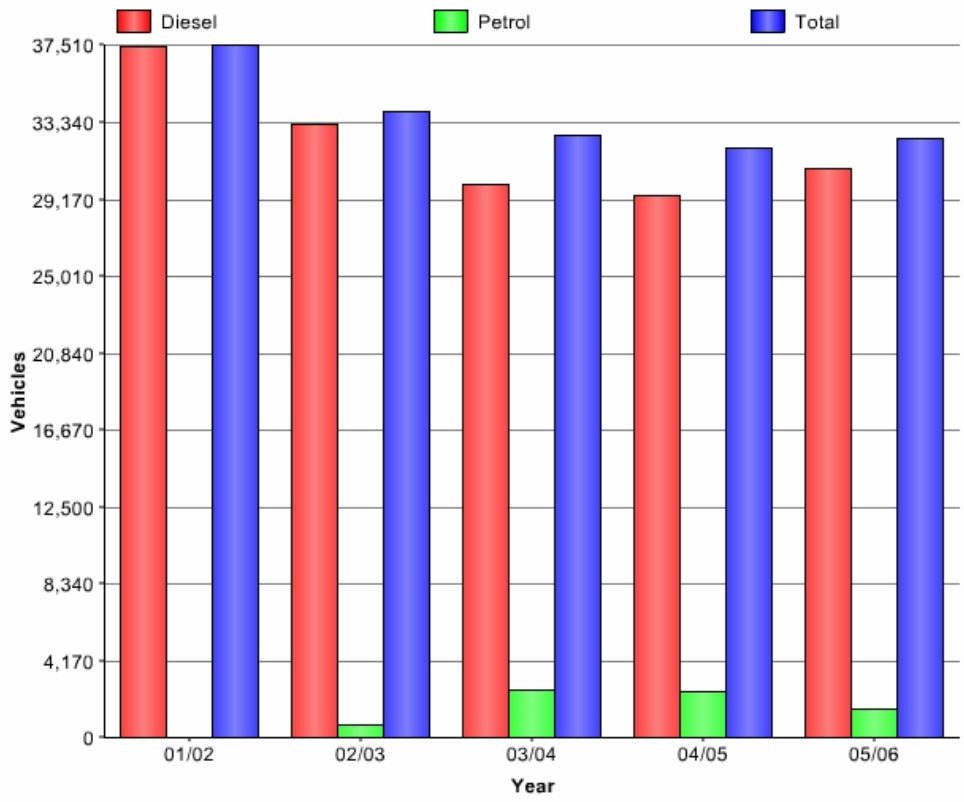
Quantities of batteries recycled



Excludes BT Global Services outside the UK.

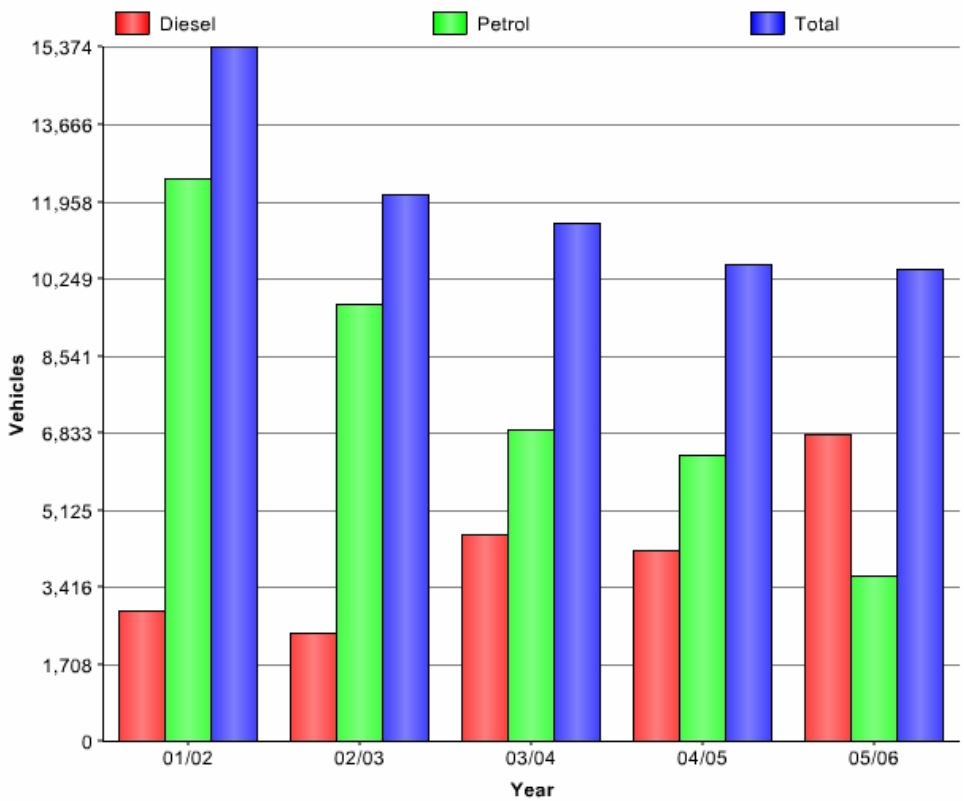


Number of Vehicles in BT's Commercial Fleet



Excludes BT Global Services outside the UK

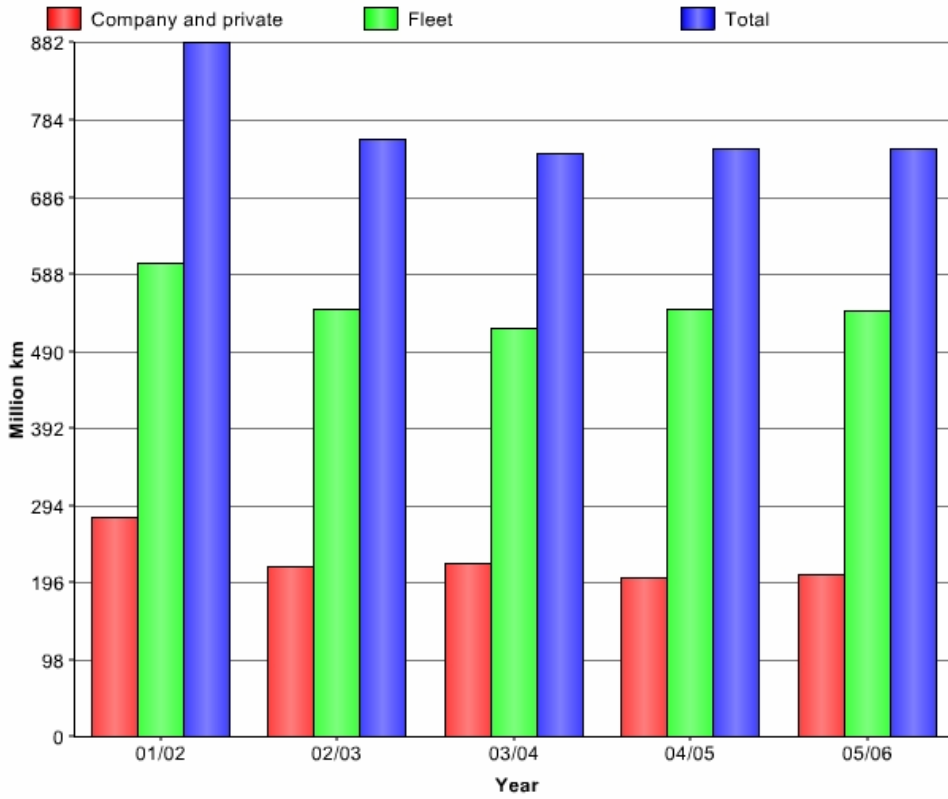
Number of Vehicles in the Company Car Fleet



Excludes BT Global Services outside the UK.

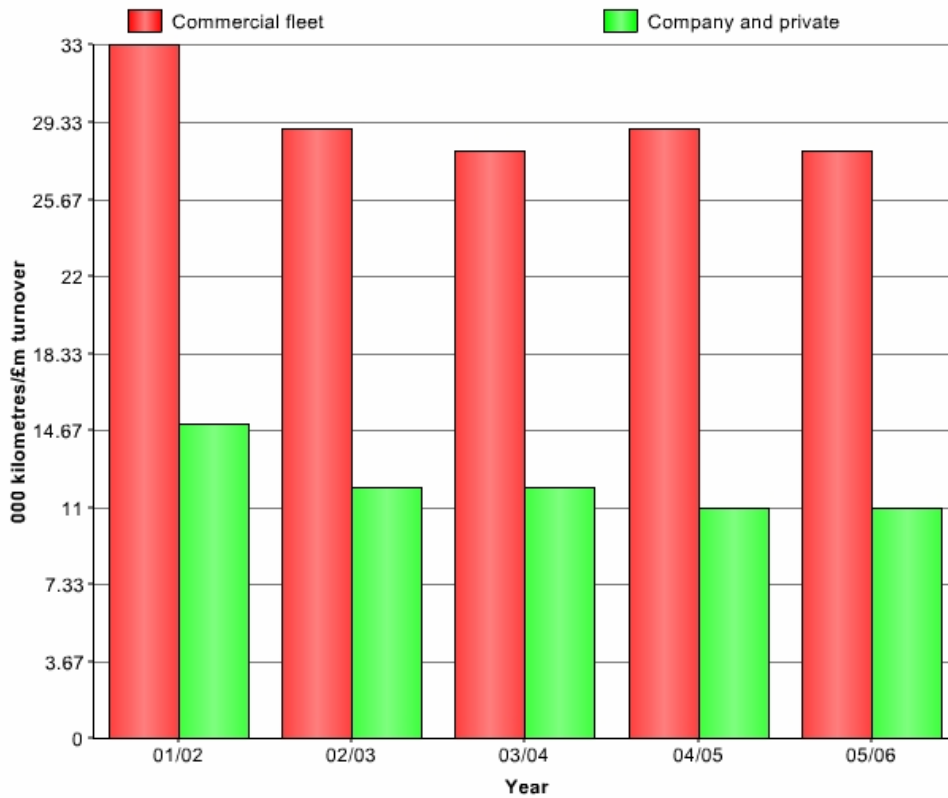


Distance travelled by vehicles on BT Business



Excludes BT Global Services outside the UK.

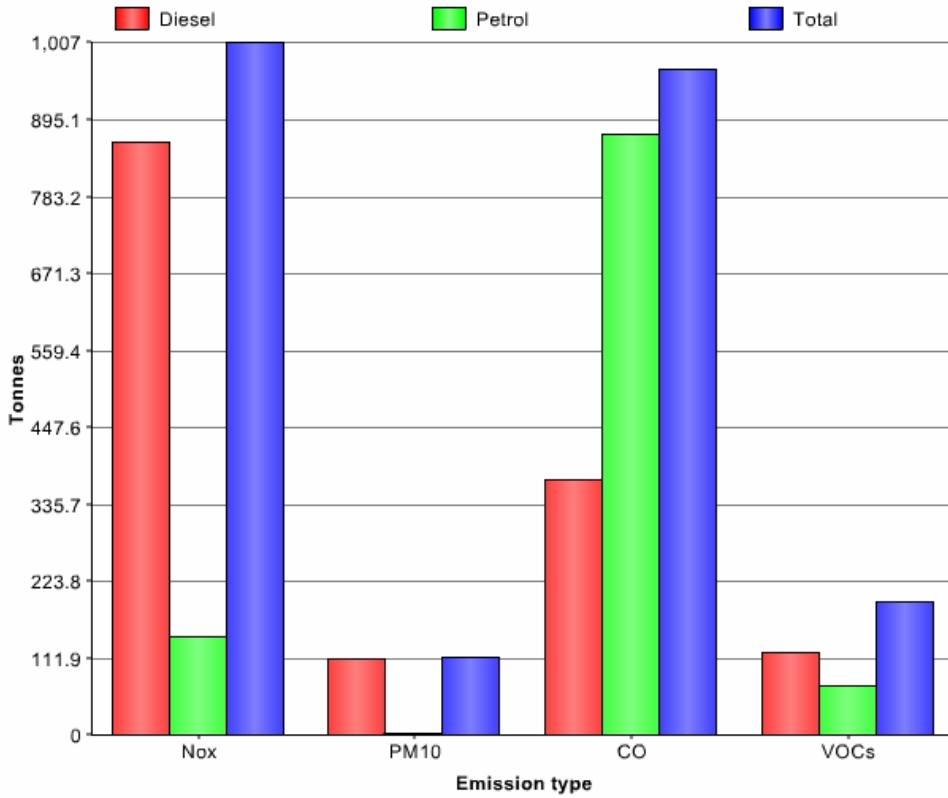
Distance Travelled per £m Turnover



Excludes BT Global Services outside the UK

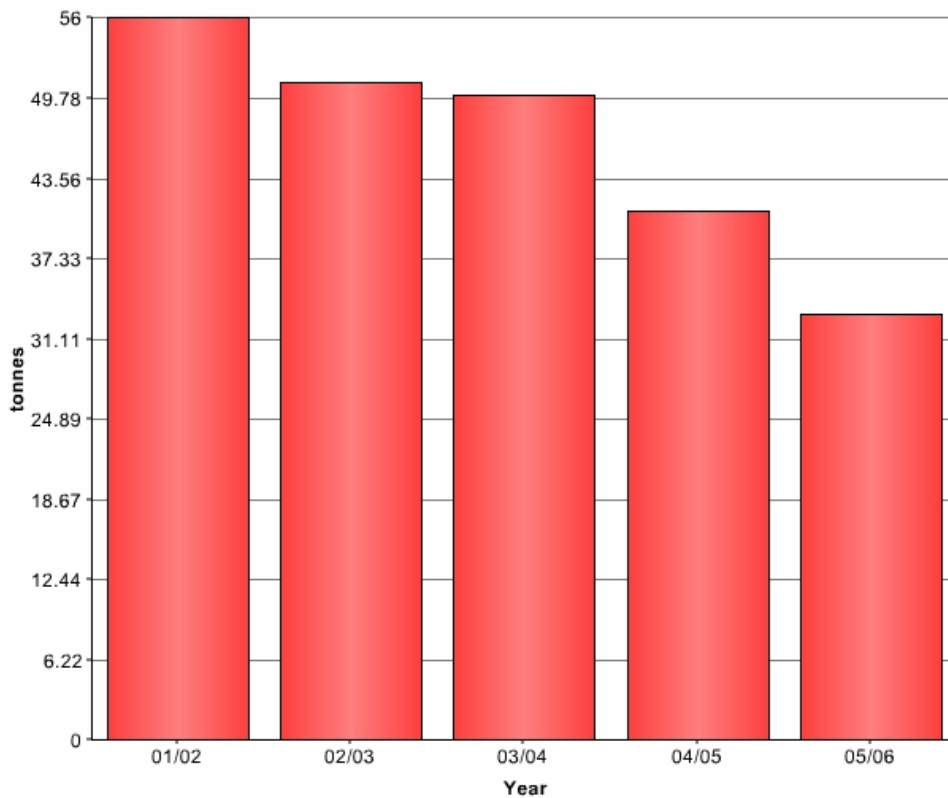


Emissions from vehicles travelling on BT Business



Excludes BT Global Services outside the UK.

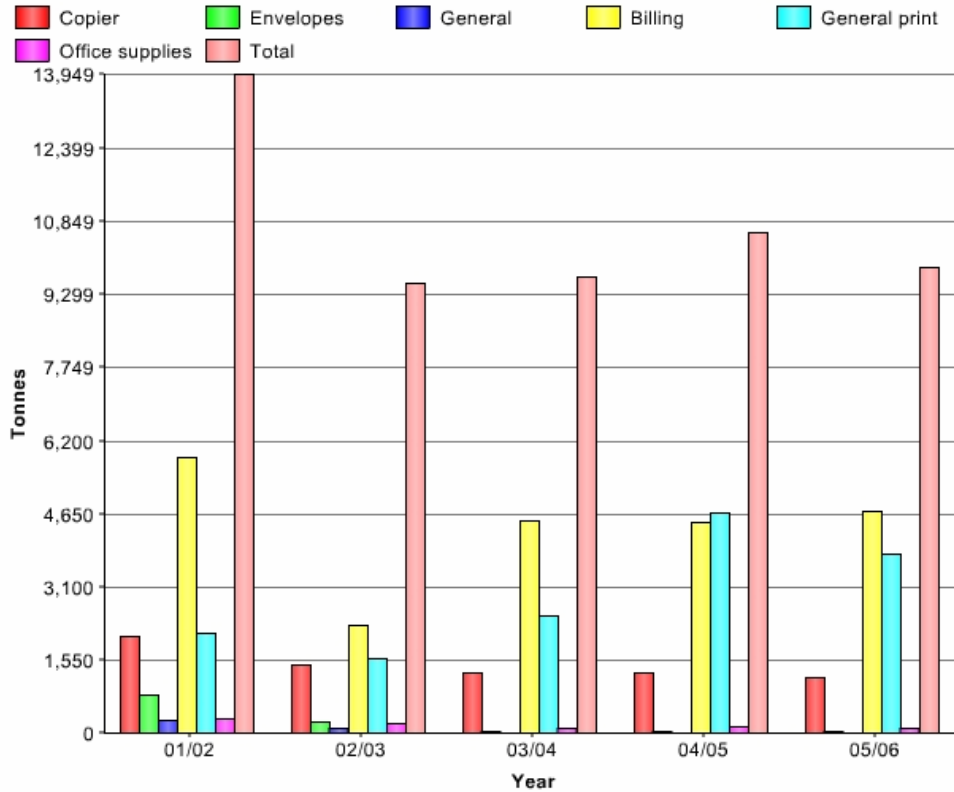
CO2 emissions per £m Turnover



Excludes BT Global Services outside the UK.



BT Paper Consumption



Excludes BT Global Services outside the UK

2006 Waste Recovery Model

Waste Type (tonnes)	Year 2002	Year 2003	Year 2004	Year 2005	Year 2006
Cable					
Switchboard cable	817	685	559	630	894
Mixed cable	1284	965	577	1411	1573
Aerial Self Supporting cable	744	874	806	728	653
Polythene covered cable	663	790	765	699	696
Lead covered cable	697	235	259	203	359
Optical fibre cable	1204	746	474	670	556
Blown fibre cable	346	138	204	285	239
Total	5756	4434	3645	4626	4969
Telephone exchange equipment					
Miscellaneous equipment	1007	823	537	1906	2683
Miscellaneous Metals	1004	1202	912	2082	3032
Payphone equipment	172	223	38	218	768
Telephones	516	431	464	697	699
Total	2700	2679	1952	4902	7181
Office & Packaging waste					
Office Paper	1790	6264	1379	1277	912
Cardboard	2250	1366	6288	5792	7454
Toner Cartridge	43	50	16	13	12
Silica desiccant	8	10	5	4	4
Aluminium cans	2	2	14	10	12
Plastic cups	11	12	15	9	6

Total	4104	7704	7717	7105	8398
Batteries					
Ni-cad rechargeable batteries	20	16	34	27	26
Exchanged lead acid batteries	3483	2632	3408	3536	2378
Vehicle Lead Acid Batteries	47	61	35	37	61
Total	3550	2708	3477	3601	2465
Transport related waste					
Lubricating oil	202	246	241	256	259
Oil filters	28	90	71	86	46
Antifreeze/water mixture	6	21	8	11	13
Brake fluid	1	1	1	1	1
Mixed fuel	15	3	2	4	46
Oil contaminated waste	8	12	12	12	14
Tyres	496	404	485	438	547
Accident Vehicles					172
Total	755	777	821	808	1097
Misc Electrical Equipment					
		823	1441	3377	3651
General Scrap Metal	1213	853	1411	4416	5244
Telephone directories	616	359	268	920	655
Telegraph Poles	3926	6551	5103	6122	5689
Computing Equipment	832	443	755	1470	1292
Catering Oil		80	44	25	24
Other (eg wood, glass, etc)			25	21	14
Catering Equipment			19	15	22
Fluorescent Tubes				11	47
Waste Oil					1592
Total	6587	9109	9066	16378	18229
Total waste recycled	23453	27412	26677	37421	42340
General Waste	90900	89878	79677	73201	59665
Total weight for all categories	114353	117290	106354	110621	102005
waste recycled (as % of total waste)	21%	24%	26%	34%	42%
Total income	£4.2 million	£4.26 million	£3.9 million	£2.9 million	3.23 million
Total expenditure	£8.1 million	£8.29 million	£9.9 million	£7.4 million	7.97 million
Landfill tax savings	£0.3 million	£0.36 million	£0.38 million	£0.54 million	£0.76 million
Total savings/costs	- £3.6 million	- £3.7 million	- £5.6 million	- £3.96 million	- £3.98 million

