

Key performance indicators 2016/17

✓ Target met ✗ Target failed > Ongoing

Our 2020 ambitions

	OUR 2020 AMBITIONS	2015/16 PERFORMANCE	2016/17 PERFORMANCE	STATUS	TARGET FOR 2017/18	FINANCIAL INDICATORS AND RESULTS	2015/16	2016/17
Creating a connected society	More than 9/10 people in the UK will have access to our fibre-based products and services	8.5 out of 10 UK premises passed	8.8 out of 10 UK premises passed	>	Continue to deliver against 9/10 target			
	Help 10m people overcome social disadvantage through the benefits our products and services can bring	2.6m people reached	3.9m people reached	>	Continue to deliver against 10m target			
Creating a culture of tech literacy	Help 5m children to receive better teaching in computer skills	344,000 children reached	1.1m children reached	>	Continue to deliver against 5m target			
Supporting charities and communities	Use our skills and technology to help generate more than £1bn for good causes	£94m raised for good causes Cumulative total: £327m since 2012	£95m raised for good causes Cumulative total: £422m since 2012	>	Continue to deliver against £1bn target			
	Inspire 66% (two-thirds) of our people to volunteer	27% of BT people volunteering	31% of BT people volunteering	>	Continue to deliver against 66% target	In-kind value of BT people volunteering	£15.1m	£11.5m
Delivering environmental benefits	Enable customers to reduce their carbon emissions by at least three times the end-to-end carbon impact of our business	1.6:1 achieved	1.8:1 achieved	>	Continue to deliver against 3:1 target	Global portfolio revenue from products and services contributing towards our 3:1 goal	£3.6bn	£5.3bn

Our foundations for being a responsible and sustainable business

	OUR FOUNDATION MEASURES	2015/16 PERFORMANCE	2016/17 PERFORMANCE	STATUS	TARGET FOR 2017/18	FINANCIAL INDICATORS AND RESULTS	2015/16	2016/17
Our investment	Investment to accelerate our purposeful business approach; to be more than 1% of adjusted profit before tax (PBT)	1.10% of PBT invested	1.03% of PBT invested	✓	Maintain 1% of PBT invested	Investment in society of cash, time volunteered and in-kind contributions	£35.0m	£35.6m
Our customers	Customer service: to consistently improve RFT across our entire customer base	3.0% reduction	6.4% improvement	✓	Improve RFT from 2016/17 performance	BT Group plc revenue ^c	£18,908m ^d	£24,082m
Our employees	Employee engagement index: to maintain or improve our relationship with our employees	3.81/5 achieved	71% favourable ^a	>	Maintain or improve from 2016/17 performance	Number of employees at year end	102,500	106,400
	Sickness absence rate: to maintain or reduce % of calendar days lost to sickness	2.33% calendar days lost to sickness	2.32% calendar days lost to sickness	✓	Maintain or improve from 2016/17 performance	UK sick pay costs	£85.9m	£86.3m
	Ethical performance: to maintain or improve our employees' perception	4.31/5 achieved	76% favourable ^a	✗	Maintain or improve from 2016/17 performance	Employee costs	£4,639m ^d	£5,189m
Our suppliers	Ethical trading: across our supply chain, with focus on human rights. Achieve 100% follow-up within three months, for all suppliers identified as high or medium risk, through our ethical standards questionnaire	100% follow-up within three months	100% follow-up within three months	✓	100% follow-up within three months, for all those suppliers identified as high/medium risk	% of procurement contracts where suppliers agree we'll work with them to improve sustainability impacts ^e	76% of suppliers agree	not measured this year
Our environmental impact	CO₂e emissions: a measure of our climate change impact. We'll reduce our worldwide CO ₂ e emission intensity by 80% by December 2020 ^b	81% reduction in net CO ₂ e emission intensity vs base levels (1996/97)	n/a (new target being developed)	>	We'll set a new science-based intensity target, including EE	Total GB energy and water costs – including fleet fuel, electricity, gas, oil, water and CLL (climate change levy or levies)	£307m	£341m

a Our 2016/17 result is not comparable with previous years, having revised our Employee Survey.

b After achieving our 2020 target last year, we're currently developing a new target to include EE.

c Before specific items.

d Numbers include EE since point of acquisition.

e % of suppliers who agree with the statement: "BT works with its suppliers to ensure its purchases are made, delivered, used and disposed of in a socially and environmentally responsible manner."