

# NET ZERO

by 2025

We're on track to be net zero (carbon) in our own operations by 2025.

## O<sub>2</sub> vs CO<sub>2</sub>

OUR JOURNEY SO FAR

100%



We're reducing CO2 by buying 100% renewable electricity to power our network.



We've reduced carbon emissions in our operation by 29% since 2015.



82%

Since 2015, we've improved our energy efficiency by 82%, thanks to innovations like our smart network, that powers down when demand is low.



Since 2016, we've achieved a 35% reduction in emissions in our supply chain.

## WORKING WITH PARTNERS TO GO FURTHER



We're working with the Carbon Trust to help us on our journey to net zero.



## HELPING CUSTOMERS MAKE GREENER CHOICES



1.4 million tonnes

In 2020, we helped our customers save 1.4m tonnes of carbon through our B2B products and services including flexible working, IOT solutions and Cloud-based services.



We're committed to helping UK businesses on the journey to net zero, sharing our approach and learning.



3.3 million

With O2 Recycle 3.3m devices were saved from landfill. And we're helping old phones last longer and offering more affordable choices with our second-hand phone initiative 'Like New'.

O<sub>2</sub> vs CO<sub>2</sub>

## OUR JOURNEY SO FAR AND HOW WE GOT THERE



**NET  
ZERO**  
by 2025



**We're on track to be net zero (carbon) in our own operations by 2025.**

[Download our whitepaper](#) to find out how we plan to achieve net zero carbon emissions by 2025 at O2 and kick start your own net zero journey.

**We're reducing CO2 by buying 100% renewable electricity to power our network.**

On 31 December 2020, every O2 office, store, and phone mast where we directly control the bill was powered by renewable electricity.



**We've reduced carbon emissions in our operation by 29% since 2015.**

This was the reduction we'd reached on 31 December 2020. If you'd like to know more, take a look at our [2020 Streamlined Carbon and Energy Report](#) and [Telefonica UK Limited Annual Report and Financial Statements](#).

**Since 2015, we've improved our energy efficiency by 82%, thanks to innovations like our smart network, that powers down when demand is low.**

We achieved this level of efficiency between 2015 and 31 December 2020 in lots of different ways, including using free cooling to enhance the efficiency of our air-conditioning and upgrading our lighting to LED, as well as through our advanced automation or 'turn off' technology when demand is low on our networks. Find out more in our [2020 Streamlined Carbon and Energy Report](#) and [Telefonica UK Limited Annual Report and Financial Statements](#).



**Since 2016, we've achieved a 35% reduction in emissions in our supply chain.**

Our aim isn't only to become net zero by 2025, but to inspire others to do the same. So, working with our suppliers to reduce carbon together is an important part of our plan. We'd reached 35% on 31 December 2020 and we're working hard to bring this down further.

## WORKING WITH PARTNERS TO GO FURTHER



**We're working with the Carbon Trust to help us on our journey to net zero.**

With the Carbon Trust's help, we're gaining a better understanding of what our current carbon emissions are, as well as developing a clear plan for what we need to do over the next five years to meet our net zero goal. Download our [Journey to Net Zero](#) whitepaper to discover more.



## HELPING CUSTOMERS MAKE GREENER CHOICES



**In 2020, we helped our customers save 1.4m tonnes of carbon through our B2B products and services including flexible working, IOT solutions and Cloud-based services.**

We helped save this amount of carbon in the 12 months up to 31 December 2020. And we did it through things like improved fleet management, telecommuting our fixed line and B2B mobile services, providing connectivity for domestic smart meters, using more video conferencing and reducing our vehicle use, as well as other IOT solutions. Read more about our Eco Smart products and services on pages 235-237 of the [Telefonica Consolidated Management Report 2020](#).



**We're committed to helping UK businesses on the journey to net zero, sharing our approach and learning.**

We know businesses like us have a pivotal role to play in reducing carbon emissions. That's why, since 14 May 2020, we've been leading by example and sharing our net zero plan and learning with other UK businesses to help them on their journey too. Find out more in the [Telefonica Consolidated Management Report 2020](#).



**With O2 Recycle 3.3m devices were saved from landfill. And we're helping old phones last longer and offering more affordable choices with our second-hand phone initiative 'Like New'.**

This is the number of devices we'd saved by 30 March 2021 and it's continuing to increase. Plus, we no longer include USB charger plugs with our Like New phones (70% of people already have one). Just another way we're reducing waste.