

BT environmental and social reporting indices

2	Global Reporting Initiative (GRI)	>
18	United Nations Global Compact (UNGC)	>
19	ISO 26000	>

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Global Reporting Initiative (GRI)

The Global Reporting Initiative (GRI) Sustainability Reporting Framework is widely used by organisations around the world.

Delivering our purpose – update on progress 2014/15 contains Standard Disclosures from the GRI Sustainability Reporting Guidelines.

Key

- M** material
- NM** not material
- Y** fully reported
- P** partially reported
- N** not reported

	Index	Brief requirement	Reported	Information in www.bt.com/deliveringourpurpose	Information in Annual Report and Form 20-F 2015 and elsewhere
Strategy and analysis	G4-1	Provide a statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability	Y	See, Message from our Chairman and Chief Executive, page 2	
	G4-2	Provide a description of key impacts, risks, and opportunities.	Y	See, Reducing, customers' carbon emissions, page 32, for the opportunities our 3:1 portfolio offer	See, Our risks, page 41
Organizational profile	G4-3	Report the name of the organization.	Y	BT Group plc	
	G4-4	Report the primary brands, products, and services	Y		See, Group businesses
	G4-5	Report the location of the organization's headquarters	Y	London (UK)	
	G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations	Y	Our update covers all BT's wholly-owned operations and subsidiaries worldwide, unless otherwise stated	See, BT UK and Worldwide
	G4-7	Nature of ownership and legal form	Y	BT Group plc is the listed holding company for the BT group of companies. Its shares are listed on the London Stock Exchange, and on the New York Stock Exchange in the form of American Depositary Shares	See, Governance, page 93
	G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries)	Y	Our main activities are the provision of fixed-line services, broadband, mobile and TV products and services as well as networked IT services. In the UK we are a leading communications services provider, selling products and services to consumers, small and medium sized enterprises and the public sector. We also sell wholesale products and services to communications providers in the UK and around the world.	See, Group businesses

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	G4-8			Globally, we supply managed networked IT services to multinational corporations, domestic businesses and national and local government organisations	
	G4-9	Report the scale of the organization	Y		See, Who we are and what we do, page 4
	G4-10	Report the total number of employees	Y	See, BT's people data in the download section	See, A global workforce, page 31 and page 160 for breakdown
	G4-11	Report the percentage of total employees covered by collective bargaining agreements	Y	See, Investing in our people, page 17	
	G4-12	Describe the organization's supply chain	Y	See, Managing a sustainable supply chain, pages 14-15	See, Our suppliers, pages 36-37
	G4-13	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain	Y	None to report	
Organizational profile: Commitments to external initiatives	G4-14	Report whether and how the precautionary approach or principle is addressed by the organization	Y	See, Delivering environmental benefits - Adapting to climate change, page 38	
	G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses	Y	See page 39 for examples	The Way We Work , our Statement of Business Practices covers our commitment to the United Nations' universal declaration of human rights and the UN Global Compact. Other commitments are covered throughout the report
	G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations	Y	Memberships are covered throughout our report - for example; Influencing policy and engaging stakeholders page 39	
Identified material aspects and boundaries	G4-17	List all entities included in the organization's consolidated financial statements or equivalent documents	Y	Our update covers all BT's wholly-owned operations and subsidiaries worldwide, unless otherwise stated	See page 199
	G4-18	Explain the process for defining the report content and the Aspect Boundaries	Y	See, What matters to BT and our stakeholders, page 8	
	G4-19	List all the material Aspects identified in the process for defining report content	Y	See, What matters to BT and our stakeholders, page 8	
	G4-20	For each material Aspect, report the Aspect Boundary within the organization	Y	See, What matters to BT and our stakeholders, page 8	
	G4-21	For each material Aspect, report the Aspect Boundary outside the organization	Y	See, What matters to BT and our stakeholders, page 8	
	G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements	Y	See, About our reporting, page 48	

	Index	Brief requirement	Reported	Information in www.bt.com/deliveringourpurpose	Information in Annual Report and Form 20-F 2015 and elsewhere
	G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries	Y	See, About our reporting, page 48	
Stakeholder engagement	G4-24	Provide a list of stakeholder groups engaged by the organization	Y	See, Material issues by stakeholder group, page 9	
	G4-25	Report the basis for identification and selection of stakeholders with whom to engage	Y	See, Material issues by stakeholder group, page 9	
	G4-26	Report the organization's approach to stakeholder engagement	Y	See, What matters to BT and our stakeholders, page 8	
	G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting	Y	See, What matters to BT and our stakeholders, page 8	
Report profile	G4-28	Reporting period	Y	See, About our reporting, page 48	
	G4-29	Date of last report	Y	See, About our reporting, page 48	
	G4-30	Reporting cycle	Y	See, About our reporting, page 48	
	G4-31	Provide the contact point for questions regarding the report or its contents	Y	See, About our reporting, page 48	
Report profile: GRI content index	G4-32	Report the 'in accordance' option the organization has chosen	Y	This update contains Standard Disclosures from the GRI Sustainability Reporting Guidelines.	
Report profile: assurance	G4-33	Report the organization's policy and current practice with regard to seeking external assurance for the report	Y	This update is assured to AA1000 (AS) 2008 by LRQA. See LRQA assurance statement, page 49	
GOVERNANCE: Governance, structure and composition	G4-34	Report the governance structure of the organization, including committees of the highest governance body Identify any committees responsible for decision-making on economic, environmental and social impacts	Y	See, Our governance and accountability, page 7	Our Board, and the Committee for Sustainable and Responsible Business
	G4-35	Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees	Y	See, Our governance and accountability, page 7	
	G4-36	Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body	Y	BT's Chief Sustainability Officer, reports to the Group Director Strategy, Policy and Portfolio who reports to our Chief Executive	
	G4-37	Report processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics	Y	See, What matters to BT and our stakeholders, page 8	

	Index	Brief requirement	Reported	Information in www.bt.com/deliveringourpurpose	Information in Annual Report and Form 20-F 2015 and elsewhere
	G4-38	Report the composition of the highest governance body and its committees			See, page 98 and Our Board
	G4-39	Report whether the Chair of the highest governance body is also an executive office	Y	The role of Chief Executive and Chairman is split and our Chairman is non-executive but not independent	
	G4-40	Report the nomination and selection processes for the highest governance body and its committees	Y		See, Nomination and governance committee page 105
	G4-41	Report processes for the highest governance body to ensure conflicts of interest are avoided and managed	Y		See, Nomination and governance committee page 105
Highest governance body's role in setting purpose, values and strategy	G4-42	Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts	Y		See, Operating Committee, page 26
Highest governance body's competencies and performance evaluation	G4-43	Report the measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics	Y		See, Nomination and governance committee page 105
	G4-44	Report the processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics	Y		See, Nomination and governance committee page 105
Highest governance body's role in risk management	G4-45	Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities	Y	See, Our governance and accountability, page 7	
	G4-46	Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics	Y	See, Our governance and accountability, page 7	
	G4-47	Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities	Y	See, Our governance and accountability, page 7	
Highest governance body's role in sustainability reporting	G4-48	Report the highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered	Y	The Disclosure Committee reviews and assesses our annual update to provide positive assurance to the Board	
Highest governance body's role in evaluating economic, environmental and social performance	G4-49	Report the process for communicating critical concerns to the highest governance body	P	See, Our governance and accountability, page 7	
	G4-50	Report the nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them	P	See, Our governance and accountability, page 7	
Remuneration and incentives	G4-51	Report the remuneration policies for the highest governance body and senior executives	Y		See, Remuneration Committee, page 111

	Index	Brief requirement	Reported	Information in www.bt.com/deliveringourpurpose	Information in Annual Report and Form 20-F 2015 and elsewhere
	G4-52	Report the process for determining remuneration	Y		See, Remuneration Committee, page 111
	G4-53	Report how stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable	Y		All shareholders are invited to attend our Annual General Meeting and meet the Chairman and the Board of Directors. We welcome this opportunity to report on our performance and answer any questions
	G4-54	Report the ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country	N	We do not report this information	
	G4-55	Report the ratio of percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country	N	We do not report this information	
Ethics and integrity	G4-56	Describe the organization's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics	Y	See, Being an ethical business, page 10	See, Our Purpose and our Statement of Business Practices and Code of Ethics
	G4-57	Report the internal and external mechanisms for seeking advice on ethical and lawful behaviour, and matters related to organizational integrity, such as helplines or advice lines	Y	Our Speak Up channel – a confidential and independent telephone and online service – is now available to all BT employees, contractors, sub-contractors and suppliers globally to report concerns about ethical business practices	See, Our Statement of Business Practices, The Way We Work (page 11)
	G4-58	Report the internal and external mechanisms for reporting concerns about unethical or unlawful behaviour, and matters related to organizational integrity	Y	Our Speak Up channel – a confidential and independent telephone and online service – is now available to all BT employees, contractors, sub-contractors and suppliers globally to report concerns about ethical business practices	See, Our Statement of Business Practices, The Way We Work (page 11)
ECONOMIC: Economic performance			M	Our Annual Report and Form 20-F 2015 covers our financial performance for the year	www.bt.com/annualreport
	G4-EC1	Direct economic value generated and distributed	Y		See, Financial statements, page 137
	G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	Y	See, Adapting to climate change, page 38	See, Security and resilience risk, page 42
	G4-EC3	Coverage of the organization's defined benefit plan obligations	Y		See, Pensions, page 89
	G4-EC4	Financial assistance received from government	Y		See, page 71. We have been working in partnership and co-investing with the Government's Broadband Delivery UK (BDUK) programme
ECONOMIC: Market presence			NM	This has not been identified as a material aspect this year	

	Index	Brief requirement	Reported	Information in www.bt.com/deliveringourpurpose	Information in Annual Report and Form 20-F 2015 and elsewhere
	G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	P	See, Investing in our people, pages 17, for our approach to pay	
	G4-EC6	Proportion of senior management hired from the local community at significant locations of operation	N	This has not been identified as a material issue this year	
ECONOMIC: Indirect economic impacts			M	BT contributes to the national and local economies, in terms of jobs, output and Gross Value Add (GVA) supported	We have published several research papers on this subject, which can be found here
	G4-EC7	Development and impact of infrastructure investments and services supported	Y	See, Investing in our broadband network, page 24	
	G4-EC8	Indirect economic impacts	Y	Since 2012, we have been working to understand the value that digital inclusion brings to society. We have developed a social return on investment (SROI) methodology. See, How much is getting online worth to you?, page 24	We have published several research papers on this subject, which can be found here
ECONOMIC: Procurement practices			NM	This has not been identified as a material issue this year	
	G4-EC9	Proportion of spending on local suppliers at significant locations of operation	N	This has not been identified as a material issue this year	
ENVIRONMENTAL: Materials			NM	We consider sustainability, including packaging, in our design process, see BT's Home Hub 5 example on page 32. The SSDs in this aspect have not been identified as material	
	G4-EN1	Materials used by weight or volume	NM	This has not been identified as a material issue this year	
	G4-EN2	Percentage of materials used that are recycled input materials	NM	This has not been identified as a material issue this year	
ENVIRONMENTAL: Energy			M	BT is not in an energy intensive sector, it is subject to the UK CRC Energy Efficiency Scheme. We are also subject to the UK Climate Change Levy (CCL) on the electricity and the Natural Gas that we use	
	G4-EN3	Energy consumption within the organization	Y	See, Increasing energy efficiency, page 35, and BT's environmental data in the download section	BT TSO is responsible for managing the group's energy consumption, see page 40
	G4-EN4	Energy consumption outside of the organization	NM	This has not been identified as a material issue this year	
	G4-EN5	Energy intensity	N	We do not report this	

	Index	Brief requirement	Reported	Information in www.bt.com/deliveringourpurpose	Information in Annual Report and Form 20-F 2015 and elsewhere
	G4-EN6	Reduction of energy consumption	Y	See, Increasing energy efficiency, page 35	See page 40
	G4-EN7	Reductions in energy requirements of products and services	Y	See, Reducing customers' carbon emissions, page 32	
ENVIRONMENTAL: Water			P	We are not large users of water, most use is for personal hygiene and catering facilities in our buildings, and to cool equipment across our estate. Water use is a material issue, however other SSDs in this aspect are not	
	G4-EN8	Total volume of water withdrawn by source	Y	See, Water use, page 37, and BT's environmental data in the download section	
	G4-EN9	Water sources significantly affected by withdrawal of water	NM	This has not been identified as a material issue this year	
	G4-EN10	Percentage and total volume of water recycled and reused	NM	This has not been identified as a material issue this year	
ENVIRONMENTAL: Biodiversity			NM	We support biodiversity by helping to create nature reserves, meadows and ponds at various BT sites. See page 37 for an example. This has not been identified as a material aspect	
	G4-EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	NM	This has not been identified as a material issue this year	
	G4-EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	NM	This has not been identified as a material issue this year	
	G4-EN13	Habitats protected or restored	NM	This has not been identified as a material issue this year	
	G4-EN14	Total number of IUCN red list species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	NM	This has not been identified as a material issue this year	
ENVIRONMENTAL: Emissions			P	We use the World Resources Institute (WRI) Greenhouse Gas Protocol (GHGP) Corporate Accounting and Reporting Standard (revised edition). GHG emissions are a material issue, however other SSDs in this aspect are not	
	G4-EN15	Direct greenhouse gas (GHG) emissions (scope 1)	Y	See, Reducing our carbon emissions, page 35, and BT's environmental data in the download section	See, Energy use and carbon footprint, page 40

	Index	Brief requirement	Reported	Information in www.bt.com/deliveringourpurpose	Information in Annual Report and Form 20-F 2015 and elsewhere
	G4-EN16	Energy indirect greenhouse gas (GHG) emissions (scope 2)	Y	See, Reducing our carbon emissions, page 35, and BT's environmental data in the download section	See, Energy use and carbon footprint, page 40
	G4-EN17	Other indirect greenhouse gas (GHG) emissions (scope 3)	Y	See, Reducing our carbon emissions, page 35, and BT's environmental data in the download section	See, Energy use and carbon footprint, page 40
	G4-EN18	Greenhouse gas (GHG) emissions intensity	Y	See, Reducing our carbon emissions, page 35, and BT's environmental data in the download section	See, Energy use and carbon footprint, page 40
	G4-EN19	Reduction of greenhouse gas (GHG) emissions	Y	See, Reducing our carbon emissions, page 35, and BT's environmental data in the download section	See, Energy use and carbon footprint, page 40
	G4-EN20	Emissions of ozone-depleting substances (ODS)	NM	This has not been identified as a material issue this year	
	G4-EN21	NOX, SOX, and other significant air emissions	NM	This has not been identified as a material issue this year	
ENVIRONMENTAL: Effluents and Waste			P	Waste generation is a material issue and is managed within the scope of our Environmental Management System, however some SSDs in this aspect group are not material to BT	
	G4-EN22	Total water discharge by quality and destination	NM	This has not been identified as a material issue this year	
	G4-EN23	Total weight of waste by type and disposal method	Y	See, Waste and recycling page 38, and BT's environmental data in the download section	
	G4-EN24	Total number and volume of significant spills	P	See, Fuel storage page 37	
	G4-EN25	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention 2 ANNEX I, II, III, and VIII.	NM	This has not been identified as a material issue this year	
	G4-EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff	NM	This has not been identified as a material issue this year	
ENVIRONMENTAL: Products and Services			NM	We consider sustainability in our design process, see page 32. The SSDs in this aspect have not been identified as material	
	G4-EN27	Extent of impact mitigation of environmental impacts of products and services	NM	This has not been identified as a material issue this year	
	G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category	NM	This has not been identified as a material issue this year	

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ENVIRONMENTAL: Compliance			M	Our environmental policy , updated this year, sets out our commitments	
	G4-EN29	Extent of impact mitigation of environmental impacts of products and services	Y	None reported in the year. See, Our operations, page 34	
ENVIRONMENTAL: Transport			M	We operate a large fleet of commercial vehicles and company cars and any associated environmental issues are managed within the scope of our Environmental Management System	
	G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce	P	See, Transport, page 36, and BT's environmental data in the download section	
ENVIRONMENTAL: Overall			NM	Our aims, guiding principles and environmental commitments are laid out in our Environmental Policy. The SSD in this aspect not been identified as material	Our policies and codes (including environmental)
	G4-EN31	Total environmental protection expenditures and investments by type	NM	This has not been identified as a material issue this year	
ENVIRONMENTAL: Supplier Environmental Assessment			M	Helping our suppliers manage their social and environmental impacts reduces risk to our own business, improves our performance and helps us meet stakeholder expectations. Our criteria for selecting new suppliers includes environmental and social factors, such as energy use, labour standards and diversity and inclusion.	See Supply chain risk, page 48
	G4-EN32	Percentage of new suppliers that were screened using environmental criteria	Y	See, Assessing social and environmental risk, page 14	
	G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	Y	See, Assessing social and environmental risk, page 14	
ENVIRONMENTAL: Environmental Grievance Mechanisms			NM	Our aims, guiding principles and environmental commitments are laid out in our Environmental Policy. The SSD in this aspect not been identified as material	Our policies and codes (including environmental)
	G4-EN34	Number of grievances about environmental impacts	NM	This has not been identified as a material issue this year	Details of how to contact BT can be found on our website

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SOCIETY: Local Communities			NM	This has not been identified as a material aspect this year	
	G4-S01	Percentage of operations with implemented local community engagement, impact assessments, and development programs	NM	This has not been identified as a material issue this year	
	G4-S02	Operations with significant actual and potential negative impacts on local communities	NM	This has not been identified as a material issue this year	
SOCIETY: Anti-corruption			M	See Being an ethical business, pages 10–11, which describes our approach; to risk assessment relating to corruption and the management of conflicts of interest, and our policies on; charitable donations and sponsorships and anti-corruption & bribery	Our policies and codes
	G4-S03	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	P	See Being an ethical business, pages 10–11 for our approach	
	G4-S04	Communication and training on anti-corruption policies and procedures	Y	See Being an ethical business, pages 10–11	
	G4-S05	Confirmed incidents of corruption and actions taken	Y	See Being an ethical business, pages 10–11	
SOCIETY: Public Policy			NM	This has not been identified as a material aspect this year	BT's Public Affairs Team engage on policy development in key locations, for example in the last year on; EU Copyright and Cross-Border Access to Content, EU Digital Single Market and Open Internet & Net Neutrality
	G4-S06	Total value of political contributions by country and recipient/beneficiary	Y	Our policy is that no company in the group will make contributions in cash or kind to any political party, whether by gift or loan	See Political Donations, page 134
SOCIETY: Anti-competitive Behaviour			M	We compete vigorously but fairly, being honest, respectful and trustworthy in all our dealings	See page 36 of our of Statement of Business Practices The Way We Work
	G4-S07	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	N	We do not report this data	
SOCIETY: Compliance			M	We compete vigorously but fairly, being honest, respectful and trustworthy in all our dealings	See page 36 of our of Statement of Business Practices The Way We Work
	G4-S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Y	See, Being an ethical business, page 10	

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SOCIETY: Supplier Assessments for Impacts on Society			M	Helping our suppliers manage their social and environmental impacts reduces risk to our own business, improves our performance and helps us meet stakeholder expectations. Our criteria for selecting new suppliers includes environmental and social factors, such as energy use, labour standards and diversity and inclusion	
	G4-S09	Percentage of new suppliers that were screened using criteria for impacts on society	Y	See, Assessing social and environmental risk, page 14	
	G4-S010	Significant actual and potential negative impacts on society in the supply chain and actions taken	Y	See, Assessing social and environmental risk, page 14	
SOCIETY: Grievance Mechanisms for Impacts on Society			NM	This has not been identified as a material aspect this year	
	G4-S011	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	NM	This has not been identified as a material issue this year	Details of how to contact BT can be found on our website
BT SPECIFIC MATERIAL ISSUES: Health concerns and electromagnetic fields			M	Some of our stakeholders are concerned about the potential health impacts of electromagnetic fields (EMF) used to transmit information wirelessly	
		Our approach	Y	As our business operations change to meet our customers' growing needs for mobile and wireless communications, we will continue to monitor the latest research and best practice of our peers. See, What matters to BT and our stakeholders, page 8	See Transmission of radio waves, page 52
SOCIETY: Labour practices and decent work: Employment			M	We recognise that our supply chain activities have a global impact. Acting with social responsibility towards those involved in the production of our goods and services is crucial if we are to help create a world in which our company can flourish, now and for generations to come	Our supply chain initiative, Sourcing with Human Dignity, outlines a set of standards based on the United Nations Universal Declaration of Human Rights and International Labour Organisation Conventions. You can read more here
	G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	P	See BT's people data in our download centre	
	G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	NM	This has not been identified as a material issue this year	
	G4-LA3	Return to work and retention rates after parental leave, by gender	P	We report on these rates for women only. See Creating a diverse and inclusive workplace, page 18	

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SOCIETY: Labour practices and decent work: Labour/Management Relations		NM	Our UK workforce is primarily represented by the Communication Workers Union and Prospect. BT's European Consultative Council is a company-wide group that facilitates dialogue between employees and executive management on a range of issues such as performance, strategy, jobs, regulations and sustainability. This has not been identified as a material aspect this year	
	G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	NM	This has not been identified as a material issue this year
SOCIETY: Labour practices and decent work: Occupational Health and Safety		M	Our Group Health, Safety and Wellbeing Forum comprises senior leaders from all lines of business and monitors progress against our plans	
	G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on OHS programs	P	See, Investing in our people, page 17
	G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	P	See, Promoting employee wellbeing, page 20
	G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	NM	This has not been identified as a material issue this year
	G4-LA8	Health and safety topics covered in formal agreements with trade unions	N	Not reported
SOCIETY: Labour practices and decent work: Training and Education		M	We consider all factors that enable our workforce to achieve great results. We call this organisational health – and aim to create the best work environment by offering career development opportunities and training and a range of ways to contribute to communities through volunteering	
	G4-LA9	Average hours of training per year per employee by gender, and by employee category	NM	This has not been identified as a material issue this year
	G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Y	See, Promoting employee wellbeing, page 20
	G4-LA11	Percentage of employees receiving regular performance and career development reviews	P	Coaching is provided to all our people through regular performance review. See, Developing talent, page 21

	Index	Brief requirement	Reported	Information in www.bt.com/deliveringourpurpose	Information in Annual Report and Form 20-F 2015 and elsewhere
SOCIETY: Labour practices and decent work: Diversity and Equal Opportunity			M	Our Global Inclusion Steering Group brings together senior leaders from across BT to share good practice and drive improvements	
	G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	Y	See, Creating a diverse and inclusive workplace, page 18	See, Nominating & Governance Committee Chairman's report, page 106 for gender diversity policy for the Board
SOCIETY: Labour practices and decent work: Equal Remuneration for Women and Men			NM	This has not been identified as a material aspect this year	
	G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	NM	This has not been identified as a material issue this year	
SOCIETY: Labour practices and decent work: Supplier Assessment for Labour Practices			M	To do business in an ethical and sustainable way, we collaborate with our suppliers around the world. Helping them manage their social and environmental impacts reduces risk to our business and improves our performance	
	G4-LA14	Percentage of new suppliers that were screened using labour practices criteria	Y	See, Assessing social and environmental risk, page 14	
	G4-LA15	Significant actual and potential negative impacts for labour practices in the supply chain and actions taken	Y	See, Assessing social and environmental risk, page 14	
SOCIETY: Labour practices and decent work: Labour Practices Grievance Mechanisms			NM	This has not been identified as a material aspect this year	Our Speak Up channel – a confidential and independent telephone and online service – is now available to all BT employees, contractors, sub-contractors and suppliers globally to report concerns about ethical business practices
	G4-LA16	Number of grievances about labour practices filed, addressed, and resolved through formal grievance mechanisms	NM	This has not been identified as a material issue this year	
SOCIETY: Product Responsibility: Customer Health and Safety			NM	This has not been identified as a material aspect this year	
	G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	NM	This has not been identified as a material aspect this year	
	G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	NM	This has not been identified as a material issue this year	
SOCIETY: Product Responsibility: Product and Service Labelling			P	To make sure we are equipped to meet the changing and growing demands of consumers and businesses, a group-wide transformation, to put the 'Customer First', is underway. Customer satisfaction is a material issue, however other SSDs are not	See, A customer-facing workforce, page 31

	Index	Brief requirement	Reported	Information in www.bt.com/deliveringourpurpose	Information in Annual Report and Form 20-F 2015 and elsewhere
	G4-PR3	Type of product and service information required by the organization's procedures for product and service information and labelling, and percentage of significant product and service categories subject to such information requirements	NM	This has not been identified as a material issue this year	
	G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes	NM	This has not been identified as a material issue this year	
	G4-PR5	Results of surveys measuring customer satisfaction	Y	See, Putting our customers first, page 16	See, Deliver superior customer service, page 22
SOCIETY: Product Responsibility: Marketing Communications			NM	This has not been identified as a material aspect this year	See our Customer related codes of practice
	G4-PR6	Sale of banned or disputed products	NM	This has not been identified as a material issue this year	
	G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications.	NM	This has not been identified as a material issue this year	
SOCIETY: Product Responsibility: Customer Privacy			M	Data is at the heart of BT's business today, and will continue to be critical to our future success. To deliver our products and services to our millions of customers in the UK and around the world, we need to process vast amounts of personal data. We expect this to increase significantly as further innovations create a more connected society	
	G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	P	See Protecting privacy, page 12, for our approach. We do not report data on substantiated complaints	
SOCIETY: Product Responsibility: Compliance			M	Our quarterly Compliance Programme Panel (CPP) is chaired by The Group General Counsel and Company Secretary. See, Being and ethical business, page 10	
	G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Y	We were fined for missing a deadline to implement an improved text-to-voice service for customers with hearing or speech impairments due to technical problems. See, Fines, page 11.	
SOCIETY: Human Rights: Investment			NM	The Human Rights investment aspect has not been identified as material this year	Our Statement of Business Practices, The Way We Work , gives guidance to our employees, suppliers and anyone working on our behalf, on how we expect them to behave and on our values

	Index	Brief requirement	Reported	Information in www.bt.com/deliveringourpurpose	Information in Annual Report and Form 20-F 2015 and elsewhere
	G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening.	NM	This has not been identified as a material issue this year	
	G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations.	NM	This has not been identified as a material issue this year	
SOCIETY: Human Rights: Non-discrimination			M	We respect the dignity, liberty and equality of everyone we work with	See, our Statement of Business Practices , page 32
	G4-HR3	Total number of incidents of discrimination and corrective actions taken	Y	See, Discrimination litigation cases, BT's people data, in our download section	
SOCIETY: Human Rights: Freedom of Association and Collective Bargaining			M	We only work with people who choose to work freely. We respect their rights to equal opportunities, freedom of association and collective bargaining	See, our Statement of Business Practices , page 32
	G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	Y	See, Investing in our people, page 17	
SOCIETY: Human Rights: Child Labour			M	We don't use child labour and we demand the same of our suppliers and their suppliers	See, our Statement of Business Practices , page 32
	G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour	Y	See, Managing a sustainable supply chain, page 14, for our approach	
SOCIETY: Human Rights: Forced or Compulsory Labour			M	We don't use or accept forced, bonded or involuntary prison labour	See, our Statement of Business Practices , page 32
	G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour	Y	See, Managing a sustainable supply chain, page 14, for our approach	
SOCIETY: Human Rights: Security Practices			NM	This has not been identified as a material aspect this year	
	G4-HR7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations	NM	This has not been identified as a material issue this year	
SOCIETY: Human Rights: Indigenous Rights			NM	This has not been identified as a material aspect this year	
	G4-HR8	Total number of incidents of violations involving rights of indigenous peoples and actions taken	NM	This has not been identified as a material issue this year	

	Index	Brief requirement	Reported	Information in www.bt.com/deliveringourpurpose	Information in Annual Report and Form 20-F 2015 and elsewhere
SOCIETY: Human Rights: Assessment			NM	This has not been identified as a material aspect this year	
	G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	NM	This has not been identified as a material issue this year	
SOCIETY: Human Rights: Supplier Human Rights Assessment			M	We are committed to implementing the UN Guiding Principles on Business and Human Rights. See, Respecting human rights, page 10	Our Statement of Business Practices sets out our commitment, as an original signatory to the United Nations Global Compact principles, to embrace, support and respect human rights and ensure we're not complicit in human rights abuses
	G4-HR10	Percentage of new suppliers that were screened using human rights criteria	Y	See, Managing a sustainable supply chain, page 14	
	G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	Y	See, Managing a sustainable supply chain, page 14	
SOCIETY: Human Rights: Human Rights Grievance Mechanisms			NM	This has not been identified as a material aspect this year	Our Speak Up channel – a confidential and independent telephone and online service – is now available to all BT employees, contractors, sub-contractors and suppliers globally to report concerns about ethical business practices
	G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanism	N	This has not been identified as a material issue this year	

United Nations Global Compact (UNGC)

We have been a signatory to the Global Compact since 2000 and we reaffirm our support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

This annual Communication on Progress (see table) summarises the key sections of our report as they relate to the Global Compact's principles and our business strategy, culture and operations. There are links to further information such as measures, lessons learned and our future plans.

Principles	Information in www.bt.com/deliveringourpurpose	Information in Annual Report and Form 20-F 2015 and elsewhere
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights	See, Respecting human rights, page 10, which summarises our approach to protecting Human Rights	Our commitment to the Global Compact is reinforced in our Statement of Business Practices, The Way We Work , which gives guidance to our employees, suppliers and anyone working on our behalf, on how we expect them to behave and on our values
Principle 2: Businesses should make sure that they are not complicit in human rights abuses	See, Respecting human rights, page 10, which summarises our approach to protecting Human Rights. BT's potential impact – both positive and negative – on human rights is managed by a number of departments and units throughout the business	Our commitment to the Global Compact is reinforced in our Statement of Business Practices, The Way We Work , which gives guidance to our employees, suppliers and anyone working on our behalf, on how we expect them to behave and on our values
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	We respect rights to equal opportunities, freedom of association and collective bargaining.	Our Statement of Business Practices, The Way We Work , gives guidance to our employees, suppliers and anyone working on our behalf, on how we expect them to behave and on our values
Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labour	See, Investing in our people, page 17, which sets out our relationship with trade unions	Our Sourcing with Human Dignity standard , introduced in 2001, specifies the minimum standards we expect of our suppliers
Principle 5: Businesses should uphold the effective abolition of child labour	We don't use or accept forced, bonded or involuntary prison labour. We don't demand or hold on to deposits or identity papers for our workers, or deal with businesses that do. We only work with people who choose to work freely. See, Managing a sustainable supply chain, page 14	Our Sourcing with Human Dignity standard , introduced in 2001, specifies the minimum standards we expect of our suppliers
Principle 6: Business should uphold the elimination of discrimination in respect of employment and occupation	We don't use child labour and we demand the same of our suppliers and their suppliers. See, Managing a sustainable supply chain, page 14	We are an equal opportunities employer. As a Two Ticks employer, in the UK, we actively encourage the recruitment, development and retention of disabled people
Principle 7: Businesses should support a precautionary approach to environmental challenges	Our environment policy and management systems are designed to ensure we comply with environmental legislation and continually improve our performance in these areas. See Delivering environmental benefits, page 34 and Adapting to climate change, page 38	We have produced Designing Our Tomorrow checklist as a free to use resource to help ICT product designers and others to incorporate thinking on minimising environmental impact at each stage of a product's life-cycle into its design
Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility	See, Delivering environmental benefits, page 31 for our approach to environmental issues, Including our environmental policy and our work to reduce the impacts of our products	Our Supplier Forum is a collaborative, learning and development forum set up to identify, collect, disseminate and implement best practice and drive innovative sustainable product and proposition development
Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies	We seek to maximise opportunities for the provision of services and solutions which can help to reduce negative environmental impacts, and which can provide significant environmental benefits, see Reducing customers' carbon emissions, page 32	We are part of the Net Positive movement , led by Forum for the Future, WWF UK and The Climate Group, which seeks to clarify, develop and drive adoption of the Net Positive concept
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery	BT has zero tolerance of bribery. See, Being an ethical business page 10, which details our business principles (which apply world-wide to all employees and everyone else who works for BT around the world) and progress on our implementation of them	Our Statement of Business Practices, The Way We Work , gives guidance to our employees, suppliers and anyone working on our behalf, on how we expect them to behave and on our values

ISO 26000

ISO 26000 'Guidance on social responsibility' provides a guidance framework to help businesses and organizations operate in a socially responsible way.

This is the fifth year that we have cross referenced our report to the core subjects and issues of the guidance.

Core subject	Clause	Information in www.bt.com/deliveringourpurpose	Information in Annual Report and Form 20-F 2015 and elsewhere
HUMAN RIGHTS: Issue 1: Due diligence	6.3.3	See, Respecting human rights, page 10	Our Statement of Business Practices, The Way We Work , guides employees, suppliers and anyone working on behalf of BT on how to behave in different situations. It states our commitment to the United Nations' universal declaration of human rights
Issue 2: Human rights risk situations	6.3.4	See, Managing a sustainable supply chain, page 14	Like all businesses, we are affected by a number of risks and uncertainties. These may be impacted by internal and external factors and we have a group-wide risk management process to identify and mitigate these. See, our risks, page 41
Issue 3: Avoidance of complicity	6.3.5	See, Being an ethical business, page 10	Our Statement of Business Practices, The Way We Work , guides employees, suppliers and anyone working on behalf of BT on how to behave in different situations. It states our commitment to the United Nations' universal declaration of human rights
Issue 4: Resolving grievances	6.3.6	See, Being an ethical business, page 10	The Contact BT pages on our website provide access for external stakeholders to contact us for any queries about the company. Our employees have access to a confidential hotline to report any concerns
Issue 5: Discrimination and vulnerable groups	6.3.7	See, Being an ethical business, page 10, Creating a diverse and inclusive workplace, page 18, and Managing a sustainable supply chain, page 14	We communicate our business principles to all employees agents, contractors and others in The Way We Work . We are an inclusive employer and treat all our people fairly and actively encourage and celebrate difference
Issue 6: Civil and political rights	6.3.8	See, Being an ethical business, page 10	We respect the dignity, liberty and equality of every BT employee and everyone who has dealings with us
Issue 7: Economic, social and cultural rights	6.3.9	See Creating a connected society, page 24, Creating accessible products and services, page 24, Developing digital skills, page 26, Connecting communities around the world, page 28, and Championing skills for employment, page 22	Our web pages provide links to our free education and digital skills resources. Our Including You web site contains a wealth of information on the products and services we offer to people who need extra help with communications
Issue 8: Fundamental principles and rights at work	6.3.10	See, Being an ethical business, page 10	The Way We Work guides employees, suppliers and anyone working on behalf of BT on how to behave in different situations.. This includes our commitment to International Labour Organization (ILO) standards
LABOUR PRACTICES: Issue 1: Employment and employment relationships	6.4.3	See, Creating a diverse and inclusive workplace page 18	BT is an equal opportunities employer. We strive to treat our people fairly and responsibly, help them achieve their full potential, and respect their personal and community commitments
Issue 2: Conditions of work and social protection	6.4.4	See, Investing in our people, page 17	We compare salaries with other companies in our markets to make sure what we offer is competitive. In the UK, pay for the vast majority of our engineering and support people is determined by collective bargaining, with fair terms and conditions for all

Core subject	Clause	Information in www.bt.com/deliveringourpurpose	Information in Annual Report and Form 20-F 2015 and elsewhere
Issue 3: Social dialogue	6.4.5	See, Investing in our people, page 17	Our employee communication and engagement activities keep our people informed about any changes that may affect their ability to meet these expectations. We also value employees' ideas and contributions, and use them to improve how we do things at BT
Issue 4: Health and safety at work	6.4.6	See, Promoting employee wellbeing page 20	We aim to create a healthy working environment so our people can achieve their full potential and contribute to our success
Issue 5: Human development and training in the workplace	6.4.7	See, Developing talent page 21	We invest in our future success by continually developing the skills and knowledge of our people
THE ENVIRONMENT: Issue 1: Prevention of pollution	6.5.3	See, Operations, page 34	Our environmental management system covers our worldwide operations
Issue 2: Sustainable resource use	6.5.4	See, Operations, page 34	Our environmental management system covers our worldwide operations
Issue 3: Climate change mitigation and adaption	6.5.5	See, Reducing our carbon emissions, page 35	We have been measuring and reporting on our efforts to reduce our carbon emissions since 1992. In 2013 we set ourselves a goal to help customers reduce their carbon emissions by at least three times the end-to-end carbon impact of our business by 2020
Issue 4: Protection of the environment, biodiversity and restoration of natural habitats	6.5.6	See, What matters to BT and our stakeholders, page 8	We are not a major landowner. We have procedures in place to reduce the impact of our operations in the environment. This is not a material issue to our stakeholders, therefore we do not report on our performance
FAIR OPERATING PRACTICES: Issue 1: Anti-corruption	6.6.3	See Being an ethical business, page 10	We have specific policies covering anti-corruption and bribery, gifts and hospitality, and charitable donations and sponsorships. These cover our people around the world
Issue 2: Responsible political involvement	6.6.4		We aim to be transparent about our public policy activities, current public policy issues can be found on our website
Issue 3: Fair competition	6.6.5	See Being an ethical business, page 10	Our Statement of Business Practices, The Way We Work , guides employees, suppliers and anyone working on behalf of BT on how to behave in different situations
Issue 4: Promoting social responsibility in the value chain	6.6.6	See managing a sustainable supply chain, page 14	BT has procurement standards on; environment, climate change and labour rights for example. For more information see how we engage with our suppliers or our procurement website
Issue 5: Respect for property rights	6.6.7	BT is not a significant land owner, either in the UK or its international markets	
CONSUMER ISSUES: Issue 1: Fair marketing, factual and unbiased information and fair contractual practices	6.7.3		Our web pages include our Codes of Practice, covering our customer, sales and marketing activities.

Core subject	Clause	Information in www.bt.com/deliveringourpurpose	Information in Annual Report and Form 20-F 2015 and elsewhere
Issue 2: Protecting consumers' health and safety	6.7.4	See Reducing customers' carbon emissions, page 32	We don't manufacture our own products, so we work closely with our suppliers to ensure that the products and services we provide are to the highest standards. The BT Design Checklist helps us build sustainable design principles into our products, services and processes. Our Product Stewardship Standard details the standards that we apply
Issue 3: Sustainable consumption	6.7.5	See Waste and recycling, page 38	We are exploring ways to bring circular economy principles to BT through our own Research & Development and by collaborating with other stakeholders. Our consumer products are labelled to provide customers with information on energy use and disposal
Issue 4: Consumer service, support, and complaint and dispute resolution	6.7.6	See, Putting our customers first, page 16	Our focus is on excellent customer service. We always aim to be within easy reach and we want customers to get the answers they want quickly and easily. The different methods to contact us are summarised on our Contact BT page
Issue 5: Consumer data protection and privacy	6.7.7	See, Protecting privacy, page 12	Our business relies on our customers feeling comfortable and confident using our communications technology, so keeping their data safe and respecting their privacy are central to maintaining our reputation and critical to our business success. Our Privacy centre details how we collect and use personal information in different situations.
Issue 6: Access to essential services	6.7.8	We recognise the importance of internet and telephone services and try to avoid disconnecting customers. We offer flexible payment options to help people budget for their bills and work with customers having temporary payment difficulties to agree on payment over a longer period than usual	BT Basic is our low-cost telephone service. Our Codes of Practice describe our procedures for requesting payment and the help customers can expect if they have problems paying
Issue 7: Education and awareness	6.7.9	See, What matters to BT and our stakeholders, page 8	We use many channels to engage with our customers on sustainability related issues. From the labelling on our products through to our marketing communications and our sustainability report. Increasingly we are using social media channels such as YouTube and Facebook to engage with a wider audience
COMMUNITY INVOLVEMENT AND DEVELOPMENT: Issue 1: Community involvement	6.8.3	See, What matters to BT and our stakeholders, page 8	We engage with all our stakeholders throughout the year. Throughout our report we offer readers the opportunity to comment and engage with us
Issue 2: Education and culture	6.8.4	See, Developing digital skills, page 26 and Supporting charities and communities, page 42	We are helping people across the UK develop the skills, knowledge and confidence they need to use the internet. Our people are supporting the communities that we live and work in through our volunteering initiatives
Issue 3: Employment creation and skills development	6.8.5	See, Championing skills for employment, page 22	We are an equal opportunities employer. We have longstanding apprentice and graduate entry programmes and provide work inspiration placements for young people to help prepare them for their working lives. Through our digital skills programme we are helping people gain the digital skills and confidence to create possibilities for everyone
Issue 4: Technology development and access	6.8.6	See, Creating a connected society, page 24	We have been supporting communities around the world for many years. Helping them to engage with new communications technologies and participate in the digital economy
Issue 5: Wealth and income creation	6.8.7	Working with the research company, Just Economics, we pioneered a social return on investment (SROI) methodology. In 2014/15, we used this to measure the social and economic impact of our digital skills programme, Get IT Together. See Creating accessible products and services, page 24	BT actively supports the communities in which it operates. Our purchasing stimulates economic and social development. Our Social Study 2013 – the Economic Impact of BT looks at our Gross Value Add across the UK. Our community activities are targeted at areas of most need

Core subject	Clause	Information in www.bt.com/deliveringourpurpose	Information in Annual Report and Form 20-F 2015 and elsewhere
Issue 6: Health	6.8.8	See, Promoting employee wellbeing, page 20 and Managing a sustainable supply chain, page 14	Protecting health and safety is a priority for BT. Not only for our people but our customers, contractors and suppliers
Issue 7: Social investment	6.8.9	See, Supporting charities and communities, page 42	We have wide ranging partnerships with organisations (for example charities) who are best equipped to address social inequalities. Our charity portfolio is aimed at helping charities in the UK and worldwide succeed. This support is provided by sharing our skills, support for fundraising and providing technology