



2024 SASB[®] Standards Disclosures

Energy Management in Retail & Distribution; Hardware Infrastructure Energy & Water Management

Code	Metric	Data			Discussion
		2022	2023	2024	
CG-MR-130a.1 and CG-EC-130a.1	Total energy consumed (gigajoules)	802,127	634,504	621,643	
	Percentage grid electricity	70.1%	68.6%	67.8%	
	Percentage renewable	5.4%	8%	8.3%	QVC UK Knowsley solar project implemented in June 2024 - 286,670.12 kWh
CG-EC-130a.2	Total water withdrawn (thousands of cubic meters)	222	201	180	
	Total water consumed (thousands of cubic meters)	11	11	4	Heavy rainfall in 2024 decreased water use from wells in Germany.
	Percentage of total water withdrawn in regions with high or extremely high baseline water stress	14%	13%	13%	
	Percentage of total water consumed in regions with high or extremely high baseline water stress	0%	0%	0%	

Note: Data on this page covers the QVC and HSN brand businesses, but excludes Ballard Designs, Frontgate, Garnet Hill, and Grandin Road.

Energy Management in Retail & Distribution; Hardware Infrastructure Energy & Water Management

Code	Metric	Data			Discussion
		2022	2023	2024	
CG-EC-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	-	-	-	<p>Environmental considerations continue to be a priority in our data center planning. For example, in recent years we have:</p> <ul style="list-style-type: none"> • Optimized Data Center Operations: Consolidated four U.S. data centers into two, significantly minimizing the physical footprint while reducing power consumption and cooling requirements. • Enhanced Energy Efficiency: Raised the internal temperature settings globally in data centers, leading to decreased cooling demands and lowered energy costs. • Sustainable Equipment Strategy: Continued with a resource-efficient approach by consolidating equipment and implementing a combination of physical and virtual servers, achieving the same capabilities within a more compact physical space. • Eco-Friendly Storage Initiative: Transitioned from traditional spinning disk storage to solid-state drives, contributing to reduced landfill waste and lower energy demands. Solid-state drives have a ten-year+ lifespan compared to just three+ years for spinning disks, promoting durability and sustainability.

Note: Data on this page covers the QVC and HSN brand businesses, but excludes Ballard Designs, Frontgate, Garnet Hill, and Grandin Road.

Environmental Impacts in the Supply Chain

Code	Metric	Data			Discussion
		2022	2023	2024	
CG-AA-430a.1	Percentage of Tier 1 supplier facilities in compliance with wastewater discharge permits and/or contractual agreement	90%	90%	90%	
	Percentage of supplier facilities beyond Tier 1 in compliance with wastewater discharge permits and/or contractual agreement	NR	NR	NR	While Tier 2 suppliers have not been audited, they do have a responsibility to comply with our Global Business Partner Code of Conduct, which “expects Business Partners to have appropriate policies and procedures in place to ensure environmental impact is minimized.”

Management of Chemicals in Products

Code	Metric	Discussion
CG-AA-250a.1	Discussion of processes to maintain compliance with restricted substances regulations	<p><u>QVC and HSN Brands</u></p> <p>Management of restricted substances leverages a combination of published compliance requirements, supplier education, supplier assessment and product testing requirements to ensure compliance with regulations. All compliance requirements are published on our vendor portal and made available to all suppliers. During onboarding of new suppliers, our process provides them with guidance on where to find the requirements and answer questions related to our expectations of compliance and how to evidence compliance to us. The supplier assessment process is conducted at the start of the relationship with the supplier and uses a questionnaire and supporting documentation to help us understand the compliance management processes employed by the supplier. Upon completion of the process, suppliers are given a risk-level categorization that determines what level of documentation is required for items they wish to supply to us. Low or Moderate Risk suppliers are those who have established compliance management programs that ensure compliance with restricted substances regulations. These suppliers will manage and hold all product and compliance testing documentation and provide them to us upon request. High Risk suppliers are those who either supply us with product for our own proprietary brands or have not demonstrated strong compliance management programs. These suppliers are required to have all products tested to our published requirements at designated third-party testing laboratories and all testing documentation submitted to us for approval.</p> <p><u>Ballard Designs, Frontgate, Garnet Hill, Grandin Road Brands</u></p> <p>Product compliance requirements and testing protocols that include restricted substances based on legislation (e.g., lead content) are in place for all product categories. Nominated 3rd party testing laboratories perform all standard product testing where needed. Application of testing requirements is tied to product risk (e.g., food contact, flammability) as well as with key product categories such as candles or furniture.</p>
CG-AA-250a.2	Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products	<p>In addition to the disclosure provided above, QVC and HSN Brands have a dedicated Dangerous Goods team with experience in the classification, safe handling, storage, and shipping of Dangerous Goods. Our process captures and stores Safety Data Sheet (SDS) information from our suppliers. These SDS are used to classify products with the appropriate hazardous description, and ensure goods are properly packaged and marked for transportation to the customer.</p>

Product Packaging & Distribution

Code	Metric	Data			Discussion
		2022	2023	2024	
CG-EC-410a.1	Total greenhouse gas (GHG) footprint of product shipments (metric tonnes CO ₂ e)	146,488	116,780	101,406	In 2024 improved calculation to align 3rd party supplied data to tonne per mile.
CG-EC-410a.2	Discussion of strategies to reduce the environmental impact of product delivery				<p>We continue to focus on several areas to reduce the environmental impact of product delivery:</p> <ul style="list-style-type: none"> • Reducing the distance a product travels to the customer by optimizing inventory allocation among our fulfillment centers, so that, when possible, we fulfill orders from fulfillment centers located closer to the applicable customers. • Favoring modes of product transport which minimize emissions by collaborating with leading logistics providers embracing innovative solutions for decarbonization of the supply chain • Maximizing the recyclability of overpack product packaging, and educating consumers on how to recycle it by providing written or scannable instructions on the outside • Improving our ability to consolidate multi-item orders into a single package to reduce the number of packages we ship • Working with drop ship vendors who ship to customers on our behalf to optimize shipping locations and ship methods to reduce the amount of air freight transport they use

Product Sourcing, Packaging & Marketing

Code	Metric	Discussion
CG-MR-410a.2	Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products	<p>In addition to the disclosure provided in CG-AA-250a.1a, QVC and HSN Brands have a dedicated Dangerous Goods team with experience in the classification, safe handling, storage, and shipping of Dangerous Goods. Our process captures and stores Safety Data Sheet (SDS) information from our suppliers. These SDS are used to classify products with the appropriate hazardous description, and ensure goods are properly packaged and marked for transportation to the customer.</p>
CG-MR-410a.3	Discussion of strategies to reduce the environmental impact of packaging	<p>We have committed to a phased approach toward full recyclability, including:</p> <ul style="list-style-type: none">• Switching to post-consumer recycled content as much as possible,• Reducing the average emissions intensity of our packages by reducing the overall amount of packaging used,• Increasing the recyclability of our packaging,• Implementing waste reduction initiatives at our warehouses, and• Using our platforms to educate consumers on recycling practices <p>We have an active Sustainable Packaging Work Group with representation from all our international teams. This group collaborates monthly, shares knowledge, and leverages sustainability improvements made to packaging globally, when feasible.</p>

Labor Conditions in the Supply Chain

Code	Metric	Data			Discussion
		2022	2023	2024	
CG-AA-430b.1	Percentage of Tier 1 supplier facilities that have been audited to a labor code of conduct	93%	95%	97%	
	Percentage of supplier facilities beyond Tier 1 that have been audited to a labor code of conduct	0%	0%	0%	While Tier 2 suppliers have not been audited, they do have a responsibility to comply with our Global Business Partner Code of Conduct.
	Percentage of total audits conducted by a third-party auditor	100%	100%	100%	
CG-AA-430b.2	Priority non-conformance rate for suppliers' labor code of conduct audits	15%	13%	8%	
	Associated corrective action rate for suppliers' labor code of conduct audits	78%	76%	81%	
CG-AA-430b.3	Description of the greatest labor risks in the supply chain				Based on audits performed, the greatest labor risks in 2024 were: <ul style="list-style-type: none"> • Overtime hours above the maximum allowed by local regulations • Factories not providing social security, pension, healthcare or other insurance to employees per legal requirements
	Description of the greatest environmental, health, and safety risks in the supply chain				Based on audits performed, the greatest EHS risks in 2024 were: <ul style="list-style-type: none"> • Workers not wearing personal protective equipment (PPE) • Employers not providing Occupational Health Check to workers • Lack of proper safeguards on workshop machinery

Employee Recruitment, Inclusion & Performance;

Workforce Diversity & Inclusion

Code	Metric	Data			Discussion
		2022	2023	2024	
CG-EC-330a.1	Employee engagement as a percentage	65%	62%	62%	
CG-EC-330a.3 and CG-MR-330a.1	Percentage of gender and racial/ethnic group representation for management, technical staff, and for all other employees				
	<i>Global Workforce by Gender</i>				
	Female	61.3%	59.2%	60.4%	
	Male	37.7%	39.7%	39.2%	
	Non-binary	0.1%	0.2%	0.1%	
	Undisclosed	0.8%	0.9%	0.2%	
	<i>Global Workforce by Gender: Director-level and Above</i>				
	Female	49.1%	51.0%	52.5%	
	Male	50.7%	49.0%	47.5%	
	Non-binary	0.0%	0.0%	0.0%	
	Undisclosed	0.2%	0.0%	0.0%	

Note: Workforce figures include only regular, full-time employees; global figures exclude employees in Germany; all data as of December 31, 2024.

Employee Recruitment, Inclusion & Performance;

Workforce Diversity & Inclusion

Code	Metric	Data			Discussion
		2022	2023	2024	
CG-EC-330a.3 and CG-MR-330a.1 [continued]	Percentage of gender and racial/ethnic group representation for management, technical staff, and for all other employees [continued]				
	<i>U.S. Workforce by Race & Ethnicity</i>				
	Asian	4.1%	3.3%	3.0%	
	Black or African American	23.4%	23.4%	23.3%	
	Hispanic or Latino/a	18.0%	17.2%	15.5%	
	White (not Hispanic or Latino/a)	50.5%	52.3%	52.7%	
	Other*	3.0%	2.8%	3.3%	
	Decline to self-identify	1.1%	0.9%	2.3%	
	<i>U.S. Workforce by Race & Ethnicity: Manager-level and Above</i>				
	Asian	4.8%	3.8%	4.1%	
	Black or African American	7.4%	8.5%	8.7%	
	Hispanic or Latino/a	6.9%	8.2%	7.4%	
	White (not Hispanic or Latino/a)	78.2%	77.7%	76.2%	
	Other*	1.7%	1.5%	2.2%	
	Decline to self-identify	0.9%	0.3%	1.4%	

Note: Workforce figures include only regular, full-time employees; all data as of December 31, 2024.

* “Other” includes Native American or Alaska Native, Native Hawaiian or Pacific Islander, and Two or More Races.

Data Privacy & Advertising Standards

Code	Metric	Discussion
CG-EC-220a.2	Description of policies and practices relating to behavioral advertising and user privacy	<p>As QVC Group (QVCG) is an entity made up of businesses that perform different operations in different markets, descriptions of each entity’s practices are contained in each of their privacy policies. All brands use demographic, behavioral, location data, and other personal information, as described in each brand’s policy.</p> <p>The table on the next page summarizes various user privacy practices utilized across QVCG brands and markets.</p> <p>Each brand’s policy describes the kinds of information that are collected and used by the brand and the purposes for which the information is used. In addition, in most contracts, brands flow down to vendors contractual obligations to delete or return information at the end of a contractual relationship.</p> <p>QVCG generally conducts risk-appropriate privacy and security due diligence when engaging vendors that may process QVCG personal data, to verify that such vendors comply with applicable legal requirements and meet QVCG’s internal standards. QVCG takes measures to include in certain vendor contracts QVCG’s expectations related to the processing of personal data by vendors and to provide QVCG with remedies - including contract termination for failures by vendors to meet their contractual obligations. During this risk-appropriate privacy and security due diligence, we conduct privacy reviews that address: (a) what information is to be collected, (b) why the information is being collected, (c) the intended use of the information, (d) with whom the information will be shared, and (e) how the information will be secured.</p> <p>The General Terms of Use for all US entities for the US Children’s Online Privacy Protection Act (COPPA) require customers be 18 years of age or older to use our platforms. QVCG entities do not knowingly collect personal information from children under the age of 13.</p> <p>All US QVCG entities advertise directly to consumers and through third party platforms. Disclosures regarding advertising are contained within each brand’s policy.</p> <p>With respect to behavioral advertising, all brand policies contain descriptions of activities, security, and procedures.</p>

Data Privacy & Advertising Standards

Code	Metric	Discussion
CG-EC-220a.2 [continued]	Description of policies and practices relating to behavioral advertising and user privacy [continued]	Brand-specific policies: QVC Group QVC US QVC UK QVC Germany QVC Italy QVC Japan HSN Ballard Designs Frontgate Garnet Hill Grandin Road QVC+ HSN+

User Privacy Practices		QVC US	QVC UK	QVC Germany	QVC Italy	QVC Japan	HSN	Ballard Designs	Frontgate	Garnet Hill	Grandin Road	QVC+ HSN+
Opt-out options available	Right of deletion	✓	✓	✓	✓		✓	✓*	✓*	✓*	✓*	✓
	Requests for “Do Not Sell My Information” are fulfilled for U.S. Customers	✓*					✓*	✓*	✓*	✓*	✓*	✓*
	Email marketing opt-out	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Opt-in consent for portions of email marketing and cookie placement				✓	✓							

* Limited to residents of states with “Do Not Sell” laws

Data Security

Code	Metric	Discussion
CG-EC-230a.1 and CG-MR-230a.1	Description of approach to identifying and addressing data security risks, including use of 3 rd party cybersecurity standards	<p>QVCG’s Cybersecurity team is led by a Chief Information Security Officer (CISO) who reports to QVCG’s Chief Information Officer. We are committed to protecting the security and integrity of our systems, networks, databases and applications and, as a result, have implemented processes designed to prevent, assess, identify, and manage material risks associated with cybersecurity threats.</p> <p>Cybersecurity risks are assessed as part of our enterprise risk assessment and risk management program. Our cybersecurity risk management program is designed and assessed based on recognized frameworks, including the National Institute of Standards and Technology Cybersecurity Framework.</p> <p>We rely on a multidisciplinary team, including our information security function, legal department, management, and third-party consultants, as described further below, to identify, assess, and manage cybersecurity threats and risks. We identify and assess risks from cybersecurity threats by monitoring and evaluating our threat environment and our risk profile using various methods including, using manual and automated tools such as vulnerability scanning software, monitoring existing and emerging cybersecurity threats, analyzing reports of threats and threat actors, conducting scans of the threat environment, evaluating our industry’s risk profile, utilizing internal and external audits and assessments, and conducting threat and vulnerability assessments.</p> <p>To manage and mitigate material risks from cybersecurity threats to our information systems and data, we implement and maintain various technical, physical and organizational measures, processes and policies. These measures include risk assessments, incident detection and response, vulnerability management, disaster recovery and business continuity plans, internal controls within our IT, security and other departments, encryption of data, network security controls, access controls, physical security, asset management, system monitoring, vendor risk management program, employee cybersecurity awareness and training, phishing tests, and penetration testing. Cybersecurity awareness training is also made available annually to our board of directors.</p> <p>In the event of a potential cybersecurity incident, or a series of related cybersecurity incidents, we have cybersecurity incident response framework for all brands and markets across the QVCG enterprise. This framework is a set of coordinated procedures and tasks that our incident response teams execute with the goal of ensuring timely and accurate identification, resolution and reporting of cybersecurity incidents both internally and externally, as necessary.</p> <p>To operate our business, we utilize certain third-party service providers to perform a variety of operational functions, including cybersecurity operations. We have implemented a third-party risk management program to evaluate the cybersecurity practices of higher risk vendors and vendors that encounter our systems or data. We additionally engage and retain third-party consultants, legal advisors and assessors to keep us apprised of emerging third-party risk, defense and mitigation strategies, and governance best practices.</p>

Activity Metrics

Code	Metric	Data			Discussion
		2022	2023	2024	
CG-AA-000.A	Number of Tier 1 suppliers	1,046	1,013	1,128	Since only Tier 1 suppliers are currently in scope for audits, the company does not report the number of suppliers beyond Tier 1.
	Number of suppliers beyond Tier 1	NR	NR	NR	
CG-EC-000.A	Online revenue (millions USD)	\$7,552	\$6,440	\$6,300	
	Total sessions (billions)	2.0	1.5	1.5	
	Average monthly searches (millions)	32.1	34.1	32.2	
CG-MR-000.A	Number of retail locations	21	34	37	
	Number of distribution centers	25	18	16	
CG-MR-000.B	Total area of retail space (square meters)	32,887	47,312	51,663	
	Total area of distribution centers (square meters)	1,593,179	1,283,820	1,251,046	