



Better Connections Plan summary 2022-25

Launched in our first year as Virgin Media O2, the Better Connections Plan (2022–2025) put connectivity at the heart of our work to build a fairer, greener future by decarbonising our operations, championing a circular economy, and expanding digital access.

Here are our key impacts at a glance →

A ZERO-CARBON FUTURE

Cut **Scopes 1 and 2 carbon emissions by 63%** since 2020.



Helped customers **avoid 61.8 million tonnes** of CO2 emissions by using our products and services.



Source 100% renewable energy, where we control the bill, and engage with landlords at third-party mast sites to **transition to renewables**.



Signed a renewable **Power Purchase Agreement** to supply 15% of our energy.



Switched to HVO low-carbon fuel for cell site generators.



Electrifying our fleet, now at **11%**.



A CIRCULAR ECONOMY

Eliminated **single-use plastic** from our own-branded products.



All **O2 and giffgaff SIM cards use recycled plastic** and are delivered in fully recyclable paper packaging.



Pledged to **donate 1,000 devices a month** — tackling e-waste while boosting inclusion.



Leasing our Virgin Media set-top boxes has enabled us to **repair, reuse or recycle** over **7.5 million** items of customer equipment since 2022.



Through O2 Recycle, **recycled 969,618 phones** between 2022 and 2025.



Programmes such as O2 Recycle, Like New and Eco Rating enabled customers to take over **12.1 million circular actions**.



CONNECTED COMMUNITIES

Connected over **1 million** digitally excluded people.



8.3 million parents and carers accessed practical tips and tools to **keep children safe online** through our partnership with Internet Matters.



Nearly a quarter of Virgin Media O2 employees took part in our **volunteering scheme**, contributing **119,000 hours** to support **659,189** people.



Provided over **half a million** people with **free data** through the National Databank between 2022 and 2025.



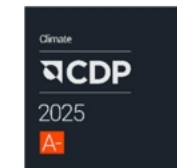
Our **phone and broadband social tariffs, debt advice and free access to essential websites** support people with the cost of living and specialist advice.



Helped customers and their families use their devices safely and access age-appropriate content with **security controls, age verification and parental controls.**



ESG Ratings and Rankings



You can find more information on our [Corporate Statements](#) page about our:

A BETTER WAY TO DO BUSINESS

In 2025, we were included on the **CDP's Supplier Engagement Assessment A-list** — a rating awarded to companies that demonstrate excellence in driving climate action in the supply chain.



5% of the 2025 management bonus remained linked to delivery against net zero targets.



Supporting employees with **industry-leading paid leave** for families, carers and life's unexpected moments.



We've seen **increases** in the **proportion of women** and **Global Majority employees** in 2025, with our **gender pay gap decreasing.**



- 2025 Better Connections Plan performance, included in the Non-Financial Sustainability Information statement (NFSI) in our 2025 Annual Report
- Reporting criteria and methodologies
- Assurance opinion