

Digital Impact and Sustainability – targets and progress 2020/21

Theme	Ambition/target	Last year (2019/20)	This year (2020/21)	Status (2020/21)	Page in report
Building better digital lives	By 31 March 2026, to reach 10m people in the UK with help to improve their digital skills As this 10m target has been reached, we have extended this under our new ambition: By 31 March 2026, to reach 25m people in the UK with help to improve their digital skills	2.8m people reached since 2014/15	10.1m people reached since 2014/15	Achieved	9
Tackling climate change and environmental challenges	By 31 March 2045, to become a net zero carbon emissions business (GHG emissions scopes 1 and 2)	240,531 tonnes of CO ₂ e	171,684 tonnes of CO ₂ e	Ongoing	27
	By 31 March 2045, to become a net zero carbon emissions business (GHG emissions scopes 1 and 2 plus supply chain emissions ¹)	2,706,522 tonnes of CO ₂ e	2,595,006 tonnes of CO ₂ e	Ongoing	27
	By 31 March 2031, to cut our carbon emissions intensity by 87%, compared to 2016/17 levels ²	43% reduction achieved ³	57% reduction achieved	Ongoing	27
	By 31 March 2021, to enable customers to reduce carbon emissions by at least three times the end-to-end carbon impact of our business (3:1)	3.1:1 – target achieved (one year early)	Not measured (target achieved in previous year)	Achieved	N/A
	By 31 December 2020, to purchase 100% of our electricity from renewable sources, where markets allow	92%	100% ⁴	Achieved	26
	By 31 March 2031, to reduce our supply chain CO ₂ e emissions by 42% ⁵ , compared to 2016/17 levels	16% reduction achieved ⁶	19% reduction achieved	Ongoing	28
	By 31 March 2025, 100% of the plastic packaging we procure and send to customers can be reused, recycled or composted	New target, N/A	N/A – we've baselined our 2019/20 plastics footprint. We're developing ways in which to measure and track progress against the target. We plan to start reporting in 2021/22	Ongoing	32
Supplier	Supplier risk: To achieve 100% follow up within three months, for all suppliers identified as high or medium risk, through our ethical standard questionnaires	100%	100%	Achieved	22
Societal investment	We aim to invest at least 1% of the previous year's adjusted profit before tax (PBT), as a mixture of cash and in-kind investments, to support our strategy, to be a sustainable and responsible business leader ⁷	0.9% of PBT invested	0.63% of PBT invested (over the last five years, we have invested an average of 0.89% of adjusted PBT)	Failed	5

Additional targets and progress

	Ambition/target	Last year (2019/20)	This year (2020/21)	Status (2020/21)	Page in report
Colleague	Gender: By end of 2020/21, to have 33% of the Board consisting of women	Three out of 12 (25%)	Four out of 12 (33%)	Achieved	
	Gender: By end of 2020/21, we want 40% of our senior management team ⁸ to be women	33% ⁹	32%	Failed	
	Ethnicity: By end of 2020/21, to have 15% of our senior managers to come from black, Asian or other ethnic minority backgrounds	10%	9%	Failed	
	Sickness absence rate: To maintain or cut the percentage of calendar days lost to sickness	3.0% calendar days lost	2.85% calendar days lost	Achieved	
	Employee engagement index: To maintain or improve our relationship with our colleagues	79%	80%	Achieved	
	Ethical perception: To maintain or improve our colleagues' perception of our ethical performance	93%	93%	Achieved	
	Ethical training: Colleagues (min. 99.5%) ¹⁰ to complete annual training on our ethics code 'The BT Way' (including our zero-tolerance approach to Anti-Bribery & Corruption)	99.4%	97.4%	Failed	38
Financial	We'll have no significant ¹¹ fines or non-monetary sanctions, for non-compliance with laws and regulations concerning: a) the environment b) the provision and use of products and services c) the social and economic area	No significant fines or sanctions	No significant fines or sanctions	Achieved	
	We'll have no successful health and safety prosecutions or prohibition notices served against the company worldwide	No such prosecutions or prohibition notices	No such prosecutions or prohibition notices	Achieved	

Notes:

1 The scope of the net zero target was extended during 2020 to include supply chain emissions as an additional target.

2 Scope 1 and 2 greenhouse gases per unit of gross value added.

3 Restated to 43%, from 42% reported last year.

4 99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow due to non-availability of renewable electricity.

5 The original target was set at 29%, the target was revised to 42% in June 2020.

6 Restated to 16%, from 8% reported last year.

7 We do this through a mixture of cash, time volunteered and in-kind contributions.

8 Our senior management comprises those employees responsible for planning, directing and controlling the activities of the group, or a strategically important part of it (being members of our senior leadership and senior management teams, and directors of the group's subsidiaries but excluding executive directors on the Board).

9 Restated to 33%, from 35% reported last year, due to a change in scope of how 'senior management team' is defined and measured.

10 Excluding those on maternity, paternity or long-term sick leave or with other extenuating circumstances.

11 We report fines as significant if in excess of £50m.