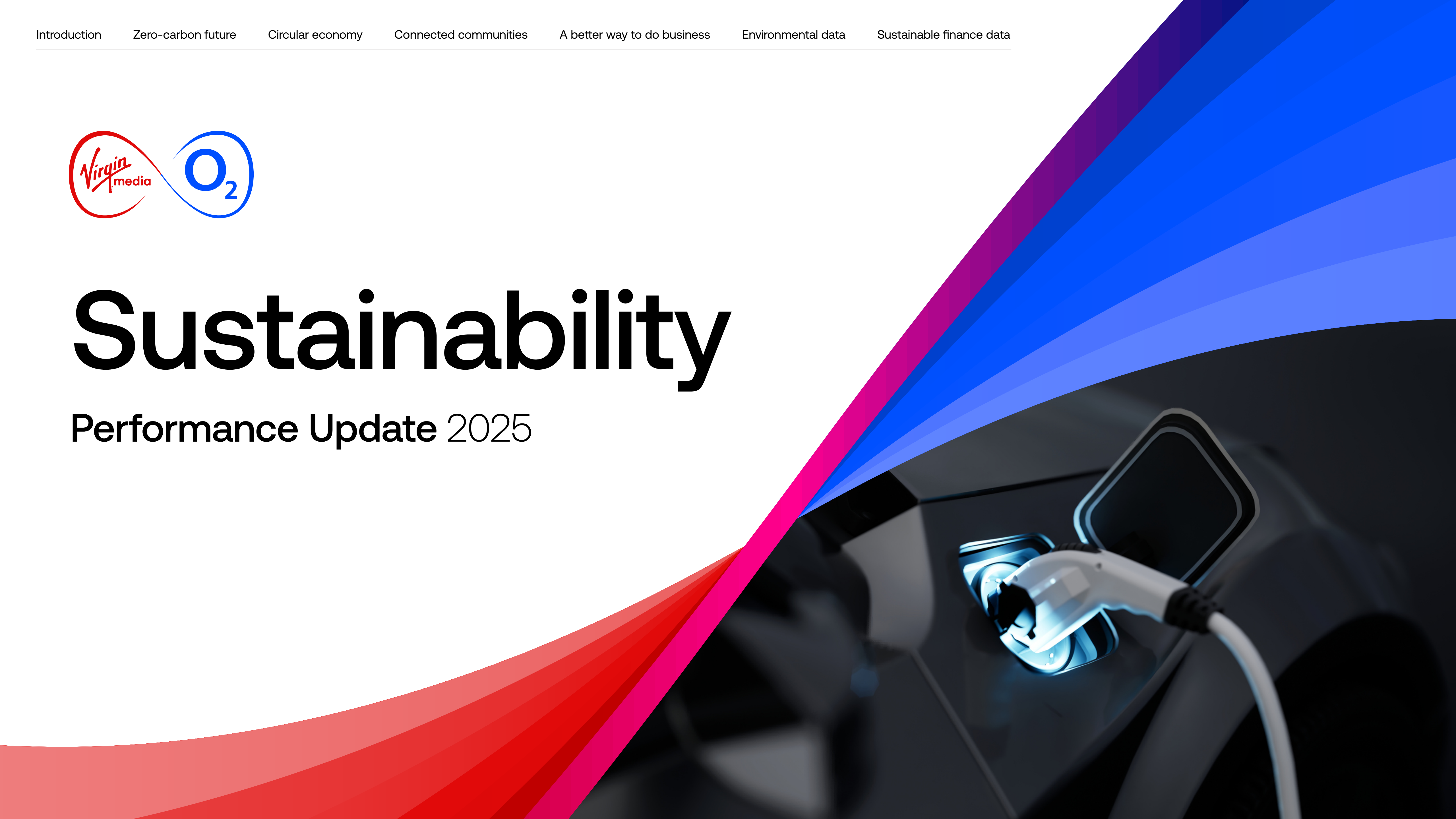


Sustainability

Performance Update 2025

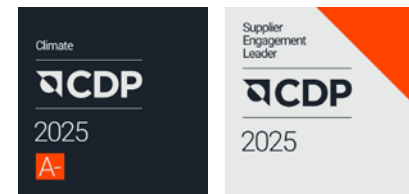
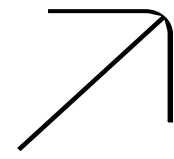


Introduction

Our ESG ratings

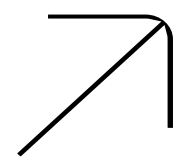
CDP

A-



Ecovadis

Bronze



Top 35

The information presented in this report details Virgin Media O2's performance against key sustainability metrics and KPIs related to our Better Connections Plan commitments, including emissions, energy use, and green financing instruments.

Unless otherwise specified, the reporting period covers the full 2025 calendar year. Details of the criteria and methodology underpinning our sustainability reporting can be found on the Corporate statements page of our Virgin Media O2 [News website](#).

Our key commitments and data indicators

Our ESG strategy – the Better Connections Plan – was built around three core pillars: achieving a zero-carbon future, advancing a circular economy, and supporting connected communities. These were underpinned by our commitment to operating as a sustainable and ethical business. Launched in 2022, the strategy concluded at the end of 2025.

Further information on our programmes, achievements, and the challenges we've encountered can be found in the Non-Financial Sustainability Information Statement within our [Annual Report](#).

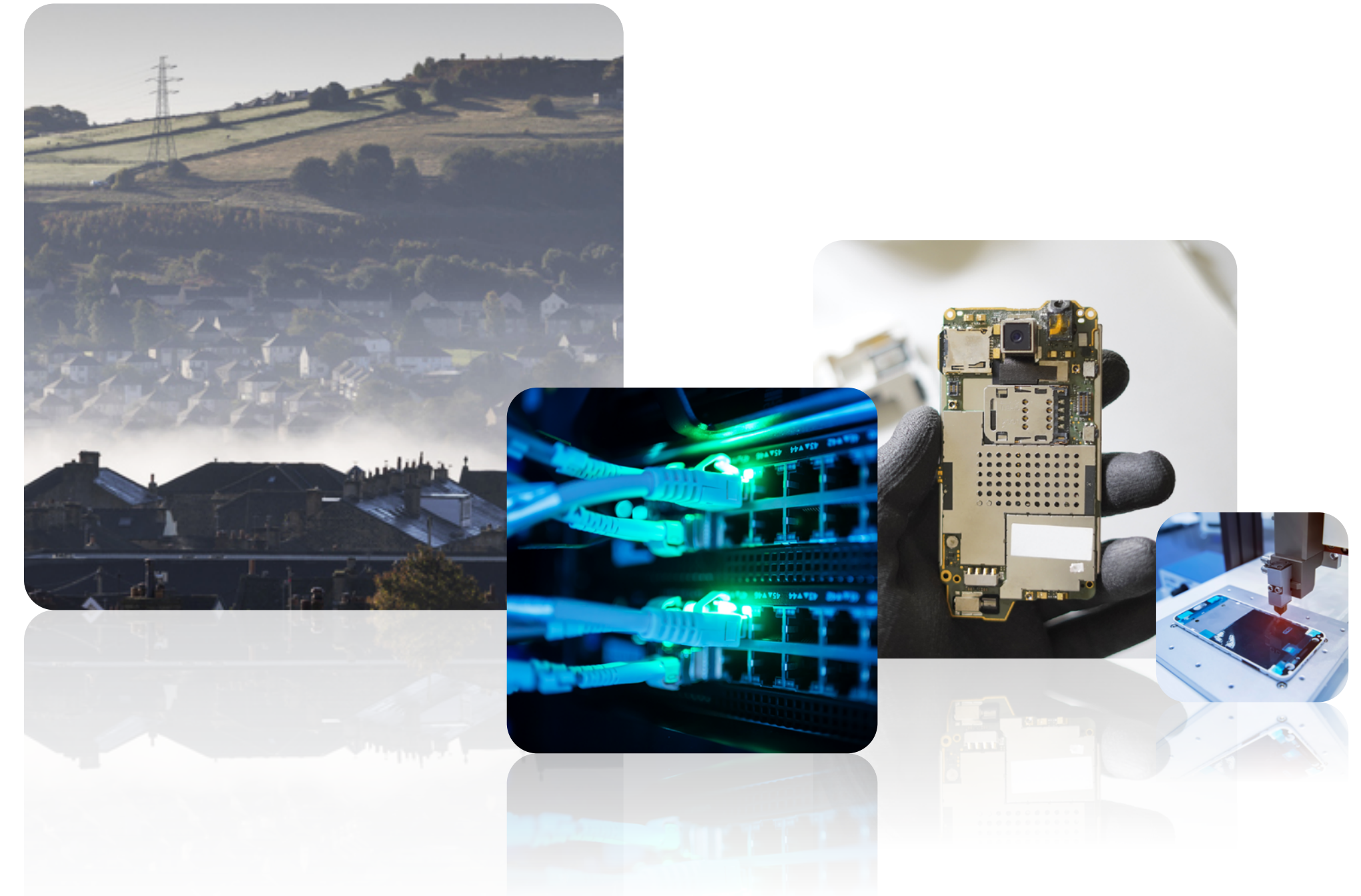
Here is a summary of our performance against these commitments.

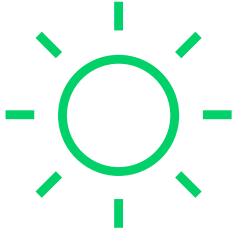




Zero-carbon future

Circular economy

Connected communities

A better way to do business

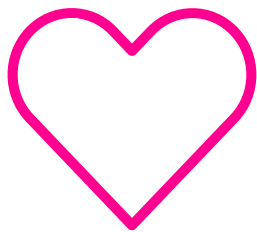
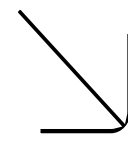

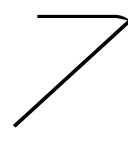
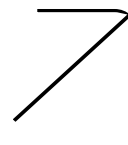

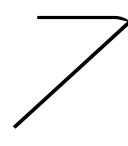




Pillar	Commitments & targets	Data Indicator	2025	2024	2023	2022	Cumulative progress towards target	Status
 <p>Zero-carbon future</p> <p>Our near-term and net-zero targets have been approved by the Science Based Target initiative (SBTi)</p> 	By 2025, we will: Reduce Scope 1 & 2 operational GHG emissions by 60%	Reduction in Scope 1 & 2 (market-based) (%)	16%* vs 2024	20% vs 2023	23% vs 2022	29% vs baseline	Reduction in Scope 1 & 2 (market-based) against 2020 baseline (%) 63*	Achieved 
	By 2025, we will: Reduce Scope 3 GHG emissions by 25%	Reduction in Scope 3 GHG emissions (metric tonnes of CO2e)	18% vs 2024	19% vs 2023	2% vs 2022	7% vs 2021	Reduction in Scope 3 against 2020 baseline (%) 35*	Achieved 
	Transition fleet to electric vehicles by 2030	Percentage of electric vehicles out of total owned and leased vehicle fleet as of 31st December (%)	11%*	8%	7%	4%	Percentage of electric vehicles in fleet 7% Increase	Ongoing 
	Empower customers to prevent 20 million tonnes of CO ₂ from entering the Earth's atmosphere and supporting large-scale decarbonisation by 2025	Tonnes of carbon avoided through our products and services	1.2 million tonnes	1.3 million tonnes	29.9 million tonnes	29.4 million tonnes	Tonnes of carbon avoided through our products and services 61.8 million	Achieved 

Pillar	Commitments & targets	Data Indicator	2025	2024	2023	2022	Cumulative progress towards target since 2022	Status
<p>Circular economy</p>	<p>Achieve zero waste operations and products by 2025</p> <p>Recycle 95% of operational waste</p> <p>Ensure less than 5% goes to incineration</p>	Total operational waste (metric tonnes)	6,186*	7,964	5,622	5,053	1,133 Increase	Not met
		Total operational waste recycled (metric tonnes)	5,007*	6,939	4,503	4,252	755 Increase	
		Total operational waste incinerated (metric tonnes)	1,178*	1,020	1,117	767	411 Increase	
		Total operational waste sent to landfill (metric tonnes)	1*	5	2.2	34	33 Decrease	
		Operational waste recycled (%)	80.93*	87.1	80.1	84.1	3.2% Decrease	
		Operational waste incinerated (%)	19.05*	12.8	19.9	15.2	3.9% Increase	
		Operational waste sent to landfill (%)	0.02*	0.06	0.04	0.68	0.7% Decrease	
	100% of customer packaging for own-branded products are widely recyclable and contain no single use plastic by 2025 ¹	100%						Achieved

Pillar	Commitments & targets	Data Indicator	2025	2024	2023	2022	Cumulative progress towards target since 2022	Status
 <p>Circular economy</p>	Reuse or recycle 100% of all returned customer and network equipment	Number of returned customer network equipment repaired, reused or recycled	1,937,949*	2,057,146	1,785,662	1,811,033	7,591,790* Returned network equipment repaired, re-used or recycled	Achieved 
	Help consumers carry out 10 million circular actions to tackle e-waste by 2025 Circular actions include returning set top boxes and mobile devices for recycling & re-use; repairs; purchasing refurbished devices; and, returning other e-waste, such as chargers	Total circular actions (number)	3,629,060*	3,105,705	2,540,556	2,858,346	12,133,667* Total circular actions	Achieved 

Pillar	Commitments & targets	Data Indicator	2025	2024	2023	2022	Cumulative progress towards target since 2022	Status
<p>Connected communities</p>	<p>Equip</p> <p>6 million</p> <p>people with skills and tools to help them feel more connected to our digital society by 2025</p>	Total number of people equipped with digital skills through Internet Matters & Good Things Foundation (number)	2,449,395*	2,760,841	1,811,252	1,536,457	(number) 8,557,945*	Achieved
	<p>Connect</p> <p>1 million</p> <p>digitally excluded people across the UK by 2025</p>	Number of people digitally connected through National Databank, Free Community Broadband, centres connected through social value contracts, Community Calling, Tech Lending Hubs, Jangala, Shared Rural Network and Essential Mobile and Broadband (number)	644,133**	226,025	123,552	42,524	(number) 1,036,234*	Achieved
	<p>Support</p> <p>1 million</p> <p>people through our Take Five employee volunteering programme by 2025</p>	Total number of people supported through volunteering (number)	322,607*	105,879	108,811	117,439	(number) 659,189*	Not met

Pillar	Commitments & targets	Data Indicator	2025	2024	2023	2022	Cumulative progress towards target since 2022		Status
 <p>A better way to do business</p>	Drive forward progress to achieve gender parity across all employees and leadership by 2027	Female employees in organisation as of 31st December (%)	28.8*	28.4	30.0	30.6	1.8% Decrease		Ongoing 
		Female representation on leadership team as of 31st December (%)	34.5*	33.2	32.6	32.8	1.7% Increase		
	Increase the representation of Global Majority employees to a minimum of 15% leadership and 25% across the business	Global Majority ³ employees as of 31st December (%)	18.1*	17.9	16.9	16.8	1.3% Increase		Ongoing 
		Leadership from Global Majority communities as of 31st December (%)	14.7*	14.6	14.4	12.5	2.2% Increase		
	100% of our financing being sourced from sustainable finance instruments	Financing raised during the year which is ESG linked (%)	82*	74	100	100	100% 2022 result 100% 2023 result <hr/> 74% 2024 result 82% 2025 result	Achieved  Not met 	

Environmental data

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

Scope 1 GHG emissions (tCO2e)

Category	2025	2024	2023	2022	2021	2020	% change vs 2020
Stationary combustion of fuels	2,216	4,446	5,295	5,426	5,331	6039	-63%
Mobile combustion of fuels	14,218	12,447	13,191	14,020	13,745	13,189	8%
Process emission	0	0	0	0	0	0	N/A
Fugitive emissions	3,687	9,816	6,364	13,184	11,110	18,907	-80%
Total Scope 1 GHG emissions	20,121*	26,709	24,850	32,630	30,186	38,135	-47%

Scope 2 GHG emissions (tCO2e)

Category	2025	2024	2023	2022	2021	2020	% change vs 2020
Electricity (location-based)	194,570*	220,958	229,151	210,413	223,769	251,752	-23%
Electricity (market-based)	16,919*	17,538	30,357	38,783	52,993	63,056	-73%

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

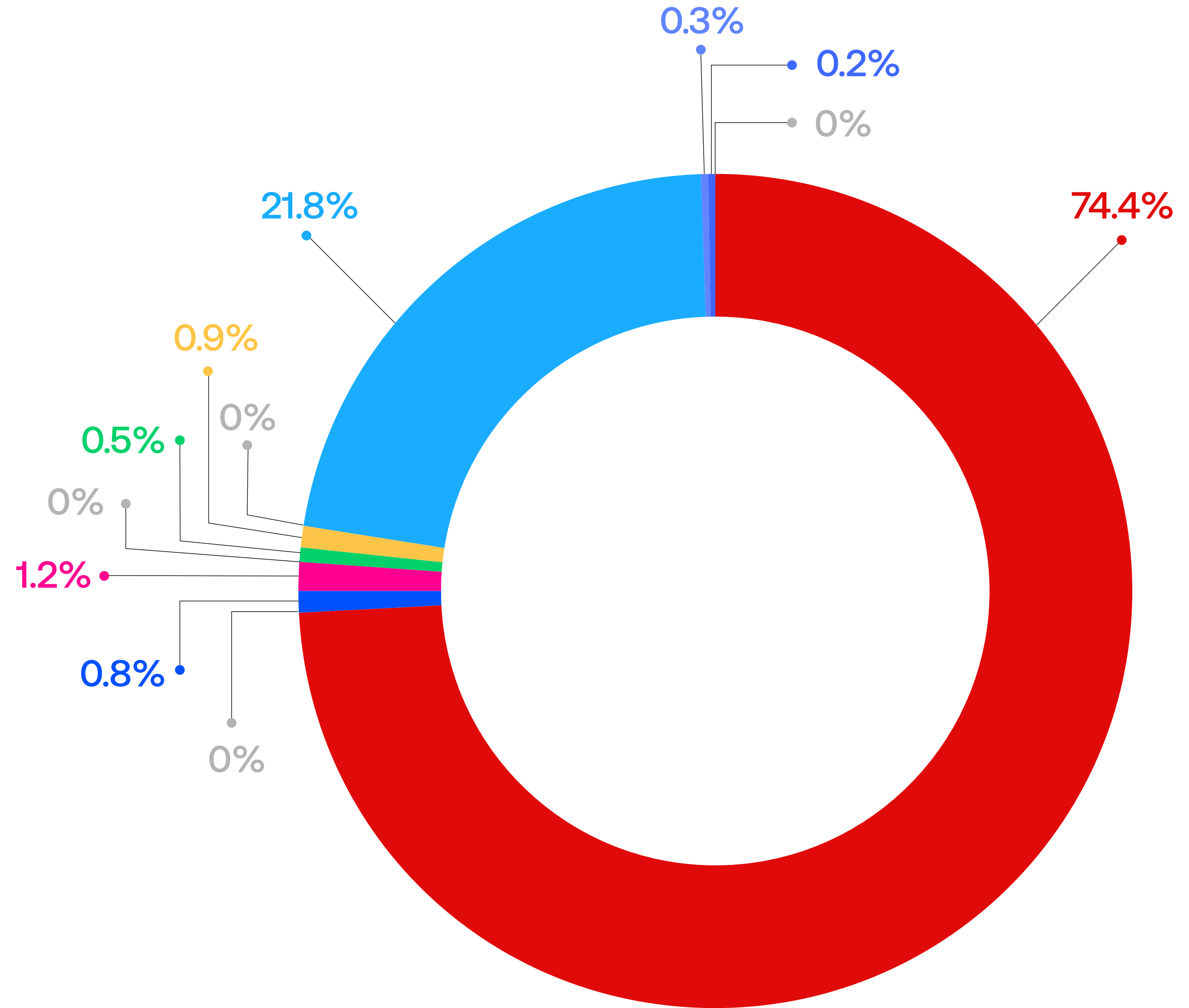
Category	2025	2024	2023	2022	2021	2020	% change vs 2020
Scope 1 & 2 GHG emissions (market-based)	37,040*	44,247	55,207	71,393	83,179	101,191	-63%*
Scope 1 & 2 GHG emissions (market-based) per petabyte of data	0.70*	0.91	1.23	1.80			

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

Category	2025	2024	2023	2022	2021	2020	% change vs 2020
Scope 1 & 2 GHG emissions (location-based)	214,690*	247,667	254,001	243,042	245,561	289,887	-26%
Scope 1 & 2 GHG emissions (location-based) per petabyte of data	4.08*	5.11	5.65	6.06			

Scope 3 GHG emissions - (tCO2e)

Cat 1	Purchased goods & services	736,669	74.4%	●
Cat 2	Capital goods	0	0.0%	●
Cat 3	Fuel-and energy-related activities	7,634	0.8%	●
Cat 4	Upstream transportation & distribution	11,442	1.2%	●
Cat 5	Waste generated in operations	43	0.0%	●
Cat 6	Business Travel	4,727	0.5%	●
Cat 7	Employee commuting	8,622	0.9%	●
Cat 8	Upstream leased assets	0	0.0%	●
Cat 9	Downstream transportation & distribution	0	0.0%	●
Cat 10	Processing of sold products	0	0.0%	●
Cat 11	Use of sold products	216,107	21.8%	●
Cat 12	End-of-life treatment of sold products	2,992	0.3%	●
Cat 13	Downstream leased assets	2,025	0.2%	●
Cat 14	Franchises	0	0.0%	●
Cat 15	Investments	0	0.0%	●
Total GHG emissions (location-based)		990,260	100%	



Virgin Media O2 Scope 3 GHG emissions (tCO2e)

Category	2025	2024	2023	2022	2021	2020	% change vs 2020
Total purchased goods & services (Cat 1)	736,669	924,864	1,126,013	1,053,893	1,214,426	1,247,279	-41%
Total capital goods (Cat 2) ⁴	0	0	0	0	0	0	N/A
Total fuel and energy related activities (Cat 3)	7,634	7,557	10,158	11,987	13,411	14,218	-46%
Total upstream transport & distribution (Cat 4)	11,442	12,976	13,141	13,715	14,145	14,738	-22%
Total waste generated in operations (Cat 5)	43	69	139	137	127	182	-76%
Total business travel (Cat 6)	4,727*	6,687	7,503	6,348	2,418	4,281	10%
Total business travel - Air travel (Cat 6)	688*	2,131	2,469	1,755	205	968	-29%
Total business travel - Land travel (Cat 6)	4,039*	4,556	5,034	4,593	2,213	3,313	22%
Total employee commuting (Cat 7)	8,622	12,792	23,322	13,841	13,299	22,159	-61%
Total leased assets (cat 8)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total downstream transport & distribution (Cat 9) ⁴	0	0	0	0	0	0	N/A
Total processing of sold products (Cat 10) ⁴	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total use of sold products (Cat 11)	216,107	260,663	316,758	304,651	274,013	216,241	0%
Total end-of-life treatment of sold products (Cat 12)	2,992	5,809	6,315	9,431	9,606	9,029	-67%
Total downstream leased assets (Cat 13)	2,025	1,869	0	0	0	0	N/A
Total franchises (Cat 14)	0	112	1,030	1,489	1,565	1,655	-100%
Total investments (Cat 15) ⁴	N/A	N/A	N/A	0	0	0	N/A
Total Scope 3 GHG emissions	990,260*	1,233,398	1,504,380	1,415,492	1,543,010	1,529,800	-35%*

Virgin Media O2 energy usage

Category	2025	2024	2023	2022	2021
Total energy consumption (MWh)	1,185,178*	1,147,458	1,187,097	1,171,285	1,370,058
Total electricity use (KWh)	1,099,201,281*	1,067,174,110	1,106,617,423	1,088,079,611	1,053,872,224
Electricity use per petabyte data (KWh/pb)	20,949*	22,035	24,470	27,423	28,183
Renewable electricity consumption (MWh)	1,058,990*	1,022,020	1,023,481	977,697	878,267



Sustainable finance data indicators

Sustainability-linked loans (term Y,Z, AC1, AC2 and AE)

KPI	2025	2024	2023	2022	Reduction since baseline year
Non-renewable electricity consumption (MWh)	40,211*	45,154	83,137	110,383	64%* reduction vs 2022 baseline
Scopes 1 and 2 GHG emissions (market-based, tCO2e)	37,040*	44,247	55,207	71,393	63%* reduction vs 2020 baseline
Percentage of supplier emissions committed to carbon reduction programme	45.8%*				
Cumulative number of pre-owned devices collected for resell, reuse or recycling since 2022	969,618*				

End notes

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

¹ Customers are provided with a fully recyclable and plastic packaging free experience by removing any plastic at our facilities and recycling it responsibly. Through a supplier engagement programme, we have further reduced plastic packaging of our own products from the suppliers we source from, achieving a 24%* reduction since 2022.

² In 2025, we updated our methodology to include our Shared Rural Network partial and full not spots, including people in rural communities who were previously digitally disconnected, reflecting our operational priorities.

³ We use "people of the global majority" since black, indigenous, and people of colour represent over 80% of the world's population. Global majority refers to people who are Black, Asian, Brown, dual-heritage, indigenous to the global south, and/or have been referred to as "ethnic minorities".

⁴ Capital goods (Cat 2) emissions are included in purchased goods and services (Cat 1). Upstream leased assets (Cat 8) and the processing of sold products (Cat 10) are not applicable to our business. Downstream transportation & distribution (Cat 9) emissions are accounted for in purchased goods and services (Cat 1). Investments (Cat 15) are not applicable and are either non-emissive or accounted for elsewhere in the GHG inventory.