--------------------------------------------------------------------------------------------------------------------- BT Group 2001

\*{communications technologies}

\*{turbulence, industry}

\*{change, players}

\*{operating performance, satisfactory, expectations}

\*{Group turnover, rose, earnings, interest, taxation, depreciation, amortization, similar levels}

\*{debt, risen, unsustainable, acquisitions}

\*{priority, repay, debt}

\*{good start, sales of investments, Japan, Spain, Switzerland, Malaysia, raise}

\*{disposals, planned}

\*{plans, future, intention, demerge, BT Wireless}

\*{necessary permissions, shareholders, shares, quoted businesses, list, BT Wireless, focused, European network, retail, group, concentrating, voice, data services}

\*{structural and financial transformation}

\*{Chairman, basis, transformation, responsible, leading, Board, overseeing, delivery}

\*{financial stability, finance, restructuring, announced, rights issue}

\*{raise, money, shareholders, recycle, back, dividends}

\*{step, halting, payments, final dividend, interim dividend}

\*{dividend policy, individual, listed companies, capital structures, cash requirements, markets, operate}

\*{pay, tribute, predecessor}

\*{successively Director, Chief Executive, Chairman, development, nationalised utility, leading player, telecommunications industry}

\*{recognize, rapid action, management, transformation, company}

\*{good start, culture, changing, complete, process, shareholders, customers, employees}

--------------------------------------------------------------------------------------------------------------------- BT Group 2002

\*{Chairman, reports, successful delivery, action plan, company's return, dividend list}

\*{operating results, satisfactory, propose, final dividend}

\*{developed, action plan, reduce, debt, manage, costs, enhance, ability, serve, customers, more effectively}

\*{delivered, plan}

\*{turbulent market, characterized, rising debt levels, consequence, large part, high cost, 3G mobile licenses, cooling sentiment, telecommunications sector, decisions, position, strength}

\*{Debt, reduced}

\*{reduction, achieved, successful completion, rights issue, UK corporate history}

\*{new shares, issued, raising}

\*{demerged mmO2, comprises, wholly-owned mobile assets, UK, continental Europe}

\*{unwound Concert, international joint venture, AT&T, pressure, downturn, global communications sector}

\*{destiny, market, direct control}

\*{disposed of Yell, international directories, e-commerce business}

\*{Japan, Spain, profit}

\*{achieved, sale, leaseback, large part, UK, property portfolio}

\*{changes, Board of directors, series of executive, non-executive appointments, shareholders, opportunity, vote, AGM}

\*{tribute, left, company}

\*{Chief Executive, energy, drive, value, restructuring, company}

\*{future}

\*{appointment, former vice chairman, management board, new Chief Executive, marks, next stage, company's evolution}

\*{telecommunications experience, track record, driving culture change}

\*{Board, appointment, Chief Executive of BT Retail, Chief Executive of BT Wholesale, Chief Executive of BT Ignite}

\*{appointment, former group finance director, Group Finance Director, top team}

\*{progress, concentrate, managing, debt, reducing costs, embarked, profitable growth, customer service excellence}

\*{relative introspection, self-confidence, assets, strategy, justify}

\*{profitable ways, customers need, new wave, services arena, enhance, shareholder value}

\*{tough, shareholders}

\*{support}

\*{tough, employees, risen, challenge}

--------------------------------------------------------------------------------------------------------------------- BT Group 2003

\*{difference}

\*{key financial goals, improving, cash flow, increasing, earnings per share, reducing, debt}

\*{achievement, objectives, underlying, strength}

\*{measured, signs}

\*{business strength, passion, customers}

\*{progress, reducing, customer dissatisfaction}

\*{fulfilling, complete range, customer expectations, top performance, range, issues, maximizing, employee motivation, valuing, diversity, acting, integrity, reducing, environmental impacts, socially responsible manner}

\*{good watch, measures, non-financial performance}

\*{figures, indication, health, business}

\*{performance, financial, follows}

\*{Customer Dissatisfaction, down}

\*{Broadband, UK households}

\*{People Satisfaction Index, unprecedented amounts, change}

\*{Increase, ethnic minority employees, women, disabled employees}

\*{Global Warming, CO2 emissions, lower}

\*{Waste, landfill, recycled}

\*{Health, Safety, incident rate, down, full time employees}

\*{Ethical trading risk assessment questionnaires, suppliers, on-site assessments}

\*{Awareness, Statement of Business Practice, UK}

\*{Direct community investment, funding, support, exceeded, profit target}

\*{grow, achievement, set, stretching targets}

\*{headline target, reduce, dissatisfied customers}

\*{roll out, Broadband, households, aim}

\*{roll out, broadband technologies, cap, CO2 emissions}

\*{Better World web site, BT social and environmental report}

\*{prepared, accordance, Global Reporting Initiative Guidelines, independently verified}

\*{represents, balanced, reasonable presentation, economic, environmental, social performance}

\*{progress, implementing, United Nations Global Compact Principles}

\*{application, communications services, solutions, world, sustainable development}

\*{example, BT’s delivery, flexible working solutions, people, improve, work-life balance, reducing, congestion, pollution}

\*{emphasis, accountability, transparency, trust, increasing, importance, sustainability reporting} \*{aim, difference, customers, apply, communication solutions, create, sustainable world}

--------------------------------------------------------------------------------------------------------------------- BT Group 2004

\*{company, good progress, delivering, strong financial results, transform, business}

\*{New wave revenues}

\*{Earnings per share, goodwill amortization, exceptional items, doubling}

\*{invest, generated, free cash flow, reduced, net debt, reduction, level}

\*{business}

\*{company, progress, innovating, traditional markets, growing, revenues, new wave markets, ICT, information, communications technology, broadband, mobility, managed services, operate}

\*{invest, difference, achieving, standards, cost efficiency, smarter working practices}

\*{Returns, shareholders}

\*{long-term shareholder, return, key measure, success, share price performance}

\*{Earnings per share, goodwill amortization, exceptional items, share price}

\*{total shareholder return, dividend, news, shareholders, positive}

\*{recommending, dividend}

\*{commitment, progressive dividend policy, dividend pay out ratio, financial, earnings, goodwill amortization, exceptional items}

\*{full dividend}

\*{targeting, pay out ratio}

\*{strong cash flow generated, group, back programme, financial}

\*{funded, cash, debt target, dividends, acquisitions, disposals}

\*{Regulation}

\*{strategic review, telecommunications, UK regulator, Ofcom}

\*{cover, key strategic questions, addressed, possibility, structural separation}

\*{company, interests, shareholders, customers, employees, integrated}

\*{responsibilities}

\*{companies, live up, responsibilities, wider communities, operate}

\*{financial, placed, telecommunications company, Dow Jones Sustainability Index}

\*{goal, everyone, benefit, improved communications, spread, benefits, new technology}

\*{example, deployment, broadband technology, UK, BT Education Programme, young people, participate, drama-based campaign designed, improve, communications skills}

\*{Strategic progress, outlook}

\*{strong growth, new wave turnover, ICT order book, broadband, shows, strategy}

\*{strategy, ability, deliver, key strategic goals}

\*{Board, radical plan, reduce, debts, manage, costs, improve, customer satisfaction}

\*{established, solid platform, future growth, success}

\*{loyalty, support, shareholders, customers, suppliers, employees}

\*{support, stakeholders, build, success, accelerate, transformation, business}

--------------------------------------------------------------------------------------------------------------------- BT Group 2005

\*{customers, benefit, improved communications, increased connectivity}

\*{BT Social and Environmental Report Summary, Achieving, responsibly, society}

\*{accomplishments, commitment}

\*{broadband}

\*{connect virtually, UK community, spreading, benefits, broadband}

\*{real progress, digital inclusion initiative, online, deprived, communities, benefits, broadband technology, develop, new skills}

\*{efforts, response, Asian tsunami, struck,}

\*{knowledge, expertise, together, commitment, people, work, Disasters Emergency Committee, largest, volume, online, telephone, donations, quickly, securely}

\*{volunteers, region, assist, rebuilding, local, international communication links}

\*{Corporate Social Responsibility programme, stakeholders’ expectations, encouraging, invest}

\*{details, programme, performance, online, Social, Environmental report}

\*{endeavor, manage, social, ethical, environmental issues, grow, shareholder value, achieve, external recognition, attempts}

\*{position, top telecommunications company, Dow Jones Sustainability Indexes, running, recognizes, work, areas, business principles, ethical supply chain management, work–life balance, customer service, corporate governance}

\*{business transformation, delivering, growth, business}

\*{new challenges, Corporate Social Responsibility programme, meet}

\*{responsible company, living values, inspiring, straightforward, business, advantage}

\*{major business, government, customers, corporate social responsibility (CSR) performance}

\*{stakeholder, legal, regulatory pressures, customers, solid CSR credentials, trusted service, customers}

*\*{performance}*

\*{publish, non-financial key performance indicators}

\*{performance, key measures, underpin, financial performance}

\*{progress, measures, reducing, customer dissatisfaction, connecting, majority of UK communities, broadband, motivated, diverse, secure, workforce, minimizing, ethical risks, supply chain, reducing, carbon dioxide emissions}

\*{UK, climate change}

\*{country’s largest users of electricity, responsibility}

\*{world’s largest purchaser, green energy, UK energy needs, environmentally friendly sources}

\*{carbon dioxide emissions, savings, equates, top, savings}

\*{substantial contribution, climate change}

*\*{Accountability, challenges, opportunities}*

\*{transforming, business, vigilance, corporate social responsibility}

\*{international footprint, evolutionary growth, global services business, strategic acquisitions, rise, outsourcing, sourcing, business model}

\*{approaches, corporate governance, ethical issues, countries, operate, underline, importance, CSR activity}

\*{increasing sales, networked IT services, potential privacy implications, digital networked economy}

\*{opportunity, use, ICT products, services, promote, sustainability, run, business, customers, benefit}

\*{details, responding, challenges, opportunities, online, Social and Environmental report}

\*{prepared, 2002 Global Reporting Initiative guidelines, independently verified}

\*{commend, demonstration, living, values, deliver, long-term shareholder value}

--------------------------------------------------------------------------------------------------------------------- BT Group 2006

\*{Improved communications, create, sustainable world}

**\*{RESPONSIBILITY}**

\*{created, people, communicate}

\*{technology, innovation, advanced, complex networks, communication, words, sounds, graphics, video, information, anywhere, anytime, anyone}

\*{responsibility, society, commitment}

\*{recognize, global issues}

\*{industry, applying, improved communications, challenges}

**\*{STRATEGY}**

\*{strategy, current momentum, CSR, focus, efforts, biggest challenges, need, sustainable economic growth, need, wider inclusion, all sections, society, climate change}

\*{pressures, world, greater, population growth, economic development, climate change, social exclusion, combining, create, potentially unsustainable future, things, begin, change}

\*{responsibility, society, seriously, original, signatory, UN Global Compact, measured, commitment}

\*{rated, No 1, sector, Dow Jones Global Sustainability Index}

\*{approach, address, issues, technology, learn, experience, prove, case}

\*{share, benefits, extensively, possible, customers, suppliers, community}

\*{outlines, progress}

\*{support, contact, online report}

\*{Making, CSR, customer experience, common sense}

\*{Founder Director of Forum, Future, Chairman, BT’s CSR Leadership Panel, spoke, BT’s CEO, report}

\*{conversation, podcast}

**\*{different corporate social responsibility, CSR, issues, captured, report, top priority}**

\*{business, CSR}

\*{embedded, common sense, company}

\*{elements of CSR, business, treated, develop}

**\*{cost, competition** **issues, raise}**

**\*{**mixture, balance}

\*{one-dimensional person, life, fanatical, measure, everything, aspect}

\*{need, balance, good customers, shareholders, employees, environment}

\*{listen, shareholders, talk}

\*{company, sustainable basis, great customer experience}

\*{customer experience, element, call, CSR}

**\*{unique, contribution, leadership, CSR agenda}**

\*{strong philosophy, leadership}

\*{Leaders, things, set, tone, set, agenda, choose, right people}

\*{tonality, organisation, value set}

\*{deal, customers, shareholders, people}

\*{support, CSR, results, work, diversity, ground-breaking green energy contract, activities, education, digital inclusion}

\*{top of sector, Dow Jones Sustainability Index}

**\*{CEO, differentiate,** **particular world view, CSR agenda, company}**

\*{CSR, component}

\*{bring, DNA, need, intuition}

\*{science, art}

**\*{shareholders}**

**\*{CSR}**

\*{Shareholders, interested, results}

\*{CSR, achieving, right results}

\*{future success}

\*{shareholders, focus, CSR, success}

--------------------------------------------------------------------------------------------------------------------- BT Group 2007

**\*{Chairman, sustainable development actions}**

**\*{**topped, Dow Jones Sustainability Index, elecommunications companies}

\*{external measure, sustainability}

\*{negotiated, world’s biggest green energy, contract, renewed}

\*{pioneering act}

\*{**sustainable development agenda}**

**\*{business people, steep curve, plateauing, permanently rising, curve, expectation, legislation}**

\*{rising curve, expectation, legislation}

\*{customers, staff, company}

\*{high, agenda, most companies}

\*{Pressure, perform, internally generated, external, increase}

**\*{Board, rising curve, role, company}**

\*{Sustainable development, Board, every single agenda, priorities}

\*{other thing, growing, business imperative, sustainable development, reasons, customers, companies, customers, suffer}

\*{business opportunities, do good, profitable}

\*{work, teleconferencing, accelerates, sustainable development, fastest growing businesses}

\*{changes, accelerates, interest, most commercially minded of boards}

\*{difference}

\*{global company, serving, customers}

\*{source products, services, expertise, worldwide, best practice, available, anywhere}

\*{diversity of talent, cultures, ideas, critical, success}

\*{accelerating, transformation of company, agile and responsive customer needs}

\*{focus, business, society}

\*{Stakeholders, customers, governments, employees, companies, global challenges, climate change}

\*{business advantage, reputation, corporate social responsibility}

\*{differentiates, competition, reveals, new business opportunities, manage, risk, cut, costs}

\*{original signatories, UN Global Compact, No. 1, sector of Dow Jones Sustainability Index}

\*{financial, world’s leading corporate sustainability reporter, benchmarking survey, Sustainability, United Nations Environment Programme, Standard & Poor’s}

\*{dual focus, future}

\*{build, foundations, long-standing commitment, responsible business}

\*{positive contribution, communities, operate, community investment, prioritizing, health, safety of employees, business activities, world, conducted, highest integrity}

\*{stepping up, actions, pressing global challenges, industry, difference, climate change, promoting, more inclusive society, sustainable economic growth}

\*{personal commitment, CSR activities, privilege, lead, Confederation of British Industry’s Task Force, Climate Change}

\*{difference, globally, locally, personally, corporately}

\*{create, better business, greater benefits, stakeholders, contribution, better world}

--------------------------------------------------------------------------------------------------------------------- BT Group 2008

\*{CSR journey}

\*{Joining, chairman}

\*{brand, important industry, track record, leadership, corporate social responsibility (CSR)}

\*{operate, competitive industry, fast changing world}

\*{business, rapid transformation, global expansion, process}

\*{CSR strategy, clear vision, transformation, benefits, customers, society, environment}

\*{progress, commitment}

\*{ranked, sector, leader, Dow Jones Sustainability Index, Company of Business Community Awards Excellence}

\*{commitment, values, people}

\*{real passion, communications, create, world}

\*{good progress, goals}

\*{operations, reduced, energy use, increased, recycling, announced, intention, develop, wind, farms, generate, UK, energy needs}

\*{customers}

\*{customer service, priority}

\*{launch, Sustainability Practice, customers, reduce, environmental footprint}

\*{Inclusive Society programme, spreading, benefits, enhanced communications, new Inclusive Design Toolkit, accessible design, industry}

\*{Sustainable Economic Growth programme, started, sustainability, business thinking, product, development processes}

\*{ambassador, worldwide CSR programme}

\*{sponsorship, Offshore Challenges Sailing Team, awareness, commitment, CSR, global audience}

\*{Extending, programmes, successes, global business, priority, challenge}

\*{Key success, ability, attract, talented people, world}

\*{CSR strategy, creates, right work environment, employees, flourish, build, skills, 21st century}

\*{recognize, importance, transparency, accountability}

\*{detailing, progress, Sustainability Report, signatories, UN Global Compact, publish, performance, principles, listed}

\*{activity}

\*{section, leaders, deal, tensions, synergies, arise, business strategy, sustainability goals}

\*{applied, principles, Accounting Sustainability project, established, HRH, Prince of Wales KPI table}

\*{combines, financial, non-financial information, close relationship}

\*{areas, learn, work}

\*{global challenge}

\*{responsible behavior, sustainable development matter, business, determined, positive contribution society}

\*{context, climate change, most pressing issues, world}

\*{clear, chairing, Confederation of British Industry Climate Change Task Force}

\*{recognized, global environmental threat, reduction target, CO2 emissions}

\*{problem, decisive action}

\*{convinced business, governments, individuals}

\*{resources, talent, creativity, solutions}

\*{invest, everything, gain, new markets, lower, operating costs, stable prosperous societies}

\*{Task Force members, challenging targets, transform, UK, low-carbon economy}

\*{step outside, comfort zone, accept, greater regulation, costs, areas}

\*{Translating, commitments, reality, urgency, real test, afford, restrict, UK, climate change globally}

\*{reduced, footprint, UK, set, stretching, new target, global business}

\*{new ways, employees, suppliers, efforts, offering, solutions, empower, customers, difference}

\*{climate change, business challenges}

\*{need, clear vision, achieve, road map}

\*{progress, CSR issues, joined}

\*{rewarding, business transformation, successful entry, broadband market, implementation, 21st Century Network}

\*{hard work, commitment, people, efforts}

\*{chief executive, lead, sustainable business, customers}

\*{successor, transformation, roles, finance director, head, BT Retail}

\*{leave, business, customers, commitment, society, capable hands}

--------------------------------------------------------------------------------------------------------------------- BT Group 2009

\*{long-standing commitment, responsible, sustainable business practices}

\*{positioned weather, current storm, determined, ways, strengthen, undermine, values}

\*{commitment, create, sustainable world, strong}

\*{efforts, create, value, customers, increase, access, ICT, progress, reducing, environmental impact}

\*{global partnership, UNICEF, education, ICT, communication skills, disadvantaged young people, Brazil, China, South Africa}

\*{goal, adopt, global approach, community work, global presence, people, world, collaborate, contribute}

\*{efforts, recognized}

\*{ranked, sector leader, Dow Jones Sustainability Index, consecutive, awarded prestigious Queen’s Award Enterprise, sustainable development category}

\*{awarded, Carbon Trust Standard, progress, measuring, managing, reducing, carbon footprint}

\*{awards, hard work, imagination, commitment, people, business}

\*{dedication, inspirational}

\*{winners of Chairman’s Awards, applications, people, community activities}

\*{long-term support, people’s commitment, fundraising, telethons, disaster, appeals, new volunteering strategy, people, work, extending, benefits, charity partners}

\*{people, maximize, potential}

\*{Initiatives, apprentice scheme, designed, achieve}

\*{young people, economy, equipping, apprentices, necessary tools, innovation age}

\*{focused, people, acquire, new skills, changing, needs of customers}

\*{improving, increasing transparency}

\*{non-financial key performance indicators, Annual Report, available, languages}

\*{changes, raise, profile, work, global audience}

\*{areas, challenges}

\*{long-term decisions, create, value, shareholders, benefits, society, environment}

\*{tough}

\*{economic downturn, affected, businesses, individuals, worldwide, created, outlook}

\*{factors, influencing, customers, time, prepare, changes, emerge, current recession, stronger company}

\*{choose, good, business, right, society, planet}

\*{solutions, climate change, complex, industry}

\*{Cost savings, emissions reductions, using, communications technology, replace, physical products, services, virtual equivalents, organizations, monitor, reduce, energy consumption}

\*{great range of products, services, customers, live, work, sustainably, cut, costs, next generation, video-conferencing, energy efficient home phones}

\*{sustainability practice, businesses use, technology, reduce, carbon footprint right, organizations}

\*{potential, area, need}

\*{sustainable business programme, environmental, social considerations, product, development processes}

\*{understanding, customers, develop, technology, cheaper, simpler, quicker, greener ways}

\*{broadband infrastructure, real competitive advantage}

\*{subject, carbon footprint, popular, fashionable}

\*{reduce, energy use, invest, low-carbon energy supplies, people, suppliers}

\*{UK carbon footprint, fall, prevented, CO2, emitted}

\*{opportunity share, customers, benefits}

\*{achievements, ambition, people, customer, shareholders, difficult times, future}

--------------------------------------------------------------------------------------------------------------------- BT Group 2010

\*{society, challenges, climate change, resource shortages, issues, ageing populations, poverty, social, digital exclusion}

\*{business, challenges}

\*{aim, partnership, employees, suppliers, customers}

\*{Communications technology, work, sustainable ways, experience}

\*{Conferencing services, reduce, need, travel}

\*{New ways, storing data, reduce, cost, energy needs}

\*{Access, information, need, changing, work}

\*{customer, enjoy, benefits, improve, efficiency, cut, costs, CO2 emissions}

\*{using, technology, talents, capabilities, transition, low carbon economy, stable, prosperous societies}

\*{business needs, reducing, operating costs, open, new markets}

\*{review, examples, approach, roll out, super-fast broadband network, UK, largest programmes, Europe}

\*{underpin, growth, UK communications providers, develop, products, services, economic, social, environmental benefits}

\*{grow, company, challenges, energy use}

\*{reducing, global carbon intensity, levels}

\*{California, solar array powering offices, data centre, operation}

\*{UK, planning, permission, wind farms, plans, UK’s biggest corporate wind power project, energy sector}

\*{focus, customers, paying, dividends, improving, network health, reduced, fault rates, repair, visits, CO2 emissions, vehicles}

\*{sustainable, responsible business}

\*{support, development, reskilling, redeployment, people, good, bad economic circumstances}

\*{investing, skills, talent, leadership development, prepare, people, low carbon, world}

\*{New tools, training, product teams, sustainable products, services, market, new more energy efficient BT Vision box}

\*{new apprenticeship framework, employees, acquire, new capabilities, Work Inspiration programme, work placements, young people}

\*{focus, skills, formal training, people, globe, volunteering, community}

\*{Volunteering, people, opportunity, difference, local community, build, skills, benefit, community, business}

\*{progress, recognised externally}

\*{Business Community Corporate Responsibility Index, awarded, highest level, Platinum Plus, ongoing achievements, commitment}

\*{first time, sector leader, Dow Jones Sustainability Index, top level gold status}

\*{build, commitment, excellence, drive, sustainability, business}

\*{signatories, UN Global Compact}

\*{plans, updating, progress}

--------------------------------------------------------------------------------------------------------------------- BT Group 2011

\*{commitment, leader, responsible, sustainable business, statement of strategic, intent, beyond managing, social, environmental footprint}

\*{passionate, live, work, sustainably}

\*{technology, skills, expertise of people}

\*{report, contains, examples, commitment, right, business}

**\*{interlocking themes, approach}**

\*{investment, UK’s digital infrastructure, improve, access, technology, community programmes, people, online}

\*{investment, super-fast broadband, enhance, business competitiveness, digital participation, delivery, public services}

\*{track, pass, UK premises, work, partnership, national, local government, rural, remote, communities, included}

\*{launched, ‘Get IT Together’ campaign, digitally excluded people, UK online, work, partners internationally, people, benefit, technology, world}

\*{Columbia, people, working, community schools, villages, remote areas, delivering, satellite internet access, learn, use, internet}

\*{recognize, charities, social and environmental issues, efficiently, effectively}

\*{launched, MyDonate, new free online fundraising service, UK charities, raise, money online}

\*{raised, charity, support, telethons, disaster appeals}

\*{people, days, volunteering activity, community, value of estimate}

\*{climate change, pressing sustainability challenges}

\*{reducing, environmental impacts, products, services, bringing, market, new low carbon solutions, customers, reduce, energy use, CO2 emissions}

\*{Green Branch service, Spain, banking clients, monitor, reduce, power consumption, branches, SmartReach consortium, plan, accelerate, Great Britain’s smart meter programme}

\*{use of resources, reduction, energy use, planning, approval, BT wind farm, generate, clean electricity}

\*{new climate change procurement standard, UK, gain, recognition, suppliers, use, energy efficiently}

\*{communications services provider, sustainability partner, London 2012 Olympic, Paralympic Games}

\*{integrated sustainability, design, communications solution, Games}

\*{installing, separate networks, voice, data traffic, delivering, efficiently, single converged communications infrastructure, summer Olympic Games}

\*{momentum of Games, young people, develop, communication skills, ‘Get Set’ London 2012 educational programme}

\*{annual report, social and environmental performance}

\*{progress, reducing, carbon footprint, copper broadband, UK premises, investing, community, environmental activities, develop, challenging supply chain standards}

\*{achieve}

\*{efforts, recognized}

\*{gold sector status, Dow Jones Sustainability Index, Platinum Plus level, Business Community Corporate Responsibility Index}

\*{sector leader, FTSE4Good ESG Ratings, joint, first place, Carbon Disclosure Project’s Leadership Index, World Communications Awards Green Award, CSR Procurement Leaders Award}

\*{skills, ideas, passion, employees, achievements, insights, expertise, challenges}

----------------------------------------------------------------------------------------------------------------------BT Group 2012

\*{responsible, sustainable, business leader, joined, list, strategic priorities}

\*{discover, ways, creating, future, people, products, services}

\*{people, connected, growing, cutting, carbon footprint, contributing, better lives, communities, developing, better ways, running, business}

\*{people, connected}

\*{Fibre, future}

\*{investment, money, spent}

\*{Fibre broadband, UK, people, businesses, share, work}

\*{evidence, demand, fibre broadband}

\*{fibre, faster, world}

\*{businesses, video calls, use, conferencing, work, home, working, smarter, cutting, CO2 emissions}

\*{fibre, arrives, new neighbourhoods}

\*{fibre broadband, people, investment, develop, deploy, new technologies}

\*{recruited, Armed Forces personnel, join, mobile team, engineers, speed up, roll-out}

\*{co-investing, central and local government, EU, reach, areas, not economic}

\*{money, work, UK properties, fibre broadband}

\*{Cornwall, Scilly Isles, Northern Ireland, private-public cooperation, working}

\*{fibre broadband, tricky}

\*{use, technology, new ways, faster}

\*{people, businesses, UK, share}

\*{Cutting, carbon footprint}

\*{growing, business, using, less energy}

\*{used, less energy, saved}

\*{installed, smarter meters, sites}

\*{energy champions, campaigned, communities, people, smarter, use, energy}

\*{carbon emissions intensity, dropped}

\*{harder, push, wind, solar power plans, hit, number, clarity, policy makers}

\*{dialogue, government, changes, companies, carbon emissions}

\*{Better lives, communities}

\*{neighbourhoods}

\*{people, raising, money, charity}

\*{support, UK charities, Children in Need and Sport Relief}

\*{raise, technology, people, donations, phone, telethon night, sponsoring, three Sport Relief challenges}

\*{volunteered, build, local communities}

\*{value}

\*{people, improving, communities}

\*{MyDonate platform, UK’s only donation website, no service, commission charge}

\*{launched, charities, benefitting}

\*{pushing, better lives, people, global supply chain, fighting, better labour and environmental standards, suppliers, progress, UN Global Compact commitment}

\*{Better ways, running, business}

\*{healthy, inclusive and nourishing place, work}

\*{investing, next generation, apprentice engineers, future leaders}

\*{Work Inspiration programme, young people, experience}

\*{people}

\*{Society, challenges}

\*{unveiling, long-term goals, London 2012 Olympic and Paralympic Games, sponsors}

\*{new goals}

\*{bind, social and environmental challenges}

\*{customers, partners, suppliers}

\*{succeed, shareholders, customers, happy, motivate, people, sustaining, societies}

----------------------------------------------------------------------------------------------------------------------BT Group 2013

\*{networks, technology, expertise, create, connections, possibilities, businesses, grow, communities, flourish, people, life}

\*{challenge, everyone, reap, benefits, achieve, responsible and sustainable way}

\*{guaranteed, flawless communications, London 2012 Games}

\*{test, ability, manage, deliver, large and complex projects}

\*{company, people, supporting, communications services, Games Makers, volunteering, venues, UK}

\*{Better Future programme, people, deliver, solutions, issues, society}

\*{resources, planet, renew, population, growing}

\*{reduce, consumption, live, limits, world’s resources}

\*{business, change, way, acts, technology, achieve, waste, resource, not a disposal problem}

\*{Better Future programme, create, environment, people, innovate, create, services, needed, grow, sustainably}

\*{vision, goals, three focus areas, Connected Society, Net Good, Improving Lives}

\*{Connected Society}

\*{improving, access, markets, information, education, employment, collaboration, co-operation, internet-powered communication services, change}

\*{transformation, improving, reach, quality, digital network}

\*{UK market, people, access, high-speed broadband products and services}

\*{Net Good}

\*{record, less environmental damage}

\*{business, resource-efficient, using, products, services, customers}

\*{start, aim, customers, avoid, carbon emissions, carbon impact, business}

\*{Improving, Lives}

\*{positioned, charities, raise, funds, promote, work}

\*{technology, telethons, raise, disaster recovery efforts, save, lives}

\*{organisations, difference, people’s lives, world}

\*{technology, skills, generate, good causes}

\*{Highlights}

\*{group-wide carbon intensity, reduced}

\*{UK, energy supplier npower, source, electricity, renewable sources}

\*{reduced, absolute carbon emissions, target}

\*{business, supported, social and economic progress}

\*{UK properties, fibre-based broadband, access, investment programme}

\*{MyDonate services, generate, donations, charity partners}

\*{people, spent, volunteering days, community}

\*{technology, society}

\*{people, values, underpin, Better Future vision}

\*{work, suppliers, raise labour standards, prevent, raw materials, products, funding, conflict}

\*{change, economic uncertainty, healthy, inspiring place, work, uphold, external commitments, UN Global Compact}

\*{challenges, efforts, address}

\*{no individual, organization, country, sustainable, partnership, customers, industry peers, charity partners, achieve, goals, positive influence, world}

\*{Better Future programme, passion, creativity, people}

--------------------------------------------------------------------------------------------------BT Group PLC 2014

\*{power, communications, better world}

\*{Communications, transforming, aspect, lives, work, shop, think}

\*{create, new businesses, business models, reshaping, way, governments, operate, bringing, new ways, providing, healthcare, education, social mobility}

\*{purpose, use, power, communications, better world}

\*{life, work, built, connectivity}

\*{individuals, connect, friends, family, wealth, information, entertainment, fingertips}

\*{small local businesses right, multinationals, companies, work, smarter, compete, global markets}

\*{public services, delivered, growth, national and regional economies}

\*{bringing, networks, technology, hard work, expertise, people, develop, services, generate, value, shareholders, customers, society}

\*{people, business, company, supports, ability, grow, positive force, communities, operates}

\*{using, networks, technology, raise, good causes}

\*{created, The Supporters Club, charity partnership, using, power, sport, improve, lives}

\*{digital inclusion, online, difference, people’s life opportunities}

\*{launched, The Right Click, Internet Safety Matters, partnership, UNICEF, programme, provide, practical advice, online child safety, teachers, parents, children, UK}

\*{Greenhouse gas emissions, challenge, society, Net Good programme, reduce, impact, use, products, services, customers, reduce, emissions, end-to-end carbon impact, business}

\*{people, using, power, communications, better world}

\*{winter floods, UK, engineers, Christmas period, reconnect, customers}

\*{volunteers, typhoon, the Philippines, emergency networks, aid agencies, coordinate, efforts, country, start}

\*{attitude, people, work, course, day job, volunteering, good causes, answering, calls, telethons, Children in Need and Comic Relief}

\*{businesses, flourish, purpose, money}

\*{businesses, no compromise, financial results, social returns}

\*{demonstrating, contribution, society, signatory, UN Global Compact}

\*{future}

\*{technology}

\*{business}

\*{purpose, purposeful, everything}