

# Our key non-financial metrics

## Our ambitions

	Our ambitions <sup>1</sup>	2017/18 performance	2018/19 performance	Status	Page
Building better digital lives	By 2025, to reach 10m people in the UK with digital skills training <sup>2</sup>	N/A	<b>N/A new ambition</b>	New – reporting to start in 2019/20	07
	By 2020, to help 5m children to receive better teaching in computer skills	1.6m children reached	<b>2m children reached</b>	To be subsumed into above target in 2019/20	05
Tackling climate change and environmental challenges	By 2045, to become a net zero carbon emissions business <sup>3</sup>	377,073 tonnes CO <sub>2</sub> e	<b>298,461 tonnes CO<sub>2</sub>e</b>	Ongoing	20
	By 2030, to cut our carbon emissions intensity <sup>4</sup> by 87%, compared with 2016/17 levels	7.1% reduction achieved (restated)	<b>25.7% reduction achieved</b>	Ongoing	20
	By 2020, to enable customers to reduce their carbon emissions by at least three times the end-to-end carbon impact of our business	2.4:1 (restated)	<b>2.6:1</b>	Ongoing	23
	By 2020, to buy 100% of our electricity worldwide from renewable sources, wherever markets allow	80% bought from renewable sources (restated)	<b>87% bought from renewable sources</b>	Ongoing	21
Investment in society	Societal investment: to be more than 1% of adjusted profit before tax (PBT)	1.02% of PBT invested 1.06% 5-year average	<b>0.83% of PBT invested 1.02% 5-year average</b>	Failed	04
	Volunteering: by 2020, to inspire 66% (two-thirds) of our people to volunteer	39% of BT people volunteering	<b>26% of BT people volunteering</b>	To be replaced with new target in 2019/20	12
Employees	Employee engagement index: to maintain or improve our relationship with our employees	74% favourable	<b>77% favourable</b>	Ongoing (target met this year)	29
	Gender: by end of 2020/21, we want 40% of our senior management team <sup>5</sup> to be women	N/A	<b>31% women on senior management team</b>	Ongoing	30
	Sickness absence rate: to maintain or reduce percentage of calendar days lost to sickness	2.30% calendar days lost to sickness	<b>2.36% calendar days lost to sickness</b>	Failed	32
	Ethical perception: to maintain or improve our employees' perception of our ethical performance	83% favourable	<b>86% favourable</b>	Ongoing (target met this year)	28
Supply chain	Carbon emissions: by 2030, to reduce our supply chain carbon emissions by 29%, compared to 2016/17 levels	5.2% reduction achieved (restated)	<b>7.3% reduction achieved</b>	Ongoing	22

## Financial indicators and results

	2017/18	2018/19
Investment in society of cash, time volunteered and other in-kind contributions	£35.9m	<b>£28.7m</b>
Total GB energy and water costs – including £341m fleet fuel, electricity, gas, oil, water and CLL (climate change levy or levies)	£370m	<b>£387m</b>
In-kind value of BT people volunteering	£10.3m	<b>£7.7m</b>
Global portfolio revenue from products and services contributing towards our 3:1 goal	£5.4bn	<b>£5.5bn</b>

1 As we direct our resources onto digital skills, we will no longer prioritise our fundraising ambition (by 2020, to use our skills and technology to help generate more than £1bn for good causes) but continue to report performance on page 25.

2 Revised target introduced to supersede our previous aim (by 2020, to help 10m people overcome social disadvantage through the benefits our products and services can bring).

3 Measured for scopes 1 and 2 greenhouse gases.

4 Measured for scopes 1 and 2 greenhouse gases, per unit of gross value added.

5 Senior management team: our top c600 leaders.