Protecting our changing world

ITU Symposium conference
17-18 June 2008

BT's Green Path...

> BT's vision – is to help customers thrive in a changing world and we believe that better communications can help create a better, more sustainable world for everyone.

- BT have reduced their UK carbon footprint by 58%*

- BT have aim to reduce carbon emissions
  - UK - 80% reduction by 2016*
  - Globally - 80% reduction by 2016*

- CSR and customer benefits alongside a business benefit – reduction in cost

- BT consumes 0.7% of the UK's total power

1.6 M
Tonnes CO2

0.6 M
Tonnes CO2

0.2 M
Tonnes CO2

1996   **2006**   **2016**
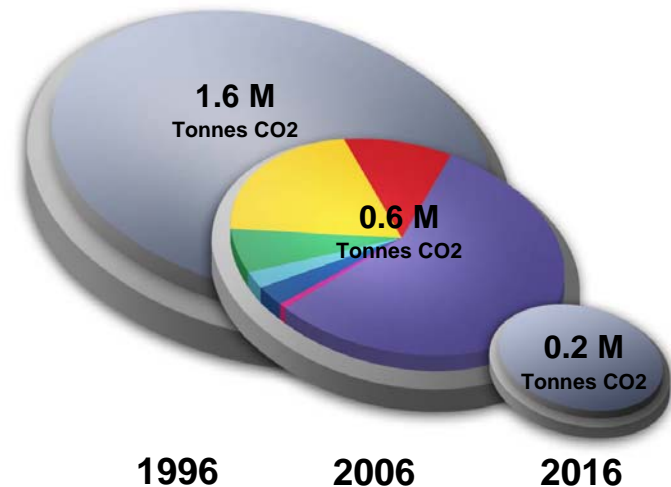
*based on the 1996 figure

Our Strategy

80% reduction by 2020 **worldwide**

We are **helping** our **customers** influencing our **suppliers** and **engaging** our **people**
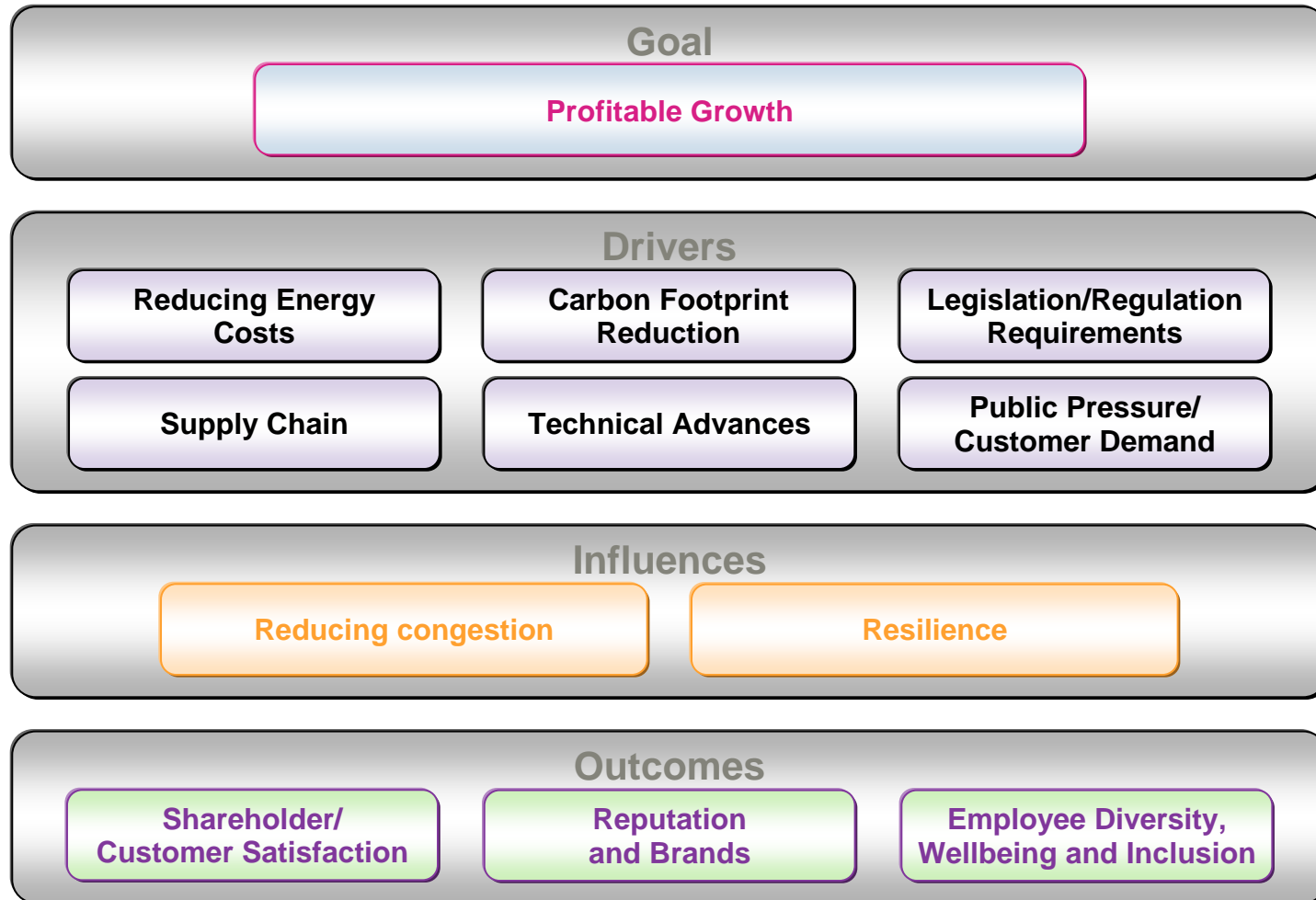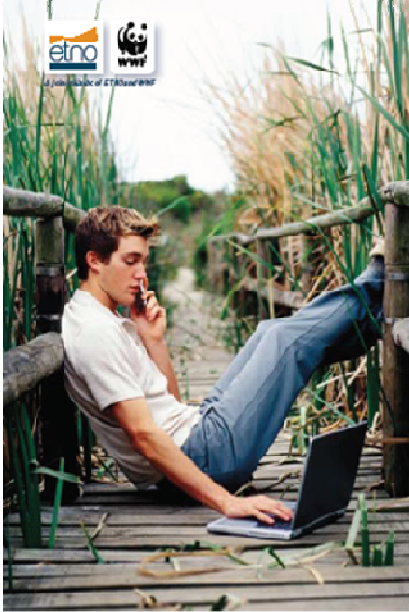
We have achieved this by:

- Purchasing Renewable Energy

- Creating energy efficiencies in the network and data centres

- Using our own technology

  - To work flexibly

  - To reduce travel

  - To enable home-working

  - Home-shoring

  - Field force automation

Key business drivers for Sustainability

Goal

Profitable Growth

Drivers

| Reducing Energy Costs | Carbon Footprint Reduction | Legislation/Regulation Requirements |
| Supply Chain | Technical Advances | Public Pressure/ Customer Demand |

Influences

Reducing congestion

Resilience

Outcomes

| Shareholder/ Customer Satisfaction | Reputation and Brands | Employee Diversity, Wellbeing and Inclusion |

Climate change role for ICT

11,000 home

Important climate change role for ICT

Contact Centre Efficiencies and BT CRM Homeshoring

Virtual contact centres enable you to use the most talented agents anywhere in the world – building a sustainable workforce across all geographies, languages and cultures

Benefits

- Build teams to include carers, differently-abled or mature workers

- 30-second commute: Reduces and saves energy and improves motivation

- Reduce costs: Office space, utilities, agent churn, recruitment, training

- Flexibility to respond to fluctuating demand

- BT's breadth of experience (4,000 contact centres) ensures BT is a partner of choice for virtualising global contact centres

Flexible Working – including BT MobileXpress and Conferencing

Flexible working solutions allow desk sharers, homeworkers and mobile employees to access all the resources associated with traditional office environments, helping to create an agile workforce that's empowered, informed and efficient anywhere at anytime.

Benefits

- Reduces or avoids travel to meetings
- Reduced costs, reduction of office space
- Increases productivity
- Global connectivity away from the office
- Frees staff to spend more time with customers

Total avoided CO_2 emissions from using conferencing to replace face-to-face meetings within BT

97K tonnes per year saved

100.000	
80.000	
60.000	
40.000	
20.000	
0	

2002   2004   2006   2007
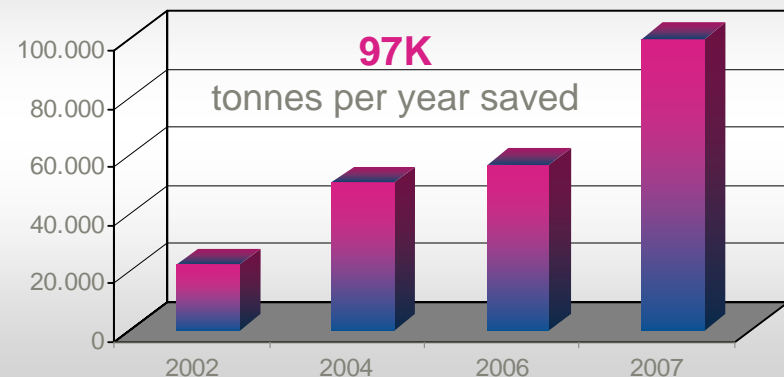
BT teleworkers take 63% less sick leave than their office-based colleagues

Unified communications solutions

Our solutions can enable users can take part in almost any kind of communication to anyone at any time, by linking voice, mobile and data services with desktop.

They enable individuals or workgroups to work together, e.g. via voice, e-mail, instant messaging, presence applications, voice and web conferencing, file sharing, applications sharing, records management, or online discussions groups.

Benefits

- Simpler collaboration
- Improved productivity
- Increased responsiveness
- Reduced cost
- Increased client-facing time

Field Force Automation

The FFA suite is a set of solutions enabling automation of a business' mobile workforce it enables a company's field force to access corporate data and applications from any device, anywhere and at any time.

Benefits

- Improved productivity through enhanced data capture
- Real-time reporting on key operational performance indicators
- Close business or solve customer problems on the spot
- Reduced reliance on paper records

Technology – Around the corner

- New data centre
- Pressure on games market for better processors and standby
- Improvements in transport scheduling
- Changing standards
- Smart metering
- Always available Broadband and much much more….

Existing Products – still in infancy……….

- "Always Available" rather than "Always On" Broadband
  - Not just the network: potential for up to 1W saving per line but much greater energy savings possible in equipment connected to the broadband line
  - 21CN expected to deliver 30% energy saving over existing network
  - EU BB Code of Conduct setting standards for both networks and equipment
- "Service Carbon Footprints"
  - will present a true end-to-end picture enabling consumers to make choices based on carbon impact of different services
- Automated carbon auditing
  - will enable greater management of energy consumption and CO_2 reduction targets within the enterprise
- Smart Metering for home and office
  - Will enable electricity suppliers to smooth peaks and troughs through demand side management

Products still being talked about…………..

- Energy Monitoring solutions
  - Empowering behaviour change: creating awareness can reduce home energy consumption by as much as 30%
  - Technology will evolve to support not just home but "whole life" energy monitoring, including both office and out-and-about consumption

- Smart home technology
  - will enable greater control over the home environment making energy minimisation "easy"

- Thin client computing
  - Enabled by high speed broadband: significant energy savings over dedicated computers
  - Software upgradeable : greater life expectancy

- Sensor networks (flood / environmental / temperature etc.) will support adaptation to climate change

Placing Future Data Centres…

- BT will place Energy Efficient, Green, Sustainable facilities based on:

  - Electricity is low cost, consistent, and available securely and in an abundance from renewable sources

  - Fresh Air and Free Air cooling can be utilised all year round

  - Network bandwidth low latency and high capacity is readily available and inexpensive

  - Land is low cost, with plenty of space for growth/expansion

    - BT will transform existing sites as much as possible to meet the standards of the new BT green data centre vision

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