

Key Performance Indicators 2015/16

NB. all non-financial data excludes EE, unless we say otherwise.

	Our 2020 ambitions	2014/15 performance	2015/16 performance	Status	Target for 2016/17	Financial indicators and results	2014/15	2015/16
Creating a connected society	More than 9/10 people in the UK will have access to fibre-based products and services	7.5/10 people can access fibre-based products & services	8.5/10 people can access fibre-based products and services	➤	Continue to deliver against 9/10 target			
	Help 10m people overcome social disadvantage through the benefits our products and services can bring	n/a – new target	2.6m benefiting from our products & services	➤	Continue to deliver against 10m target			
Building a culture of tech literacy	Help 5m children receive better teaching in computing and tech skills	n/a – new target	344k children helped in 2014/15 school year	➤	Continue to deliver against 5m target			
Supporting charities and communities	Use our skills and technology to help generate more than £1bn for good causes	Over £83m generated for good causes	£94m generated for good causes	➤	Continue to deliver against £1bn target	Cumulative total against £1bn target, since 2012	£234m ¹	£327m
	Inspire 66% (two-thirds) of our people to volunteer by 2020	26% of BT people volunteering	27% of BT people volunteering	➤	Continue to deliver against 66% target	In-kind value of BT people volunteering	£16.6m	£15.1m
Delivering environmental benefits	Help our customers reduce carbon emissions by at least 3 times the end-to-end carbon impact of our business	1.5:1 achieved	1.6:1 achieved	➤	Continue to deliver against 3:1 target	Global portfolio revenue from products and services contributing towards our 3:1 goal	£3.4bn	£3.6bn

Our foundations for being a responsible and sustainable business

	Our foundations	2014/15 performance	2015/16 performance	Status	Target for 2016/17	Financial indicators and results	2014/15	2015/16
Our investment	Investment to accelerate our purposeful business approach; to be more than 1% of adjusted profit before tax (PBT)	1.15% of PBT invested	1.10% of PBT invested	✔	Maintain 1% of PBT invested	Investment in society of cash, time volunteered and in-kind contributions	£32.5m	£35.0m
Our customers	Customer service: Right First Time (RFT) measure across our entire customer base	4.7% improvement	3% reduction	✘	Improve RFT from 2015/16 performance	BT Group plc revenue ²	£17,851m	£18,909m ³
Our employees	Employee engagement index: a measure of our relationship with our employees	3.82/5 achieved	3.81/5 achieved	✔	Maintain or improve from 2015/16 performance	Number of employees	88,500	89,700
	UK sickness absence rate: % of calendar days lost to sickness absence	2.23% calendar days lost in sickness	2.33% calendar days lost in sickness	✘	Maintain or improve from 2015/16 performance	UK sick pay costs	£80.7m	£85.9m
	Ethical performance: a measure of our employees' awareness and training	4.33/5 achieved	4.31/5 achieved	✔	Maintain or improve from 2015/16 performance	Employee costs	£4,551m	£4,639m ³
Our suppliers	Ethical trading: a measure of our supply chain review, with specific focus on human rights	96% follow-up within 3 months	100% follow-up within 3 months	✔	100% follow-up within three months, for all those suppliers identified as high/medium risk	% of procurement contracts where suppliers agree we'll work with them to improve sustainability impacts ⁴	84% of suppliers agree	76% of suppliers agree
Our environmental impact	CO₂e emissions: a measure of our climate change impact	79% reduction in net CO ₂ e emission intensity against 1996/7 levels	81% reduction in net CO ₂ e emission intensity against 1996/97 levels	➤	Incorporate EE into numbers and set a new target	Total GB energy and water costs – costs include fleet fuel, electricity, gas, oil, water and CLL (climate change levy or levies)	£306m	£307m

Key: Target met Target failed Ongoing

¹ indicates numbers restated from 2013/14. All targets have an end date of 31 March 2015 unless we say otherwise.

² before specific items

³ numbers include EE since point of acquisition (all other data points quoted here exclude EE)

⁴ % of suppliers who agree with the statement: "BT works with its suppliers to ensure its purchases are made, delivered, used and disposed of in a socially and environmentally responsible manner."