Virgin Media O2 Reporting Criteria 2023

Introduction

The data indicators described in this document cover the year 1st January 2023 to 31 December 2023, in line with our financial reporting.

Unless we state otherwise, all data relates to the direct operations of Virgin Media O2 (VMED O2 UK Ltd) and covers performance data for our most material issues.

The management of the reporting process and collation of data is the responsibility of the Sustainability Team who work with a number of indicator owners across the business to produce.

Our data indicators are subject to external assurance.

Reporting policy

Our reporting policy is guided by the following principles:

• Relevance: identifying the data sources and reporting outputs that meet the needs of users

• Completeness: ensuring data provided is comprehensive and reflects the reporting boundary with estimations used where necessary. In the case of emissions, only excluding sources with good justification that cumulatively account for less than 5% of the total footprint

• Consistency: using the same hierarchy of data sources, for example, using the same methodologies to calculate emissions or highlighting where changes have been made, updating historic emissions where new approaches or data sources result in a change in historic emissions of 5% or more (per scope)

• Transparency: reporting all data sources, data estimation methods, assumptions, exclusions, historic recalculations, and anything else that adds to the interpretation of results

• Accuracy: for example, prioritising actual activity data, then estimated data, then average data, then financial data to calculate emissions, using the most accurate and relevant (in terms of geography, technology, time, completeness and reliability), using activity data at the most granular level available, recording areas to improve accuracy in subsequent data collection and emissions calculations

To ensure consistency in our data, we have applied a hierarchy of data sources. For example, using the same methodologies to calculate the metrics or highlighting where changes have been made. In some cases, estimates will be required to be made as actual data is missing or not readily available. For example, where metered data or utility invoices are not available, estimates may be calculated using previous consumption data.

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Emission Reporting Boundaries

Virgin Media O2 defines its reporting boundary using the operational control method.

The organisational boundary flowchart below is used as a tool to select the appropriate accounting treatment:
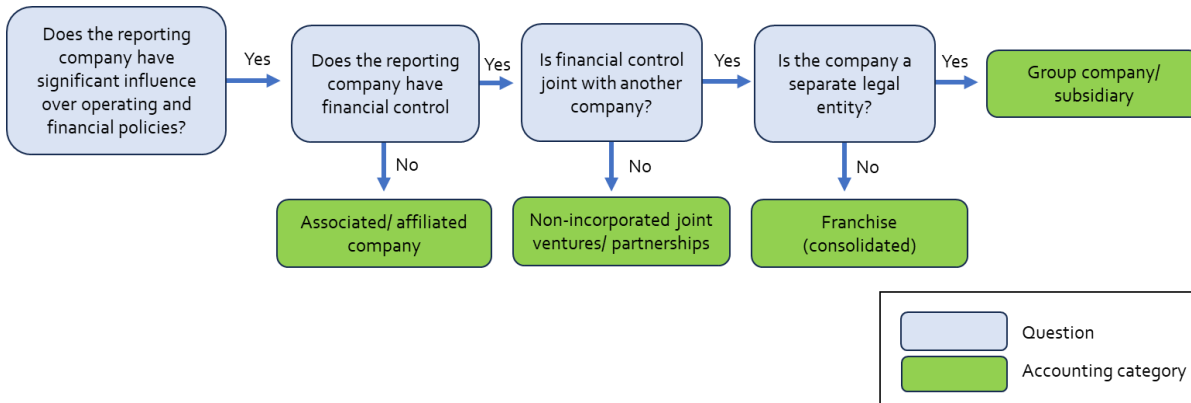
For the 2023 calendar year, this includes the following entity:

Name	Accounting category	Consolidation of emissions (control approach)	Notes
Giffgaff	Group company / subsidiary	100% of GHG emissions	100% of giffgaff's emissions are consolidated in respective scopes

We are excluding joint ventures where we do not have operational control. In the case of CTIL, as they provide services to Virgin Media O2, relevant emissions are captured within Scope 3 – Category 1 Purchased Goods and Services.

Any acquisitions or divestments after the 30th June 2023 are excluded from our emissions reporting.

Climate Change

In line with the Greenhouse Gas (GHG) Protocol, our emissions have been calculated in carbon dioxide equivalent (CO2e) using the 2023 emission factors from Defra, with the exception of the residual electricity mix factor from the AIB.

The following emissions sources are in scope of the reporting boundary. All relevant greenhouse gases are included unless otherwise stated.

1. Direct Emissions - Scope 1 and 2 (location-based and market-based)

The data indicator reports direct emissions (Scope 1) from fuel consumption and leakage of refrigerant gases in our operations, as well as indirect emissions from secondary energy sources (Scope 2).

Scope 1 (direct)

Emissions come from sources that are company owned or controlled, including:

- static combustion (i.e. fuel used in generators for power and gas used in boilers for heating);
- mobile combustion (i.e. vehicle fuel from company owned or leased fleet); and
- coolants and propellants used (i.e. in air conditioning units and fire suppression systems).

This information is collected via company fuel cards, business travel expenses, third party reports, invoices, and site visits.

Scope 2 (indirect)

Emissions come from purchased energy.

This information is collected in electricity consumption invoices, co-location service invoices (i.e. where electricity is estimated by market operations), on-site meters or inverters.

Scope 2 emissions are calculated for both the location-based (using grid-average emissions intensity) and market-based (using supplier-specific emissions intensity) methods. To calculate the market-based emissions, the residual mix factor from the AIB is used where the supplier-specific emissions factor is unknown.

Market-based emissions have been calculated including the impact of 73,000 Mwh of Renewable Energy Guarantees of Origin (REGO's) for which we have agreed the purchase but have not yet completed the transactions. Management expect to complete the purchase by the 30th of June 2024.

2. Percentage reduction % in Scope 1 and 2 emissions against baseline (market and location based)

These indicator relates to the percentage reduction in Scope 1 and 2 emissions for combined Virgin Media O2 against the 2020 baseline. The 2023 emissions data has been subject to assurance, as well as the percentage reduction, however the restated 2020 baseline has not been subject to external assurance.

3. Tonnes of CO2e Scope 1 and 2 market-based per Petabyte data (market and location based)

We measure our Scope 1 and 2 market-based emissions per petabyte (PB) of data traffic generated as we run our networks and customers use our services. This calculation reflects internet protocol (IP) based data traffic from fixed broadband services, such as web browsing, IP streaming of video and voice services. Currently, our intensity calculations do not take into account data traffic generated through non-IP-based and non-cable services. These services include analogue television, asymmetric digital subscriber line (ADSL) and others, because power consumption does not reflect the actual traffic generated by customers through use of these services. We intend to convert all non-IP based services to IP-based over the next 10-15 years. As we migrate to full IP, our intensity metrics will reflect an increasing proportion of our total services, eventually covering our entire service offerings.

4. Scope 3 Business travel (total, land and air)

Total Scope 3 emissions for business travel, split by land and air travel. Business travel emissions are based on the well-to-wheel approach using emission factors from BEIS 2023.

Both distance and spend-based methodology have been applied where distance is obtainable from reporting, where distance is not available, a spend-based method has been used.

Land travel

Data is extracted from our company expense platform (Oracle) which includes Virgin Media O2 and giffgaff employees. Oracle data includes business mileage claims for employee-owned vehicles, taxi, bus and rail claims.

Car mileage is obtained using distance data. Public transport (including bus, taxi, rail) data is calculated using a spend-based method, with an estimated value of spend per kilometre. Further rail data is captured within third party agent reports – Agiito for Virgin Media, American Express and Trainline for O2. Both O2 reports are spend-based method using a £ per kilometre estimate – Agito is a distance-based method.

Uber claims are extracted from a report from our business account which contains business account journeys only using a distance-based approach. All other Uber claims are captured in the expenses report.

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Office shuttle bus data is obtained from a report provided by the bus company, a distance-based approach is used with kilometres to calculate the number of journeys and route taken.

Car rental data comes from a report from our rental broker Nexus. Some rental companies used through our broker Nexus report the mileage at the start and end of a vehicle rental to calculate the distance travelled, however not all rental companies take these readings. To account for travel associated with rentals with these companies, we have calculated the mean distance in 2023 associated with rentals that do report mileage and applied this mean distance to rentals where mileage isn't reported.

Air travel

Flight claims are captured from an Agiito and Oracle expense report (Virgin Media) and O2 via Oracle expense claims and the American Express travel portal.

The claims via the Agiito and American Express expense reports are calculated using a distance-based method. Claims via Oracle are spend-based and calculated using a £ per kilometre estimate.

5. Total energy consumption

Relates to the total electricity and fuel consumption used in Virgin Media O2's facilities and operations.

Due to the reporting deadline and occasional gaps in data, estimation is used to gap fill December/other missing months, based on the current year's run rate, on a pro rata basis. Where the data is not based on a regular data stream, data is provided based on the owner's understanding of works in the missing period.

Fuel consumption includes consumption of natural gas, diesel, petrol and HVO, mainly in generators, vehicles, and offices. Data is collected from business fleet fuel cards, business use vehicle expense claims and generator run records.

Generator fuel consumption is recorded via an on-load test or response to a genuine mains fail. On-load tests are programmed quarterly for a minimum of one hour. Mains failures are recorded via Remedy, this records the start and stop times of the generator. Fuel consumption is calculated by multiplying the run time by the average load the generator is reporting (recorded by the Power team) by an industry average factor of 0.25 of a litre of fuel per kva of load.

Electricity consumption includes electricity consumed in our own facilities and in the facilities of third parties, excluding electricity consumed by third parties housed in our facilities. Billing and invoices from all providers and landlords are collated and reviewed. The totals provide the basis for this indicator.

Reported in Megawatt hour (MWh).

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6. Total electricity consumption (KWh)

This indicator is based on the total electricity consumption that underpins our Scope 2 emissions.

Electricity consumption includes electricity consumed in our own facilities and in the facilities of third parties, excluding electricity consumed by third parties housed in our facilities. Billing and invoices from all providers and landlords are collated and reviewed. The totals provide the basis for this indicator.

Reported in Kilowatt hour (kWh).

7. Renewable electricity consumption (MWh)

This indicator details the total consumption of electricity from renewable sources in Megawatt hour (MWh) as extracted from the total energy consumption indicator above. Renewable energy sources include wind and hydro assets where a certificate is available to confirm renewable credentials.

8. Total electricity consumption (MWh) from non-renewable supplies

This indicator details the total consumption of energy from non-renewable sources in Megawatt hour (MWh) and underpins the scope 2 market based footprint measurement.

9. Percentage % reduction in non-renewable consumption against 2022 baseline

This indicator relates to the percentage reduction in electricity consumption from non-renewable sources against the 2022 baseline.

10. Percentage of electric vehicles out of total owned and leased vehicle fleet as of 31st December 2023

The number of electric vehicles at year end is determined by taking the fleet list which is maintained by our third party leasing provider, and calculating the number of vehicles as a percentage of the overall fleet size. For the purposes of this KPI we define electric as meaning vehicles that require a plug-in charge. This includes both full and plug-in hybrid electric vehicles. Hybrid plug-in vehicles must be below $50g/CO_2/km$.

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Circular Economy

11. Total waste

Refers to the total waste produced in the company and includes all waste managed regardless of the type of treatment applied. This includes all O2 and VM sites - Switch, Retail, Corporate, IT waste streams, projects, Supply chain and CTIL masts. Waste generated from giffgaff supply chain processes are captured through our supply chain partners reporting as stated below. Giffgaff corporate office waste is not included in this metric as considered immaterial.

Corporate offices - ISS are the outsourced facilities management partner for all Virgin Media O2 sites. Waste is collected daily and transferred for recycling or incineration. A waste transfer notice is then provided monthly.

Reported waste categories includes general waste, confidential paper, catering waste, batteries and mixed WEEE, paper/cardboard and furniture waste.

Stores waste is recovered centrally by our logistics partner at the Wellingborough site, processed and shared via a quarterly report.

All Supply chain partners provide summary waste management plans to report on waste.

Waste reports from all sources are uploaded into the Environment reporting portal.

Calculation based on the total reported waste of all of the above in metric tonnes.

12. Total recycled waste

This indicator relates to the waste produced by the company to which recycling, and material recovery treatments have been applied. These treatments allow these used or worn materials to be transformed and converted into resources that can be used in other products and services, thus reducing the extraction of new material resources from the environment.

Recycled waste data is provided as part of the waste transfer notices provided in the indicator above.

13. Total operational waste incinerated

This indicator relates to the amount of waste produced by the company that has been incinerated, either in refuse derived fuel or energy from waste facilities. Weights of incinerated waste are provided as part of the waste transfer notices.

14. Total operational waste sent to landfill

This indicator relates to the amount of waste produced by the company that has been sent to landfill. Weights of waste sent to landfill are provided as part of the waste transfer notices.

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15. Percentage operational waste recycled, incinerated and sent to landfill

The percentage of operational waste recycled, incinerated and sent to landfill against all operational waste produced.

16. Total circular actions

Our Better Connections commitment to enable 10 million circular actions for consumers to tackle e-waste include; returning set top boxes, modems and mobile devices for recycling and re-use; repairing devices instead of replacing; purchasing refurbished devices; and, returning other e-waste, such as chargers, for responsible recycling. All data reported as a circular action are mutually exclusive with no overlap between categories when calculating the totals. The categories included as a circular action are;.

- **Numbers of CPE (Set top boxes & modems) returned**

  Consumer Premise Equipment (CPE) are the products which deliver broadband and TV services to customers. The figures relate to the total returned volume and are taken from internal billing and asset tracking systems. All returned equipment are processed centrally with 100% repaired, recycled or re-used.

  Total customer returned volumes are provided via a monthly report from our partner's, GXO and CTDI.

- **Number of devices returned via O2 Recycle**

  This indicator relates to the total number of devices returned via O2 Recycle schemes. This includes;

  - All sales channels
    - o O2 Stores
    - o Online
    - o Business
    - o Voice

  The categories that fall under devices are; Mobile handsets, tablets, wearables and airpods. Included are devices "traded-in" (i.e customer returns their current handset and uses value towards the cost of a new device) and devices recycled (not part of another transaction).

  Reported volumes relate to those physically received at the outsourced service providers warehousing facilities (excluding orders placed but not yet received).

  Outsourced service partners provide all reports.

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- **Number of devices and other electronic waste sent for recycling**

Relates to the number of individual items returned as part of WEEE take back regulations. The data is reported via the O2 store systems team. WEEE regulations state as sellers of electronic equipment, Virgin Media O2 must offer a facility to take back free of charge any like for like electronic waste. This includes devices, headphones, speakers, accessories, batteries, routers and chargers.

- **Number of devices repaired**

This data relates to the annual volume of devices repaired via our outsourced repair partners. The reported number relates to devices processed where a repair has taken place, excluding those processed but not repaired. For example, the device is out of warranty and returned to the customer. Devices repaired include handsets and tablets.

- **Number of refurbished devices sold**

Annual sales volumes of refurbished devices sold via O2's Like New proposition. This includes all sales channels and both pay monthly and pre-pay devices. A report is extracted from SO99 – the Virgin Media O2 supply chain demand planning and reporting system which details all order shipments from the warehouse direct to customers. The data originates from Virgin Media O2's warehousing partner.

- **Number of circular actions from the Time after Time campaign**

Virgin Media O2 have partnered with Hubbub to create the 'Time After Time' campaign, which is aimed at encouraging young people to engage in circular actions for tech. The circular actions figure is made up by tech that is donated to Hubbub collection points, tech that is repaired by attendees of repair workshops as well as any circular actions completed by attendees' post-event, this is captured via a survey.

Human Capital

The reporting boundary for all human capital data indicators is permanent employees of the legal entity Virgin Media O2 (VMED O2 UK Ltd), which includes employees within giffgaff and Tesco Mobile who are contracted by Virgin Media O2.

17. Absentee Rate

Absentee rate refers to the total number of working days lost due to absenteeism of any cause against the total available annual workdays. This excludes contractors and temporary staff. The data is extracted from our HR systems and combined into one file.

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The total available annual work days include all annual working days excluding bank holidays. For 2023, the total annual work days calculation was, the average number of employees x 255 working days

"Any cause" refers to the total number of days lost due to occupational accident needing sick leave, non-occupational accident, occupational disease, common disease, and unapproved absences. Unapproved absences are those captured on the system as being "absent without authorisation" or "unauthorised"

This does not include approved absences such as holidays, study leave, maternity or paternity leave and days off.

18. Injury Rate

Injury rate relates to occupational accidents, including the total number of work-related injuries and ill health in the workplace needing sick leave. Data is captured from the company injury log. This excludes contractors and temporary staff.

Calculation is the total no. of occupational accidents with sick leave / Hours worked annually) * 200,000. The hours worked annual calculation is, average no. employees x 40 hours per week x 52 weeks per year.

Definitions

'Ill health' indicates damage to health and includes diseases, illnesses, and disorders. The terms 'disease', 'illness', and 'disorder' are often used interchangeably and refer to conditions with specific symptoms and diagnoses.

Work-related injuries and ill health are those that arise from exposure to hazards at work. Other types of incident can occur that are not connected with the work itself. For example, the following incidents are not considered to be work related:

• a worker suffers a heart attack while at work that is unconnected with work;

• a worker driving to or from work is injured in a car accident (where driving is not part of the work, and where the transport has not been organized by the employer);

• a worker with epilepsy has a seizure at work that is unconnected with work.

Traveling for work: Injuries and ill health that occur while a worker is traveling are work related if, at the time of the injury or ill health, the worker was engaged in work activities 'in the interest of the employer'. Examples of such activities include traveling to and from customer contacts; conducting job tasks; and entertaining or being entertained to transact, discuss, or promote business (at the direction of the employer).

Working at home: Injuries and ill health that occur when working at home are work related if the injury or ill health occurs while the worker is performing work at home, and the injury or ill health is directly related to the performance of work rather than the general home environment or setting.

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Mental illness: A mental illness is considered to be work related if it has been notified voluntarily by the worker and is supported by an opinion from a licensed healthcare professional with appropriate training and experience stating that the illness is work related.

Definition Source: International Labour Organisation (ILO), Guidelines on Occupational Safety and Health Management Systems, ILO-OSH 2001

19. Occupational Disease Rate (Based on local legislation, regulation, and standards)

Occupational diseases include, depression, stress, accidents while working, anxiety and musculoskeletal problems.

All occupational diseases captured on both former VM and former O2 systems are compared and aligned for accuracy purposes. A mapping file has been produced to ensure workings capture all absence types and reasons. This excludes contractors and temporary staff. The number of occupational illnesses captured is occurrence-based.

Occupational disease definition used from the International Labour Organisation's list of Occupational diseases.

Common diseases are not considered occupational diseases.

Calculation is the total number of occupational illnesses / total number of hours worked) * 200 000.

Total number of hours worked = Average No. employees x 40 hours per week x 52 weeks per year.

The average number of employees is calculated by capturing the number of employees at each month end / 12 months.

20. Total physical staff

The total number of employees within the organisation. All data from indicators 21-24 are extracted from our HR system, Oracle and reported as a snapshot at Year end. This includes permanent internal employees (full time, part time and fixed term contracts)

The gender of each employee is recorded at the point of hire by each individual via direct input in the company HR system.

21. Gender – Men

The number of employees identifying as Male as captured by the employee on the company HR system.

22. Gender – Women

The number of employees identifying as Female as captured by the employee on the company HR system.

23. Gender – Other

The number of employees identifying as Other gender as captured by the employee on the company HR system.

24. Percentage (%) of female representation on leadership team

This indicator relates to the total percentage of employees identifying as female as captured by the employee on the company HR system, Oracle Cloud. in the Virgin Media O2 leadership team as of 31st December 2023. The calculation is based on the number of female employees within the leadership team as a proportion of the total number of employees in the leadership team..

The leadership level is defined as L6 and above for Virgin Media and O2 levels Board, PCGR, PCGS, PCGT, PSG5, PSG6 and PSGD. This includes permanent employees (Full Time/Part Time) and fixed term contracts. Contractors and inactive payroll employees are excluded. The data is extracted from a report in the HR management system, Oracle Cloud.

25. Percentage (%) of female employees across the organisation

This indicator represents the percentage of employees identifying as female as captured by the employee on the company HR system, Oracle Cloud, across the whole organisation as of 31st December 2023. The calculation is made by obtaining the number of female employees as a percentage of the total number of employees. This includes permanent employees (Full Time/Part Time) and fixed term contracts. Contractors and inactive payroll employees are excluded. The data is extracted from an Oracle report.

26. Percentage (%) of leadership from Global Majority groups

This indicator relates to the percentage of employees from Global Majority* groups in the Virgin Media O2 leadership team as of the 31st December 2023.. The calculation is made by obtaining the number of global majority employees within the leadership team as a percentage of total number of employees on the leadership team.. The leadership level is defined as L6 and above. This includes permanent employees (Full Time/Part Time) and fixed term contracts. Contractors and inactive payroll employees are excluded. Ethnicity data is self-reported and extracted from a report in the HR management system, Oracle Cloud.

Data mapping - If the ethnicity field has been left blank or the data is not available, the grouping is categorised as "data not available".

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If the field response is "I prefer not to say" or "undeclared/not declared", the responses are grouped under the category "Prefer not to say".

In both instances, the fields are included within the employee leadership total.

*Global Majority is a collective term that first and foremost 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'.

27. Percentage % Global Majority employees across the organisation

This indicator represents the percentage of employees from Global Majority groups across the organisation as of the 31st December 2023. The calculation is made by obtaining the number of global majority employees as a percentage of the total number of employees. This includes permanent employees (Full Time/Part Time) and fixed term contracts. Contractors and inactive payroll employees are excluded. The data is extracted from a report in the HR management system, Oracle Cloud.

28. Type of Contract - Fixed Term

The total number of employees on a fixed term contract.

The type of contract is recorded at the point of hire and maintained in the company HR System, Oracle.

29. Type of Contract - Permanent Contract

The total number of permanent employees.

The type of contract is recorded at the point of hire and maintained in the company HR System, Oracle. Any contractual changes post hire are updated on the system and included in the metric as the latest contract.

30. Total Leavers

This indicator captures the total number of employees permanently leaving the business for any of the termination types both voluntary and involuntary during the period. The termination types are captured below.
If no reason is provided or captured for the leaver, the leaver is accounted for within the overall total but not within the voluntary/involuntary indicators below.
This information is extracted from the company HR system, Oracle.

31. **Voluntary Leavers**

Total number of voluntary leaves of employees during the period. Data is extracted from the company HR system, Oracle.

Voluntary leave reasons include, non-starters, employee transfers, health problems, non-return after maternity leave, retirement, and resignations (any reason).

32. **Involuntary Leavers**

Indicator relates to the total number of forced leaves within the organisation during the period. Data is extracted from the company HR system, Oracle.

Involuntary leave reasons include; death, compromise agreements, disciplinaries including breach of contract, probation fail, gross misconduct, performance and capability issues, end of contracts, dismissals, redundancies, mutually agreed resignations and TUPE transfers.

Ethics

33. **Total number of confirmed cases of corruption**

The reporting boundary for this indicator is the legal entity of Virgin Media O2 (VMED O2 UK Ltd), which includes giffgaff.

It refers to the number of Crown Court corruption prosecutions or deferred prosecutions agreed which are taken from formal company notifications. The data is reported by the Monitoring and Ethics team within General Counsel.

Social Impact

34. **Number of people benefiting from programmes in Digital skills**

Through the Virgin Media O2 partnerships with Internet Matters and Good Things Foundation, the calculation refers to the volume of people who have accessed support and training each month via the Internet Matters website and registrations on the Learn My Way website.

The data is collected from each of our partners via a monthly report.

Internet Matters provide support and information for parents and carers to keep young people safe online. The figure used is based on the proportional amount of funding (23%) that Virgin Media O2 provides to the charity as one of a number of funders. Internet Matters run a survey every three months to understand the impact of their programmes. From this data, a multiplier is applied

to the figures based on the proportion of people that have learned something from the Internet Matters website.

Learn My Way is free online course platform providing digital skills training. The platform is hosted and operated by Good Things Foundation. When calculating the number of people benefitting from Learn My Way, the number of unique users is taken who have signed up to the platform each month and watched at least one digital skills module. Virgin Media O2 is one of a number of strategic partners for Good Things Foundation and therefore also one of a number of funders for their work, including Learn My Way, however an agreement has been made with Good Things Foundation not to separate out the impact of the Learn My Way platform according to the proportionality of our funding.

35. Number of people digitally connected through National Databank, Community Calling, Tech lending hubs, Jangala and Essential Broadband

Through Virgin Media O2's partnership with Good Things Foundation and Hubbub, as well as our Essential Broadband proposition, the calculation refers to the volume of people that have been connected to data or devices each month. Individuals are connected via free O2 sim cards from the National Databank, access to devices from the Community Calling and Tech Lending Hubs programmes, and connectivity from Virgin Media's Essential Broadband social tariff and Jangala's Get Box programme.

The data is collected from of our partners as well as internal stakeholders via a monthly report.

- The National Databank provides free O2 sim cards and vouchers for up to 12 months to beneficiaries across the UK. SIM Cards are distributed by Good Things Foundation's network of community organisations. The number of O2 sims distributed and activated by the National Databank is reported and then a multiplier applied based on research conducted by Good Things Foundation that every SIM distributed connects 2.45 people (through sharing, hotspotting and multi-use).

- Community Calling rehomes old devices donated by the public or businesses, to individuals who need them. Virgin Media O2 set-up Community Calling with the charity Hubbub in 2020 and fund the delivery of the programme. The number of devices distributed is tracker and a multiplier figure applied to that number based on research conducted by Good Things Foundation that every device distributed connects 2.23 people (through sharing and multi-use).

- The Tech Lending Community hubs lend tablets and free data to beneficiaries from 5 charities across the UK that work closely with temporary accommodation services, supporting survivors of domestic abuse, refugees, asylum seekers and those at risk of homelessness. The free data is available for the period the device is on loan with the recipient.

- Our Essential Broadband allows any new and existing Virgin Media customers facing financial difficulty and who are claiming Universal Credit to access a social tariff of £12.5 per month to stay connected with speeds of 15Mbps or £20 per month with speeds of 54Mbps. Tariffs included in the indicator are; essential broadband, essential broadband plus and essential broadband plus with stream.
- Our community broadband project provides free wifi or fixed broadband to community groups, centres and charities in order to help the local community get online. In 2022, Chelsea Youth Club was connected. In 2023 a further four centres were connected. This data is collected from the centres directly on an ad hoc basis.
- Our partnership with Jangala is rolling out 5,000 Get Boxes (MiFi devices) across the UK to provide free Wi-Fi in places where they do not otherwise have connectivity such as in a household, community centre, or school.

In December 2023, Good Things Foundation completed a piece of research into the impact of our programmes on a household i.e. for every device, sim or social tariff given for free, how many other people also benefit via a multiplier effect. This has given a number of multipliers for our programmes that have been applied to both our 2022 and 2023 data. The multiplier applies to direct beneficiaries of the sim, device or connection only. Using Ofcom technology tracker and affordability data, the multipliers are as follows:

- Every SIM we distribute through the national databank has a multiplier effect of 2.45
- Every device distributed through community calling has a multiplier of 2.23
- Every Virgin Media social tariff connection has a multiplier of 2.17

36. Number of people supported through volunteering

Through our Take Five employee volunteering programme, Virgin Media O2 employees have up to five paid volunteering days to give back to their local communities. The calculation refers to the volume of people supported through volunteering via the Take Five programme.

The data for the Take Five programme is collected through our volunteering log and includes:

- Employees volunteering through Neighbourly' s volunteering platform; and
- Employees who have sourced their own volunteering opportunities.

Neighbourly calculates the number of people supported as: number of unique events multiplied by the average number of people supported from their community insights survey. The average number of people supported per week, per cause is calculated based on data from;

1. The platform (good causes to input this data when they sign up)
2. Grant survey applications (good causes input this data when they apply for grants)
3. Community Survey (good causes input this data when they complete the community survey)
4. Average from the community survey

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Employees that have sourced their own volunteering opportunities are also recorded in the volunteering log. Employees are requested to complete the log with the number of people supported which they are required to source from the charity or cause. The number is calculated as follows:

- The figure is reported proportionately by dividing the total figure by the number of volunteers, so they are only reporting their individual impact
- Large figures or outliers (greater than 1000 people) are removed from the calculation
- Any initiatives relating to climate or non-people related volunteering activities are excluded

Sustainable finance

Percentage (%) of financing issued during the year which is ESG linked.

- Refers to the percentage of financing related to environmental and / or social criteria, such as green bonds and sustainability linked loans, as captured in the Quantum system within the reporting year. The indicator relates to long term debt financing, excluding short term financing such as Vendor Financing and Securitisations.
- The calculation is based on the total value of green financing as a percentage of all debt financing issued within the year.