

Better Future report 2012



Our Better Future report covers progress against our goal to be a responsible and sustainable business leader.

Online Better Future report
www.bt.com/betterfuture

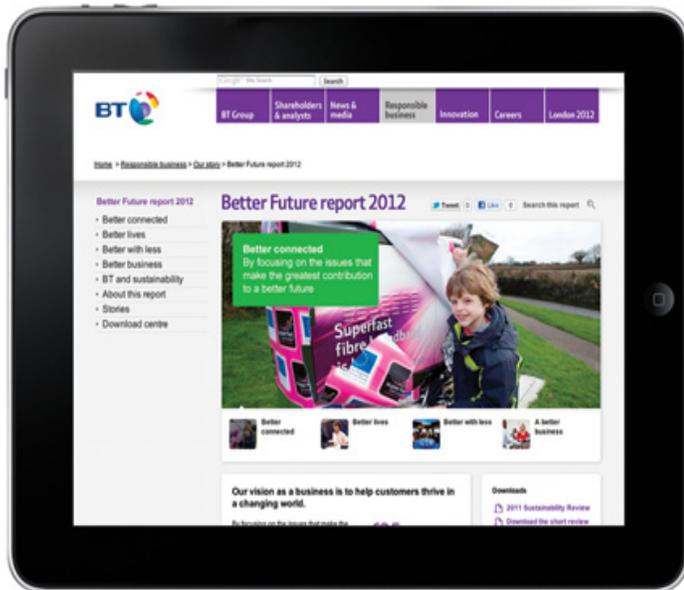


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About our reporting

We produce this report to provide an honest and transparent assessment of progress against our goal to become a more responsible and sustainable business. We believe that doing so helps enhance our reputation and motivate our people.

We produced our first environmental report in 1992, and our first social report shortly after. In 2001, we combined these to produce our first corporate responsibility report, and this has evolved over a decade into this comprehensive annual sustainability (Better Future) report.

Our report is primarily aimed at meeting the needs of customers, employees, investors and wider society.

With increasing stakeholder interest in businesses non-financial performance, we also use our report as a repository of information to help us respond to requests for information, for instance in tenders, throughout the year.

Our [materiality analysis](#) helps us to assess which issues to include in the report.

Scope of the report

This report provides information relating to our material social, economic and environmental issues for the financial year ending 31 March 2012 (2012), unless stated otherwise. Our previous report covered the year to 31 March 2011.

The report and data within it cover all BT's wholly-owned activities in the UK and internationally, unless otherwise stated. In 2012, our UK operations accounted for approximately 76% of turnover and around 75,000 (83%) of employees.

In this report, references to 'BT Group', 'BT', 'the group', 'the company', 'we' or 'our' are to BT Group plc (which includes the activities of British Telecommunications plc) and its subsidiaries and lines of business, internal service units, or any of them as the context may require.

References to '2012', '2011' and '2010' are to the financial years ended 31 March 2012, 2011 and 2010, respectively.

References to 'the year' and 'the current year' are to the year ended 31 March 2012 except in relation to our fibre roll-out plans, which are based on calendar years, not financial years.

Measuring our progress

We set ourselves improvement targets in the areas where our stakeholders tell us they want to see improvements. We have a mix of both short term and long term targets, and provide an annual update on our progress, and indicate some of the challenges that we are facing.

Sitting above these we have been reporting on our CR Key Performance Indicators (KPIs) for a number of years. They are designed to provide a quick overview of our success, and challenge, in the year. These sit above this more comprehensive set of performance indicators (PIs) which you

will find through-out this report. Alternatively see our download centre, where you can see our 5 year trend (in most cases) in table format.

In 2011 we said that we would review our KPIs to ensure that they are the most material metrics for our stakeholders and align with our better future strategy.

Our Better Future strategy is still evolving so we have decided stick with the seven KPI that we said we would maintain. As our strategy evolves over the coming months we will better understand the metrics that we need to measure our performance. We will report on our progress in our 2013 Better Future report.

We welcome any thoughts that you may have to share with us on the Indicators that you feel are most important, no promises that we'll be able to provide them but we will consider them.

Material issues

We use a formal process to identify the aspects of being a responsible and sustainable business that are most material (relevant and significant) to our business and stakeholders. This process is a key principal of the AA1000 Assurance Standard 2008, which we use in our reporting.

Our approach

BT was an early pioneer in the development and use of formal processes to assess the environmental and social risks and opportunities facing an organisation, contributing to the 2006 Materiality Report, produced in partnership with AccountAbility.

We review peer companies' sustainability reports each year to assess important issues and reporting best practice in our sector. Key findings from this year's review showed that our peers are increasingly focusing on the wider impacts of business across their value chains. Assessing their environmental (and social) impacts; from supply chain through to customer use and disposal.

We also review the issues our stakeholders said were important during the year and assess how significant they are to BT. We believe this helps us to reflect their needs, interests and concerns in our reporting.

Our stakeholders are our customers, employees, shareholders, suppliers, governments and regulators, and the communities where we operate. In 2012, we assessed the issues important to each group by,

- **Customers** – we included two CR-related questions to our regular retail customer tracker surveys. We also monitor related queries from our larger customers, particularly during bid processes
- **Employees** – we regularly ask for our people's views in various ways, including online surveys and our Chief Executive's regular online chats
- **Shareholders and investors** – we analyse the questions asked by ratings agencies and investors in questionnaires and meetings

- **Suppliers** – we ask suppliers where BT should take action in an annual questionnaire
- **Governments** – we consider all relevant legislation as well as public policy issues that governments raise with our public affairs teams.

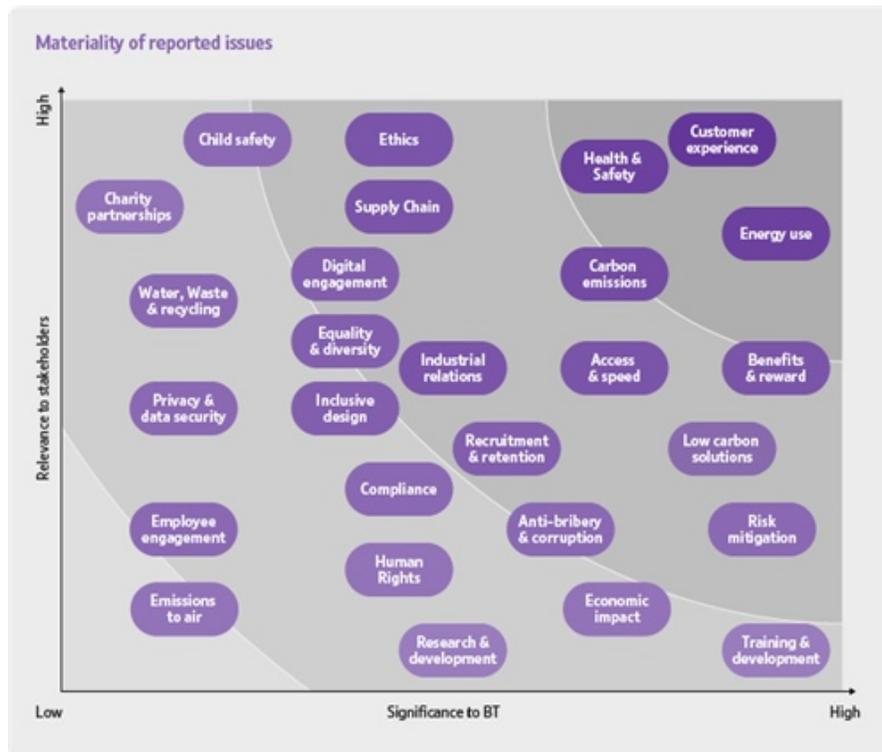
We then review the outcome with our Leadership teams to consider the importance to BT (financial, reputational or strategic) as well as any exceptions or surprises. This process shapes the issues we report on and helps shape policy and the development of our strategy.

This process runs throughout the year, to give us the time needed to engage with internal stakeholders, gather data and so forth, issues identified after December in any year may not be included in the current years report.

Material issues in 2012

This year’s materiality study showed largely consistent findings with previous years.

Our most material issues appear at the top right hand section of the chart below.



The issues of greatest priority were shown to be:

- Customer service and satisfaction
- Energy use and related carbon emissions
- Health, Safety and well-being

The second tier of relatively high priority issues were (listed in alphabetical order):

- Anti-bribery and corruption
- Child internet safety
- Community and charity investment and partnerships
- Compliance with legislation
- Connectivity to our networks, both access and speed
- Digital engagement - helping people use the internet to access services etc
- Employee benefits and reward
- Employee engagement
- Employee recruitment and retention
- Equality and diversity
- Ethics
- Industrial relations
- Privacy and data security
- Provision of low carbon solutions for our customers
- Research and development
- Risk management
- Supply chain standards
- The economic impact of BT
- The provision of inclusive/ accessible services
- Waste and recycling

Issues that are not reported, but still managed, include (listed in alphabetical order):

- Biodiversity
- Paper use
- State subsidies
- Telecoms heritage and archives
- Visual impacts of infrastructure
- Wireless health and safety

Leadership Panel statement

The Panel's remit

Since the inception of the Panel 12 years ago, our purpose has been to encourage innovation and leadership on sustainable development and corporate responsibility (CR) in BT by providing independent guidance and expert advice on BT's activities, including:

- Advising on key areas of CR and sustainable development strategy and performance, including future objectives, targets, performance measures, policy, stakeholder relationships, governance and external communications
- Making sure BT doesn't dodge difficult or uncomfortable issues
- Bringing independent scrutiny to bear on BT's understanding of critical societal issues, and
- Advising on new or significantly altered social and environmental report content.

2012 statement

In this statement, prepared for inclusion in BT's 2012 Better Future report, we comment on the level of progress made during the 2012 financial year by BT on sustainable development and CR. The statement covers all areas of CR strategy and performance and includes our consideration of the main challenges ahead.

During the year we met four times, including the use of Telepresence allowing our members in Paris and Oslo to reduce their travel. At each Panel meeting we have the opportunity to understand the decisions and activities discussed at BT's Board Committee for Sustainable and Responsible Business (CSRB) and the CSRB is updated on the discussions following Panel meetings.

Panel meetings are conducted with frankness, constructive criticism and fresh thinking. Divergent views around the table reflect the varied backgrounds and experience of the Panel members.

Over the year:

We have followed and commented on BT's Better Future strategy development throughout the year. In our 2011 Statement, we commented that BT should constantly seek to raise its game on corporate responsibility and sustainable development challenges. It's good to see that this report is structured to support BT's aims: to help create a better connected society; to do better with less; and to create better lives under the Better Future banner.

We welcomed the opportunity to comment on the potential governance frameworks that BT will need to support the Better Future strategy.

We have discussed the 'Balanced Communication Diet' research that BT commissioned from . This looked at the use of technology in homes in four countries to assess the impact on lifestyles. The research has shown that communications technology is seen by most as a positive tool, but there are examples where people are not managing usage as well as they could. BT has produced recommendations for families to develop and maintain "a Balanced Communications Diet".

We also welcomed the opportunity to discuss BT's recent safety performance with Paul Litchfield, BT's Chief Medical Officer. He presented BT's new 5 year Health, Safety and Wellbeing strategy. BT has improved its performance significantly over the last 10 years, and remains in the top quartile of benchmarked companies, despite its failure to meet its health and safety targets in 2010 and 2011. We are pleased to see that BT met its sickness absence target in 2012.

We commented regularly on performance against BT's KPIs in this area, which has, on the whole, been very good.

Challenges for the Future

This is a time of enormous change within BT regarding Corporate Sustainability: a much clearer, high-level Strategic Priority (to be "a responsible and sustainable business leader"); a new Better Future strategy, to be announced later in the year, with appropriate internal governance structures; the welcome decision by the CEO to make it part of his personal leadership; and the appointment of a Chief Sustainability Officer.

These are all things we've been keen to see brought forward for at least the last five years, and we've been delighted to see good progress here.

Part of the change in the governance structure is the closure of the Leadership Panel, a decision with which we have been completely comfortable since we first asked for a review of governance arrangements in 2011.

As such the main governance mechanism for implementing the new strategic priority is the CSRB. We believe it is important that it will now take on the remit of the Leadership Panel, including these two key functions:

- Making sure BT doesn't dodge difficult or uncomfortable issues
- Bringing independent scrutiny to bear on BT's understanding of critical societal issues.

In that regard, we believe that there are five priorities the CEO and Chairman will need to address to fulfil BT's sustainability ambitions:

1. Ensure that the revamped CSRB includes genuinely independent experts from outside the company, who will not be hesitant in holding BT to account
2. Develop a comprehensive stakeholder engagement strategy which enables BT to understand and meet the sustainability expectations of its key stakeholders
3. Reconsider the challenge that we have constantly raised with BT colleagues that it should better align its corporate purpose (currently "to drive shareholder value by making BT a better company with a better future") with its commitment to the Better Future strategy.
4. Review the arrangement for the Directors' remuneration, where 10% of bonuses are currently ear-marked for performance on ESG (Environment, Society and Governance) matters, and design a transparent mechanism that drives superior sustainability performance.
5. Rethink its overall reporting strategy. As we move into the era of integrated reporting, the way BT reports on the delivery of the new strategic priority will be critical. We are concerned that some of the detail on BT's KPIs in this area has been lost in this year's Executive Summary. Looking ahead, the company will need to be ready to acknowledge its difficulties and failures as well as its many successes.

It has been a privilege to serve BT as members of the Leadership Panel, and we would like to take this opportunity to thank our BT colleagues (past and present) for the trust they have placed in us and for their openness to new ideas and robust challenge. BT has paved the way on stakeholder engagement for many other companies, establishing that any company serious about leadership on sustainability matters will always need that kind of external challenge.

This Statement covers our work as a Panel up to the on-line publication of the report in May 2012. Previous statements of the Panel are available in the [archive](#) section of this site and it will be our final statement.

Jonathon Porritt, Mark Goyder, Elisabeth Laville, Jørgen Randers, Nick Robins

4 May 2012

The Panel members

The Advisory Panel members acted in a personal capacity – the organisational affiliations below are listed for identification purposes only.

Jonathon Porritt chaired the Leadership Panel from its inception. He is one of the UK's leading environmentalists, founded [Forum for the Future](#) in 1996, together with fellow Founder Directors Sara Parkin and Paul Ekins. He is closely involved in the Forum's Business Programme, in addition to involvement in a wide range of other Forum activities. He was Chairman of the [UK Sustainable Development Commission](#) between 2000 and 2009., He's a non-executive Director of Wessex Water and Willmott Dixon Holdings, and is Co-Director of The Prince of Wales's Business and Sustainability Programme, and the newly-appointed Chancellor of Keele University.

Mark Goyder is Founder director of [Tomorrow's Company](#) a business think-tank which was established in 1996 following the RSA's Inquiry, "Tomorrow's Company; the role of business in a changing world". He is the author of Living Tomorrow's Company in which he sets out the philosophy behind Tomorrow's Company and is a regular contributor to newspapers such as the Financial Times and the Times. He was a member of the DTI Working Party on Materiality for the Operating and Financial Review.

Elisabeth Laville is one of Europe's leading experts on corporate, social and environmental responsibility. She created the leading French sustainability strategies consultancy and think-tank, Utopies, in 1993, working for an extensive range of corporate clients in France and abroad. Elisabeth Laville was given several awards for her work and vision, including the Synapsis Prize for the Best French Business Book in 2002 (for her bestseller "L'entreprise Verte") and both the Veuve Clicquot Business Woman of the Year award and the Légion d'Honneur in 2008. She has been included in many honours lists including: L'Express Magazine's list of "100 French people who will shape 2003", L'Usine Nouvelle's magazine list of "50 visionaries who are changing industry" in 2006 and Le Figaro's list of "50 Women who are changing the world 2011".

Jørgen Randers (born 1945) is professor of climate strategy at the Norwegian Business School, where he works on climate issues, scenario analysis and system dynamics. He lectures widely at home and abroad on sustainable development issues – particularly climate change - for all types of corporate and non-corporate audiences. He is non-executive member of several corporate boards in Norway, including the state owned Postal Service. He also sits on the "sustainability councils" of British Telecom in the UK and The Dow Chemical Company in the US. He chaired the Commission on Low Greenhouse Gas Emissions who reported in 2006 to the Norwegian cabinet on how Norway can cut its climate gas emissions by two thirds by 2050. He was President of the Norwegian Business School BI 1981 – 89, and Deputy Director General of WWF International (World Wide Fund for Nature) in Switzerland 1994 – 99. He has authored a number of books and scientific papers, including "The Limits to Growth" (1972) and "Limits to Growth – The 30 Year Update" (2004). His newest book is "2052 - A Global Forecast for the Next Forty Years" (2012).

Nick Robins is Head of the Climate Change Centre of Excellence at HSBC in London. Prior to joining HSBC in October 2007, Nick was Head of SRI Funds at Henderson Global Investors, designing the strategy for its Industries of the Future portfolio fund and launching the world's first carbon audit of an investment fund. Nick has extensive experience of the financial, business and policy dimensions of corporate responsibility and sustainable development, working for the Business Council for Sustainable Development, the European Commission and the International Institute for Environment and Development. He is author of numerous reports and articles, including a recent history of the East India Company, *The Corporation that Changed the World – How the East India Company Shaped the Modern Multinational* (2006) as well as co-editor of *Sustainable Investing – The Financial Challenge of the 21st Century* (2008).



Assurance Statement

Terms of Engagement

This Assurance Statement has been prepared for BT Group plc.

Lloyd's Register Quality Assurance Ltd. (LRQA) was commissioned by BT Group plc (BT) to assure its web-based 'Better Future report 2012' for the financial year ending 31st March 2012 (hereafter referred to as "the Report"). The Report relates to the sustainability performance data and information for BT's global operations.

Our terms of engagement exclude data and information:

- Accessed through links that take the reader out of this Report, including video streams.
- Presented by BT but originates from a second party. Here LRQA corroborated only that data and information was transcribed accurately or the correct reference was provided.
- Communicated via social networks.

Management Responsibility

BT's management was responsible for preparing the Report and for maintaining effective internal controls over the data and information disclosed. LRQA's responsibility was to carry out an assurance engagement on the Report in accordance with our contract with BT.

Ultimately, the Report has been approved by, and remains the responsibility of BT.

LRQA's Approach

Our verification has been conducted against AA1000 Assurance Standard 2008 (AA1000 AS), where the scope was a Type 2 engagement.

The objective of the assurance engagement was to review adherence to the AA1000 AS Accountability Principles of Inclusivity, Materiality and Responsiveness and evaluate the reliability of the specified sustainability performance information.

To form our conclusions the assurance was undertaken as a sampling exercise and covered the following activities:

- Reviewing BT's stakeholder engagement process and related information collected from these various stakeholder forums.
- Evaluating BT's material issues against our own independent analysis of stakeholder issues.
- Carrying out a benchmarking exercise of material issues by reviewing sustainability reports written by BT and its peers.
- Understanding how BT determine, respond and report on their material issues.
- Interviewing senior management to understand BT's reporting processes and use of sustainability performance data within their business decision-making processes.
- Interviewing key personnel to understand BT's processes for setting performance indicators and for monitoring progress made during the reporting period.
- Auditing BT's data management systems and reviewing supporting evidence made available by BT's section owners.

Note 1: With the exception of telephone interviews with selected personnel in UK offices, our verification was undertaken at BT's headquarters in London, UK. LRQA did not visit any international locations.

Note 2: Economic performance data was taken direct from the audited financial accounts.

We also used BT's Internal Audit Division (IAD) to review the validity of data and information in some sections of the Report. IAD reviewed the following sections and specific contents disclosed within:

- Better connected – Customer experience; Safe connections & Connections for all
- Better business – Innovation; Procurement and supply chain; Sales and marketing practice & Great place to work
- BT and sustainability - Our economic impacts

Level of Assurance & Materiality

The opinion expressed in this Assurance Statement has been formed on the basis of a high level of assurance and applying professional judgement for materiality.

LRQA's Opinion

Based on LRQA's approach, BT has adhered to the AA1000 AS Accountability Principles. It should be noted that for the principles of:

Inclusivity - BT has effective processes in place to identify stakeholder groups and actively encourages them to participate in the determination of material sustainability issues.

Materiality - The process for determining materiality is robust, dynamic and the evaluation criteria are aligned with both business and stakeholder needs. BT uses the results of its materiality evaluation and feedback from peer reviews to present information on the most relevant and significant sustainability issues in the Report.

Responsiveness - BT has developed a comprehensive and balanced business response, in the form of strategies, plans and actions, for addressing their material sustainability issues. BT is also involved in public forums developing policies which will influence evolving sustainability issues.

It is also our opinion that the specified performance information is reliable as nothing has come to our attention that would cause us to believe otherwise.

LRQA's recommendations

BT should

- Ensure as it progresses organizational change and builds its new governance structure that sufficient attention is given to the management of sustainability performance data and information. This includes the planning of resource to ensure report content and associated evidence is provided to LRQA in a timely manner.
- Review whether their long-term plan to reduce the carbon dioxide equivalent intensity of its worldwide business by 80% is still realistic; provide annual updates of progress against the key milestones and, if applicable, explain any obstacles identified.

It is LRQA's opinion that our recommendations made in 2011 have been addressed as BT has improved the collection, version control and checking of non-UK environmental data.

Dated: 9th May 2012

S M Fletcher, LRQA Lead Verifier

G Farmer, LRQA Verifier

On behalf of Lloyd's Register Quality Assurance

Hiramford, Middlemarch Office Village, Siskin Drive, Coventry, UK.

LRQA Reference: LRQ0772591

LRQA's Competence and Independence

LRQA ensures the selection of appropriately qualified individuals based on a rigorous appraisal of their training, qualifications and experience. The team conducting the assurance of the Report was multi-disciplinary and has been involved in numerous assurance engagements. LRQA's internal systems have been designed to manage and review verification and certification assessments.

This involves independent review by senior management of the outcome derived from the process applied to the assurance of sustainability reports.

Independence of LRQA from BT

LRQA is BT's ISO9001, ISO14001, ISO27001 and ISO20000 certification body. We also provide BT with a range of training services primarily related to Management Systems. The assurance and certification assessments, together with the training are the only work undertaken by LRQA for BT.

Independence of BT's Internal Audit Division

The role of Internal Audit (IA) is to provide independent and objective assurance to senior management and the Board, via the Board Audit & Risk Committee (BARC), as to the adequacy and effectiveness of key controls and of risk management activities across the organisation. The Director IA reports to the Group Finance Director and has access at all times to the Chair of the BARC and the Chief Executive. The Director IA has a responsibility to report to the BARC on the quality of the assurance, internal controls and risk management operating within BT, independently of the influence of management.

This document is subject to the provision below:

This Assurance Statement is only valid when published with the Report to which it refers.

Lloyd's Register Quality Assurance Limited, its affiliates and subsidiaries and their respective officers, employees or agents are, individually and collectively, referred to in this clause as the 'Lloyd's Register Group'. The Lloyd's Register Group assumes no responsibility and shall not be liable to any person for any loss, damage or expense caused by reliance on the information or advice in this document or howsoever provided, unless that person has signed a contract with the relevant Lloyd's Register Group entity for the provision of this information or advice and in that case any responsibility or liability is exclusively on the terms and conditions set out in that contract.

Because of the inherent limitations in any internal control it is possible that fraud, error, or non-compliance with laws and regulations may occur and not be detected. Further, the verification was not designed to detect all weakness or errors in internal controls so far as they relate to the requirements set out above as the verification has not been performed continuously throughout the period and the verification carried out on the relevant internal controls were on a test basis. Any projection of the evaluation of control to future periods is subject to the risk that the processes may become inadequate because of changes in conditions, or that the degree of compliance with them may deteriorate.

The English version of this statement is the only valid version. The Lloyd's Register Group assumes no responsibility for versions translated into other languages.

Reporting methods

Standards and guidelines

We applied the Global Reporting Initiative (GRI) guidelines and telecommunications sector supplement to level A in producing this report. On pages that feature disclosures required by GRI, we provide an icon on the right of the screen identifies which links to the GRI Index for full details.

We also use this report as our United Nations Global Compact Communication on Progress.

Our report is externally assured against the AA1000 AccountAbility Assurance Standard 2008. See the assurance section for full details.

Restatements of information

We have made no material restatements of information this year.

All financial information has been adjusted in line with reported numbers in our 2012 Annual Report and Accounts and Form 20-F.

CO2 equivalent emissions have been restated for this year and previous years to reflect changes in emissions factors published by government and other non-material corrections

People data

All employee numbers relate to 'People in Post' rather than Full Time Equivalent employees.

Data on disability and ethnicity is self-declared and voluntary.

We have calculated the value of volunteering time to our communities by; using the salary of the volunteer multiplied by the number of hours volunteered. To this we have applied a multiplier to take account of other pay related costs (e.g. pension and other benefits).

Unless stated otherwise all data represents our worldwide employee base.

Environmental data

We have stated the sources of data within each section of our report.

We collect and assess data from the 19 countries, including the UK, where BT has a significant business presence. These countries represent over 97% of BT's full time employees.

Unless stated otherwise, data refers to worldwide data from these 19 countries.

Our approach to carbon reporting

We have reported our carbon emissions since 1992 and this year have followed the Climate Disclosure Standards Board (CDSB) framework which builds on the World Resource Institute / World Business Council for Sustainable Development Greenhouse Gas Protocol (GHGP). We also

report our emissions for the Carbon Disclosure Project, EU Emissions Trading Scheme and will be reporting under the UK Government's CRC Energy Efficiency Scheme (formerly known as the Carbon Reduction Commitment).

For full transparency, our carbon accounts this year show our gross footprint based on the 'grid average' carbon content of purchased electricity and our net footprint which takes account of the carbon savings associated with the purchase of zero and low carbon intensity electricity.

At the core of our approach are the following principles:

- to report consistently internationally
- to provide as true a picture of our emissions as possible
- to handle all emissions (or lack of them) in a similar way
- to use our reporting to drive behaviour that helps to deliver a low carbon economy.

Greenhouse gases

All greenhouse gas (GHG) emissions figures are in thousands of tonnes of carbon dioxide equivalents (CO₂e) and include all six greenhouse gases covered by the Kyoto Protocol – carbon dioxide (CO₂), methane (CH₄), Nitrous oxide (N₂O), Perfluorocarbons (PFCs), hydrofluorocarbons (HFCs), and sulphur hexafluoride (SF₆) emissions, plus other greenhouse gases not covered under the Kyoto protocol.

Organisational boundary

Both the CDSB and GHGP allow a company to define the organisational boundaries for carbon reporting according to definitions of 'equity share', 'financial control' or 'operational control'. The CDSB and UK Government guidance both recommend use of the 'financial control' approach.

Taking the financial control approach would omit most of our buildings which would not be a proper reflection of our business. Therefore, to give the most representative footprint for BT we take a hybrid approach. In essence we report on the emissions associated with energy that we buy or generate worldwide. Where the energy is provided by landlords as part of a full service contract we have not included these emissions. We take a consistent approach where we are the landlord. We do not report on countries that have never reached 250MWh per annum electricity use, nor where we do not have a controlling interest in any joint ventures or partnerships.

Operational boundary

Direct emissions under scope 1 which we include in our reporting are:

- fuel used in back-up generators
- fuel used in the commercial (liveried) fleet
- fuel used in company cars when driven on BT business
- loss of refrigeration gases covered under the Kyoto protocol
- fuel used to heat BT premises

Indirect emissions under scope 2 includes; all purchased electricity, which means

- electricity purchased at grid average carbon intensity
- electricity purchased at low carbon intensity
- renewable electricity purchased at zero carbon intensity

This includes electricity used by suppliers on BT premises (for example catering) but excludes tenant electricity where separate metering is in place (for example where we bill Communication Providers for Local Loop Unbundling).

Other indirect emissions under scope 3 which we include are:

- employee business travel (rail, air and car hire)
- non-Kyoto refrigerant gases (e.g. CFCs)
- a proxy for home workers' carbon footprint

Scope 3 emissions that we currently do not report on are:

- extraction and production of purchased materials and fuels
- transport-related activities
- transportation of purchased materials or goods
- transportation of purchased fuels
- employees commuting to and from work
- transportation of sold products
- transportation of waste
- electricity-related activities not included in scope 2
- extraction, production, and transportation of fuels consumed in the generation of electricity (either purchased or own generated)
- purchase of electricity that is sold to an end user (appropriate to utility companies)
- generation of electricity that is consumed in a T&D system (reported by end-user)
- leased assets
- franchises
- outsourced activities
- waste disposal
- disposal of waste generated in operations
- disposal of waste generated in the production of purchased materials and fuels
- disposal of sold products at the end of their life

Geographic scope

CO2 equivalent emissions that fall within the organisational and operational boundaries have been reported for all worldwide operations.

Conversion factors

For our UK reporting we use conversion factors published by Department for Environment Food and Rural Affairs annually. As electricity fuel mix and associated carbon intensity differ from one country to another, we use the Greenhouse Gas Protocol or International Energy Agency (IEA) conversion factors unless specific national or contract factors exist.

For our home worker emissions in the UK we have derived the impact using the non-taxable allowance (tax-free payments that BT home workers claim from the company) permitted by UK tax authorities and applied that to average home gas/ electricity mix.

Related content:

[The Greenhouse Gas Protocol \(external website\).](#)
[Our current work assessing Scope 3 footprint.](#)

Restatements of information

In 2012 we made [xx] restatements to data published in our Key Performance Indicators (KPI):

- CO2 equivalent emissions have been restated for this year and previous years to reflect changes in emissions factors published by government and other non-material corrections

Contact us

Your views

Your views on our Better Future strategy and reporting are important because they help us improve.

Let us know what you think by [emailing](#) us.

Your feedback will then be forwarded to one of our Corporate Responsibility specialists.

Other BT enquiries

Please note this page is only for feedback on BT's Better Future approach and reporting. Please do not use this site to register complaints regarding BT services or network.

Using the appropriate channel enables BT to deal with your comment, query or complaint quickly, follow it up and keep you informed.

BT general enquiries and complaints

- For help with your Home service, call 150 from a BT landline or 0800 800 150 from non-BT lines or mobiles
- For help with your Business service, call 152 from a BT landline or 0800 800 152 from non-BT lines or mobiles
- Or complete the online form on the [BT.com help pages](#).

BT Property

For; building maintenance, graffiti etc.

Call 0800 223388 or email support.hc@telerealtrillium.com

BT Network

For; unsafe works, damage to cables, telegraph poles, cabinets or manhole covers etc.

Call 0800 0232023 or [tell us about unsafe or damaged cables or poles](#).

BT Payphones

Call 0800 661610 or visit the BT Payphone [website](#)

Thank you

for reading what we have to say –
now we want to listen to you.

Email us at crrreporting@bt.com and tell us what
you think of this review and sustainability at BT.



If you'd like more details about our corporate responsibility
and sustainability activities and performance please visit our
website where you can:

- Search our full sustainability report
- Download our free educational resources
- Check out our latest information
- Join in on our blogs

all at www.bt.com/betterfuture



Bringing it all together

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