



Responsible Business Addendum 2026

to the BT Group plc Annual Report 2026





Contents

Disclosing our ESG performance

Disclosures relating to our approach and performance on material ESG topics are reported throughout this Addendum and in the reports and policies listed below.

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REPORTS

- BT Group plc Annual Report, including the latest Task Force on Climate-related Financial Disclosures (TCFD)
- Carbon Reduction Plan
- Climate Transition Plan
- UK Gender Pay Gap 2025 Statement
- Modern Slavery Statement
- Privacy and free expression disclosure
- Tax Strategy

Read more here: bt.com/addendum

Frameworks

- We report in line with a range of recognised external frameworks:
- Sustainability Accounting Standards Board (SASB)
 - TCFD
 - UN Global Compact
 - UN Sustainable Development Goals

POLICIES

Being trusted: our code guides how we do things across BT Group.

We publish a number of [policies and approaches across a range of ESG-related topics](#):

- anti-bribery and corruption
- gifts and hospitality
- health, safety and environment
- human rights
- plastics approach
- privacy
- vulnerability

We also extend our expectations through policies and standards for suppliers

Definitions of how we measure and report on our sustainability ambitions are shared in ‘Our social and environmental reporting methodology 2026’ at bt.com/addendum

GOVERNANCE

Our Board-level *Responsible Business Committee* has overseen our Responsible Business strategy and approach, and tracked progress towards our related targets and ambitions.

Moving forward, as Responsible Business is fully embedded in our business strategy and across BT, oversight will move from a standalone committee to the Board, and to the *Audit & Risk Committee*, who monitor and assess climate-related risks, controls and reporting on behalf of the Board.

Our BT Group Chief Executive Allison Kirkby takes strategic decisions, exercising delegated authority from the Board, with assistance from the *Executive Committee* in development and execution of the strategy and risk management.

We integrate ESG into our reward approach. We have a sustainability underpin for awards made under our Restricted Share Plan for executive directors.

See our Annual Report (AR) for more on governance and remuneration.

External recognition

Our ESG index ratings and rankings:

Bloomberg: Rated as an ESG leader, with a score of 6.11

CDP: A' listed on climate for the tenth year running (top 4% of over 22,000 global reporters)

Clean200: Ranked in the top 200 public companies globally, based on revenues from clean, sustainable sources

EcoVadis: Advanced rating score of 66/100

Financial Times: Listed as a Europe Climate Leader

FTSE4Good: Confirmed member of the Russell FTSE4Good index

MSCI: 'A' rated on ESG investment risk and opportunities

Morningstar Sustainability: Low-risk ESG score of 15.9

Awards:

Received the **Payroll Giving Platinum Award Quality Mark** from HM Government in 2025, for generating sustainable income sources for UK charities

Independent assurance

Our ESG reporting is independently verified by LRQA against the internationally-recognised ISAE 3000 assurance standard.

Read the independent assurance statement



Identifying our ESG priorities

We prioritise the environmental, social and governance (ESG) topics that have the most financial impact on our business, along with the topics that have the most impact on society and the environment – our material issues.

This year, we've undertaken a refresh of our BT Group 'Double Materiality Assessment' (DMA).

Our refreshed DMA highlights the ESG topics that matter most to our long-term success and our impact on communities and the environment, forming the basis of our responsible business strategy and reporting.

This year, in line with the updated Corporate Sustainability Reporting Directive (CSRD) Omnibus guidance and building on the previous review, we refined our assessment to ensure our material topics continue to reflect BT's strategy, risk framework and operating model. We have:

- reviewed all material topics and associated impacts, risks and opportunities (IROs)
- engaged subject matter experts who are accountable for topics when re-evaluating our IROs
- benchmarked BT against our peers
- sought guidance from our Investor Relations experts to understand external ESG expectations
- ensured governance through a newly formed internal SteerCo.

The refresh has delivered enhancements to the prior year's DMA by:

- strengthening the technical alignment with the updated European Sustainability Reporting Standards, ensuring full conformity of IROs with those latest standards
- linking the material topics, the IROs and BT strategy
- streamlining the IROs, to ensure relevant topics are prioritised
- ensuring continuity between the climate-related IROs and TCFD
- elevating 'Circular economy' to a material topic.

While our current DMA remains anchored in CSRD, this refresh is well timed ahead of forthcoming UK Sustainability Reporting Standards (SRS) legislation. The updated assessment strengthens our preparedness for future reporting, recognising that UK SRS will bring a more financially focused lens to materiality.

Further details of our DMA methodology are included in our 'BT Group social and environment reporting methodology 2026' document at:

[bt.com/addendum](https://www.bt.com/addendum)

Our DMA results: material ESG topics

Following assessment and validation, the following ESG topics (with relevant sub-topics), are deemed to be material to BT Group:

Material topic	Sub-topics
Business conduct	Corporate culture Management of relationships with suppliers
Circular economy	Resource outflows (waste)
Climate change	Climate change mitigation Climate change adaptation Energy
Consumers and end users	Information-related impacts: – Cyber security – Digital rights – Online safety Social inclusion: – Access to ICT – Digital skills – Customer experience
Own workforce	– Working conditions – Health and safety – Diversity and equal treatment
Workers in the value chain	– Working conditions – Health and safety – Other labour-related human rights

Key

■ Environmental ■ Social ■ Governance



Identifying our ESG priorities continued

Reporting on ESG topics

We reference and report on our material ESG topics across this Addendum, within our BT Annual Report 2026 (AR), and across other documents and webpages:

ESG topic	Sub-topic	Document/page reference	Link to relevant webpage	Link to relevant UN Sustainable Development Goal
Business conduct	- Corporate culture - Management of relationships with suppliers	AR pages 34, 40, 62 Addendum page 5	Our code of ethics	  
Circular economy	Resource outflows (waste)	AR page 31 Addendum page 6 to 7	Becoming a circular business	  
Climate change	- Climate change mitigation - Climate change adaptation - Energy	AR pages 31, 63 to 71 Addendum page 7	Climate Transition Plan (bt.com/climatetransitionplan) Carbon Reduction Plan 2026 (bt.com/carbonreductionplan)	   
Consumers and end users	- Cyber security - Online safety - Access to ICT - Digital skills - Customer experience	AR pages 26, 27, 29, 31, 59, 60, 62 Addendum page 5	Social impact (bt.com/socialimpact)	  
Own workforce	- Working conditions - Health and safety - Diversity and equal treatment	AR pages 34 to 36, 40, 61 Addendum pages 9 to 14	Our people	   
Workers in the value chain	- Working conditions - Health and safety - Other labour-related human rights	AR pages 40, 62 Modern Slavery Statement 2026	Selling to BT supplier charter Fighting modern slavery	  

Key

 Environmental
  Social
  Governance

We link each of the above topics to the UN Sustainable Development Goals (see <https://sdgs.un.org/goals>)



Our Responsible Business metrics and progress FY26

Theme	Metric	Last year (FY25) ³	This year (FY26)	Status
Environment	By 31 March 2031, to cut our absolute operational carbon emissions by 90%, compared to FY17 levels ¹	51% reduction achieved	61% reduction achieved	Ongoing
	By 31 March 2031, to reduce our supply chain carbon emissions by 42%, compared to FY17 levels	30% reduction achieved	33% reduction achieved	Ongoing
	By 31 March 2031, to be a net zero carbon emissions business (greenhouse gas (GHG) emissions Scopes 1 and 2) ²	654,765 tonnes of CO ₂ e	523,133 tonnes of CO₂e	Ongoing
	By 31 March 2041, to be net zero for our supply chain and customer carbon emissions (GHG emissions Scope 3)	2,691,172 tonnes of CO ₂ e	2,504,064 tonnes of CO₂e	Ongoing
	Build towards a circular BT Group by 2030 and circular tech and telco ecosystem by 2040	Progress reported on page 7 of this Addendum		Ongoing
Social: Digital inclusion	Digital skills: By 31 March 2026, we aim to reach 25m people in the UK with help to improve their digital skills (cumulative since FY15). (Ambition now extended: By 2030, we aim to reach 30m people and businesses with digital skills, tools and support)	23.3m people reached since FY15	23.3m people reached since FY15 (42,000 reached in FY26)	Ongoing
	By 2026, 25m homes and businesses will have access to strong, secure, ultrafast full fibre broadband. (Ambition now extended, to reach 30m homes by 2030)	18.1m premises passed	22.9m premises passed	Ongoing
	By 2026, build full fibre to 6.2m homes and businesses in hard-to-reach rural communities (part of the above target)	4.9m premises passed	6.3m premises passed	Achieved
	By 2028, our EE 5G mobile network will reach 90% of the UK's population	85%	90%	Achieved
Social: Our people	Sickness absence rate: To maintain or cut the percentage of calendar days lost to sickness ⁴	3.52% calendar days lost	3.63% calendar days lost	Not achieved
	Colleague engagement index: To maintain or improve our relationship with our people	76%	76%	Achieved
Governance: Ethical business	We'll have no significant ⁵ fines or significant non-monetary sanctions, for non-compliance with laws and regulations concerning: a) the environment b) the provision and use of products and services, including marketing and labelling	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	One prosecution found against Openreach	No successful health and safety prosecutions served	Achieved

¹ Based on an absolute reduction in tonnes of CO₂e (carbon dioxide equivalent) in operational emissions (Scopes 1 and 2 GHG emissions).

² We use location-based methodology for Scopes 1 and 2 data.

³ Historic years' numbers may be restated where more up-to-date information has become available e.g. replacing estimates with actual values.

⁴ UK workforce only.

⁵ We report fines as significant if in excess of £50m.



Our social and economic contribution

We continue to deliver social and economic value:

Supporting the UK economy

We spend £9.6bn each year with UK-based suppliers and provide 212,000 jobs directly or indirectly. That means we contribute £1 in every £100 of UK Gross Value Added and support 1 in every 100 workers in the UK.

We're one of the UK's biggest private sector apprenticeship employers. We've hired more than 5,000 apprentices and over 800 graduates over the past five years.

[Read more about how we contribute to the UK economy in our Economic Impact Report 2025, prepared by independent consultancy firm, Hatch](#)

Paying our taxes

Our Tax Strategy ensures we pay our fair share of taxes and that we conduct our tax affairs ethically and with integrity. The taxes we pay in the countries in which we operate contribute to the local economies and people's lives. We're proud to be a major contributor of taxes in the UK – the One Hundred Group 2025 Total Tax Contribution survey ranked us as the sixth highest UK contributor. Our BT Group plc Tax Strategy provides details on our overall approach, as well as specific information relating to our UK tax contribution. Taxes paid during FY26 are covered in our AR.

[Read more on tax in our AR pages 154 to 156](#)

[Read more about our approach in our Tax Strategy](#)

Supporting our suppliers

Our suppliers want us to pay them in line with our agreed terms, help them optimise their own supply chains and cash flow management, and act ethically and transparently.

We were one of the first signatories to the Government's Fair Payment Code (FPC) and we continually work to improve our payment practices even further in line with this scheme. Our supplier payment performance led to BT plc receiving a Silver Fair Payment Code Award from the UK's Small Business Commissioner during 2025. In the latest half year reporting period H2, BT plc paid 97.8% of all supplier invoices on time, 97.2% of all supplier invoices within 60 days, and 98.1% of small and micro suppliers within 30 days. We are compliant in reporting supplier payment performance as part of the mandatory UK Duty To Report requirements.

[Read more on our Responsible Sourcing approach and how we engage with our suppliers in our AR page 39](#)

Keeping the nation and our customers safe

Protecting customers from harm is central to our ambition to be the UK's most trusted connector of people, business and society. Over the last year, we blocked more than 73m unwanted calls and flagged a further 222m as suspicious, blocked 184m spam SMS messages, and took action over more than 82,000 phishing sites that were targeting our customers. We continuously work with national and international partners to prevent and disrupt the activities of scammers attacking our customers. We employ a 68-person strong team of 'ethical hackers' constantly probing our own security.

We continue to actively support the National Cyber Security Centre's CyberFirst programme as it transitioned into the Department for Science, Innovation and Technology's TechFirst initiative. It aims to inspire more young people (particularly girls) to pursue careers in cyber and technology. We sponsor key events and competitions, as well as offering summer placement opportunities for CyberFirst Bursary students – engaging with over 3,750 young people across the UK this year.

Respecting privacy

As a network and service provider, it's important to keep our customers' information safe so they can communicate freely. By safeguarding our customers' privacy and security online, we in turn support their right to free expression. Read more about our approach to privacy and free expression, including how we safeguard customers' privacy, how we balance privacy with government investigatory powers, and how we address online harms and illegal content.

bt.com/privacy-and-free-expression and bt.com/privacy

Partnering with charities

Our colleague fundraising and donations provided over £250,000 for our charity partner, HomeStart UK, to support families struggling with digital exclusion, isolation, physical health problems and many other issues. Our people donated over £1.1m to more than 930 charities through payroll contributions. BT Group received the Payroll Giving Platinum Award Quality Mark from HM Government, awarded to employers that have succeeded in generating sustainable income sources for UK charities through Payroll Giving.

We continued our partnership with The Royal Society of Wildlife Trusts, where we provide financial contributions to the charity and volunteering opportunities for colleagues. And we continue to fund UNICEF's 'Digital Learning Passport' tech platform, which enables online and offline access to quality educational resources for young people.

[Read more about the charity partners we work with, at \[bt.com/socialimpact\]\(https://bt.com/socialimpact\)](#)

Volunteering

This year, our colleagues volunteered over 140,000 hours to support our charity partners and communities – including sharing their skills and expertise through mentoring and digital skills help. Our people can take up to three days of paid volunteering leave annually, subject to operational needs.



Environmental management

We've set bold ambitions on carbon reduction and circularity, but we also manage other environmental impacts and risks to ensure our progress is built on strong foundations:

Certifying environmental management systems

Our environmental management system (EMS) across the UK, Ireland, Belgium, the Netherlands, France, Germany, Italy and Spain are certified to ISO 14001:2015. The ISO 14001 coverage in the UK equates to around 95% (on an employee headcount basis). Our energy management systems in the UK and Germany are certified to ISO 50001.

Ensuring environmental compliance

We always aim to comply with relevant environmental legislation for our operations and products. This includes making sure our products and any electrical or electronic equipment sold to our UK business comply with regulations on waste electrical equipment, hazardous substances, chemicals and packaging. If any issues occur, we work with the relevant authorities to resolve them. We aim to meet our commitments under the Environmental Protection Act 1990 and the Clean Neighbourhoods and Environment Act 2005. No major environmental breaches have occurred this year.

Managing environmental risk

We take a consistent approach to addressing risks, impacts and regulatory compliance through our [Health Safety and Environment Group Policy Statement](#) and EMS. Our Group Health Safety and Environment subcommittee, chaired by the Chief Security and Networks Officer, has responsibility for monitoring, evaluating and reporting on the effectiveness of the EMS, as well as being the focus for encouraging leadership, accountability and commitment in the effective management of risks in respect of health, safety and environment across the group. The subcommittee reports to the *Executive Committee* every six months.

Managing fuel storage risks

We have around 6,500 fuel storage tanks across the UK to fuel the diesel generators we use as back up during power cuts and to keep our customers connected in remote locations. We monitor, maintain and upgrade these tanks and pipework. If there's a spill, we use specialist contractors to make sure it's cleaned up carefully and we report any major leaks to the regulator. No fuel leak or spillage incidents at BT Group sites have been subject to sanctions or legal proceedings from any of the UK environmental regulators for several years.

Mitigating and adapting to climate risk

We report on how we're responding to climate-related risks and opportunities across a range of future climate scenarios, under the Task Force on Climate-related Financial Disclosure (TCFD) recommendations.

[Read more in our AR pages 63 to 71](#)

Tackling air pollution

Our transition to electric vehicles (EVs) is helping to reduce air pollutants that emit from combustion engines and reducing our carbon emissions. We continue to roll out EVs across our fleet; this year we increased the total to over 7,900, which now represents 29% of our total fleet. We've announced a partnership with myenergi, to support the rollout of EV chargers at engineers' homes, to ensure sufficient charging infrastructure for our EV fleet. We've also updated our company car policy, so that all new business-needs car orders are now EV only.

[Read more in our AR page 31](#)

Nurturing biodiversity and nature

We continue to implement activities to reduce our impacts on the natural environment and support restoration.

With our partner, The Wildlife Trust, we are investing in nature restoration through our public sector contracts and through employee volunteering.

Openreach continues to work with the Royal Society for the Protection of Birds (RSPB) in a business conservation partnership, to plan and implement nature-positive actions as part of the full fibre build programme. The partnership has enabled engineers to use their volunteering time to work with the RSPB, installing nest boxes on residents properties in local communities. 87 nest boxes have been installed so far for species on the Red List, including pipistrelle bats, swifts, sparrows and house martins. We've also installed 88 swift nesting boxes across our sites to date, and planted a number of wildflower meadows across our estate.

Water consumption

We reduced our UK water consumption this year by over 8%, to 1,103,568m³, due mainly to dealing effectively with leaks, ongoing maintenance, and the fitting and adjusting of water flow controllers. Using water self-supply has allowed us to improve how we monitor water usage, pinpoint areas of concern and fix leaks in order to minimise water wastage, and has helped us save over £11m since FY19.



Environmental management continued

Reducing our energy consumption	This year, we've cut our global energy consumption by 226 GWh – a 9% drop on FY25 – via continuing rationalisation and modernisation of our networks and buildings. We're improving our network's energy efficiency (which accounts for 92% of our total energy consumption in the UK) through our full fibre build programme. Energy usage in our networks was down 6% this year. Fibre uses less energy than legacy networks, is more reliable and better able to withstand climate change risks, like flooding and higher temperatures. We continue to decarbonise our buildings through reductions in gas use and electrification of our heating. Gas consumption reduced by 38% in FY26 compared to last year.
Renewable energy	We're committed to supporting renewable power supply in the UK through our energy procurement strategy, including long-term power purchase agreements (PPAs). PPAs met 34% of our UK electricity demand this year. We're also continuing to explore opportunities to self-generate electricity across our estate. More information on our approach to energy procurement and reduction can be found in both our Carbon Reduction Plan 2026 (bt.com/carbonreductionplan) and Climate Transition Plan (bt.com/climatetransitionplan).
Cutting supplier emissions	We've reduced supply chain emissions by 33% since FY17, against our aim of a 42% cut by FY31. We're driving transparent climate disclosures in our supply base by prioritising our top carbon-emitting suppliers and requesting their participation in CDP reporting – their current response rate represents more than 63% of our supply chain emissions. This year, we updated our supplier environmental standard, that encourages suppliers to commit to decreasing carbon emissions. We're applying a mandatory minimum weighting for environmental and social sustainability criteria in all competitive sourcing events. We continue to collaborate with other Joint Alliance for CSR (JAC) members to address Scope 3 supply chain emissions via carbon reduction and supplier engagement programmes.
Helping customers save carbon	Since FY22, we've helped customers avoid over 10m tonnes of carbon, mainly through full fibre broadband reducing personal or work-related travel. Associated revenues from carbon-saving products amounted to £6.5bn this year.
Circularity and waste	Networks and estate: Consolidating our estate and modernising our networks generated over 100 ktonnes of operational waste globally this year. Our recycling, reuse and recovery rates are at 86%. We continued recovering old or end-of-life network kit to reuse or recycle. This year, we recovered 2,300 tonnes of equipment, with over 4,800 items reused within our own or third party networks. As more customers switch to full fibre, we're extracting more old copper cable. This year we recycled over 9,200 tonnes of the metal – vital for the green transition – back into the global supply chain. Products and services: This year we collected nearly 136,000 mobile devices through our trade-in services. 91% of them went for reuse and a second life. The rest we recycled responsibly. Our mobile devices take-back rate is 5.4%. We want to increase this to at least 20% by 2030. To support the lifetime of our customers' devices, our EE repair service (approved by Apple, Samsung and Google) fixed nearly 53,000 devices this year. EE launched a range of refurbished Apple and Samsung smartphones on pay-monthly Flex Pay plans. We also introduced enhanced trade-in offers, providing our business customers with discounts on the new iPhone 17 when they trade in old devices. The return rate for customer premises equipment was 67% in 2025, with around 3.5m hubs and set-top boxes returned. We refurbished and reused 59% of them and recycled the rest. We offer a free service for customers to return any routers and set-top boxes. We continued our approach to sustainable design by using 95% recycled plastic in the casing of our newest hub, the Smart Hub 3.5, and plastic-free and fully recyclable packaging. Openreach rolled out its first "green" ONT (Optical Network Terminator), which is made from 85% recycled plastic, avoiding 100 tonnes of virgin plastic, along with 30% less cardboard packaging and 40% more units per shipment.



Environmental data

Below is a summary of our worldwide energy use and greenhouse gas emissions^{a,b}

Year ended 31 March	Unit	FY25 ^c			FY26		
		UK	Non-UK	Total	UK	Non-UK	Total
Total Scope 1	Tonnes CO ₂ e	146,071	5,576	151,647	123,939	2,864	126,803
Total Scope 2 (Location-based)	Tonnes CO ₂ e	443,512	59,606	503,118	354,995	41,335	396,330
Total Scope 2 (Market-based)	Tonnes CO ₂ e	319,789	38,943	358,732	319,433	45,994	365,427
Total Scopes 1 & 2 (Location-based)	Tonnes CO ₂ e	589,583	65,182	654,765	478,934	44,199	523,133
Total Scopes 1 & 2 (Market-based)	Tonnes CO ₂ e	465,860	44,519	510,379	443,372	48,858	492,230
Total Scope 3	Tonnes CO ₂ e			2,691,172			2,504,064
Total emissions (Scopes 1, 2 and 3)	Tonnes CO ₂ e			3,345,937			3,027,197
Total Scope 1 & 2 (Location-based) per £m adjusted revenue	Tonnes CO ₂ e/£m			32.14			26.63
Total energy consumption	GWh	2,780	208	2,989	2,536	143	2,678
Targets		Baseline FY17					
Reduce our Scope 1 and 2 (location-based) carbon emissions by 90% by FY31, compared to FY17.							
% change from baseline year FY17	ktonnes CO ₂ e	1,349		655 (51%)			523 (61%)
Reduce our supply chain carbon emissions ^d by 42% by FY31, compared to FY17 levels.							
% change from baseline year FY17	ktonnes CO ₂ e	3,164		2,210 (30%)			2,114 (33%)
Reduce our total emissions (Scopes 1, 2 and 3) by 90% by FY41, compared to FY17 levels.							
% change from baseline year FY17	ktonnes CO ₂ e	5,483		3,346 (39%)			3,027 (45%)

- ^a Our ESG reporting is independently verified by LRQA against the internationally-recognised ISAE 3000 assurance standard.
- ^b GHG emissions are calculated using the GHG Protocol Corporate Standard (ghgprotocol.org).
- ^c Historical years' data is restated to replace estimates with actual figures and/or when we think subsequent information is materially significant as determined during audit (typically variances greater than one percentage point at category level).
- ^d Supply chain carbon emissions includes Scope 3 Categories 1-8.

 **For full methodology, please visit our website bt.com/addendum**

 **Our detailed environmental data can be viewed and downloaded here: [BT Group plc – Environmental data FY26](#)**

It includes detailed disclosures relating to energy, renewable electricity, greenhouse gas emissions, transport and travel, waste and recycling, and water consumption.

Due to rounding some totals may not visually summate



Our people data

Colleague profile

For years ending 31 March	2024	2025	2026
Total FTE (BT Group)¹	91,695	85,266	77,152
Total employees (BT Group)	94,135	87,772	79,390
Employees (UK)	73,815	66,972	61,131
Permanent contract (UK)	73,499	66,560	60,792
Temporary contract (UK)	316	412	339
Part-time employees (UK)	7,220	7,321	6,715
Homeworkers (UK)	1,610	1,532	1,583
Homeworkers (UK) as a percentage of UK workforce	2.2%	2.3%	2.6%
Employees (non-UK)	20,320	20,800	18,259
Americas	1,080	898	645
Europe	3,749	3,550	2,966
AMEA	14,733	15,635	14,293
Republic of Ireland	758	717	355
Recruitment (BT Group)			
Graduates recruited	244	129	77
Apprentices recruited	1,021	1,091	718
Career development			
% Internal hires (out of total hires for vacancies)	36.2%	37.2%	47.6%
Training ² : Average hours training time per employee per year	21.3hrs	21.6hrs	21.8hrs
Training ² : Total approved spend (£) allocated to training	£25.5m	£18.9m	£19.8m
Collective bargaining			
% UK employees covered by collective bargaining agreements	93.5%	92.9%	93.5%

¹ 'FTE' represents the full-time equivalent of full and part-time employees.

² Training hours are based on number of hours allocated to training, which can be a mix of internal online learning and some externally led courses. Training spend is based on spend with third-party suppliers for providing learning on behalf of BT. There is no direct correlation between the two indicators.

For years ending 31 March	2024	2025	2026
Age profile (UK workforce)			
Under 20	1,019	1,232	1,001
20–29	15,884	14,114	11,858
30–39	20,605	19,200	17,538
40–49	15,915	14,949	14,290
50–59	15,827	13,618	12,500
Over 60	4,564	3,859	3,944
Unknown	1	0	0
Total	73,815	66,972	61,131
Employee turnover			
BT Group % (UK and non-UK)	16.6%	19.5%	20.6%
Voluntary turnover (%)	12.4%	9.6%	10.3%
Involuntary turnover (%)	4.2%	9.8%	10.2%
Turnover % (UK)	17.2%	19.6%	16.8%
Turnover % (non-UK)	14.2%	18.9%	33.1%
Number of employees who left BT Group under paid leaver schemes	2,119	6,661	5,378



Our people data

Colleague profile continued

Workforce inclusion representation

For years ending 31 March	2024	2025	2026
BT Group workforce (excluding Openreach)			
Women	35%	35%	35%
Ethnic minority ¹	16%	19%	19%
Disability ¹	9%	10%	11%
Openreach workforce			
Women	10%	10%	10%
Ethnic minority ¹	9%	9%	9%
Disability ¹	6%	6%	6%
BT Group workforce			
Women	26%	27%	27%
Ethnic minority ¹	13%	15%	15%
Disability ¹	8%	8%	9%

Board and leadership inclusion representation

For years ending 31 March	2024	2025	2026
Board			
Men	50%	58%	64%
Women	50%	42%	36%
Ethnic minority	2 members	4 members	6 members
Disability	1 member	1 member	1 member
Executive Committee²			
Men	60%	67%	67%
Women	40%	33%	33%
Ethnic minority ¹	2 members	1 member	1 member
Disability ¹	1 member	1 member	1 member
Senior leadership team³			
Men	74%	62%	69%
Women	26%	38%	31%
Ethnic minority ¹	11%	11%	10%
Black/Black Heritage ¹	- %	1%	- %
Disability ¹	14%	18%	14%
Senior management team⁴			
Men	65%	65%	64%
Women	35%	35%	36%
Ethnic minority ¹	9%	10%	11%
Black/Black Heritage ¹	3%	3%	3%
Disability ¹	14%	14%	13%

¹ UK population only.

² The Executive Committee, including the Executive Directors and CEO, Openreach.

³ This comprises the Executive Committee (excluding Executive Directors, but including CEO Openreach), and their direct reports and any other senior leadership roles (excluding administrative roles). However, in line with the definition within the 2024 Corporate Governance Code our leadership totals 63 men and 32 women.

⁴ This comprises those employees responsible for planning, directing and controlling the activities of the group, or a strategically important part of it (members of our senior leadership and senior management teams). However, in line with the Companies Act 2026 definition of senior management, there are also 71 subsidiary directors (49 men and 22 women) who are not otherwise members of our senior leadership or senior management teams. This totals 479 men (65%) and 261 women (35%).



Our people data continued

Colleague profile continued

Pay

For years ending 31 March	2024	2025	2026
UK Gender Pay Gap (Median)	5.6%	4.8%	4.8%
UK Gender Pay Gap (Mean)	4.0%	2.6%	5.3%
CEO Pay Ratio (P50 median base salary)	32:1	29:1	29:1
% Employees paid above the Real Living Wage (UK only – excluding apprentice and industrial placements)	99.9%	99.9%	99.9%
% Employees paid above the Real Living Wage (UK only – all colleagues)	99.5%	99.0%	99.1%

Colleague volunteering

Number of days ¹	7,488	20,694	19,706
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Colleague Feedback Survey – YourSay

Engagement index score	75%	76%	76%
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¹ Number of volunteering days are calculated based on a 36hr week, 7.2hr day.

Health, safety and wellbeing

For years ending 31 March	2024	2025	2026
Lost Time Incident Frequency Rate (incidents per 200,000 working hours) ¹	0.63	0.56 ²	0.52
Sickness Absence Rate (percentage calendar days lost) ³	3.67%	3.52%	3.63%
Sickness pay costs	£89.2m ³	£83.7m ³	£85.3m
% Sick absence days lost due to mental health reasons (as a percentage of total days of sick absence) ³	26%	24%	25%
Work-related fatalities (BT Group employees)	0	0	0

¹ Calculated as an annualised rate.

² Number restated due to improved data capture.

³ UK data only, due to limitations in collecting non-UK data.



Our people data continued

Pay gap – supplementary data¹

Pay gap information is an important measure of progress towards our inclusion and representation goals. We have a legal obligation to analyse and report on our gender pay gap. We've reported our ethnicity pay gap since 2021, and disability pay gap since last year.

For our pay gap statements, refer to bt.com/genderpaygap. We include some further supplementary information in the tables below.

Gender pay gap – BT Group

Pay gap	Median	Mean
2025	4.8% (0%)	5.3% (+2.7%)
2024	4.8% (-0.8%)	2.6% (-1.3%)
2023	5.6% (-0.5%)	4.0% (+0.3%)

Pay quarter	BT Group (UK)		
	Male	Female	Range: £/Hour
Overall distribution (full pay relevant colleagues)	74%	26%	>Above <Below
Q4: Upper	77.9% (+1.2%)	22.1% (-1.2%)	>=£27.23
Q3: Upper middle	82.0% (+1.2%)	18.0% (-1.2%)	£22.38 to £27.23
Q2: Lower middle	85.4% (-0.7%)	14.6% (+0.7%)	£19.82 to £22.38
Q1: Lower	59.7% (-3.9%)	40.3% (+3.9%)	<=£19.81

Colleagues receiving a bonus	Male	Female
2025	73.5%	78.2%
2024	72.6%	75.2%
2023	69.4%	68.3%

Bonus gap	Median	Mean
2025	2.8%(-11.5%)	12.5% (+0.5%)
2024	14.3% (+5.6%)	12.0% (+8.8%)
2023	8.7% (-12.5%)	3.2% (+0.4%)

¹ Our pay gap figures have been calculated in line with the government regulations. They show the mean and median pay gap (based on hourly rates of pay at 05 April 2025) and mean and median bonus gap (based on bonuses paid in the 12 months to 05 April 2025).

Entity pay gap data (for BT Group entities in scope)

BT plc	2025		2024	
	Male	Female	Male	Female
Quartile				
Lower	63%	37%	64%	36%
Lower middle	71%	29%	70%	30%
Upper middle	78%	22%	77%	23%
Upper	77%	23%	76%	24%
Population	72%	28%	72%	28%

EE Ltd	2025		2024	
	Male	Female	Male	Female
Quartile				
Lower	52%	48%	53%	47%
Lower middle	56%	44%	58%	42%
Upper middle	58%	42%	56%	44%
Upper	57%	43%	57%	43%
Population	56%	44%	56%	44%

Openreach Ltd	2025		2024	
	Male	Female	Male	Female
Quartile				
Lower	90%	10%	89%	11%
Lower middle	91%	9%	92%	8%
Upper middle	89%	11%	92%	8%
Upper	91%	9%	87%	13%
Population	90%	10%	90%	10%

Plusnet plc	2025		2024	
	Male	Female	Male	Female
Quartile				
Lower	63%	37%	64%	36%
Lower middle	72%	28%	67%	33%
Upper middle	69%	31%	66%	34%
Upper	67%	33%	70%	30%
Population	68%	32%	67%	33%



Our people data continued

Pay gap – supplementary data continued

Pay	2025			
	Mean	Diff. to prior year	Median	Diff. to prior year
Entity				
BT plc	5.8%	-0.2%	9.4%	1.4%
EE Ltd	3.0%	0.2%	2.7%	2.2%
Openreach Ltd	-4.3%	-1.3%	-0.9%	-0.1%
Plusnet plc	0.2%	0.1%	0.1%	-1.4%

Bonus	2025			
	Mean	Diff. to prior year	Median	Diff. to prior year
Entity				
BT plc	5.0%	-10.3%	7.3%	-7.0%
EE Ltd	36.9%	3.1%	36.7%	14.7%
Openreach Ltd	-29.8%	19.4%	0.0%	0.0%
Plusnet plc	20.0%	-4.0%	21.5%	-2.2%

Bonus participation

Entity	Gender	2025	
		Percentage	Diff. to prior year
BT plc	Female	62.0%	-1.4%
	Male	64.0%	0.4%
EE Ltd	Female	89.1%	4.7%
	Male	90.6%	-0.1%
Openreach Ltd	Female	82.0%	4.0%
	Male	72.4%	0.6%
Plusnet plc	Female	86.8%	-6.9%
	Male	95.3%	-1.4%

Ethnicity

Ethnicity pay gap	2025		2024	
	Mean	Median	Mean	Median
Overall	5.0%	2.5%	0.5%	-0.1%
Asian	2.5%	0.7%	-2.2%	-2.2%
Black	13.4%	4.3%	8.2%	2.1%
Mixed	1.2%	1.5%	-1.1%	2.4%
Other	1.3%	1.5%	-3.9%	-6.2%

Ethnicity bonus gap	2025		2024	
	Mean	Median	Mean	Median
Overall	21.2%	0.0%	17.1%	6.1%
Asian	16.1%	0.0%	11.4%	5.2%
Black	46.7%	9.8%	42.5%	14.3%
Mixed	-3.2%	0.0%	2.1%	0.0%
Other	15.8%	0.0%	2.7%	3.3%

2025

Pay quarter	BT Group (UK)					Range: £/Hour
	White	Asian	Black	Mixed	Other	
Overall distribution (full pay relevant colleagues)	82.1%	9.1%	4.5%	2.1%	2.2%	>Above <Below
Q4: Upper	81.0 (-0.4%)	10.9% (-0.5%)	3.5% (-0.3%)	2.0% (+0.1%)	2.5% (+1.9%)	>=£27.23
Q3: Upper middle	85.7% (-0.8%)	6.9% (-0.1%)	3.7% (-0.2%)	1.9% (+0.3%)	1.8% (+1.2%)	£22.38 to £27.23
Q2: Lower middle	88.0% (-0.4%)	4.9% (-0.8%)	3.6% (+0.3%)	1.7% (-0.2%)	1.7% (+1.1%)	£19.82 to £22.38
Q1: Lower	74.0% (-5.3%)	13.4% (+2.0%)	7.3% (+1.6%)	2.5% (+0.2%)	2.9% (+1.6%)	<=£19.81



Our people data continued

Pay gap – supplementary data continued

Disability

	2025		2024	
	Mean	Median	Mean	Median
Disability pay gap				
Pay gap	0.7%	0.0%	0.5%	-0.3%
Bonus gap	-8.0%	0.0%	-8.0%	1.2%

2025

	BT Group (UK)		
Pay quarter	Disabled	Non-disabled	Range: £/Hour
Distribution (declared full pay relevant colleagues)			>Above <Below
Q4: Upper	10.8% (-0.1%)	89.2% (-0.2%)	>=£27.23
Q3: Upper middle	10.9% (0.0%)	89.1% (0.0%)	£22.38 to £27.23
Q2: Lower middle	8.5% (-0.2%)	91.5% (+0.2%)	£19.82 to £22.38
Q1: Lower	13.4% (+0.9%)	86.6% (-0.9%)	<=£19.81



Sustainability Accounting Standards Board (SASB)

The Sustainability Accounting Standards Board (SASB) is an independent non-profit organisation that sets standards to guide the disclosure of financially material sustainability information by companies to their investors. SASB Standards identifies the subset of ESG issues most relevant to financial performance in each of 77 industries.

The table below cross-references the SASB accounting metrics with where that information can be found within this Addendum, BT Group's Annual Report (AR), or other publications, and covers the financial year ending 31 March 2026, unless otherwise stated.

Telecommunication Services SASB Standard 2018

Topic	Code	Accounting metrics – description	Category	Unit of measure	Response/comments	Data/references
Environmental footprint of operations	TC-TL-130a.1	1) Total energy consumed: Includes: – Total electricity – Gas & Oil – Heating – Gas & Oil – Generators	Quantitative	GWh	2,238 GWh ¹	Addendum page 8
		2) Percentage grid electricity out of total energy consumption	Quantitative	%	40%	Addendum page 8
		3) Percentage renewable electricity out of total energy consumption	Quantitative	%	55%	Addendum page 8
Data privacy	TC-TL-220a.1	Description of policies and practices relating to behavioural advertising and customer privacy	Discussion and Analysis	N/A	See our privacy policy and our website cookies.	BT Group privacy policy ee.co.uk/ eeprivacycentre business.ee.co.uk/cookies/ business.bt.com/ privacy-policy/ www.plus.net/help/ legal/privacy-policy/ www.plus.net/help/ legal/cookie-policy/ bt.com cookie policy
	TC-TL-220a.2	Number of customers whose information is used for secondary purposes	Quantitative	Number	We do not calculate and report on a metric as defined by the standard. In accordance with data protection legislation, we do conduct further processing of customer data, such as anonymisation, to generate aggregate statistical information. See our privacy policy for further details.	BT Group privacy policy
	TC-TL-220a.3	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	Quantitative	Reporting currency	We disclose material monetary losses associated with legal proceedings in our AR. Any individual material monetary sanctions imposed on BT Group due to data breaches are published independently by the UK Information Commissioner's Office (ICO). There were no such sanctions in FY26.	AR – Provisions pages 174 to 176

¹ Excludes fleet and travel-related energy consumption.



Sustainability Accounting Standards Board (SASB) continued

Telecommunication Services SASB Standard 2018 continued

Topic	Code	Accounting metrics – description	Category	Unit of measure	Response/comments	Data/references
Data privacy continued	TC-TL-220a.4	1) Number of law enforcement requests for customer information 2) Number of customers whose information was requested 3) Percentage resulting in disclosure	Quantitative	Number	In the UK, secrecy rules (under the Investigatory Powers Act 2016) prevent operators from confirming or denying the existence of certain investigatory powers requests. With industry, we have considered whether the Investigatory Powers (Disclosure of Statistical Information) Regulations 2018 provide any additional avenue for disclosure. BT Group's view is that the current approach (where the regulator discloses information centrally, on behalf of all industry) is the better approach to give a full and timely picture, given the secrecy provisions which remain in terms of certain requests for data. We do speak with the regulator to review this position and to consider ways to increase the effectiveness of that regulatory disclosure.	bt.com/privacy-and-free-expression
Data security	TC-TL-230a.1	1) The total number of data breaches identified during the reporting period 2) The percentage of data breaches in which personally identifiable information (PII) was subject to the data breach 3) The total number of unique customers who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	Quantitative	Number, Percentage (%)	We report qualifying incidents to the relevant regulators (e.g. the Information Commissioner's Office (ICO) in the UK) and impacted individuals, where we are legally required to do so and within the timeframes mandated. To the extent that the relevant regulators ever find fault with our data breach management and/or data security practices, they publish their findings/sanctions – typically in their Annual Reports and on their websites. There no sanctions enforced over BT Group in FY26.	ICO
	TC-TL-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cyber security standards	Discussion and Analysis	N/A	Cyber security is one of our principal risks; we describe our general approach to how we manage this risk within our AR. We maintain a range of ISO 27001 certificates that are specific to services and customer contracts, to include: BT service operations (covering network, security, service desk operations, BT Hosting and SettleNet services to BT's Business, Global and Technology customers) Network services (covering the people, processes and technologies supporting the products from BT listed in the Statement of Applicability, including all data centre sites, critical assets, support and operational teams.)	AR – Operational risks page 60
Product end-of-life management	TC-TL-440a.1	Materials recovered through take-back programmes, and percentage of recovered materials that were: – reused – recycled – landfilled	Quantitative	Metric tonnes (t), Percentage (%)	During FY26, we collected over 3.5m devices through our take-back schemes for mobile devices home hubs and Customer Premises Equipment. For the devices processed in the reporting financial year, 100% were either reused or recycled. – Total recovered (tonnes): 2,964 – Reused: 58% – Recycling: 42% – Landfilled: 0% For our reporting on circular economy activities and our overall waste and recycling data, see reference links.	Addendum page 7



Sustainability Accounting Standards Board (SASB) continued

Telecommunication Services SASB Standard 2018 continued

Topic	Code	Accounting metrics – description	Category	Unit of measure	Response/comments	Data/references
Competitive behaviour and open internet	TC-TL-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations	Quantitative	Reporting currency	We disclose material monetary losses associated with anti-competitive behaviour proceedings in our AR. There were no material losses in FY26.	AR – Provisions pages 174 to 176
	TC-TL-520a.2	Average actual sustained download speed of: 1) owned and commercially-associated content 2) non-associated content	Quantitative	Quantitative	We don't differentiate between the two types of content identified in the standard. We are an active participant in comprehensive independent performance and experience testing on both our fixed broadband and mobile networks. This is covered in official reports from Ofcom and RootMetrics for publicly available mobile network performance and experience.	Ofcom: Broadband data and research RootMetrics
	TC-TL-520a.3	Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	Discussion and Analysis	N/A	We adhere to the current EU net neutrality regulation which has been transposed into UK law. Although Ofcom has published guidance to clarify its interpretation of the net neutrality rules, we remain of the view that a full government review is needed to ensure the rules remain fit for purpose in today's internet ecosystem.	
Managing systemic risks from technology disruptions	TC-TL-550a.1	1) System average interruption frequency customer 2) Average interruption duration	Quantitative	Disruptions per customer, Hours per customer	We do not currently report on the metrics defined by the standard.	
	TC-TL-550a.2	Discussion of systems to provide unimpeded service during service interruptions	Discussion and Analysis	N/A	'Operational resilience' is one of our principal risks under our BT Group risk framework. We describe our general approach to how we manage these risks within the AR.	AR – Operational risks page 60
Activity metrics	TC-TL-000.A	Number of wireless subscribers	Quantitative	Number	22,352,000 (to nearest 1,000)	
	TC-TL-000.B	Number of wireline subscribers	Quantitative	Number	2,929,000 (to nearest 1,000)	
	TC-TL-000.C	Number of broadband subscribers	Quantitative	Number	9,654,000 (to nearest 1,000)	
	TC-TL-000.D	Network traffic	Quantitative	Petabytes	Openreach's UK broadband network: 108,599 petabytes of data in the calendar year 2025	



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