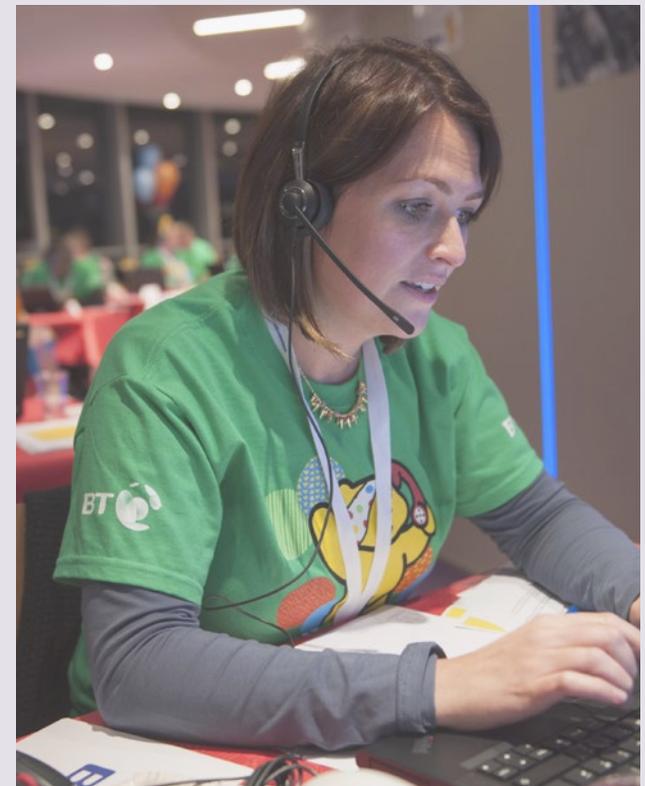


# Volunteering

BT actively encourages its people to get involved in their communities and helps them by running a comprehensive set of volunteering programmes.

All BT people can use up to three working days to volunteer to support causes they feel passionate about. We are proud of what they do; these volunteers support more than 1,300 different charities and community groups across the globe. Not only is this a great source of pride, BT benefits from the promotion of volunteering opportunities because this increases employee engagement with its culture and its values, as well as helping people develop new skills and greater awareness about the communities we work in. Organisations supported by our volunteers benefit from access to skilled individuals at no cost to their organisation.

Number of BT volunteers during 2013/14	Number of days volunteered in 2013/14	Number of charities benefited
13,600	Over 46,000	1, 300 charities



## Volunteering As a team, using our skills

Allows individuals to use their expertise (or energy) to improve lives and give charities vital support.



## Volunteering Through fundraising

As a fundraiser, volunteers can raise funds to help deliver our Improving Lives £1bn goal.



## Volunteering Through sport

Our people also regularly volunteer through sport, by offering support where it's needed to make a real difference.



## Volunteering Getting people online

By helping get people online, our volunteers are able to make our Connected Society vision a reality for everyone.



## Volunteering In my community

Our volunteers are also able to give back to their community by taking a proactive civic role; such as magistrates, school governors or special constables.



## Volunteering Skills for work

Getting people ready for employment; by work experience, mentoring or coaching to help provide skills for the workplace.

### Restoring vital communications in an emergency



When Typhoon Haiyan devastated the Philippines in 2013, seven members of our Emergency Response Team (ERT), a dedicated band of highly skilled engineers, were on the ground in the Philippines within just two weeks. The team, comprising four volunteers, restored vital communications, including access to broadband services.

### BT Troubleshooter



**James Partridge**  
CEO and Founder, Changing Faces

Through BT Troubleshooter, charities can 'borrow' a small team of BT volunteers with relevant skills and experience for a half or full day - for free. Charities simply let us know what the problem is in advance, and we put together a team of talented people who know what to do. The charity can then decide how best to use their time. In 2013/14, over 250 of our employees took part in BT Troubleshooter, helping charities of all shapes and sizes, including The Bobby Moore Cancer Fund, One Foundation, NSPCC and Changing Faces.

700

Over 700 BT people took calls to support the 2013 Children in Need appeal.

234,000

Over 234,000 calls were taken by 1,000 BT volunteers across 87 call centres during Sport Relief.

4,400

More than 4,400 students participated in the 50th year of the BT Young Scientist & Technology Exhibition, supported by 200 BT volunteers.

14,500

In support of getting more people online, 200 BT volunteers ran the Digital Champions' Rock Assembly celebration event for 14,500 young people at Wembley Stadium in July 2013.

### Our Energy Champions

Volunteering is also crucial to supporting our environmental and energy-saving initiatives. Our target is to get 85% of our people involved by 2020. By 31st March 2014, we already had more than 10,000 energy champions. Our energy dashboard means anyone in BT can compare the energy use in their building on a weekly, monthly or annual basis to check whether performance is improving.

### Future plans

In 2014/15, BT volunteers will deliver workshops in 100 schools as part of The Right Click: Internet Safety Matters, in partnership with UNICEF, to help parents and children understand internet safety better. The scale of the programme will grow each year – we plan to visit 200 and 300 schools in the second and third years, respectively.



### For more info

Find out more about using BT Troubleshooter volunteers, visit [www.bt.com/troubleshooters](http://www.bt.com/troubleshooters)



Find out more about BT's volunteering [www.bt.com/charityportfolio](http://www.bt.com/charityportfolio)



Find out more about our Better Future programme [www.bt.com/betterfuture](http://www.bt.com/betterfuture)



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