

External Reporting Indices

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The UN Sustainable Development Goals

The UN SDGs call on governments, businesses and others around the world to meet three key objectives by 2030: to end extreme poverty, fight inequality and injustice and limit climate change. They translate into 17 goals (shown here) and 169 targets.

Achieving these Global Goals is essential for the good of society, the environment and sustainable economic growth. If the world can't address global challenges effectively, national economies could slow down. This could have a knock-on effect on our business.



[Read more at www.globalgoals.org](http://www.globalgoals.org)



End poverty in all its forms everywhere.



End hunger, achieve food security and improved nutrition and promote sustainable agriculture.



Ensure healthy lives and promote well-being for all at all ages.



Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.



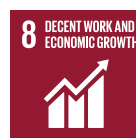
Achieve gender equality and empower all women and girls.



Ensure availability and sustainable management of water and sanitation for all.



Ensure access to affordable, reliable, sustainable and modern energy for all.



Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.



Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.



Reduce inequality within and among countries.



Make cities and human settlements inclusive, safe, resilient and sustainable.



Ensure sustainable consumption and production patterns.



Take urgent action to combat climate change and its impacts.



Conserve and sustainably use the oceans, seas and marine resources for sustainable development.



Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.



Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.



Strengthen the means of implementation and revitalize the global partnership for sustainable development.

Global Reporting Initiative (GRI)

The GRI sustainability reporting framework is widely used by organisations around the world.

BT's Delivering our Purpose report 2017/18 has been prepared in accordance with the GRI standards: Core option

GRI Content Index: This material references: GRI 102: General disclosures (2016)

We've used the SDG Compass tool to map our response and increase transparency. GRI/Global Goals mapping is based on analysis available [here](#)

Disclosure number	SDG	Disclosure title	Where reported
102-1		Name of the organisation	BT Group plc
102-2		Activities, brands, products, and services	DoP – Our business, page 5 Group businesses
102-3		Location of the headquarters	London (UK)
102-4		Location of operations	We're one of the world's leading communications services companies. We're based in the UK and serve customers across 180 countries
102-5		Ownership and legal form	BT Group plc is the listed holding company for the BT group of companies. Its shares are listed on the London Stock Exchange, and on the New York Stock Exchange in the form of American Depositary Shares Group businesses
102-6		Markets served	DoP – Our business, page 5 Group businesses
102-7		Scale of the organisation	AR – Our business model, page 30 DoP – Our business, page 5
102-8		Information on employees and other workers	AR – Our people, page 43 DoP – BT people data in our Download Centre
102-9		Supply chain	AR – Suppliers, page 49 DoP – Sourcing responsibly, page 47
102-10		Significant changes to the organisation and our supply chain	We didn't make any material disposals or acquisitions in the year ended 31 March 2018. This year one of our more significant suppliers, Carillion, went into liquidation. However, by implementing our risk and governance arrangements we were able to manage and reduce the disruption to our business
102-11		Precautionary principle or approach	Our environmental policy sets out our approach
102-12		External initiatives	We are a signatory to the UN Global Compact principles and we're actively contributing to the UN Sustainable Development Goals DoP – Respecting human rights, page 45 and Creating shared value, page 6
102-13		Membership of associations	DoP – Teaming up with others, page 32
102-14		Statement from senior decision-maker	DoP – Introduction from our Chairman and Chief Executive, page 2

Key: AR – BT Group plc [Annual Report](#) and Form 20-F 2018
DoP – BT's [Delivering our Purpose Report 2017/18](#)

Disclosure number	SDG	Disclosure title	Where reported
102-15		Key impacts, risks, and opportunities	AR – Our principal risks and uncertainties, page 57 DoP – How we prioritise, page 9
102-16		Values, principles, standards and norms of behaviour	AR – Our culture, page 40 DoP – Doing business ethically, page 43 Our Purpose and our ethics code
102-17		Mechanisms for advice and concerns about ethics	DoP – Doing business ethically, page 43
102-18		Governance structure	Our Board DoP – Governing our purpose, page 10
102-19		Delegating authority	DoP – Governing our purpose, page 10
102-20		Executive-level responsibility for economic, environmental and social topics	Our Board-level Committee for Sustainable and Responsible Business (CSRB) leads our purposeful business strategy and oversees progress towards our ambitions
102-21		Consulting stakeholders on economic, environmental and social topics	AR – Our stakeholders, page 42 DoP – Listening to our stakeholders, page 8
102-22		Composition of the highest governance body and its committees	AR – Governance, page 131 DoP – Governing our purpose, page 10 Our Board
102-23		Chair of the highest governance body	The roles of the chairman and chief executive are separate and we judged our chairman to be independent at the time of his appointment
102-24		Nomination and selecting the highest governance body	AR – Nominating and Governance Committee chairman's report, page 150
102-25		Conflicts of interest	AR – Power to authorise conflicts, page 182
102-26		Role of highest governance body in setting purpose, values, and strategy	AR – Board of Directors, page 134 DoP – Governing our purpose, page 10
102-27		Collective knowledge of highest governance body	AR – Board of Directors, page 134
102-28		Evaluating the highest governance body's performance	AR – Board of Directors, page 134
102-29		Identifying and managing economic, environmental and social impacts	AR – The Board, page 136 DoP – Governing our purpose, page 10
102-30		Effectiveness of risk management processes	AR – Audit & Risk Committee, chairman's report, page 144 DoP – Governing our purpose, page 10
102-31		Review of economic, environmental and social impacts	DoP – Governing our purpose, page 10

Key: AR – BT Group plc [Annual Report](#) and Form 20-F 2018
DoP – BT's [Delivering our Purpose Report 2017/18](#)

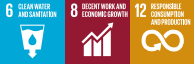
Disclosure number	SDG	Disclosure title	Where reported
102-32		Highest governance body's role in sustainability reporting	All significant announcements are reviewed by our Disclosure Committee for accuracy and compliance requirements DoP – Governing our purpose, page 11
102-33		Communicating critical concerns	The CSRB meets twice a year and reports to the Board annually DoP – Governing our purpose, page 10
102-34		Nature and number of critical concerns	DoP – Governing our purpose, page 10
102-35		Remuneration policies	AR – Report on Directors' remuneration, page 156
102-36		Process for determining remuneration	AR – Report on Directors' remuneration, page 156
102-37		Stakeholders' involvement in remuneration	All shareholders are invited to attend our Annual General Meeting and meet the chairman and the Board of directors. We welcome this opportunity to report on our performance and answer any questions
102-40		List of stakeholder groups	DoP – Our priorities, page 8
102-41		Collective bargaining agreements	DoP – Rewarding our people, page 52
102-42		Identifying and selecting stakeholders	DoP – Our priorities, page 8
102-43		Approach to stakeholder engagement	DoP – Our priorities, page 8
102-44		Key topics and concerns raised	DoP – Our priorities, page 8
102-45		Entities included in consolidated financial statements	The group financial statements consolidate the financial statements of BT Group plc and its subsidiaries, and include its share of the results of associates and joint ventures using the equity method of accounting
102-46		Defining the report content and topic boundaries	DoP – Our reporting methodology, page 60 and Our priorities, page 8
102-47		List of material topics	DoP – Our priorities, page 8
102-48		Restatements of information	DoP – Our reporting methodology, page 60
102-49		Changes to reporting	DoP – Our reporting methodology, page 60
102-50		Reporting period	DoP – Our reporting methodology, page 60
102-51		Date of most recent report	DoP – Our reporting methodology, page 60
102-52		Reporting cycle	DoP – Our reporting methodology, page 60
102-53		Contact point for questions regarding the report	DoP – Our reporting methodology, page 60
102-54		Claims of reporting in accordance with the GRI standards	Delivering our purpose – update on our progress 2017/18 has been prepared in accordance with the GRI standards: Core option
102-55		GRI Context Index	DoP – Appendices, page 65
102-56		External assurance	Our Delivering our purpose – update on our progress 2017/18 is assured to AA1000 (AS) 2008 by LRQA DoP – LRQA assurance statement, page 62

This material references GRI 201 to GRI 206 (2016) economic standards. The following standards have not been identified as material; 202 and 204.

Standard/ Disclosure number	SDG	Standard/Disclosure title	Management approach/where reported
201		Economic performance GRI 103: Management approach	The BT Group plc Annual Report and Form 20-F 2018 covers our economic performance and governance
201-1		Direct economic value generated and distributed	AR – Financial statements, page 189 DoP – Our business, page 5, and Investment, page 11
201-2		Financial implications and other risks and opportunities due to climate change	AR – Security and resilience risk, page 66 DoP – Identifying and managing risks, page 9, and Helping customers save emissions, page 35
201-3		Defined benefit plan obligations and other retirement plans	AR – Pensions, page 64 DoP – Rewarding our people, page 52
201-4		Financial assistance received from government	AR – Government grants relating to Broadband Delivery UK (BDUK) contracts, page 231
203		Indirect economic impacts GRI 103: Management approach	We undertake independent studies to better understand our indirect impacts, in particular from our network investments
203-1		Infrastructure investments and services supported	AR – Our networks and physical assets, page 35 DoP – Connecting society, page 12
203-2		Significant indirect economic impacts	Our research papers on this subject, can be found here and Valuing Digital Inclusion
205		Anti-corruption GRI 103: Management approach	We do not tolerate bribery or corruption in any form Anti-corruption and bribery policy AR – Audit & Risk Committee, chairman's report, page 144 DoP – Doing business ethically, page 44
205-1		Operations assessed for risks related to corruption	AR – Significant control failure, page 57 DoP – Doing business ethically, page 44
205-2		Communication and training about anti-corruption policies and procedures	DoP – Doing business ethically, page 44
205-3		Confirmed incidents of corruption and actions taken	AR – Audit & Risk Committee, chairman's report, page 144 DoP – Acting on improper behaviour, page 44

Standard/ Disclosure number	SDG	Standard/Disclosure title	Management approach/where reported
206		Anti-competitive behaviour GRI 103: Management approach	We compete vigorously but fairly, being honest, respectful and trustworthy in all our dealings Our statement of business practice , AR – Communications industry regulation, page 61
206-1		Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	None reported in the year

This material references GRI 301 to GRI 308 (2016) environmental standards. The following standards have not been identified as material; 301 and 304.

Standard/ Disclosure number	SDG	Standard/Disclosure title	Management approach/where reported
302		Energy GRI 103: Management approach	Our group-wide environmental policy and environmental management systems help us minimise our impacts, manage risks and comply with relevant regulations. BT TSO is responsible for managing the group's energy consumption We do not measure energy use outside our operational boundaries, however we encourage our suppliers to seek energy efficiencies in their operations and the products they supply us We report on our key non-financial metrics and improvement targets
302-1		Energy consumption within the organisation	AR – Cutting our energy use, page 55 DoP – Reducing our emissions, page 36, and Environmental data in our Download Centre
302-2		Energy consumption outside of the organisation	The aim of our procurement standard on climate change is to encourage and support the design and delivery of energy efficiency and carbon reduction at all stages of production, delivery, use and disposal of products and services supplied to BT Together with our main energy provider, we're encouraging our suppliers to switch to 100% renewable energy DoP – Reducing our emissions, page 36
302-3		Energy intensity	Not applicable – We don't report energy intensity, however we're investigating an appropriate normalising metric to help drive our energy reduction activities
302-4		Reduction of energy consumption	AR –Cutting our energy use, page 55 DoP – Reducing our emissions, page 36, and Environmental data in our Download Centre
302-5		Reductions in energy requirements of products and services	DoP – Reducing our emissions, page 36
303		Water GRI 103: Management approach	Our group-wide environmental policy and environmental management systems help us minimise our impacts, manage risks and comply with relevant regulations We report on water use for our UK operations only, outside the UK most of our operational sites are fully managed by landlords We report on our improvement targets
303-1		Water withdrawal by source	AR – Reducing water usage, page 55 DoP – Water use, page 39 and Environmental data in our Download Centre
303-2		Water sources significantly affected by withdrawal of water	Not applicable – No water sources are significantly affected by the withdrawal of water used for cooling purposes
303-3		Water recycled and reused	Not applicable – we neither recycle nor reuse significant volumes of water at present
305		Emissions GRI 103: Management approach	GHG emissions are one of the most material environmental issues to BT and our wider value chain Our group-wide environmental policy and environmental management systems help us minimise our impacts, manage risks and comply with relevant regulations We report on our key non-financial metrics and improvement targets DoP – Governing our purpose, page 10

Standard/ Disclosure number	SDG	Standard/Disclosure title	Management approach/where reported
305-1	    	Direct (Scope 1) GHG emissions	AR – Our net positive carbon impact, page 54 DoP – Reducing our emissions, page 36 and Environmental data in our Download Centre
305-2	    	Energy indirect (Scope 2) GHG emissions	AR – Our net positive carbon impact, page 54 DoP – Reducing our emissions, page 36 and Environmental data in our Download Centre
305-3	    	Other indirect (Scope 3) GHG emissions	AR – Our net positive carbon impact, page 54 DoP – Reducing our emissions, page 36 and Environmental data in our Download Centre
305-4	  	GHG emissions intensity	AR – Our net positive carbon impact, page 54 DoP – Reducing our emissions, page 36 and Environmental data in our Download Centre
305-5	  	Reduction of GHG emissions	AR – Our net positive carbon impact, page 54 DoP – Reducing our emissions, page 36 and Environmental data in our Download Centre
305-6	  	Emissions of ozone-depleting substances (ODS)	The GHG emissions related to ODS are included in our carbon emissions model DoP – Environmental data in our Download Centre
305-7	    	Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions	Air pollution came up as an issue that concerns our stakeholders in our materiality assessment this year DoP – Environmental data in our Download Centre
306		Effluents and waste GRI 103: Management approach	Our group-wide environmental policy and environmental management systems help us minimise our impacts, manage risks and comply with relevant regulations We don't monitor or measure waste outside our operational boundaries, however we encourage our suppliers to seek efficiencies in their operations and the products they supply us We report on our improvement targets DoP – Governing our purpose, page 10
306-1	   	Water discharge by quality and destination	Not applicable – Less than 2% of BT properties in the UK require and have a licence or consent for these activities and measuring discharge volumes is not a requirement

Standard/ Disclosure number	SDG	Standard/Disclosure title	Management approach/where reported
306-2	  	Waste by type and disposal method	AR – Waste and recycling, page 55 DoP – Waste and recycling page 38, and Environmental data in our Download Centre
306-3	    	Significant spills	DoP – Preventing fuel leaks, page 40
306-4	 	Transport of hazardous waste	Less than 1% of waste produced in the UK is classified as hazardous. We hold waste carriers licences in the UK to transport waste DoP – Waste and recycling page 38, and Environmental data in our Download Centre
306-5	 	Water bodies affected by water discharges and/or run-off	Not applicable – All waste water is discharged through municipal waste water systems
307		Environmental compliance GRI 103: Management approach	We aim to comply with laws and regulations in all the countries we operate in Our EMS provides a framework for the management and reporting of environmental performance through our governance systems DoP – Managing environmental risks, page 40
307-1		Non-compliance with environmental laws and regulations	DoP – Our purposeful business targets in our Download Centre
308		Supplier environmental assessment GRI 103: Management approach	Our EMS provides a framework for the management and reporting of environmental performance, including our supply chain, through our governance systems We report on our key non-financial metrics and improvement targets DoP – Sourcing responsibly, page 47
308-1		New suppliers that were screened using environmental criteria	DoP – Sourcing responsibly, page 47
308-2		Negative environmental impacts in the supply chain and actions taken	DoP – Sourcing responsibly, page 47

This material references GRI 401 to GRI 419 (2016) social standards. The following standards have not been identified as material; 402, 410, 411, 413, 415, 416 and 417.

Standard/ Disclosure number	SDG	Standard/Disclosure title	Management approach/where reported
401		Employment GRI 103: Management approach	Our ethics code , defines BT's business principles that apply worldwide, to all employees, agents, contractors and others when representing BT Our policies
401-1		New employee hires and employee turnover	DoP – BT people data in our Download Centre
401-2		Benefits provided to full-time employees that are not provided to temporary or part-time employees	DoP – Rewarding our people, page 52
401-3		Parental leave	DoP – Promoting gender balance, page 54
403		Occupational health and safety GRI 103: Management approach	Our global health, safety and wellbeing policy sets out our approach and the Executive Committee and Board regularly monitor progress AR – Health, safety and wellbeing, page 46 DoP – Promoting wellbeing, page 56
403-1		Workers representation in formal joint management–worker health and safety committees	DoP – Promoting wellbeing, page 56
403-2		Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	DoP – Promoting wellbeing, page 56, and BT people data in our Download Centre
403-3		Workers with high incidence or high risk of diseases related to their occupation	DoP – Promoting wellbeing, page 56
403-4		Health and safety topics covered in formal agreements with trade unions	DoP – Promoting wellbeing, page 56
404		Training and education GRI 103: Management approach	Everyone at BT gets the tools and training they need to do their job, build their skills and gain experience
404-1		Average hours of training per year per employee	DoP – Developing our people, page 49
404-2		Programmes for upgrading employee skills and transition assistance programmes	AR – Our workforce, page 43 DoP – Developing our people, page 49
404-3		Percentage of employees receiving regular performance and career development reviews	DoP – Developing our people, page 49

Standard/ Disclosure number	SDG	Standard/Disclosure title	Management approach/where reported
405		Diversity and equal opportunity GRI 103: Management approach	Our inclusion leadership board reviews and reports progress on diversity and inclusion to the group chief executive In March 2018, we launched a new strategy that emphasises our commitment to build an inclusive culture at BT. We've introduced targets on gender balance at the top level of the business for the first time DoP – Creating an inclusive workplace, page 53
405-1		Diversity of governance bodies and employees	AR – Diversity of the Board, page 138 DoP – Promoting gender balance, page 54 and BT people data in our Download Centre
405-2		Ratio of basic salary and remuneration of women to men	DoP – Promoting gender balance, page 54
406		Non-discrimination GRI 103: Management approach	We respect the dignity, liberty and equality of everyone we work with. We use the UN Guiding Principles on Business and Human Rights to inform our approach Our ethics code DoP – Embracing diversity, page 53
406-1		Incidents of discrimination and corrective actions taken	DoP – BT people data in our Download Centre
407		Freedom of association and collective bargaining GRI 103: Management approach	We only work with people who choose to work freely. We respect their rights to equal opportunities, freedom of association and collective bargaining Our ethics code Our statement on Modern Slavery
407-1		Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	DoP – Sourcing responsibly, page 47
408		Child labour GRI 103: Management approach	We've a long-standing policy that we don't use or accept forced, bonded or involuntary prison labour or child labour Our ethics code Our statement on Modern Slavery
408-1		Operations and suppliers at significant risk for incidents of child labour	DoP – Respecting human rights, page 45 and Sourcing responsibly, page 47
409		Forced or compulsory labour GRI 103: Management approach	We've a long-standing policy that we don't use or accept forced, bonded or involuntary prison labour or child labour Our ethics code Our statement on Modern Slavery
409-1		Operations and suppliers at significant risk for incidents of forced or compulsory labour	DoP – Respecting human rights, page 45 and Sourcing responsibly, page 47
412		Human rights assessment GRI 103: Management approach	Our human rights team works on day-to-day integration of the UN Guiding Principles in our business and our Human Rights Steering Group oversees progress in this area. It's chaired by our group corporate affairs director (a member of our Executive Committee) AR – Respecting human rights, page 40 DoP – Respecting human rights, page 45
412-1		Operations that have been subject to human rights reviews or impact assessments	AR – Compliance risks, page 56 DoP – Assessing supplier performance and risk, page 47

Standard/ Disclosure number	SDG	Standard/Disclosure title	Management approach/where reported
412-2		Employee training on human rights policies or procedures	DoP – Doing the right thing, page 43
412-3		Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	DoP – Sourcing responsibly, page 47
414		Supplier social assessment GRI 103: Management approach	We're steered by the UN Guiding Principles on Business and Human Rights (UN Guiding Principles) Sourcing with human dignity
414-1		New suppliers that were screened using social criteria	AR – Ethical standards in our supply chain, page 50 DoP – Assessing supplier performance and risk, page 47
414-2		Negative social impacts in the supply chain and actions taken	DoP – Sourcing responsibly, page 47
418		Customer privacy GRI 103: Management approach	We integrate privacy issues into our training and product design, comply with privacy regulations, and put safeguards in place when managing requests from law enforcement agencies Privacy and free expression in UK communications
418-1		Substantiated complaints concerning breaches of customer privacy and losses of customer data	AR – Processing our customers' data, page 58 DoP – Protecting people's privacy, page 22
419		Socioeconomic compliance GRI 103: Management approach	Our audit and risk committee's responsibilities include reviewing the effectiveness of processes for compliance with laws, regulations and ethical codes of practice, including the company's Speak Up arrangements AR – Audit & Risk Committee chairman's report, page 144
419-1		Non-compliance with laws and regulations in the social and economic area	DoP – Acting on improper behaviour, page 44 and Our purposeful business targets in our Download Centre

United Nations Global Compact

We have been a signatory to the Global Compact since 2000 and we reaffirm our support of the Ten Principles of the United Nations Global Compact in the areas of human rights, labour, environment and anti-corruption.

This annual Communication on Progress (see table) summarises the key sections of our report as they relate to the Global Compact's principles and our business strategy, culture and operations. There are links to further information such as measures, lessons learned and our future plans.

Principles	Information in Delivering our Purpose – update on progress 2017/18	Information in BT Group plc Annual Report and Form 20-F 2018 and elsewhere
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights	Everyone's entitled to basic rights and freedoms – whoever they are, wherever they live. We're committed to respecting these human rights. Respecting human rights, page 45, summarises our approach to human rights	Our commitment, as an original signatory to the United Nations Global Compact principles, is to embrace, support and respect human rights and ensure we're not complicit in human rights abuses. Respecting human rights, page 41
Principle 2: Businesses should make sure that they are not complicit in human rights abuses	Respecting human rights, page 45, summarises our approach to human rights. Our human rights team works on day-to-day integration of the UN Guiding Principles in our business and our Human Rights Steering Group oversees progress in this area. It's chaired by our group corporate affairs director (a member of our Executive Committee)	We've been working on a formal human rights policy, which we'll launch early in 2018/19. We have to maintain a difficult balance of respecting rights to privacy and free expression, and supporting police and other government agencies in protecting the nation's security. In December 2015, we published our thinking on achieving this balance. This is currently being updated
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	We respect rights to equal opportunities, freedom of association and collective bargaining. Rewarding our people, page 52	Our ethics code , gives guidance to our employees, suppliers and anyone working on our behalf, on how we expect them to behave and on our values
Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labour	We have a long-standing policy that we don't use or accept forced, bonded or involuntary prison labour or child labour. Nor do we demand deposits or hold onto our workers' identity papers, or work with businesses that do. We only work with people who choose to work freely. Sourcing responsibly, page 45	Our Modern Slavery Act transparency statement , updated in August 2017 sets out our stance on modern slavery and human trafficking. We are founding partners of the UK's Modern Slavery Helpline and Resource Centre
Principle 5: Businesses should uphold the effective abolition of child labour	We have a long-standing policy that we don't use or accept forced, bonded or involuntary prison labour or child labour. We only work with people who choose to work freely. Sourcing responsibly, page 45	Our Sourcing with Human Dignity standard , introduced in 2001, specifies the minimum standards we expect of our suppliers
Principle 6: Business should uphold the elimination of discrimination in respect of employment and occupation	We want everyone to feel welcome and included at BT. Anyone with the right talent and mind-set should be able to succeed, no matter who they are or where they're from. Creating an inclusive workplace, pages 53-54	We want a diverse workforce that matches our customers and delivers our business goals. Diversity at work, page 45
Principle 7: Businesses should support a precautionary approach to environmental challenges	Our environment policy and management systems are designed to help us comply with environmental legislation and continually improve our performance in these areas. Managing environmental impacts, page 45	We've worked with the University of Cambridge Engineering Design Centre to develop the Designing Our Tomorrow (DOT) in a box initiative. It helps our designers think about the environmental impact at each stage of a product's life cycle
Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility	We take our environmental responsibility seriously. Our group-wide environmental policy and environmental management systems (EMS) help us minimise our impacts, manage risks and comply with relevant regulations. Conserving natural resources, page 38	Since the early nineties, we've made social and environmental responsibility central to our business. We have incorporated environmental factors into our procurement processes. Our procurement standards on Product Stewardship and Climate Change sets out our expectations and requirements from suppliers

Principles	Information in Delivering our Purpose – update on progress 2017/18	Information in BT Group plc Annual Report and Form 20-F 2018 and elsewhere
Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies	The UN's Sustainable Development Goals (SDGs) highlight the need to create a low-carbon economy and to ensure sustainable consumption of our natural capital. Our ambition is to help customers reduce their carbon footprint by at least three times our own end-to-end emissions. We can help them achieve this through our products and services. Helping customers cut carbon emissions, page 35. We want to work with suppliers who not only monitor the impact they have on the environment but work hard to reduce it. Promoting environmental sustainability, page 45	Our Purposeful Business web pages
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery	We don't tolerate bribery or corruption in any form. Doing business ethically, pages 43–44	Our anti-corruption and bribery policy

ISO 26000:2010

Guidance on social responsibility, provides a guidance framework to help businesses and organisations operate in a socially responsible way.

This is the eighth year that we have cross referenced our report to the core subjects and issues of the guidance.

Subject	Clause	Information in Delivering our Purpose – update on progress 2017/18	Our response
Organisational governance	6.2	Governing our purpose, page 10	Our Board Committee for Sustainable and Responsible Business has a duty to: maintain and grow world-class corporate responsibility performance, to minimise any Corporate Responsibility and Sustainability (CR&S) risks to BT's operations and reputation, and to help maximise business opportunities from CR&S
Human rights: Issue 1: Due diligence	6.3.3	Respecting human rights, page 45	We believe our communication services can play a positive role by helping people exercise their rights and freedoms in an increasingly digital age. But we also recognise there are risks we need to address, including the need to prevent labour abuses in our supply chain and to protect our customers' rights to privacy and free expression.
Issue 2: Human rights risk situations	6.3.4	Identifying and managing risks, page 9, Respecting human rights, page 45, and Sourcing responsibly, page 45	Assessing risks helps us determine potential impacts on our business. We use our enterprise risk framework to identify and manage risks
Issue 3: Avoidance of complicity	6.3.5	Doing business ethically, page 43	Our ethics code guides employees, suppliers and anyone working on behalf of BT on how to behave in different situations. It states our commitment to the United Nations Universal Declaration of Human Rights
Issue 4: Resolving grievances	6.3.6	Doing business ethically, page 43	The Contact BT pages on our website provide access for external stakeholders to contact us for any queries about the company. Our employees and suppliers have access to a confidential hotline to report any concerns
Issue 5: Discrimination and vulnerable groups	6.3.7	Including everyone, page 18, Doing business ethically, page 43, and Creating an inclusive workplace, page 53	We've brought together a wealth of information and advice on how customers with impairments can use the phone, internet and TV on our Including You website
Issue 6: Civil and political rights	6.3.8	Respecting human rights, page 45	We respect the dignity, liberty and equality of every BT employee and everyone who has dealings with us
Issue 7: Economic, social and cultural rights	6.3.9	Building infrastructure, page 14, Including everyone, page 18, and Building tech literacy for the next generation, page 23	Our Tech Literacy programme is about empowering young people to navigate the new digital world. We want them to grow up to become active creators of technology, not passive consumers. Our Including You website contains a wealth of information on the products and services we offer to people who need extra help with communications
Issue 8: Fundamental principles and rights at work	6.3.10	Doing business ethically, page 43	We don't use or accept forced, bonded or involuntary prison labour. We don't demand or hold on to deposits or identity papers for our workers, or deal with businesses that do. We only work with people who choose to work freely. We respect their rights to equal opportunities, freedom of association and collective bargaining. We don't use child labour and we demand the same of our suppliers and their suppliers. Our ethics code guides employees, suppliers and anyone working on behalf of BT on how to behave in different situations
Labour practices: Issue 1: Employment and employment relationships	6.4.3	Creating an inclusive workplace, page 53	We want everyone to feel welcome and included at BT. Anyone with the right talent and mind-set should be able to succeed, no matter who they are or where they're from
Issue 2: Conditions of work and social protection	6.4.4	Rewarding our people, page 52	We regularly benchmark our pay and benefits against companies of a similar size and complexity to help us offer competitive packages

Subject	Clause	Information in Delivering our Purpose – update on progress 2017/18	Our response
Issue 3: Social dialogue	6.4.5	Listening to our people, page 50	Twice a year, we ask our people to provide feedback on working for BT through our employee engagement survey
Issue 4: Health and safety at work	6.4.6	Promoting wellbeing, page 56	We see improving the wellbeing of society as an integral part of our purpose to use the power of communications to make a better world
Issue 5: Human development and training in the workplace	6.4.7	Investing in our people, page 49	We help our people grow through learning – on the job or through formal training
The environment: Issue 1: Prevention of pollution	6.5.3	Managing environmental risks, page 40	Our group-wide environmental policy and environmental management systems (EMS) help us minimise our impacts, manage risks and comply with relevant regulations
Issue 2: Sustainable resource use	6.5.4	Conserving natural resources, page 38	We put a lot of effort into reducing our carbon emissions because that's the biggest difference we can make to the environment. We also manage other impacts to help us conserve natural resources
Issue 3: Climate change mitigation and adaptation	6.5.5	Tackling climate change, page 30	We've been measuring and reporting on our efforts to reduce our carbon emissions since 1992. In 2013 we set an ambition to help customers reduce their carbon emissions by at least three times the end-to-end carbon impact of our business by 2020
Issue 4: Protection of the environment, biodiversity and restoration of natural habitats	6.5.6	Our priorities, page 7 and Biodiversity, page 39	We're not a significant landowner. We have procedures in place to reduce the impact of our operations on the environment. We aim to promote biodiversity by using our sites to provide natural habitats such as wildflower meadows that support flora, insects and wildlife
Fair operating practices: Issue 1: Anti-corruption	6.6.3	We don't tolerate bribery or corruption in any form. Targeting bribery and corruption, page 44	We have specific policies covering anti-corruption and bribery, gifts and hospitality, and charitable donations and sponsorships. These cover our people around the world
Issue 2: Responsible political involvement	6.6.4		We aim to be transparent about our public policy activities, current public policy issues can be found on our website
Issue 3: Fair competition	6.6.5	Doing business ethically, page 43	We compete vigorously but fairly, being honest, respectful and trustworthy in all our dealings. Our ethics code guides employees, suppliers and anyone working on behalf of BT on how to behave in different situations
Issue 4: Promoting social responsibility in the value chain	6.6.6	Sourcing responsibly, page 47	Our procurement standards include: environment, climate change and labour rights
Issue 5: Respect for property rights	6.6.7		We're not a significant landowner, either in the UK or our international markets
Consumer issues: Issue 1: Fair marketing, factual and unbiased information and fair contractual practices	6.7.3		Our web pages include our Codes of Practice , covering our customer, sales and marketing activities
Issue 2: Protecting consumers' health and safety	6.7.4	Addressing health concerns about radio frequency emissions, page 9, and Managing environmental risks, page 40	We don't manufacture our own products, so we work closely with our suppliers to ensure that the products and services we provide are to the highest standards. Our Product Stewardship Standard makes sure that the products we buy, use and sell are safe
Issue 3: Sustainable consumption	6.7.5	Waste and recycling, page 38	As part of our commitment to the principles of the circular economy, we're exploring ways to use recycled materials and ensure materials are recyclable when a product is no longer needed. Our consumer products are labelled to provide customers with information on energy use and disposal
Issue 4: Consumer service, support, and complaint and dispute resolution	6.7.6	Getting it right for our customers, page 14	Getting the customer experience right, and improving the quality of our customer relationships, is at the heart of our strategy for growth. The different methods to contact us are summarised on our Contact BT page
Issue 5: Consumer data protection and privacy	6.7.7	Protecting people's privacy, page 22	We're open about our privacy policies, helping our customers understand in simple terms how their personal information is used. Our privacy centre gives a detailed breakdown by service to show customers how we collect and use their personal information
Issue 6: Access to essential services	6.7.8	Including everyone, page 18	BT Basic is our low-cost telephone service. Our Codes of Practice describe our procedures for requesting payment and the help customers can expect if they have problems paying

Subject	Clause	Information in Delivering our Purpose – update on progress 2017/18	Our response
Issue 7: Education and awareness	6.7.9	Including everyone, page 18	We use many channels to engage with our customers on sustainability-related issues. From the labelling on our products through to our marketing communications and our sustainability report. Increasingly we're using social media channels such as YouTube and Facebook to engage with a wider audience
Community involvement and development: Issue 1: Community involvement	6.8.3	Listening to our stakeholders, page 8 and Volunteering our skills and time, page 52	We engage with our stakeholders throughout the year. Our people are supporting the communities that we live and work in through our volunteering initiatives
Issue 2: Education and culture	6.8.4	Building tech literacy for the next generation, page 32	We're helping young people across the UK develop the skills, knowledge and confidence they need to use the internet
Issue 3: Employment creation and skills development	6.8.5	Building tech literacy for the next generation, page 32 and Developing talent, page 49	We're an equal opportunities employer. We've longstanding apprentice and graduate entry programmes, and provide skills-for-work training for young people to help prepare them for their working lives. Through our tech literacy programme we're helping people gain the digital skills and confidence to create possibilities for everyone
Issue 4: Technology development and access	6.8.6	Connecting society, page 12	Both in the UK and overseas, we're going above and beyond to help millions of people overcome social disadvantage through the benefits our products and services bring. We're also using our technology and expertise to help charities support more people in need
Issue 5: Wealth and income creation	6.8.7	Our business, page 5 and A responsible approach to tax, page 44	We actively support the communities in which we operate. Our purchasing stimulates economic and social development. Our Social Study 2016 – the Economic Impact of BT & EE in the UK looks at our Gross Value Add across the UK
Issue 6: Health	6.8.8	Sourcing responsibly, page 47 and Promoting wellbeing, page 56	Protecting health and safety is a priority for us. Not only for our people but our customers, contractors and suppliers
Issue 7: Social investment	6.8.9	Investment, page 11 and Supporting good causes, page 26	We've wide ranging partnerships with organisations (for example charities) who are best equipped to address social inequalities. We support charities by sharing our skills, supporting fundraising and by providing technology

CDSB Framework for reporting environmental information & natural capital

We're signatories to the Climate Disclosure Standards Board (CDSB) Statement on fiduciary duty and climate change disclosure. We're committed to producing and using climate change-related information in mainstream corporate reporting as a matter of fiduciary duty.

We report on our material environmental impacts and performance on an annual basis in our Annual Report and Form 20-F and our Delivering our Purpose report. These reports aim to serve different stakeholder groups – the [Annual Report](#), investors, analysts and shareholders – the Delivering our Purpose Report a wider audience, including customers, employees, suppliers and society.

We aim not to duplicate information unnecessarily so have provided this index showing how and where our environmental and natural capital reporting meets the principles and requirements of the CDSB Framework (June 2015).

		Comments	BT Group plc Annual Report and Form 20-F 2018	BT Delivering our Purpose report 2017/18
P1	Relevance and materiality	Since 2006, we've conducted an annual materiality review at the end of each calendar year to assess the trends and issues identified by our stakeholders. We draw on multiple sources of qualitative and quantitative information that have been gathered throughout the preceding 12 months. This is to determine the relevance and significance of issues identified through stakeholder engagement, such as day-to-day interactions by phone or in meetings, as well as through online discussion forums, focus groups, social media and participation in industry collaborations. Carbon emissions reductions remain a relevant environmental issue to our business and important to our investors	Shareholders, page 48. We give particular attention to 'socially responsible investors' via a programme designed to meet their specific needs	Materiality methodology, page 61 and Our priorities, page 8, which covers material environmental information to a wide range of stakeholders
P2	Faithful representation	We aim to provide a balanced view of our progress and challenges. We ask LRQA to review and comment on our report using AccountAbility's AA1000 Assurance Standard 2008 (AA1000AS)	Our Annual Report and Form 20-F performance is aligned to our Delivering our Purpose report	LRQA Assurance Statement, page 62
P3	Connected with other information	We recognise that our use of natural resources presents both cost and risk to our business, as well as opportunities to develop solutions to help others minimise their use of natural resources	Our business model, page 30, The environment, page 54 and Our principal risks and uncertainties, page 56	Delivering environmental benefits section, page 37
P4	Consistent and comparable	We've been reporting on our environmental performance for over 25 years. Annually we provide five-year trend information on progress and disclose the methodology that we use	The environment, page 54	Delivering environmental benefits, page 37, Our reporting methodology, page 60 and Environmental data in our Download Centre
P5	Clear and understandable	We work hard to ensure that our reporting is fair, balanced and understandable	We're committed to communicating openly with each of our stakeholder audiences in the manner most appropriate to their requirements. Investors can contact us via our investor web pages	We welcome feedback on our report, how we're 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 @BT Group
P6	Verifiable	We ask LRQA to review and comment on our natural capital reporting using AA1000AS (2008)	We include key natural capital information in our Annual Report, this data has previously been assured as part of our Delivering our Purpose Report by LRQA.	LRQA assurance statement, page 62

		Comments	BT Group plc Annual Report and Form 20-F 2018	BT Delivering our Purpose report 2017/18
P7	Forward-looking	We've set ourselves long-term, ambitious goals to deliver improved performance. This year we set science-based targets based on a 1.5°C limit, in line with the Paris Agreement	By 2030, we aim to cut our carbon emissions intensity by 87% compared with 1996/97 levels. The environment, page 54	Tackling climate change, page 30, Setting science-based targets, page 32, and Our targets in the Download Centre
REQ-01	Policy, strategy and targets	Our environmental policy sets out our aims to: reduce the environmental impact of our operations, supply chain and customer solutions and to help our customers reduce their own environmental impact	Our 2020 ambition, page 54	Tackling climate change, page 30 and Our targets in the Download Centre
REQ-02	Risks and opportunities	We aim to mitigate the risks of climate change – our 2020 ambition sets out our approach to minimising our GHG emissions and helping our customers to reduce their emissions. We recognise climate change as an increasingly likely trigger to some of our main business risks, and are adapting our business accordingly	Our principal risks and uncertainties, page 56. Climate change feeds into two of these risks, with climate-related issues posing risks to the resilience of our network and the security of our supply chain	Tackling climate change, page 30, Identifying and managing risks, page 9, and Keeping people connected, page 17
REQ-03	Governance	Our purpose is to use the power of communications to make a better world. Our board-level Committee for Sustainable and Responsible Business (CSRB) leads our purposeful business strategy and oversees progress towards our ambitions. The chief executive of BT Group has ultimate responsibility for the company's environmental policy and performance	Committee for Responsible and Sustainable Business, Chair's report, page 153	Governing our purpose, page 10
REQ-04	Sources of environmental impact	Our annual materiality review continues to find that Climate Change (GHG emissions and related energy use) is the most significant environmental issue to our investors, customers, suppliers and people	We report our energy use, GHG emissions, waste generated and water use. The environment, page 54	We report on a wider range, relevant to a broader stakeholder group, of environmental impacts. Protecting the environment, page 28
REQ-05	Performance and comparative analysis	Annually we provide five-year trend information on progress against our targets and disclose the methodology that we use	Our non-financial performance as a sustainable and responsible business, page 26	Protecting the environment, page 28, Our reporting methodology, page 60, and Environmental data in our Download Centre
REQ-06	Outlook	Climate change is one of the world's biggest challenges. We're tackling it through targets, technology and teamwork – and using our influence to ask our suppliers, customers and peers to do their bit too. We're mitigating our impacts by reducing our carbon emissions and our products and services help our customers cut theirs too. Our ambition is to help our customers reduce carbon emissions by at least three times the end-to-end carbon impact of our business by 2020. We've launched a new science-based target, based on a 1.5°C limit, to reduce our carbon emissions intensity by 87% by 2030 (per unit of gross value added) from 2016/17 levels. We're managing other risks and impacts such as waste. We promote a circular economy and aim to turn our waste into resources wherever possible. We consider anything that threatens that resilience – including climate-related risks like flooding – among the biggest risks to our business. To minimise the impact on our customers and our business, we are taking steps to strengthen our resilience and adapt to climate change	The environment, page 54 and Our principal risks and uncertainties, page 56	Protecting the environment, page 28, Helping customers save emissions, page 35, Keeping people connected, page 17, and Conserving natural resources, page 38
REQ-07	Organisational boundary	Our reports cover all BT's wholly-owned operations and subsidiaries worldwide, unless stated otherwise	Our financial statements consolidate BT Group plc, the parent company, and its subsidiaries (together the 'group'). Note 1, page 206	Unless we state otherwise, the report covers all BT's wholly owned operations and subsidiaries

		Comments	BT Group plc Annual Report and Form 20-F 2018	BT Delivering our Purpose report 2017/18
REQ-08	Reporting policies	Our consolidated financial statements are prepared in accordance with the Companies Act 2006 as applicable to companies using International Financial Reporting Standards (IFRS), Article 4 of the IAS Regulation and International Accounting Standards (IAS) and IFRS and related interpretations, as adopted by the European Union. Our integrated approach to reporting means that the requirements of the new Non-Financial Reporting Directive are addressed throughout the Strategic Report. Our Delivering our Purpose Report is prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core Option. We've been a signatory to the United Nations Global Compact (UNGC) since 2000. Our UNGC index represents our Communication on Progress.	BT's Annual Report complies with UK regulations and is part of the Annual Report and Form 20-F for the US Security and Exchange Commission to meet US regulations. This is the fourth year that we've applied an Integrated Reporting (IR) approach to how we structure and present our Annual Report	Our report adheres to AA1000AS (2008) principles of Inclusivity, Materiality and Responsiveness
REQ-09	Reporting period	We report annually on performance to year ending 31 March		
REQ-10	Restatements	Every year, we replace any estimates in the previous year's environmental reporting with actual figures		Restating past data, page 61
REQ-11	Conformance	We've provided this table to demonstrate our conformance		
REQ-12	Assurance	Our reported information is audited to provide assurance to stakeholders	Independent auditors' report, page 190	Our report is externally assured by LRQA against AA1000AS (2008), page 62