



Virgin Media O2 Sustainability Performance Update 2023

Virgin Media O2

Sustainability Performance Update 2023

The information contained in this report relates to Virgin Media O2's performance against key sustainability data indicators and KPI's concerning our Better Connections Plan commitments, emissions, energy and green financing instruments.

The reporting period is the full calendar year 2023, unless stated otherwise. The criteria and methodology that supports our sustainability reporting are available on our [Virgin Media O2 News](#) website.

Our key commitments and data indicators

Our ESG strategy, the Better Connections Plan, is centred around three pillars – zero carbon future; a circular economy; and connected communities – underpinned by a better business commitment to ensure we operate in a sustainable and ethical way. Our strategy launched in 2022 and below is our performance against these commitments;

Pillar	Commitments and targets	2023 result	Cumulative progress towards target since 2022
Zero carbon future	<p>Net zero operations, products and supply chain by 2040</p> <p>By 2025;</p> <ul style="list-style-type: none"> Reduce Scope 1 & 2 operational GHG emissions by 60% Reduce Scope 3 GHG emissions by 25%ⁱ <p>All targets measured against 2020 baseline</p>	<p>Reduction in Scope 1 & 2 (market-based) since 2022 (%): 23</p>	<p>Reduction in Scope 1 & 2 (market-based) against baseline (%): 45*</p>
	<ul style="list-style-type: none"> Transition fleet to electric vehicles by 2030 	<ul style="list-style-type: none"> Percentage of electric vehicles out of total owned and leased vehicle fleet as of 31st December (%): 7* 	<ul style="list-style-type: none"> Percentage of electric vehicles in fleet - increase of 3%
	<ul style="list-style-type: none"> Empower customers to prevent 20 million tonnes of CO₂ from entering the Earth's atmosphere and supporting large-scale decarbonisation by 2025 	<ul style="list-style-type: none"> 29.9 million tonnes of carbon avoided through our products and services 	<ul style="list-style-type: none"> 59.3 million tonnes of carbon avoided through our products and services



Pillar	Commitments and targets	2023 result	Cumulative progress towards target since 2022
A circular economy	<p>Achieve zero waste operations and products by 2025</p> <ul style="list-style-type: none"> Recycle 95% of operational waste and make sure less than 5% goes to incineration. Reuse or recycle 100% of all returned customer and network equipment 	<p>Total operational waste (metric tonnes): 5,622*</p> <p>Total recycled waste (metric tonnes): 4,503*</p> <p>Total operational waste incinerated (metric tonnes): 1,117*</p> <p>Total operational waste sent to landfill (metric tonnes): 2.2*</p> <p>Operational waste re-cycled (%): 80.1*</p> <p>Operational waste incinerated (%): 19.9*</p> <p>Operational waste sent to landfill (%): 0.04*</p> <p>1,785,662 returned customer network equipment repaired and reused</p>	<p>Total operational waste (metric tonnes): increase of 569</p> <p>Total recycled waste (metric tonnes): increase of 251</p> <p>Total operational waste incinerated (metric tonnes): increase of 350</p> <p>Total operational waste sent to landfill (metric tonnes): decrease of 32</p> <p>Operational waste recycled (%) - decrease of 4</p> <p>Operational waste incinerated (%) - increase of 4.7</p> <p>Operational waste sent to landfill (%) - decrease of 0.6</p> <p>Returned and reused customer network equipment repaired and re-used - decrease of 25,411</p>
	<p>Help consumers carry out 10 million circular actions to tackle e-waste by 2025</p>	<p>Total circular actions (number): 2,271,892*</p>	<p>4,710,686 circular actions</p>
	Connected communities	<p>Equip 6 million people with skills and tools to help them feel more connected to our digital society by 2025</p>	<p>Total number of people equipped with digital skills through Internet Matters & Good Things Foundation (number): 1,811,252*</p>
<p>Connect 1 million digitally excluded people across the UK by 2025</p>		<p>Number of people digitally connected through National Databank, Free Community Broadband, Community Calling, Tech Lending Hubs and Essential broadband (number): 106,467*</p>	<p>150,402 people connected</p>

Pillar	Commitments and targets	2023 result	Cumulative progress towards target since 2022
Connected communities	Support 1m people through our Take Five employee volunteering programme by 2025	Total number of people supported through volunteering (number): 108,811*	226,250 people supported
A better way to do business	Achieve gender parity across all employees and leadership by 2027	Gender parity - female employees as of 31st December (%): 30.0*	Female employees across organisation (%) - 0.6 decrease
		Female representation on leadership team (Leadership level defined as L6+) (%): 32.6*	Female representation on the Leadership team (%) - 0.2 decrease
	Increase the representation of Global Majority ⁱⁱ employees to a minimum of 15% leadership and 25% across the business by 2027	Global Majority ⁱⁱ employees as of 31st December (%): 16.9*	Global Majority employees across organisation (%) - 0.1 increase
		Leadership from Global Majority ⁱⁱ communities (Leadership level defined as L6+) (%): 14.4*	Global Majority employees in Leadership team (%) - 1.9 increase
	100% of our financing being sourced from sustainable finance instruments	Financing raised during the year which is ESG linked (%): 100*	Not applicable

Environmental data

Virgin Media O2 GHG emissions (tCO₂e)

Please refer to the [Reporting Criteria](#) for boundary and methodology details.

Category	2023	2022	2021	2020	% change: vs 2020
Scope 1 GHG emissions (tCO₂e)					
Stationary combustion of fuels	5,295	5,426	5,331	6,039	-13%
Mobile combustion of fuels	13,191	14,020	13,745	13,189	0%
Process emissions	0	0	0	0	N/A
Fugitive emissions	6,364	13,184	11,110	18,907	-66%

Category	2023	2022	2021	2020	% change: vs 2020
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Scope 2 GHG emissions (tCO₂e)

Electricity (location-based)	229,151	210,413	223,769	251,752	-9%
Electricity (market-based)	30,357	38,763	52,993	63,056	-52%

Scope 1 and 2 GHG emissions (market-based) (tCO₂e)

Scope 1 & 2 GHG emissions (market-based)	55,207*	71,393	83,179	101,191	-45%*
Scope 1 & 2 GHG emissions (market-based) per petabyte of data	1.23*	1.80			

Scope 1 and 2 GHG emissions (location-based) (tCO₂e)

Scope 1 & 2 GHG emissions (location-based)	254,001*	243,042	245,561	289,887	-12%*
Scope 1 & 2 GHG emissions (location-based) per petabyte of data	5.65*	6.06			

Scope 3 GHG emissions - (tCO₂e)ⁱ

Total Scope 3 business GHG emissions - business travel	7,503*	6,348 ⁱⁱⁱ	1,949	3,621	110%
Scope 3 business GHG emissions - air travel	2,469*	1,755 ⁱⁱⁱ	150	719	243%
Scope 3 business GHG emissions - land travel	5,034*	4,593 ⁱⁱⁱ	1,799	2,902	73%

Virgin Media O2 energy usage

Category	2023	2022	2021
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Total energy consumption (MWh)	1,187,097*	1,171,285	1,137,058
Total electricity use (KWh)	1,106,617,423*	1,088,079,611	1,053,872,224
Renewable electricity consumption (MWh)	1,023,481*	977,697	878,267

Sustainable finance data indicators

Sustainability-linked loan (term loan Y, Z and X1A - 2023 release) and Revolving Credit Facilities

KPI	2023	2022	2023 Result
Non-renewable electricity consumption (MWh)	83,137*	110,383	25%* reduction vs 2022 baseline
Scopes 1 and 2 GHG emissions (market-based, tCO2e)	55,207*	71,393	45%* reduction vs 2020 baseline

*This indicator is subject to external independent limited assurance by ERM Certification and Verification Services Limited ('ERM CVS'). For the results of the assurance, see ERM CVS' assurance report and Virgin Media O2 Reporting Criteria on our [Corporate statements](#) page.

ⁱFurther Scope 3 categories will be added at a later date.

ⁱⁱGlobal Majority is a collective term that speaks to and encourages those so-called to think of themselves as belonging to the global majority. It refers to people who are Black, Asian, Brown, dual-heritage, indigenous to the global south, and or have been previously identified as 'ethnic minorities'.

ⁱⁱⁱWe have re-stated our 2022 figures to reflect changes in the methodology applied to the reporting parameters of source data and to ensure consistency with 2023.