

Delivering our Purpose –
2017/18 report summary

4. Behaving responsibly

Respecting people and doing what's right. These are the fundamentals of being a responsible business. We strive to get these basics right every time.



**Progress against
our ambition**

39%

of our people volunteered their
time and skills this year

Overview and highlights

We've a responsibility to do what's right for our employees and anyone else affected by our business. We take that responsibility seriously and we expect our suppliers to do so too.

Our purpose helps us make a positive contribution to society and the environment. To do that, we need to get the fundamentals right – in our own business and our supply chain. This helps us earn trust.

We strive to uphold the highest ethical standards and respect human rights in everything we do. We expect everyone who works with us – employees, partners and suppliers – to follow our ethics code.

Our policies and governance structures help us make sure this happens in practice. We work to mitigate any risks our business could pose to human rights and we're using our influence to help tackle modern slavery.

We engage with and invest in our people, and we aim to create an inclusive, healthy workplace that enables everyone at BT to thrive. Our people also have an important role to play in helping us fulfil our purpose – through their work and by volunteering to support good causes.

We also look beyond our own business to extend our ethical, social and environmental standards into our supply chain.

2017/18 highlights: Behaving responsibly

Modern slavery

Helping to identify victims

Calls to the Modern Slavery Helpline, that we've established with Unseen, identified 6,210 potential victims this year.

Gender pay gap

5.2%

Our first gender pay gap report shows the median gender pay gap is 5.2% in our business – well below the national average of 18.4%. But we want to do more.

BT volunteers

Volunteering skills and time

We're creating a culture of volunteering – employees gave more than 37,000 days of their time to support charities and local communities this year.

Apprenticeships

Creating jobs and opportunities

We hired more than 2,100 apprentices to learn on the job and build a career with BT.

Ethical performance

83%

83% of employees gave us a thumbs-up for ethical performance this year: a big rise from 76% last year.

Employee engagement

74%

Our latest Your Say survey showed a three point improvement over last year's result, at 74%, with scores improving across all our driver categories.

External recognition

EcoVadis gold rating

For the sixth year running, we've earned a gold rating from EcoVadis, putting us in the top 1% of companies assessed on environment, labour practices, fair business practices and sustainable procurement. Customers use this rating to assess our sustainability credentials.

FTSE4Good

We've retained a place in the FTSE4Good Index, which measures the performance of companies demonstrating strong environmental, social and governance practices.

Top 50 for women

For the second year in a row, we've been listed in The Times Top 50 Employers for Women.

Best place to work

EE was rated best big company to work for in the 2018 ranking by The Sunday Times.





Addressing the gender pay gap



We're serious about tackling gender balance and creating a workforce that represents the society we work in and the customers we serve.

In line with new regulations, we published our first gender pay gap report this year. It found our median gender pay gap is 5.2%, based on the hourly rates of our employees in Great Britain^a. That's well below the 2017 average of 18.4% from the Office for National Statistics, but we still have work to do.

We've more men than women working at all levels of the company, which impacts our pay gap. We've a lower proportion of women at more senior

levels and women are under-represented in technical and engineering jobs – especially in Openreach. The balance is getting better. But we want to do more.

We're working hard to bring more women into engineering roles and to increase opportunities for women at more senior levels of the organisation. Having fewer women in engineering roles is a nationwide challenge that we're working to help solve through our Tech Literacy programme.

^a This is the difference in the average hourly rate of pay of our male and female workforce, expressed as a percentage of men's earnings.

5.2%
Median gender
pay gap

7.0%
Mean gender
pay gap