

Key performance indicators 2016/17

✓ Target met ✗ Target failed > Ongoing

Our 2020 ambitions

| | OUR 2020 AMBITIONS | 2015/16 PERFORMANCE | 2016/17 PERFORMANCE | STATUS | TARGET FOR 2017/18 | FINANCIAL INDICATORS AND RESULTS | 2015/16 | 2016/17 |
|--------------------------------------|--|------------------------------------|------------------------------------|--------|---|---|---------|---------|
| Creating a connected society | More than 9/10 people in the UK will have access to our fibre-based products and services | 8.5 out of 10 UK premises passed | 8.8 out of 10 UK premises passed | > | Continue to deliver against 9/10 target | | | |
| | Help 10m people overcome social disadvantage through the benefits our products and services can bring | 2.6m people reached | 3.9m people reached | > | Continue to deliver against 10m target | | | |
| Creating a culture of tech literacy | Help 5m children to receive better teaching in computer skills | 344,000 children reached | 1.1m children reached | > | Continue to deliver against 5m target | | | |
| Supporting charities and communities | Use our skills and technology to help generate more than £1bn for good causes | £94m raised for good causes | £95m raised for good causes | > | Continue to deliver against £1bn target | | | |
| | | Cumulative total: £327m since 2012 | Cumulative total: £422m since 2012 | > | | | | |
| | Inspire 66% (two-thirds) of our people to volunteer | 27% of BT people volunteering | 31% of BT people volunteering | > | Continue to deliver against 66% target | In-kind value of BT people volunteering | £15.1m | £11.5m |
| Delivering environmental benefits | Enable customers to reduce their carbon emissions by at least three times the end-to-end carbon impact of our business | 1.6:1 achieved | 1.8:1 achieved | > | Continue to deliver against 3:1 target | Global portfolio revenue from products and services contributing towards our 3:1 goal | £3.6bn | £5.3bn |

Our foundations for being a responsible and sustainable business

| | OUR FOUNDATION MEASURES | 2015/16 PERFORMANCE | 2016/17 PERFORMANCE | STATUS | TARGET FOR 2017/18 | FINANCIAL INDICATORS AND RESULTS | 2015/16 | 2016/17 |
|--------------------------|---|--|--------------------------------------|--------|--|--|------------------------|------------------------|
| Our investment | Investment to accelerate our purposeful business approach; to be more than 1% of adjusted profit before tax (PBT) | 1.10% of PBT invested | 1.03% of PBT invested | ✓ | Maintain 1% of PBT invested | Investment in society of cash, time volunteered and in-kind contributions | £35.0m | £35.6m |
| Our customers | Customer service: to consistently improve RFT across our entire customer base | 3.0% reduction | 6.4% improvement | ✓ | Improve RFT from 2016/17 performance | BT Group plc revenue ^c | £18,908m ^d | £24,082m |
| Our employees | Employee engagement index: to maintain or improve our relationship with our employees | 3.81/5 achieved | 71% favourable ^a | > | Maintain or improve from 2016/17 performance | Number of employees at year end | 102,500 | 106,400 |
| | Sickness absence rate: to maintain or reduce % of calendar days lost to sickness | 2.33% calendar days lost to sickness | 2.32% calendar days lost to sickness | ✓ | Maintain or improve from 2016/17 performance | UK sick pay costs | £85.9m | £86.3m |
| | Ethical performance: to maintain or improve our employees' perception | 4.31/5 achieved | 76% favourable ^a | ✗ | Maintain or improve from 2016/17 performance | Employee costs | £4,639m ^d | £5,189m |
| Our suppliers | Ethical trading: across our supply chain, with focus on human rights. Achieve 100% follow-up within three months, for all suppliers identified as high or medium risk, through our ethical standards questionnaire | 100% follow-up within three months | 100% follow-up within three 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 ^e | 76% of suppliers agree | not measured this year |
| Our environmental impact | CO₂e emissions: a measure of our climate change impact. We'll reduce our worldwide CO ₂ e emission intensity by 80% by December 2020 ^b | 81% reduction in net CO ₂ e emission intensity vs base levels (1996/97) | n/a (new target being developed) | > | We'll set a new science-based intensity target, including EE | Total GB energy and water costs – including fleet fuel, electricity, gas, oil, water and CLL (climate change levy or levies) | £307m | £341m |

a Our 2016/17 result is not comparable with previous years, having revised our Employee Survey.
b After achieving our 2020 target last year, we're currently developing a new target to include EE.

c Before specific items.
d Numbers include EE since point of acquisition.

e % 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."