

Our key non-financial metrics

Our ambitions

✓ Target met ✗ Target failed > Ongoing

	Our ambitions	2016/17 performance	2017/18 performance	Status	Target for 2018/19	Page	Financial indicators and results	2016/17	2017/18
Connecting society	By 2020, more than 9/10 people in the UK will have access to our fibre-based products and services	8.8 out of 10 UK premises passed	95% of UK premises can now receive superfast broadband	–	Ambition superseded. New network reach goals being set by Openreach and EE	14			
	By 2020, to help 10m people overcome social disadvantage through the benefits our products and services can bring	3.9m people reached	4.6m people reached	>	Continue to deliver against 10m target	18			
	By 2020, to help 5m children to receive better teaching in computer skills	1.1m children reached	1.6m children reached	>	Continue to deliver against 5m target	23			
	By 2020, to use our skills and technology to help generate more than £1bn for good causes	£95m raised for good causes Cumulative total: £422m since 2012	£109m raised for good causes Cumulative total: £531m since 2012	>	Continue to deliver against £1bn target	26			
Behaving responsibly	By 2020, to inspire 66% (two-thirds) of our people to volunteer	31% of BT people volunteering	39% of BT people volunteering	>	Continue to deliver against 66% target	30	In-kind value of BT people volunteering	£11.5m	£10.3m
Protecting the environment	By 2020, to enable customers to reduce their carbon emissions by at least three times the end-to-end carbon impact of our business	1.8:1 achieved	2.2:1 achieved	>	Continue to deliver against 3:1 target	32	Global portfolio revenue from products and services contributing towards our 3:1 goal	£5.3bn	£5.3bn
	By 2030, to cut our carbon emissions intensity by 87%, compared with 2016/17 levels	n/a (new ambition)	6.8% reduction	>	Continue to deliver against 87% target	50			

Our key non-financial metrics continued

Our foundation measures for being a responsible and sustainable business

	Our foundation measures	2016/17 performance	2017/18 performance	Status	Target for 2018/19	Page	Financial indicators and results	2016/17	2017/18
Investment in society	Investment to accelerate our purposeful business approach; to be more than 1% of previous year's adjusted profit before tax (PBT)	1.03% of PBT invested 1.08% 5-year average	1.02% of PBT invested 1.06% 5-year average	✓	Maintain 1% of PBT invested	11	Investment in society of cash, time volunteered and other in-kind contributions	£35.6m	£35.9m
Customers	Customer service: to consistently improve RFT across our entire customer base	6.4% improvement	4.3% improvement	✓	Maintain or improve from previous year's performance	14	BT Group plc revenue ^b	£24,082m	£23,746m
Employee	Employee engagement index: to maintain or improve our relationship with our employees	71% favourable	74% favourable	✓	Maintain or improve from previous year's performance	50	Number of employees at year end	106,400	105,800
	Sickness absence rate: to maintain or reduce % of calendar days lost to sickness	2.32% calendar days lost to sickness	2.30% calendar days lost to sickness	✓	Maintain or improve from previous year's performance	56	UK sick pay costs	£86.3m	£83.6m
	Ethical perception: to maintain or improve our employees' perception of our ethical performance	76% favourable	83% favourable	✓	Maintain or improve from previous year's performance	43			
	Ethics training: all employees ^a to complete annual training on our ethics code (including our zero tolerance approach to Anti-Corruption & Bribery)	99.3% trained	99.5% trained	✓	At least 99.5% trained	43			
Supply chain	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	47			
	Renewable electricity: by 2020 to buy 100% of our electricity worldwide from renewable sources, wherever markets allow	77% bought from renewable sources ^c	81% bought from renewable sources	>	Continue to deliver against 100% target	34	Total GB energy and water costs – including fleet fuel, electricity, gas, oil, water and CLL (climate change levy or levies)	£341m	£370m
	Carbon emissions: by 2030, to reduce our supply chain carbon emissions by 29%, compared with 2016/17 levels	n/a (new target)	6.3% reduction	>	Continue to deliver against 29% target	32			

a Excludes those on maternity, paternity or long-term sick leave or with other extenuating circumstances.

b Before specific items.

c 2016/17 energy figures restated due to revised data from EE and MBNL.