



Our social value statement

October 2025

Introduction

A message from our Chief Commercial Officer

At BT Business, we believe the power of connection can help the UK thrive – from small start-ups and family-run firms, to public sector organisations and large enterprises, all these businesses are underpinned by robust networks that power the economy. Every connection we make is an opportunity to create value – for people, for businesses, and for the planet.

We've been supporting businesses for over 180 years, and looking ahead, our ambition is to create a more inclusive, resilient and sustainable future for businesses, communities and society, in a rapidly digitising world.

That means supporting growth and opportunity – helping entrepreneurs and businesses big and small build confidence. We do this by providing digital skills for the future, and creating pathways through apprenticeships and employment. With the right skills, guidance and connectivity, businesses and communities don't just adapt, they lead in the digital age.

Social value also means bringing people and communities together to build confidence in technology. Whether it's helping a small business reach new customers, equipping them with future-ready digital skills, or championing inclusion for businesses and entrepreneurs, we're focused on creating stronger, more inclusive communities where progress includes everyone, not just a few.

We also have ambitious sustainability goals. From reducing carbon emissions for both BT and our customers, to our partnerships with organisations to help restore nature, wildlife and create community greenspaces. It's part of our commitment to help our customers and communities make

more eco-friendly choices through sustainable and circular solutions, ultimately helping to make the UK more resilient and sustainable.

We know the challenges facing society can't be solved alone. They require collaboration. That's why we work with our customers, suppliers, partners and communities to drive positive, lasting change. Together, we can deliver social, economic and environmental value that supports every business, every community, and every corner of the UK.



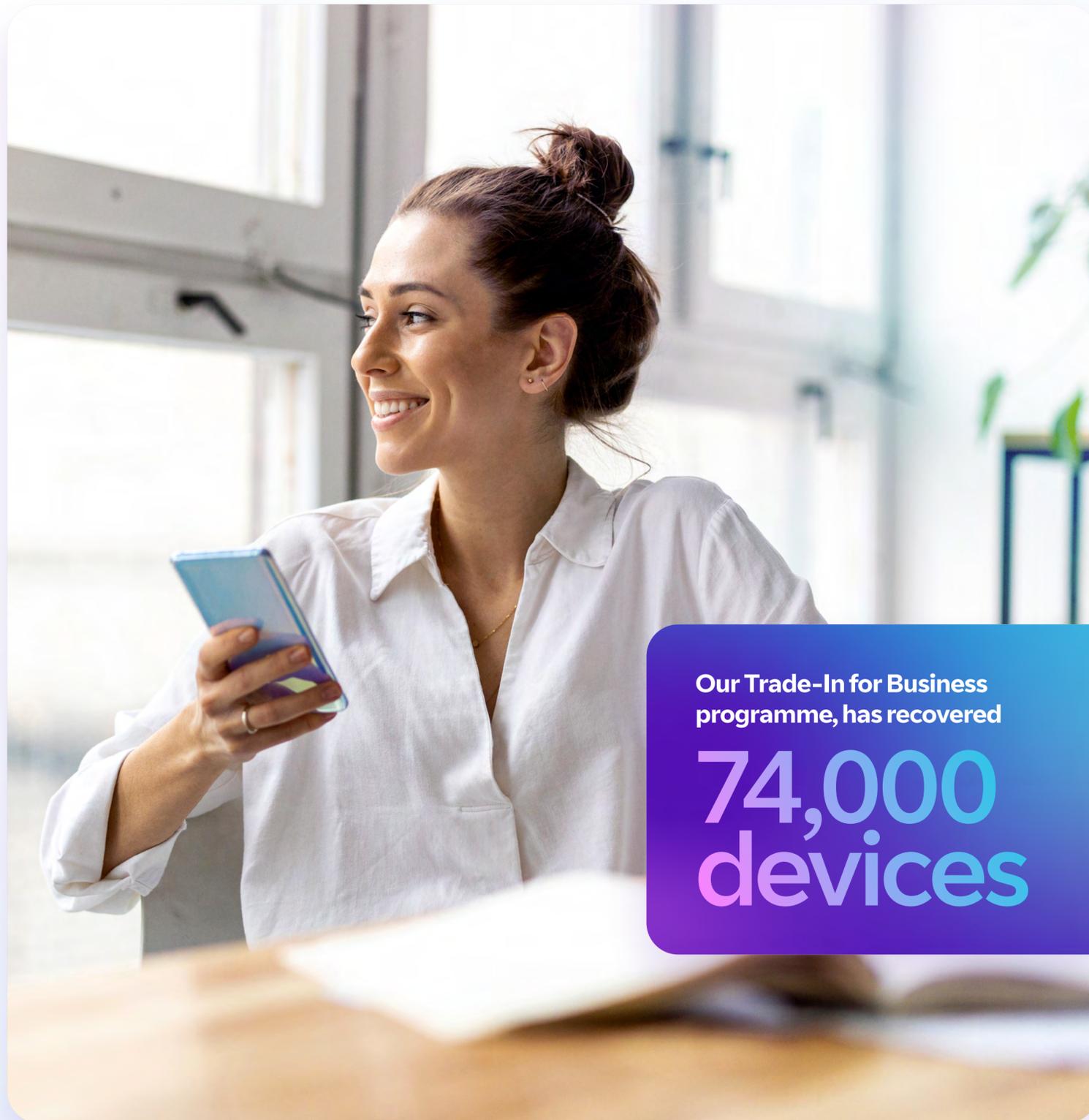
Chris Sims
Chief Commercial Officer



About us

BT Group is the UK's leading fixed and mobile communications provider, connecting millions of people, businesses of all sizes, public sector organisations and other communication providers across the country.

We operate in both retail and wholesale markets, building and running the UK's largest fixed and mobile networks. We create value by designing, building, marketing, selling and supporting network access, connectivity and related products. In doing so, we help our customers stay productive, competitive and ready to embrace the opportunities of the digital future.



Our Trade-In for Business programme, has recovered

74,000 devices

Our commitment to social value

With nearly 180 years of heritage and over a million business customers, BT is a trusted partner to UK businesses.

As the UK's national connectivity provider, we help to keep the country running, connecting emergency services, public sector organisations, major banks and businesses of all sizes.

We believe digital transformation can drive positive social change. That's why digital inclusion and sustainability sit at the heart of our strategy, and are evident through **our Trade-In for Business programme, which has recovered 74,000 devices, generated over £1 million in trade-in value, supported circularity, and reduced e-waste.** Our goal is to help individuals, businesses and communities feel confident, stay safe, and thrive today and tomorrow in a rapidly digitising world.

Connecting communities and businesses

Through our fibre rollout, we bring fast, reliable connectivity to homes and businesses while supporting regional change. We partner with organisations such as Be the Business, Digital Boost and Small Business Britain to help small businesses and entrepreneurs grow, upskill and build resilience. We've also **invested £4 million in apprenticeships for small businesses**, charities and public sector organisations, and provide mentoring, peer networks and training to help businesses grow.

By combining technology and collaboration, we advocate for a safer, more inclusive and sustainable future for UK business, ensuring no one is left behind.

Building trusted partnerships

We work closely with customers, colleagues, governments, regulators, suppliers and communities to build strong, trusted relationships. Through these partnerships, we can help shape a society that's more sustainable, secure and resilient.

We've invested

£4 million

in apprenticeships for small businesses

Our focus areas: Social

Building and connecting next-generation networks

We want even more people, businesses and communities to be better connected by continuing to expand the UK's next-generation networks across the country.

Our FTTP network already reaches 18 million homes and businesses, including 4.9 million in rural areas, while our 5G coverage can now be accessed by 85% of the UK population. At the same time, we're committed to supporting low-income and vulnerable customers, **by providing over 900,000 low-cost social tariffs to make fibre broadband and calls more affordable.**

Developing digital talent and confidence

We're helping people and businesses build the digital skills they need to thrive in a rapidly changing world. Our programmes focus on learning, mentoring and upskilling to build confidence, career readiness and future talent pipelines.

Since FY15, we've supported 23.3 million people in the UK to improve their digital skills, with a target of 25 million by March 2026. But that's just the beginning.

The BT Apprenticeship Fund provides £4 million over four years, in partnership with Babington, to help SMEs, charities, and public sector organisations train new apprentices, or upskill their existing employees. **Leading by example, we've hired over 3,000 apprentices and graduates in the past five years, making us one of the UK's largest private-sector apprenticeship employers.** Alongside this, our Get Work Ready initiatives have reached over 1,000 young people this year, boosting self-confidence, digital skills and career readiness.

We also support the CyberFirst programme, inspiring young people, particularly girls, to pursue careers in cyber and technology through sponsorship, bursaries and volunteer mentoring. Senior skills initiatives with AbilityNet help older learners and people with disabilities develop digital skills, confidence and online safety. In FY25, we reached over 5,000 learners, building on 3,000 from the previous year.

For SMEs, we offer free digital skills and mentoring programmes in partnership with Be the Business, Digital Boost and Small Business Britain, providing one-to-one guidance, practical tips and advice from successful entrepreneurs. Plus, collaboration with Cisco's Networking Academy helps create a future-ready talent pipeline through courses in emerging technologies such as AI and cyber security.

Keeping children safe online

We help children and families explore the digital world safely. Through age-appropriate guidance, PhoneSmart safety tips and easy-to-use parental controls on the MyEE app, parents can manage online access and support their children's learning and play in a secure environment.

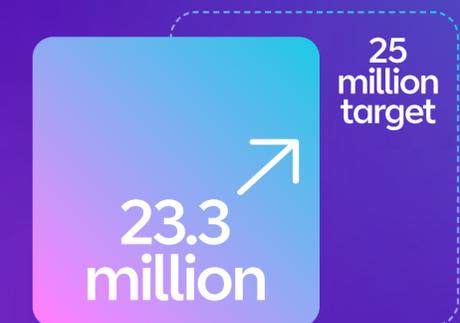
EE is also introducing Safer SIMs, designed to help protect teens online. These plans include age-based web filtering, reduced internet speeds for younger teens and features to protect against scam calls, giving parents confidence their children can enjoy the digital world securely.

Making a difference together

We support Home-Start UK, helping families facing digital exclusion, isolation or health challenges, with fundraising and donations totalling over £173,000 this year. This consideration for others is reflected across our business. **Through payroll giving, BT colleagues have donated more than £1.2 million to over 1,000 charities.**



Our 5G coverage can now be accessed by 85% of the UK population



Since FY15, we've supported 23.3 million people in the UK to improve their digital skills, with a target of 25 million by March 2026.



We've reduced our operational carbon emissions GHG (Scopes 1 and 2) by 52%

We have an 'Advanced' rating of

71/100
from EcoVadis

ranking us in the top 8% of all companies assessed for sustainability credentials

Our focus areas: Environment

Our commitment to help protect the environment is backed by our 'A' rating on Climate by CDP for the past nine years, putting us in the top 2% of over 22,000 reporters. We also have an 'Advanced' rating of 71/100 from EcoVadis, ranking us in the top 8% of all companies assessed for sustainability credentials.

Reducing our carbon impact

We are committed to achieving net zero in our operations by March 2031, and across our full value chain by March 2041. All near-term and net zero targets are approved by the Science Based Targets initiative (SBTi) and aligned to a 1.5 degree pathway.

Since FY17, **we've reduced our operational carbon emissions GHG (Scopes 1 and 2) by 52%**. This progress is being driven by decarbonising our buildings estate and infrastructure, reducing energy use, and expanding our fleet of 5,500 electric vehicles already in use, with the aim of converting 30,000 to EV or zero emission vehicles by FY31.

We're also working with suppliers, cutting supply chain emissions by 25% since FY17, and a target of 42% by March 2031.

Energy efficiency in action

Over the past year, **we've reduced global energy consumption by 4%** by modernising our buildings and networks, and cutting fuel use as we transition to electric vehicles.

Turning waste into opportunity

We're building a more sustainable, circular business by reducing waste, reusing resources and helping our customers and communities do the same. **In 2024, 66% of customer premises equipment (over 2.9 million hubs and set-top boxes) were returned, with 50% refurbished and reused, and the rest responsibly recycled.**

Our goal is to become a fully circular business by 2030 and play a leading role in shaping a wider circular tech ecosystem by 2040, with zero waste to landfill by the end of this decade.

Nature and biodiversity

Protecting and enhancing nature across the UK, we integrate environmental care into our networks and communities. Openreach partners with the RSPB to implement nature-positive actions as part of the fibre rollout programme. One initiative being to **install over 70 nesting boxes for swifts across our UK estate, a species on the UK Red List of Birds of Conservation Concern**. Another initiative of ours is investing in urban greenspaces and biodiversity through partnerships with the Wildlife Trust, creating community hubs and helping organisations understand and improve their environmental impact. Our partnership with Carbon Literacy trains and upskills organisations, enabling them to understand their environmental impact and drive sustainable change within their business.



Bringing social value to life

Our team dedicated to social value works across product and account teams to embed this ethos into contracts.

They offer customers a range of meaningful options, while tools such as the Social Value Portal help to measure, manage and report on social value throughout the life of the contract.

The team's expertise is strengthened by training from the Institute for Social Value, with some members achieving Associate Practitioner status. The team has also learned from the Social Value Portal and actively shares best practice for social value across the organisation. Some members have also trained with the Institute for Sustainability Leadership at the University of Cambridge. We continually seek new opportunities to learn, collaborate and create even greater social impact.

Together, we're harnessing the power of connection to create lasting impact for people, businesses and communities. Through the combination of technology, upskilling and passion for sustainability, we're helping the UK build a brighter, more inclusive and resilient future – for everyone.

