

Delivering environmental benefits 2015/16 summary



Climate change is one of the greatest global challenges of our time. We can make a big difference, by cutting our end-to-end carbon footprint and enabling others to cut theirs.

We're helping to create the low-carbon economy envisaged by the 2015 Paris climate deal. Our products and services support new ways to communicate and do business, that can avoid emissions and stimulate economic and social benefits.

Our products and services are already helping customers cut their emissions by 1.6 times our end-to-end carbon footprint. We aim to make it three times by 2020. We're doing this by offering more services that cut carbon to more customers, and working hard to shrink our own end-to-end footprint at the same time.

The biggest contribution we can make to the environment is to help tackle climate change. This also supports the UN Global Goals. But we also need to manage other risks and impacts such as waste. We promote a circular economy and aim to recover or recycle our waste.

Our 2020 ambition

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

3:1

Achieved in 2015/16

1.6:1

Helping customers cut carbon

We helped customers avoid an estimated 7.6 million tonnes of CO₂e emissions in 2015/16. And we generated £3.6bn revenue from the products and services that are helping them do it. That's a 16% increase over the last two years.

Reducing our emissions from energy use

We cut our energy use by more than 3% through our focus on efficiencies. This helped us reduce our worldwide operational emissions by 10%, to under 350,000 tonnes of CO₂e.

Applying science-based targets

This year we've achieved an 81% reduction in our climate stabilisation intensity (CSI) measure compared to its 1996/97 baseline, achieving the 80% target we set for 2020. Next year, we'll incorporate EE into the numbers and set a new target.

1st

We topped Carbon Clear's ranking of the FTSE 100 on carbon reporting. It recognised our "all-encompassing climate change risk assessment".

98B

We achieved a score of 98 for disclosure and a B rating for performance in the [CDP assessment](#) of corporate reporting and action on climate change.

10th

[Newsweek](#) ranked us tenth "greenest" company in the world in its annual ranking; based on criteria such as energy use, emissions, and the positive impact of our products on the environment.

95%

95% of the worldwide electricity we bought this year was from renewable sources (100% in the UK).

Responding to climate-related emergencies

During widespread flooding in Scotland and the north of England this winter, our engineers worked closely with emergency services to get our exchanges back up and running, and to restore communications quickly.



Supporting savings in the supply chain

Supply chain emissions have increased by just over 5%, due to our increased spend this year. We're working with suppliers to reduce these through our Better Future Supplier Forum. Our new online sustainability assessment tool aims to help our suppliers – and their suppliers – understand how to reduce their impacts.

Reducing carbon emissions in the UK

We've shown that investment in ICT could reduce UK carbon emissions in 2030 by 24%, while bringing £122bn economic benefit to the UK.

“

BT has yet again demonstrated game changing leadership credentials through a rigorous and far reaching carbon management strategy that is communicated both internally and externally. For this reason the company has ranked first for the second year in a row.”

Mark Chadwick
Founder & CEO, Carbon Clear



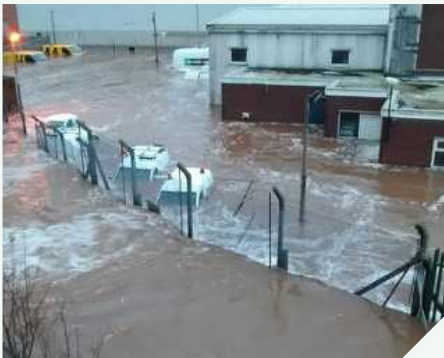
Rapid response to flooding in Scotland

New Year's Eve preparations were put on hold when Storm Frank struck the east of Scotland on 29 December 2015. Torrential downpours fell on saturated ground and the River Dee burst its banks. Homes and businesses were devastated and the main road near Ballater was completely washed away, taking BT cables with it.

Neighbouring villages of Braemar and Crathie, home of the Queen's Scottish residence at Balmoral, were cut off. We stepped in immediately, working with the Red Cross to provide emergency satellite communications to these isolated communities while we worked to repair the damage.

Our team braved the storms to lay over a kilometre of new cables. One of the biggest challenges was getting a new cable across fast-flowing flood waters 95 metres wide. The solution? A rocket-propelled speed wire courtesy of the Royal National Lifeboat Institution.

Thanks to the hard work and quick thinking of our engineers, we were able to keep disruption to a minimum.



Superfast broadband cuts carbon in Cornwall

Our superfast connections in Cornwall could save more than half a million tonnes of CO₂e emissions over nine years to 2020. That's a staggering 25 times the emissions from running this network.

Situated at the southwest tip of England, Cornwall is famed for its rugged cliffs and pretty, but narrow, country lanes. Since 2011 we've been working to make this county, with its hard-to-reach villages dotted around the countryside, into one of the most digitally connected rural areas in Europe.

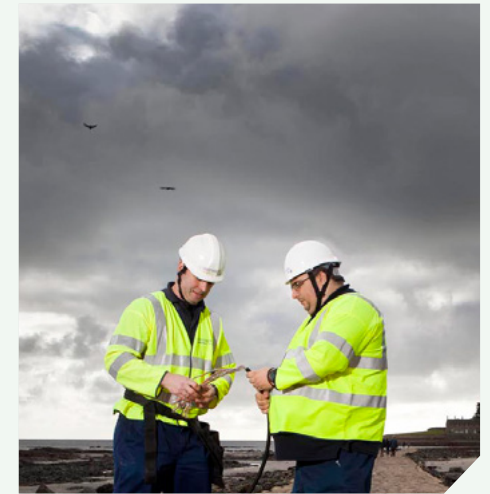
Together with the European Union and Cornwall Council, we've built a fibre broadband network that passes 95% of Cornish homes and business premises,

with nearly 90% now connecting with superfast speeds. By 2020, we want to bring access to superfast broadband to 99% or more in this region.

With superfast connections, 12,000 of Cornwall's businesses can now compete on the world stage. This is good for the Cornish economy - contributing more than £200m in economic impact.

People have cheaper, more reliable access to cloud technology and videoconferencing, and those living in isolated places don't need to get in their cars to go to the shops. Instead, they can order goods online and download books and movies digitally.

See more [online](#).



Road to Paris

June 2015

Calling for climate action from the UK Government

We signed an [open letter](#) in the Financial Times from environmental group WWF, and more than 80 businesses. It urged the UK Government to step up efforts on climate change and build a green economy that creates jobs and enhances the UK's ability to compete.

September 2015

Taking action during Climate Week New York

We spoke at the signature Climate Week New York event, promoted the GeSI SMARTer2030 report and launched our 100% Sport campaign (see above).

Endorsing investment in clean energy

We signed an [open letter](#) urging the leading nations of the world to support the [Global Apollo Programme](#) that aims to make renewable energy cheaper than coal within ten years. To do this, it needs governments to collectively invest £10.5bn a year in clean energy.

November 2015

Promoting a switch to clean energy in London

We used BT Tower's prominence on the London skyline to support the global People's Climate March. It displayed a simple message for everyone to see: make your goal to go 100% renewable energy.

Calling for firm agreement at COP21

Together with 78 other CEOs, our Chief Executive Officer Gavin Patterson signed the World Economic Forum's [open letter](#) urging world leaders to agree an ambitious climate deal. He also joined other business leaders to stress that a firm agreement at Paris would be critical for private sector investment in low-carbon solutions, based on the findings of a [report](#) by the UN Global Compact and Accenture.

December 2015

Contributing at COP21

During the negotiations at COP21, we took part in working sessions on sustainability, supply chain and sustainable innovation in sport. The events were hosted by organisations such as CDP, Climate Action and the UN Framework Convention on Climate Change. We also promoted our 100% Sport clean energy campaign at the Earth to Paris event organised by the UN Foundation.

