

# Net Good



Our vision is to help society live within the constraints of our planet's resources through our products and people. By 2020, our goal is to help customers reduce carbon emissions by at least three times the end-to-end carbon impact of our business.



## Customers

By offering more products that help our customers cut carbon and resource use, we can help them achieve their own environmental goals and grow our revenues. From systems that manage energy use in buildings to video conferencing that helps avoid air travel, our customers can cut their carbon emissions by using technology to live and work in smarter, more efficient ways.



## Suppliers

We aim to use our sizeable spending power and influence to shape a more resource-efficient, low-carbon supply chain. Our suppliers use large amounts of natural resources and energy to provide us with what we need - accounting for 66% of the total carbon we are responsible for. We set clear environmental standards for our suppliers, and assess their compliance using questionnaires on environmental impact, climate change and product stewardship.



## Products

From the materials our products are made from to the energy they consume when plugged in, 29% of the total carbon emissions our business generates comes from customers using our products. We continually try to reduce our environmental impacts by using fewer materials and resources to make products in the first place, and designing them to use less power and be recyclable when no longer needed.



## Operations

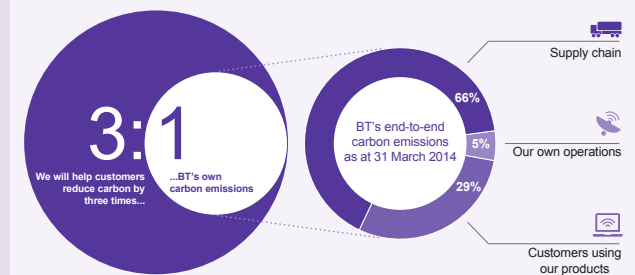
If we expect our customers, suppliers and partners to work with us to achieve our Net Good goal, we need to lead by example. Carbon emissions from our global operations represent 5% of BT's total carbon impact. Our environmental management systems help us to comply with environmental legislation. We are continually working to improve our performance, for example, by minimising the energy we use to run our network, data centres and buildings.

## 2020 goal

Help our customers reduce carbon emissions by at least 3 times the end-to-end carbon impact of our business

## 2013/14 result

1.3:1 achieved against our goal of 3:1



## How we will achieve our goal

1

Use conferencing, flexible working and less resource-intensive products to help customers cut carbon

2

Continue to reduce our end-to-end carbon emissions





#### Better Future Supplier Forum

In 2013/14, three participating suppliers in the Better Future Supplier Forum, Huawei (network products), Sagemcom (BT Home Hub) and SGW Global (handsets), have saved a combined 250,000 tonnes of CO<sub>2</sub>e across their whole operations, not just in their work for BT. Carbon-cutting initiatives included reducing packaging and energy consumption in products such as our Home Hub wireless routers, and significant material reductions in printed circuit boards used in phone bases and handsets. Our efforts to disclose and reduce emissions in our supply chain earned BT a place in the first CDP Supplier Climate Performance Leadership Index, in addition to the 2013 Climate Performance Leadership Index.

Find out more about the Better Future Supplier Forum  
[www.bt.com/betterfuturesupplierforum](http://www.bt.com/betterfuturesupplierforum)



# 1.3:1

We helped our customers avoid carbon emissions by 1.3 times (6.4 Mt CO<sub>2</sub>e) the end-to-end carbon impact of our business (4.8 Mt CO<sub>2</sub>e).

# £3.1bn

Those products and services which we have identified as having a carbon abatement benefit for our customers, generated £3.16bn of revenue globally.

# £25m

Emissions due to our supply chain during 2013/14 were 2.8 Mt CO<sub>2</sub>e and we reduced operational carbon emissions from our global business by 25.5%, delivering a saving of £25m.

# 82%

Total UK emissions remained 82% below our 1996/97 baseline. All our UK energy now comes from renewable sources.

# 2.8%

Our overall energy usage has decreased by 2.8% compared with last year.

#### Future plans

We have joined the World Business Council for Sustainable Development in 2013/14 and also worked with a consortium including WWF-UK, Forum for the Future, The Climate Group and leading UK and multinational companies to launch the Net Positive Movement. Working together with this diverse group, we will continue to promote the Net Positive approach and encourage other businesses to do more than simply reduce their environmental impact.

We will continue to actively encourage policy-makers to create clearer incentives for companies to purchase renewable energy and stimulate demand. We will extend our efforts to improve energy efficiency, as well as shifting our energy use away from peak times to help ease pressure on national supplies.

In 2014/15 and beyond, we hope to turn the research and pilot projects we are involved in into commercial propositions that will help customers further reduce their emissions. We also plan to increase the scale and reach of the Better Future Supplier Forum. We are also integrating the Designing Our Tomorrow checklist into product development processes throughout BT.



#### For more info

Find out more about Net Good  
[www.bt.com/betterfuture](http://www.bt.com/betterfuture)



Find out more about our how our products contribute to our Net Good goal  
[www.bt.com/netgood](http://www.bt.com/netgood)



Find out more about our the Designing Our Tomorrow initiative checklist  
[www.bt.com/DOTchecklist](http://www.bt.com/DOTchecklist)



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