

About our reporting

Our 'Delivering our purpose – update on our progress in 2014/15' report provides information on our approach to managing our material social and environmental issues. Our data covers the year 1 April 2014 to 31 March 2015 in line with our financial reporting, unless otherwise stated. Our previous report covered the year to 31 March 2014.

The report covers all BT's wholly-owned operations and subsidiaries worldwide, unless otherwise stated. References to 'BT Group', 'BT', 'the group', 'the company', 'we' or 'our' are to BT Group plc (which includes the activities of British Telecommunications plc) and its subsidiaries and lines of business, internal service units, or any of them as the context may require.

At 31 March 2015, we had 88,500 full-time equivalent employees in 60 countries, with 70,900 (80%) of them based in the UK. Our UK operations accounted for approximately 77% of our turnover.

Unless stated otherwise all data represents our worldwide employee base and uses 'full-time equivalent' not 'people in post', unless otherwise stated. Disability and ethnicity data is voluntarily self-declared.

Reporting on our 2020 ambitions

Creating a connected society

Our ambition is to give nine out of ten people in the UK access to fibre-based products and services by 2020. We use the number of premises passed by Openreach's fibre broadband rollout to calculate this figure as a number out of ten.

We are currently developing a methodology to calculate our progress to helping 10 million people overcome social disadvantage by the benefits our products and services can bring. Once this has been completed we will share this methodology.

Supporting charities and communities

We want to use our skills and technology to generate more than £1 billion for good causes by 2020. We have defined what will count towards this goal, and will track progress year-on-year. This includes:

- Money raised using MyDonate for fundraising, telethons and appeals (including Gift Aid), through payroll giving, and by BT employees fundraising during their working hours.
- Time volunteered by our people to good causes during working hours. We have calculated the value of volunteering time to our communities by multiplying the hourly salary of the volunteer by the number of hours volunteered. To this we have applied a multiplier to take account of other pay-related costs (e.g. pension and other benefits).
- Membership fees, donations, sponsorships, matched-funding and the value of in-kind support given to charities, not-for-profits and social enterprises.
- Payments made to these organisations to run projects aligned with our vision to 'help improve hundreds of millions of lives globally'.
- Funds raised by charities as a result of our financial support and the use of our technology, skills and assets, including money raised by BT-sponsored fundraising events and where our BT assets such as the BT Tower in London enable fundraising events.
- Investment in infrastructure, such as the set up and running of MyDonate and its associated internal administration costs.

Delivering environmental benefits

Our ambition is to help our customers reduce their carbon emissions by at least three times the end-to-end carbon impact of our business (3:1) by the year 2020. We have been working with several expert organisations to calculate our end-to-end carbon emissions and our 3:1 methodology is clearly outlined on our [website](#).

To calculate our carbon emissions we:

- Use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition).
- Report both our gross and net carbon emissions. Where we report our net emissions, this reflects reductions in emissions associated with the purchase of low- and zero-carbon electricity.
- Include emissions from acquisitions since our base year (1996/7) only where they are considered material.
- Exclude emissions from energy provided by a landlord as part of a full service buildings contract and emissions from energy charged to our tenants.
- Do not report emissions data on countries where we use less than 250MWh of electricity each year, or on joint ventures or partnerships where we do not have a controlling interest.
- Exclude data from divestments from operational emissions unless the divestment is sourcing a service, where the associated emissions may be included in our Scope 3 reporting.

Conversion factors for greenhouse gas (GHG) emissions

To calculate GHG emissions in the UK we use conversion factors published annually by the Department for Environment, Food and Rural Affairs (Defra). For other countries, we use Defra and International Energy Agency (IEA) conversion factors unless specific national or contract factors

exist. To further align international data with UK data and with GHG guidance, international transmission and data losses have been moved from Scope 2 to Scope 3 for the following years: 2011/12, 2012/13, 2013/14 and 2014/15.

To facilitate this change, previously used IEA electricity factors have been replaced by the appropriate Defra factors. For more information on the methodologies we use to calculate our progress, visit our [website](#).

Restatements of data

- Every year, we replace any estimates in the previous year's reporting with actual figures.
- **Energy use** – We have restated our UK and worldwide energy consumption numbers following improvements to data dating back to 2008. For instance, we ran a successful project to align sub metered consumption to our tenants that had not been previously billed and reloaded metered data from our Meter Operator into our Integrated Energy Management System (IEMS).
- **Health and safety** – We have converted our Lost Time Injury Rate (LTIR) measurement from cases per one million working hours to cases per 200,000 working hours, to align with international reporting standards. We have restated historical data to reflect this.
- **Supporting charities and communities** – The £85.53m reported in 2013/14 against our goal to generate £1bn has been restated to £86.77m, following the confirmation of additional contributions following publication of the 2013/14 Better Future report.
- **Supporting communities around the world** – Following an impact assessment of our Connecting Africa programme, we have restated the number of beneficiaries impacted from 95,000 reported in 2013/14, to 73,000.

Standards and guidelines

This report contains Standard Disclosures from the GRI (G4) Sustainability Reporting Guidelines. We have also assessed the report content and our performance against the ISO 26000 'Guidance on social responsibility' framework.

We have been a signatory to the United Nations Global Compact since 2000. We reaffirmed our support of its ten principles in 2014/15. Our UNGC index shows how our 'Delivering our purpose – update on our progress in 2014/15' report represents our Communication on Progress.

Assurance of our report

Our report is externally assured by LRQA against the AA1000 AccountAbility Assurance Standard 2008. See the [download centre](#) on our website to view our LRQA assurance statement.

By having the report externally assured we have been able to review and benchmark our performance, as well as receive valuable feedback against those areas where we need to improve for next year. The principles of inclusivity, materiality, responsiveness and reliability were all reviewed by LRQA, across the whole of our report. One area that LRQA highlighted and we will look to improve for next year is the data management associated with our refrigerant gases and the verification requirements associated with the information relating to BT's estate.

Contact information

We welcome feedback on this report, how we are delivering social and environmental benefits, and our performance as a responsible and sustainable business.

Please complete the online feedback form or contact us via our Twitter account [@BTBetterFuture](#)