

## A More Sustainable Way To Retail

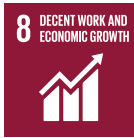
# Corporate Responsibility Commitments and Progress

Our CR commitments hold us accountable and focus on measurable goals and targets, aligned to the UN SDGs. Our focus is on setting commitments that have the greatest impact, while also inspiring and motivating our team members. As we make progress toward these goals, we will continue to evolve them and raise the bar in line with our vision to inspire a more sustainable way to retail.

### SDG Alignment ESG Topic



- Diversity, Equity, and Inclusion
- Thriving Entrepreneurs and Community Involvement



- Responsible Sourcing & Manufacturing



- Diversity, Equity, and Inclusion



- Energy-Efficient Operations
- Waste-Smart Operations
- Sustainable Packaging

Topics & Goals	Target	Current Status
<b>Protecting Our Environment</b>		
<b>Energy-Efficient Operations 12</b>		
Reduce greenhouse gas emissions	By 2022, reduce Scope 1 and 2 GHG emissions by 14% (from a 2018 baseline).	<b>Achieved</b>
	<b>NEW:</b> By 2030, reduce Scope 1 and 2 GHG emissions by 50% (from a 2018 baseline).	<b>In Progress</b>
<b>Waste-Smart Operations 12</b>		
Reduce single-use plastics on site	By 2021, eliminate all single-use plastic bottles from QRG corporate office locations worldwide.	<b>Achieved</b>
	By 2022, eliminate plastic bags from global outlet and team member stores.	<b>Achieved</b>
	By 2023, eliminate all single-use plastic bottles from QRG Fulfillment Centers worldwide.	<b>In Progress</b>
Increase on-site recycling	By 2022, evaluate the feasibility of zero waste to landfill in U.S. fulfillment centers (based on QVC UK standards).	<b>Achieved</b>
	By 2025, recycle 100% of paper, corrugate, wood and plastic film at all fulfillment centers.	<b>In Progress</b>
<b>Sustainable Packaging 12</b>		
Improve carbon footprint through source reduction	By 2022, reduce the average emissions intensity per package shipped by 5% (from a 2018 baseline).	<b>Achieved</b>
	By 2025, reduce the average emissions intensity per package shipped by 20% (from a 2018 baseline).	<b>Achieved</b>
Improve customer education on recyclability of packaging	By 2025, include packaging sustainability information on all outbound overpack and all proprietary brands packaging in the U.S.	<b>In Progress</b>
Increase recyclability of packaging	By 2025, all outbound overpack to be considered recyclable.	<b>In Progress</b>
	By 2030, all proprietary brand packaging to be considered recyclable.	<b>In Progress</b>
Increase recycled content of packaging	By 2025, increase the recycled content of outbound overpack fiber packaging to 60% and plastic to 25%.	<b>In Progress</b>
	By 2030, increase the recycled content of proprietary brands packaging to 60% in fiber materials and 25% in plastics.	<b>In Progress</b>

Topics & Commitments	Goals	Status
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## Championing Empowerment & Belonging

### Diversity, Equity, and Inclusion **5** **10**

Increase diverse representation in our supervisory and leadership roles	By 2023, achieve gender parity (50% women) at the director+ level worldwide.	In Progress
	By 2025, 25% of leaders in the U.S. to be members of underrepresented racial/ethnic groups.	In Progress
	By 2025, double percentage of Black and Hispanic or Latino/a leaders in the U.S. to 12% and 10%, respectively.	In Progress
Develop inclusive leaders who are accountable for DE&I results	By 2021, all leaders to set DE&I goals for their areas of responsibility.	Achieved
	By 2022, all leaders assigned training on inclusive leadership, microaggressions/allyship and anti-racism/racial equity.	Achieved
Advance inclusion and equity for our teams, customers, and communities	By 2022, all 25,000 team members assigned training on unconscious bias, microaggressions/allyship and anti-racism/racial equity.	Achieved
	By 2025, rank in the top quartile for DE&I on team member engagement survey.	Achieved
Elevate underrepresented businesses and products to invite a broader consumer base	By 2021, develop and implement a vendor/supplier diversity program.	Achieved
	By 2025, spotlight 500 underrepresented small businesses.	In Progress
Hold ourselves accountable by being transparent on our efforts and progress	By 2021, publish first Corporate Responsibility Annual Impact Report, including DE&I updates.	Achieved

### Thriving Entrepreneurs and Community Involvement **5**

Support entrepreneurship as a means toward empowerment	Between 2020–2025, commit \$100 million in total contributions with \$50 million directed toward women’s empowerment and entrepreneurship.	In Progress
Make an impact in our communities	Between 2020–2025, complete 100,000 team member volunteer hours.	In Progress

## Curating Product Responsibly

### Responsible Sourcing & Manufacturing **8**

Promote supply chain transparency	To promote supply chain transparency, publish an annual list of names and addresses of Tier 1 factories that produce direct-sourced products sold by QVC and HSN, beginning no later than 2023.*	In Progress
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\* This list will include factories involved in the manufacturing and/or assembly of finished products in the apparel and home categories, sold at retail by QVC and HSN. Where existing contractual or other restrictions or considerations may preclude certain factory names and addresses from publication, we expect to work with any such business partners to secure necessary approvals.