

# Corporate Responsibility Commitments and Progress 2021

Our CR commitments hold us accountable and focus on measurable goals and targets, aligned to the UN SDGs.<sup>1</sup> In this first phase of goal setting, our focus is on setting commitments that have the greatest impact, while also inspiring and motivating our team members. As we make progress toward these goals, we will continue to evolve them and raise the bar in line with our vision to inspire a more sustainable way to retail.




## Protecting Our Environment









PRIORITY TOPIC & UN SDGs <sup>1</sup>	TERMINAL YEAR	INTERIM TARGETS	STATUS
Energy-Efficient Operations <b>7 13</b>	2022	By 2022, reduce Scope 1 and 2 GHG emissions by 14% (from a 2018 baseline).	<div style="width: 100%;"><div style="background-color: #2e7d32; height: 10px;"></div></div>
		Waste-Smart Operations <b>12 13</b>	2025
Sustainable Packaging <b>12 13</b>	2030	<b>Improve carbon footprint through source reduction.</b>	
		By 2022, reduce the average emissions intensity per package shipped by 5% (from a 2018 baseline). <span style="float: right;"><b>ACHIEVED</b></span>	
		By 2025, reduce the average emissions intensity per package shipped by 20% (from a 2018 baseline). <div style="width: 100%;"><div style="background-color: #2e7d32; height: 10px;"></div></div>	
		<b>Improve customer education on the recyclability of QRG packaging.</b>	
		By 2025, include packaging sustainability information on all outbound overpack and all proprietary brands packaging in the US. <div style="width: 100%;"><div style="background-color: #2e7d32; height: 10px;"></div></div>	
		<b>Increase the recyclability of QRG packaging.</b>	
		By 2025, all outbound overpack to be considered recyclable. <div style="width: 100%;"><div style="background-color: #2e7d32; height: 10px;"></div></div>	
By 2030, all proprietary brand packaging to be considered recyclable. <div style="width: 100%;"><div style="background-color: #2e7d32; height: 10px;"></div></div>			
<b>Use recycled content in QRG packaging.</b>			
By 2025, increase the recycled content of outbound overpack fiber packaging to 60% and plastic to 25%. <div style="width: 100%;"><div style="background-color: #2e7d32; height: 10px;"></div></div>			
By 2030, increase the recycled content of proprietary brands packaging to 60% in fiber materials and 25% in plastics. <div style="width: 100%;"><div style="background-color: #2e7d32; height: 10px;"></div></div>			

1. The UN SDGs encompass 17 goals that aim to align international efforts to leave a better planet for future generations.

## Curating Product Responsibly

PRIORITY TOPIC & UN SDGs <sup>1</sup>	TERMINAL YEAR	INTERIM TARGETS	STATUS
Responsible Sourcing and Manufacturing <b>8 12</b>	2023	To promote supply chain transparency, publish an annual list of names and addresses of Tier 1 factories that produce direct-sourced products sold by QVC and HSN, beginning no later than 2023. <sup>2</sup>	 <span style="color: green;">●</span> IN PROGRESS <span style="color: purple;">●</span> ACHIEVED

## Championing Empowerment & Belonging

PRIORITY TOPIC & UN SDGs <sup>1</sup>	TERMINAL YEAR	INTERIM TARGETS	STATUS
Diversity, Equity, & Inclusion (DE&I) <b>5 10 16</b>	2025	<b>Increase diverse representation in our supervisory and leadership roles.</b>	
		By 2025, 25% of leaders to be members of underrepresented racial/ethnic groups.	
		By 2025, double percentage of Black and Hispanic/Latino leaders to 12% and 10%, respectively.	
		By 2023, achieve gender parity (50% women) at the director+ level worldwide.	
		<b>Develop inclusive leaders who are accountable for DE&amp;I results.</b>	
		By 2021, all leaders to set DE&I goals for their areas of responsibility.	<b>ACHIEVED</b>
		By 2022, all leaders to complete training on inclusive leadership, microaggressions/allyship and anti-racism/racial equity.	
		<b>Advance inclusion and equity for our teams, customers and communities.</b>	
		By 2022, all 25,000 team members to complete training on unconscious bias, microaggressions/allyship and anti-racism/racial equity.	
		By 2025, rank in the top quartile for DE&I on team member engagement survey.	<b>ACHIEVED</b>
		<b>Elevate underrepresented businesses and products to invite a broader consumer base.</b>	
		By 2025, spotlight 500 underrepresented small businesses.	
		By 2021, develop and implement a vendor/supplier diversity program.	<b>ACHIEVED</b>
<b>Hold ourselves accountable by being transparent on our efforts and progress.</b>			
By 2021, publish first Corporate Responsibility Annual Impact Report, including DE&I updates.	<b>ACHIEVED</b>		
Thriving Entrepreneurs and Community Involvement <b>3 5 8 17</b>	2025	Between 2020–2025, commit \$100 million in total contributions with \$50 million directed toward women’s empowerment and entrepreneurship.	
		Between 2020–2025, complete 100,000 team member volunteer hours.	

1. The UN SDGs encompass 17 goals that aim to align international efforts to leave a better planet for future generations.  
2. This list will include factories involved in the manufacturing and/or assembly of finished products in the apparel and home categories, sold at retail by QVC and HSN. Where existing contractual or other restrictions or considerations may preclude certain factory names and addresses from publication, we expect to work with any such business partners to secure necessary approvals.