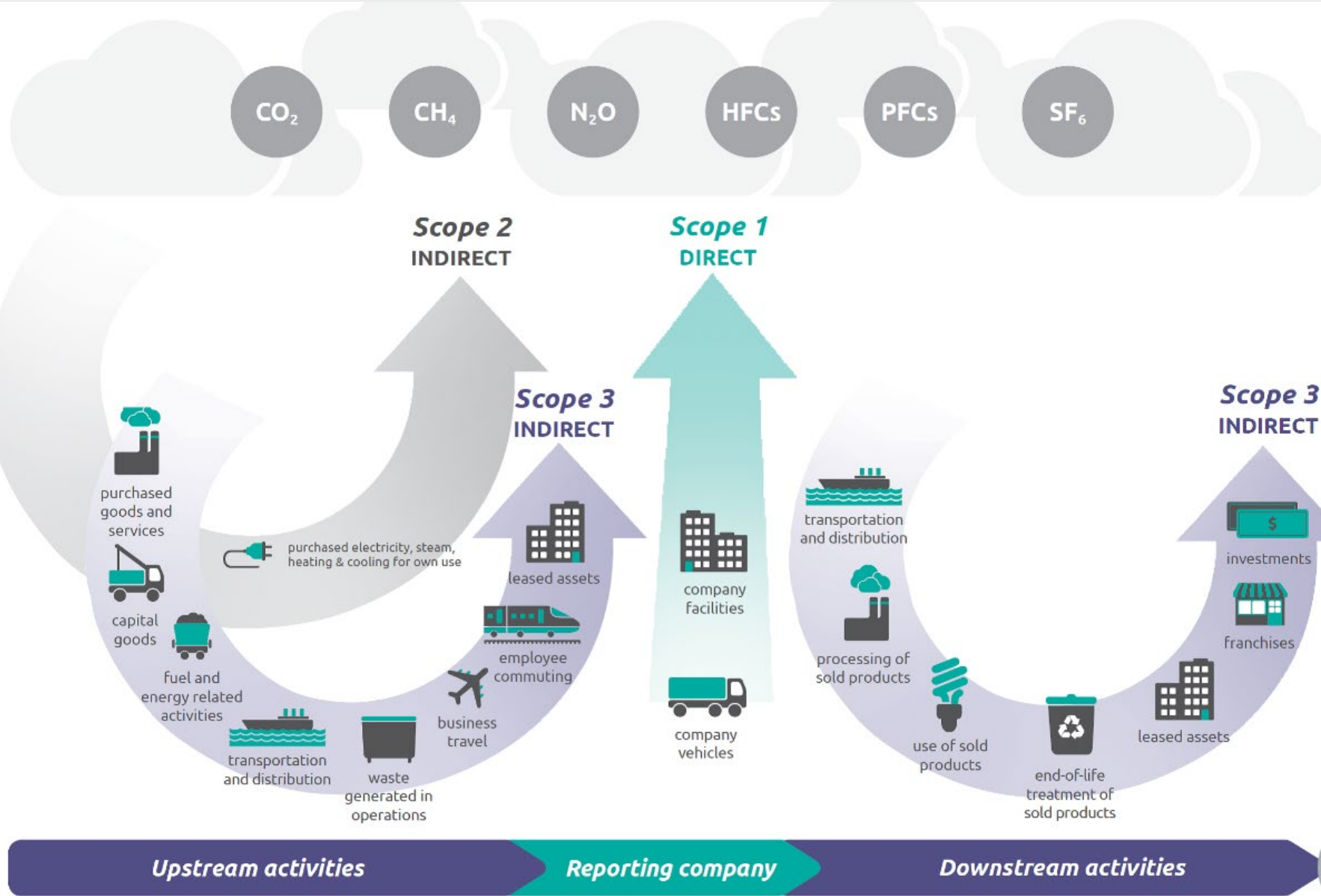




2024 Environmental Data

Introduction

At QVC, our commitment to enriching life’s everyday moments extends to how we care for the planet. As part of QVC Group’s journey to inspire a more sustainable way to retail, we continue to measure, manage, and reduce our greenhouse gas (GHG) emissions across our global operations and supply chain. In 2024, we advanced on our 2030 emissions reduction goals with a focused effort to optimize operations, improve data transparency, and scale sustainable practices. The next few slides provide an overview of how our emissions performance evolved in 2024.



Source: Greenhouse Gas Protocol

Greenhouse Gas Emissions

Scope 1 & 2 Emissions

We remain focused on QVC Group’s science-aligned goal to reduce Scope 1 and 2 GHG emissions by 50% by 2030 (vs. 2018 baseline).

- **Scope 1 emissions** increased by 11% (vs 2023), reflecting increased direct fuel consumption across several facilities. A contributing factor was a rise in fugitive emissions. These unintentional releases, while often intermittent, underscore the importance of proactive leak detection and repair (LDAR) programs to mitigate emissions from aging or stressed infrastructure.
- **Scope 2 emissions** continued to decline by 6%, driven by the rollout of advanced Energy Management Systems (EMS) and Building Management Systems (BMS) across key facilities.
- **Combined Scope 1 & 2 emissions** in 2024 totalled **50,402 metric tonnes CO₂e** — a **36% reduction from 2018 levels**, reinforcing our long-term decarbonisation trajectory.

Category	Metric (in metric tonnes CO ₂ e)	Data						
		2018	2019	2020	2021	2022	2023	2024
Scope 1 & Scope 2	Scope 1	14,496	12,465	13,505	14,381	12,386	11,085	12,277
	Scope 2	64,450	65,593	60,333	54,272	46,019	40,377	38,125
	Scope 1&2 Sub-total	78,946	78,059	73,839	68,653	58,405	51,462	50,402

Scope 3 Emissions

Our upstream emissions — captured in Scope 3 — represent the most significant area of opportunity to influence environmental outcomes through supplier partnerships, logistics optimisation, and smarter sourcing. As such we have set key targets to ensure we reduce our impact across the value chain, including:

- A 20% reduction in average GHG emissions intensity per package shipped by 2025 (vs. 2018 baseline)
- Use of 25% recycled content across all our plastic overpack packaging by 2025

See GHG data notes on p.5

Greenhouse Gas Emissions (cont'd)

Scope 3 Emissions

In 2024, we recognised that our total reported Scope 3 emissions were likely to change going forward, as we transition to a more granular, supplier-specific methodology. However, progress thus far in key categories is already visible:

- Category 1: Purchased Goods & Services**
 - Packaging emissions: 9%* decrease (vs 2018) (*Emissions factor calculation increased in 2024)
 - Water supply emissions: 22% decrease (vs 2021)

- Category 4: Upstream Transportation & Distribution**

These numbers reflect the impact of optimised shipping modes, route efficiencies, and regional fulfilment practices — areas we continue to improve in partnership with our logistics network.

Category	Metric <i>(in metric tonnes CO₂e)</i>	Data						
		2018	2019	2020	2021	2022	2023	2024
Scope 3	Scope 3 Total	-	-	183,010	257,194	2,597,782	731,188	631,176
	Category 1: Purchased Goods & Services	-	-	-	-	2,400,000	601,250	516,449
	Water supply emissions	-	-	-	35.50	33.14	35.60	27.59
	Packaging used at QVC Group fulfilment centers	-	-	-	-	16,019	13,122	13,298
	Category 4: Upstream Transportation and Distribution	-	-	183,010	257,158	181,730	116,780	101,401
	Ocean	-	-	49,887	36,087	33,202	10,020	16,341
	Road	-	-	108,519	160,253	85,902	87,350	75,824
	Air	-	-	24,604	38,659	32,926	11,000	9,236
	Rail	-	-	-	189	-	-	-
	Other	-	-	-	5,444	6,800	-	-
	Building	-	-	-	16,526	22,900	8,410	-

See GHG data notes on p.5

Greenhouse Gas Emissions (cont'd)

Scope 1, 2 & 3 Emissions Notes

- Scope of data in this report unless otherwise noted covers QVC and HSN (businesses collectively representing approximately 90% of QVC Group 2024 revenue excluding Corporate and other), but excludes Ballard Designs, Frontgate, Garnet Hill, and Grandin Road.
- All emissions data 2018-2023 has been restated to remove the contribution from the Zulily business, which was divested in 2023.
- Prior to 2023, calculations used emissions factors that were “back-dated” from the most recent release to the first of the previous calendar year. While this helped the data year of emission factors line up more closely with the calendar period of activity data, it also resulted in the retroactive recalculation of emissions, which could impact the integrity of verified figures. Starting with 2023 data, all emission factors (with two exceptions) will become active (i.e., applicable to a specific period of activity data) as of the first of the month after their release and remain active until a new factor is available to take its place. Therefore, the active period for any given factor will be determined solely by the frequency and timing of update publication from the source and will be agnostic of the reporting period.
- Reported Scope 3 data is limited to data categories aligned with our Corporate Responsibility goals, focusing on the most significant emissions categories in our value chain, and therefore, does not reflect the entirety of the company's Scope 3 emissions.
- Scope 3 - Category 1 total calculation has been updated in the 2024 report. Water supply emissions, previously reported in kilograms for 2022 and 2023, are now expressed in metric tonnes of CO₂ equivalent (MtCO₂e). The Scope 3 total has been revised to reflect this change.
- In 2023 & 2024 changes have been made to the calculation methodology and the GHG Protocol category selection to assign all transportation emissions under category 4 Upstream Transportation and Distribution. This excludes returns for the U.S. market but includes returns for international markets. This year the calculation methodology was updated to average miles, average weight of shipments and excludes third party transportation providers facilities and offices emissions in the subcategory “building”.

Energy Use

In 2024, QVC consumed **621,644 gigajoules** of energy across its operations, a 30% reduction compared to 2018. We continued progress toward our energy efficiency and carbon reduction goals through:

- Strategic energy retrofits (LED lighting, HVAC upgrades) which reduced overall electricity use
- Primarily relying on grid electricity as an energy source, which accounted for nearly 69% of total energy use.
- Energy Management Systems & Building Management Systems – enabling real-time monitoring, control and optimization of energy use at site level. These technologies have enabled more precise monitoring, control, and optimization of energy use.
- Comprehensive energy audits conducted throughout the year identified actionable efficiency opportunities — many of which have already been implemented — contributing to measurable reductions in electricity consumption.
- Ongoing transition to low-carbon electricity sourcing further supported this downward trend.
- Reductions in district heating needs due to reduced occupancy and improved space utilization in our Kassel and Krakow offices.

As energy markets evolve in the countries where we operate, we are continuously exploring ways to move toward more renewable energy sources and further enhancing operational efficiency.

Category	Metric (in MWh unless otherwise noted)	Data						
		2018	2019	2020	2021	2022	2023	2024
Scope 1 & Scope 2	Total energy consumed, in gigajoules	893,441	879,056	882,119	864,744	722,444	634,504	621,644
	Percentage grid electricity	69.8%	73.4%	71.1%	69.2%	70.1%	68.6%	67.8%
	Purchased electricity	173,278	179,274	174,357	166,433	139,986	121,180	116,724
	Natural gas	74,900	64,908	70,676	73,743	59,471	53,913	55,265
	District Heating	-	-	-	388	963	852.97	382.17
	Diesel Fuel	-	-	-	349	259	305.7	307.55
	Total	248,178	244,182	245,033	240,943	200,679	176,251	172,679

Notes:

- Energy usage is taken directly from invoices
- Data on this page covers the QVC and HSN brand businesses, but excludes Ballard Designs, Frontgate, Garnet Hill, and Grandin Road.

Water Use

In line with our commitment to environmental stewardship, we continue to monitor and reduce our water usage across operations. In 2024, total water withdrawn declined to 180,000 cubic meters, reflecting a consistent downward trend from 2021.

Of this, 12.95% was withdrawn from regions of high or extremely high baseline water stress, down slightly from 13% in 2023. We also significantly reduced our water consumption in stressed regions, consuming only 4,000 cubic meters from such areas — a 64% decrease year-over-year.

As in previous years, no water consumed originated from regions experiencing high or extreme water stress, reinforcing our responsible sourcing practices.

Category	Metric <i>(in thousand cubic meters)</i>	Data						
		2018	2019	2020	2021	2022	2023	2024
Scope 3	Water withdrawn	-	-	-	238	222	201	180
	Percentage withdrawn from regions of high or extremely high baseline water stress	-	-	-	11	14	13%	12.95%
	Water consumed	-	-	-	18	11	11	4
	Percentage consumed from regions of high or extremely high baseline water stress	-	-	-	0%	0%	0%	0%

- Notes:
- Water usage is taken directly from invoices – where invoice data is unavailable, usage data is calculated using an estimate off average across 12 months or similar building size, and or usage.
 - Data on this page covers the QVC and HSN brand businesses, but excludes Ballard Designs, Frontgate, Garnet Hill, and Grandin Road.

Waste

We remain focused on being "waste smart" — recovering, recycling, and reusing waste wherever possible. In 2024, across our QVC international* locations we generated 5,141 metric tonnes of waste, a modest reduction from 2023. Our recovery and recycling efforts saw a marked improvement, with 4,974 tonnes of waste recovered, representing over 96% of total waste generated. Waste disposal fell significantly to just 168 tonnes, underscoring our success in diverting materials away from landfill and further supporting our circularity goals.

**QVC International facilities UK, IT, PL, CH, JP, DE (US Excluded)*

Category	Metric (in thousand cubic meters)	Data						
		2018	2019	2020	2021	2022	2023	2024
Scope 3	Waste generated	-	-	-	5,074	5,818	5,169	5,141
	Waste Recovered / Recycled / Re-used (sold)	-	-	-	4,308	5,108	4,559	4,974
	Waste disposed	-	-	-	767	710	611	168

- Notes:
- Scope of disclosure includes QVC international facilities only: UK, Germany, Italy, Poland, Japan, and China
 - Waste category and weight information is collated from invoices; where no information was available, an estimate was usage based on building type and number of employees.

There were also many waste reduction efforts taking place in our US facilities. By the end of 2024, 5 zero waste baseline assessments were completed across our US Fulfilment centers in line with our 2027 goal to achieve zero waste for our US sites. Our overall diversion across the US FC network was ‘greater than 91%’ which is a significant step toward our zero waste goals. For reference, this is over 11,283 tonnes of solid waste diverted away from landfills and back into beneficial reuse as recycled material products.

Beyond external zero waste certification, we are targeting waste reduction innovation at the site level by fulfilment operations and Green Teams, piloting technologies, measuring ROI including waste diversion, sharing best practices, and recognizing waste reduction/elimination innovation.

By 2027, all US fulfilment centers to achieve the GBCI/ZWIA* definition of zero waste: an average of 90% or greater overall diversion from landfill, incineration (waste to energy (WTE)), and the environment for solid, non-hazardous wastes for the most recent 12 months. Diverted materials are reduced, reused, recycled, composted, and/or recovered for productive use in nature or the economy.

**GBCI: Green Business Council International; ZWIA: Zero Waste International Alliance.*

Packaging (Secondary – Overpack)

Creating a more sustainable way to retail means looking for ways to minimize our environmental impact in all aspects of our business. Our packaging is a major area of focus within our waste-smart strategy by continually looking for ways to refuse, reduce, reuse, and recycle waste.

Category	Metric <i>(in metric tonnes unless otherwise noted)</i>	Data						
		2018	2019	2020	2021	2022	2023	2024
Scope 3	Wood / paper fiber packaging used	26,280	21,388	22,060	19,552	15,108	12,835	11,764
	Percentage recycled and/or certified material	48%	53%	46%	48%	49%	51%	60.8%
	Plastic packaging used	3,183	2,584	2,294	2,138	1,777	1,413	1,428
	Percentage recycled content	5.7%	7.2%	11.8%	17.3%	20.3%	22.8%	24.7%
	Percentage recyclable	-	-	88%	88%	94% US 100% ROW*	94% US 100% ROW	98.1% US 100% ROW
	Emissions intensity of secondary (overpack) packaging used in QVC Group fulfillment centers, in grams CO₂e per unit of packaging	154	131	130	121	104	89	140

- Notes:
- Secondary (overpack) packaging pertains to packaging used by our Fulfilment Centres to ship products to customers, and packaging used to process customer returns.
 - Usage data for secondary (overpack) packaging material is compiled from our procurement system, and component weight and material composition (including recycled %) is derived from vendor specifications.
 - For calculating emissions intensity of packaging, a unit is defined as an individual box or mailer, regardless of how many product SKUs they contain.
 - Packaging emissions intensity increase between 2023 and 2024 reflects implementation of changes to the calculation of emissions factors published by the [UK Department for Environment, Food and Rural Affairs](#) (DEFRA).
 - ROW – represents QVC International facilities in UK, IT, PL, CH, JP, DE (US Excluded)

Looking Forward

As we improve our emissions data collection and drive deeper collaboration with suppliers, our focus areas in 2025 are:

- A refreshed Scope 3 emissions baseline with more accurate emission totals
- Continue to focus on our goal to 'Reduce Scope 1 & 2 GHG emissions 50% by 2030 - Expanded renewable energy programs
- Continued emissions intensity reduction in packaging and logistics

We remain committed to acting with integrity, driving progress, and doing what's right — because protecting the planet is not just part of our strategy. It's part of our purpose.

For more information on QVCG's environmental stewardship efforts, visit our [Protecting Our Environment](#) pages on our corporate website.