

Moments **THAT MATTER**

2022 Corporate Responsibility Report



qurate
RETAIL GROUP SM



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A Message FROM OUR CEO

“Keeping Our Eyes on the Horizon”

Over the last year, Qurate Retail has continued on our turnaround path announced in June of 2022. We are working feverishly to improve the value we provide to ALL of our stakeholders. One way we create value for those stakeholders is by understanding our critical role in protecting the environment, championing empowerment and belonging, and curating product responsibly.

As the stories and information in this Corporate Responsibility Report attest, we are continuing to execute against our commitments. Indeed, we are doubling down. For example, we are upping our ambition to protect the environment by announcing a new goal to reduce our Scope 1 and 2 greenhouse gas emissions by 50% by 2030.

As I wrote in the last report, as a company we embrace the Business Roundtable’s Statement on the Purpose of a Corporation. The Statement

sets a vision of a free-market system that empowers each person to succeed through hard work and creativity and to lead a life of meaning and dignity. We agree that growth should be inclusive and benefit all stakeholders — customers, team members, vendors, community members, and shareholders.

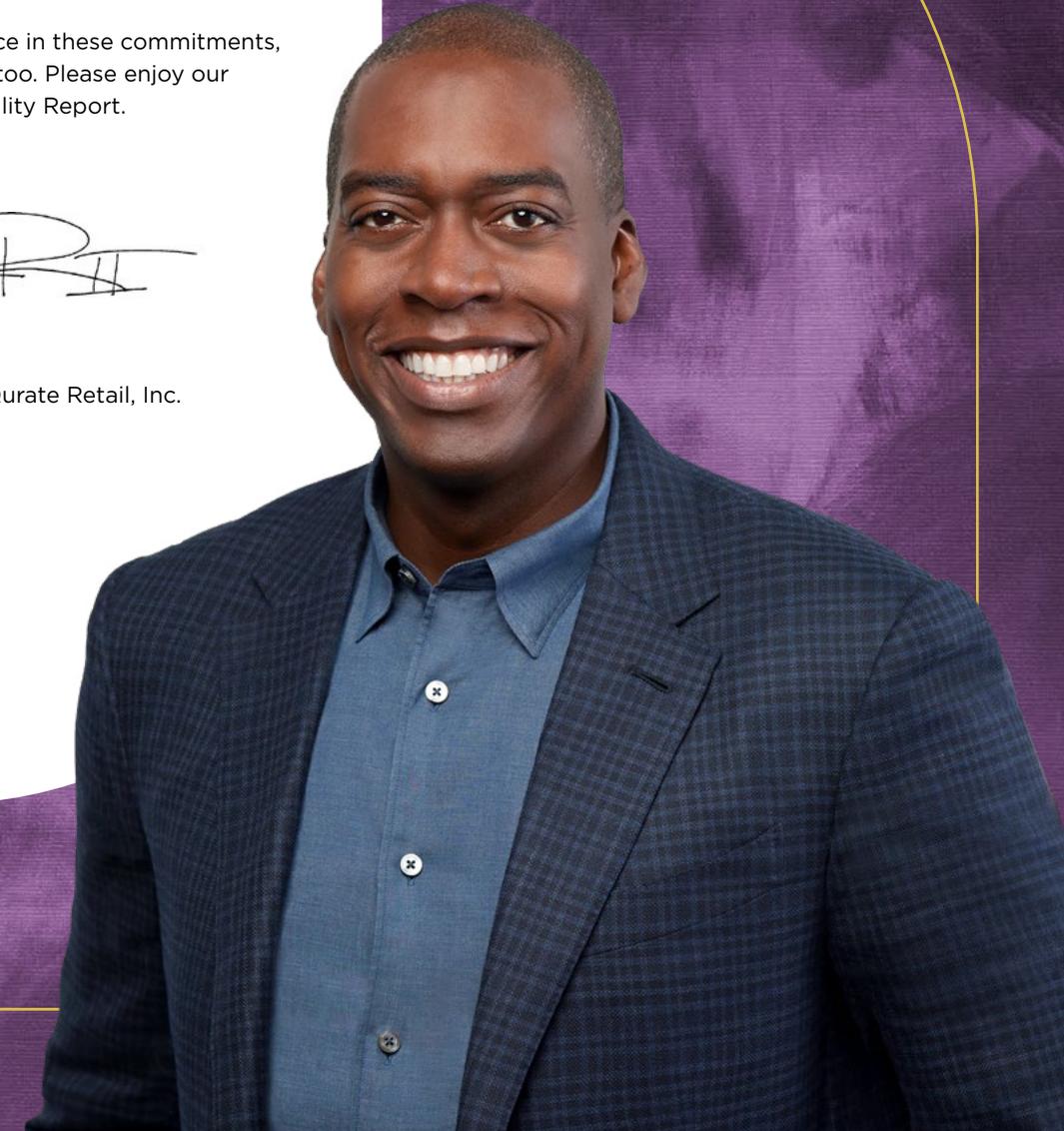
Our theme, “*Moments That Matter*,” reflects this holistic view of our business. As a video commerce retailer, we enrich life’s everyday moments for our customers through the experiences we create, the connections we make, and the products we curate. And in these moments, we also use the power of our platforms to inspire a more sustainable way to retail: intentionally inclusive, entrepreneurially driven, responsibly curated and waste smart.

We see the importance in these commitments, and we hope you do too. Please enjoy our Corporate Responsibility Report.

Best,



David Rawlinson II
President and CEO, Qurate Retail, Inc.



Individual Brands. United by Our Purpose.



PURPOSE
(OUR WHY)

ENRICH LIFE'S EVERYDAY MOMENTS

THROUGH THE EXPERIENCES WE CREATE, THE CONNECTIONS WE MAKE, AND THE PRODUCTS WE CURATE



PRINCIPLES
(OUR HOW)

**ONE TEAM.
DEDICATED TO
OUR CUSTOMER.**



**DRIVE
PROGRESS**

Focus on what matters

Try, learn, improve

Decide, commit, and communicate



**ACT WITH
EMPATHY**

See through the eyes of others

Assume positive intent

Seek diverse perspectives



**BE
BRAVE**

Lead with humility

Say what you think

Make hard choices and take informed risks



**EMBRACE
THE FUTURE**

Stay curious and connected

Challenge how things are done

Be open to change



**DO WHAT'S
RIGHT**

Act with integrity, always

Understand the impact of your choices

Be accountable

Our Corporate Responsibility STRATEGY

Qurate Retail Group's (QRG) strategy to inspire a more sustainable way to retail comes from our long-standing commitment to do business the right way, the foundation of our purpose and principles, and the materiality assessments we conduct with key stakeholders.

Protecting
OUR ENVIRONMENT



Championing
EMPOWERMENT & BELONGING

Curating
PRODUCT RESPONSIBLY

With the creation of our corporate responsibility function, we engaged stakeholders in a materiality assessment process to identify the most important issues and determine where we can deliver the greatest impact.

The resulting material topics are organized under our three pillars:



Protecting Our Environment
to reduce our impact on the climate and ecosystems



Championing Empowerment and Belonging
to include everyone in the future of retail



Curating Product Responsibly
to ensure that what we sell respects people and planet

Our materiality assessment is currently being updated to reflect the changing landscape in which we operate.

Creating a more sustainable way to retail is a journey which will continue to evolve as the landscape changes. We aim to embed corporate responsibility into the relevant aspects of QRG's day-to-day business as we work toward our goals, adapt and identify new opportunities for impact.

Every step of the way, we lead with our principles — to drive progress, be brave, do what's right, embrace the future and act with empathy. We know that we won't always get everything right. We pledge to be transparent and accountable for the choices we make and the goals we set and will continue to expand disclosures and keep raising the bar.

2022 SNAPSHOT

We are committed to sharing both our accomplishments and our challenges. We've set **goals** with measurable targets, consistent with the UN Sustainable Development Goals (SDGs) to maintain focus, remain accountable and inspire team members and partner organizations. Here is a snapshot of what we achieved in 2022.



Protecting OUR ENVIRONMENT

- 26% reduction in Scope 1 and 2 GHG emissions, far outpacing our 2022 target
- Set a new target to reduce Scope 1 and 2 GHG emissions by 50% from a 2018 baseline by 2030
- 33% reduction in average GHG emissions intensity per package shipped, well ahead of our 2025 target
- QVC Germany offset emissions for 100% of its grid electricity

[Learn more about protecting our environment](#) >



Championing EMPOWERMENT & BELONGING

- \$114.1m total contributed to communities since 2020, ahead of our 2025 target
- Launched new Accessible and Adaptive merchandise category
- Published pay equity strategy and U.S. results
- Continued progress on leader representation goals

[Learn more about championing empowerment & belonging](#) >



Photo courtesy of Nest

Curating PRODUCT RESPONSIBLY

- Added traceability audits to enhance our supply chain visibility
- Expanded range of products made with sustainable fibers
- Launched wayfinding functionality for consumers to identify sustainable products
- Published our Prohibited Products Policy

[Learn more about curating product responsibly](#) >

Recent Awards



Great Place to Work® Certification
2022-2023



Best Places to Work for LGBTQ+ Equality,
Human Rights Campaign Foundation's
2022 Corporate Equality Index



Bloomberg Gender-Equality
Index 2023



Top 50 DiversityInc
Noteworthy Company 2023



Best Place to Work for Disability Inclusion,
Disability Equality Index 2023



Top Supporters of Historically Black Colleges
and Universities (HBCUs) 2023

In the Media

Newsweek

Most Trustworthy
Companies
in America 2023

America's Most
Responsible
Companies 2023

Forbes

America's Best
Large Employers
2023

America's Best
Employers for
Women 2023

USA Today

America's Climate
Leaders 2023





Protecting OUR ENVIRONMENT

Creating a more sustainable way to retail means looking for ways to minimize our environmental impact. We focus on two key areas where we believe we can have the greatest influence: energy efficiency and being waste smart.

We hold ourselves accountable by setting public goals and strive for continuous improvement by empowering team members to find innovative solutions.

2022 HIGHLIGHTS



26%

reduction in Scope 1 and 2 GHG emissions, surpassing target



33%

reduction in packaging GHG emissions intensity, surpassing target



Launched

team member environmental sustainability resource groups to crowdsource solutions



Achieved

94% of U.S. overpack packaging recyclable; 100% for international markets

Energy Efficiency

Our teams are committed to embracing renewable energy and improving efficiency, which allows us to improve our environmental footprint, reduce costs and set an example for others. Their passion and expertise help us maximize what we can achieve.

Emissions Reductions

We are proud to report that we exceeded our 2022 target to reduce Scope 1 and 2 emissions by 14% from a 2018 baseline, achieving a 26% reduction. Encouraged by that success, our new target is to reduce Scope 1 and 2 emissions by 50% by 2030 from a 2018 baseline.

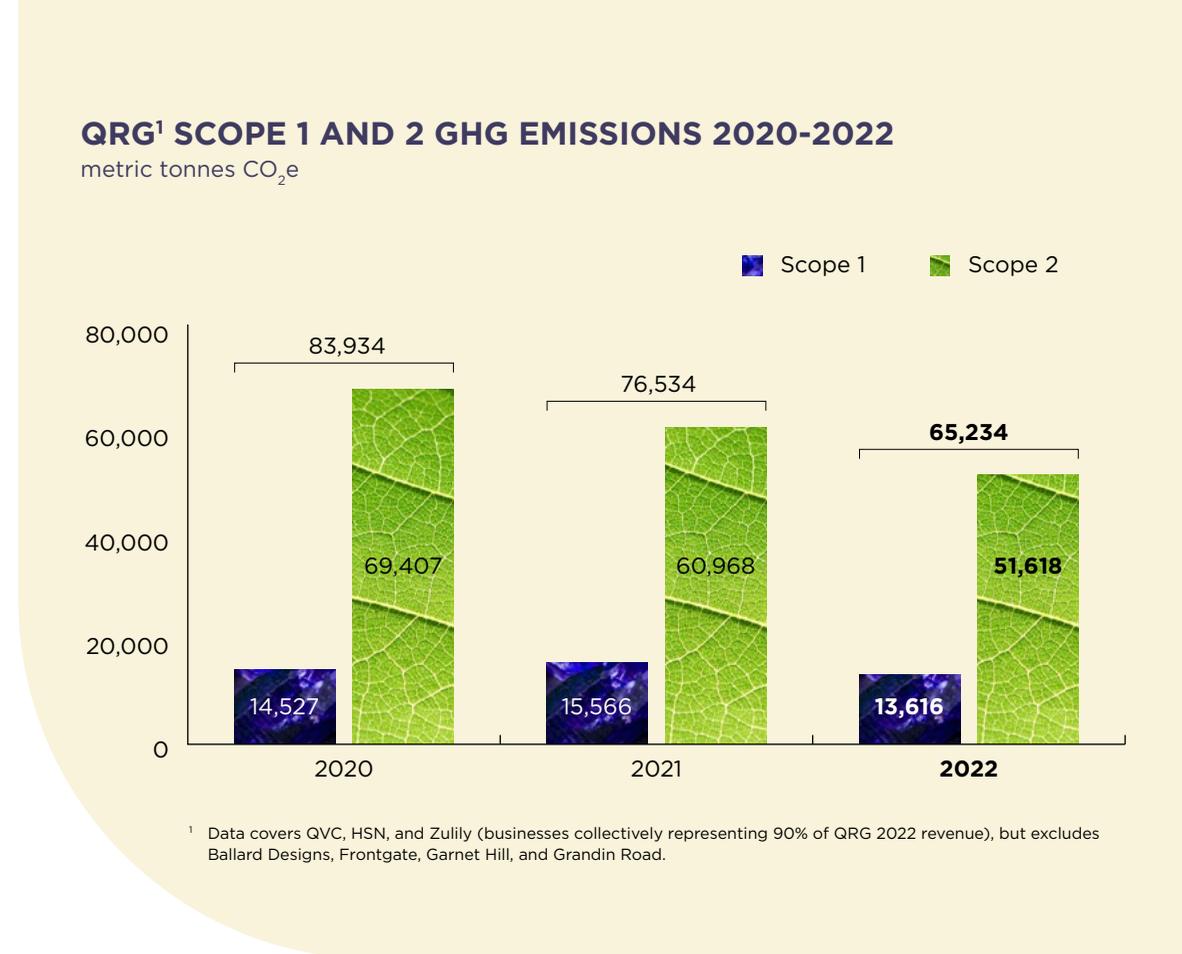
While some of the 2022 reduction resulted from changes to our distribution network, the majority came from on-site efficiency savings.

Carbon Neutral Electricity

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

In January 2022, we switched the electricity supply for all our facilities in Germany to a carbon neutral contract with 100% of emissions offset.

In November 2022, QVC Italy completed installation of 1,378 photovoltaic panels for the roof of its headquarters to power all the building



lighting, including studio lighting, which represents approximately 39% of electricity used at the site. This will save an estimated 218 metric tons CO₂e in emissions annually.

Based on the outcomes in Italy, we are identifying opportunities for similar solar projects in the UK and Germany.

3,750 MT CO₂e

Scope 2 emissions offset per year in Germany by switching to a new electricity supplier

Targets & PROGRESS

Surpassed goal

26%

reduction in Scope 1 and 2 GHG emissions (from a 2018 baseline)

Set new target

50%

reduction in Scope 1 and 2 GHG emissions by 2030 (from a 2018 baseline)

Surpassed goal

33%

reduction in Scope 3 packaging GHG emissions intensity (from a 2018 baseline)

Investing in Efficiency

We engage team members across QRG to seek efficiencies and help drive emissions reductions. In the U.S., the [QRG design and construction standards](#) facilitate contribution to our sustainability goals.

We continued installing LED lights, originally detailed in our 2021 report, which significantly reduces energy consumption compared to non-LED fittings. Several facilities now use 100% LED lighting, including:

- Knowsley, U.K.
- Brugherio, Italy
- Reno, Nevada, U.S.
- Ontario, California, U.S.
- Bethlehem, Pennsylvania, U.S.

We are increasing the percentage of LED lighting at other locations.

In Germany, we changed a significant proportion of the lighting in our Hückelhoven fulfillment center to LEDs, installing 489 new units to deliver an electricity reduction of more than 30%.

Additional investments in 2022 include a new cooling system for one of our U.K. data centers, using colder air from outside to cool the facility, for a savings of 34 metric tons CO₂e annually. This type of improvement is particularly impactful, as ventilation and cooling account for a substantial portion of a commercial building's energy usage.

Supply Chain Emissions

As a retailer, the bulk of our emissions are Scope 3 emissions occurring upstream and downstream in our supply chain. We continue to collaborate with vendors and logistics partners to find ways to reduce our overall impact.

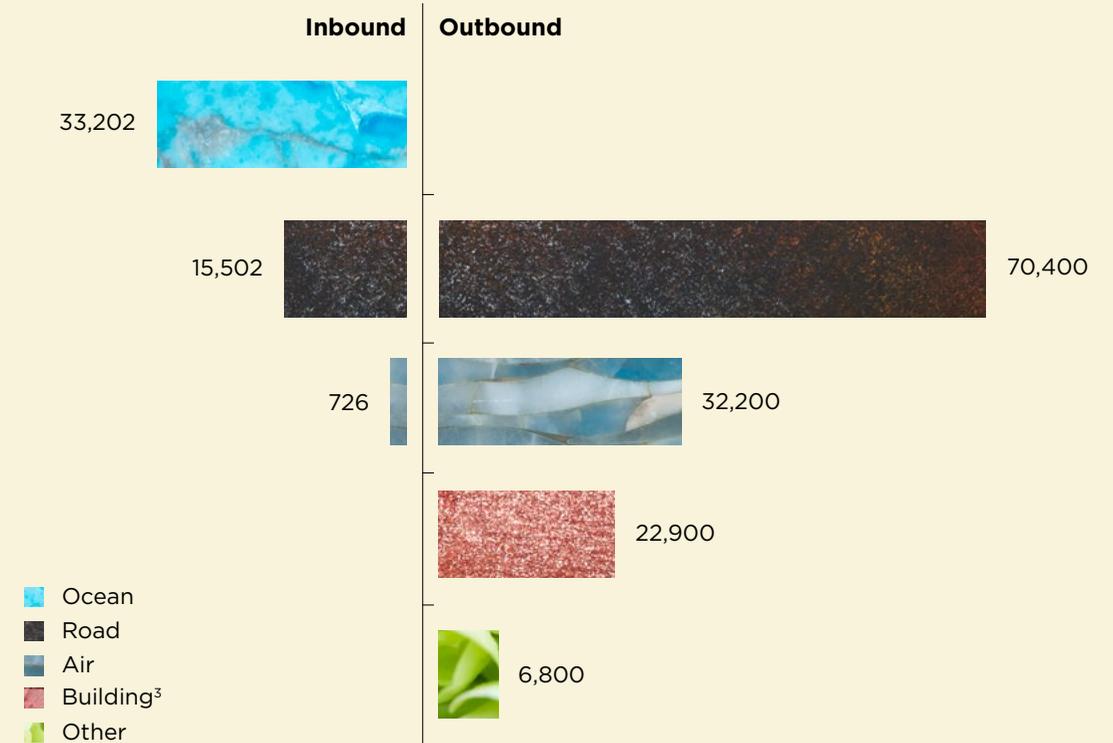
Our proactive approach to changing the mix and type of packaging we purchase has enabled us to reduce average emissions intensity per package shipped by 33% from a 2018 baseline. This beat our 20% target three years earlier than expected.

Another way we limited emissions was to reduce the number of shipping containers used. A third-party logistics provider helped us combine partial loads or smaller containers into full loads in full-size containers, avoiding the use of 475 containers in 2022, saving both fuel and emissions.

In some cases where shipping emissions cannot be avoided, they can be offset. Through collaboration with shipping suppliers and a partnership with atmosfair, a German non-profit organization that actively contributes to CO₂ mitigation by promoting, developing and financing renewable energies in over 20 countries worldwide, our team in Germany launched a new program to provide a CO₂-neutral shipping offering for all customers on January 1, 2023. Neutrality is reached through compensation.

2022 SCOPE 3 GHG EMISSIONS FROM SHIPPING PRODUCTS²

metric tonnes CO₂e



² Data covers QVC, HSN, and Zulily (businesses collectively representing 90% of QRG 2022 revenue), but excludes Ballard Designs, Frontgate, Garnet Hill, and Grandin Road.

³ Building refers to emissions from transportation providers' facilities and offices.

Leveraging Data

In 2022, we purchased data management software to enhance our capability to measure and track Scope 3 emissions. Once implemented, the system will enable us to more easily collect data from internal sources, and better engage with suppliers both upstream and downstream in the supply chain, facilitating a move from estimates to direct measurement in certain Scope 3 categories.



The Power of Team Members

Our team members across QRG are excited to make a positive impact on the environment, and we are here to empower them.

Resource Groups

In 2022, QVC launched Environmental Sustainability Business Resource Groups (ESBRGs) for team members in Germany, Italy, Japan, Poland and the UK. Designed to inject extra enthusiasm and expertise into organizational efforts to address sustainability issues both in our operations and in our communities, these groups have already engaged their 70+ active members to make an impact.

For example, ESBRGs have:

- Identified the product returns process as an area of opportunity for operational changes to reduce waste
- Explored options for a service to repair and refurbish products we have sold, to support circularity
- Organized and volunteered in efforts to clean up waste in local communities
- Launched a campaign to help preserve local bee colonies
- Evaluated the potential for adding rainwater collection barrels to downspouts at our facilities

Green Teams

U.S. team members took a bottom-up approach and independently created “Green Teams,” bringing ideas from a grassroots level. Starting with one passionate leader taking the initiative to start a green team in our Bethlehem, Pennsylvania fulfillment center, there is now one at another fulfillment center and a plan to roll green teams out across our U.S. locations, all supported with QRG resources.

Green Teams take on different practical, problem-solving projects each quarter, from tracking down energy savings to hands-on work in the local community.

“I am motivated by looking into the future of my little daughter... I would like to contribute to show people possibilities, and ways to think and act a little more sustainably.”

QVC HQ TEAM MEMBER,
DÜSSELDORF, GERMANY, ON JOINING AN ESRG

Being Waste Smart

At QRG, our team members are energized to be “waste smart” by capitalizing on opportunities to reduce, reuse, and recycle various materials in order to eliminate waste wherever possible and conserve natural resources.

Progress with Packaging

Since the majority of products we sell are shipped to customers, packaging is a major focus area for our efforts to reduce, reuse and recycle.

In 2022, we conducted a full review of how we pack QVC and HSN special value promotion products — the highest volume of any product we ship, on any day. The results helped us optimize both the volume and type of packaging used for the largest proportion of shipments.

We continue to work towards our **longer-term goals** to use more recycled content in our packaging, and to make more of our packaging recyclable.

For 2022, recycled content of QVC, HSN and Zulily overpack packaging increased to 49.1% and 20.3% for fiber-based and plastic packaging, respectively. We ran a successful test in the U.S. of new plastic packaging with 80% recycled content, paving the way toward our 2025 goal to use 25% recycled content across all our plastic overpack packaging.

A high percentage of overpack packaging is now also recyclable:

- 93.5% for QVC, HSN and Zulily in the U.S.
- 100% for QVC in the U.K., Italy, Germany and Japan

For sales made to consumers in our retail stores, we’re “thinking outside the box” and extending our definition of packaging to include shopping bags. Ballard Designs retail stores are now using 100% recyclable plastic shopping bags with 70% recycled content and will be transitioning to 100% recyclable paper shopping bags made with 40% recycled content. We also eliminated plastic bags from our team member stores in the U.K. in 2022.

Target & PROGRESS

49%

recycled content in fiber overpack packaging

20%

recycled content in plastic overpack packaging

94%

of U.S. overpack packaging recyclable; 100% for international markets

Completed

feasibility study of zero-waste-to-landfill from U.S. fulfillment centers

Educating Consumers

We learned from past research that many of our customers were unaware our packaging could be recycled and had not thought about opportunities to repurpose our packaging.

Today, much of our packaging features scannable How2Recycle® labels and/or written instructions advising customers about how they might recycle.

Reusing packaging is an even more environmentally friendly outcome, and we are thinking of creative ways to encourage customers to do just that. In 2022, QVC team members in Germany found a way to turn Christmas gift wrapping needs into an opportunity. With customers looking to wrap items they bought from us and other retailers, every QVC item shipped in the month of December carried a label saying, “**Searching for gift wrapping? Just use this box and save the environment.**”

Opportunities in Operations

In addition to our focus on packaging, we also scoured our internal operations in 2022 for further opportunities to reduce, reuse and recycle.

At a broadcast studio in the U.S., we launched a local composting program for food that was used for display and demonstrations during video shopping broadcasts. In the nine months since inception, the program has diverted over 15,000 lbs. of food waste from landfill.

At our fulfillment centers in the U.S., we made progress toward eliminating single-use plastic bottles by 2023. We also employed a third party to conduct a baseline measurement of the volume and type of waste being generated in an effort to evaluate the feasibility of a zero-waste-to-landfill goal.

At a facility in Italy, team members switched to cleaning with ionized water instead of using bleaching detergents that are packaged in plastic bottles. Team members at the corporate office in Japan replaced single-use plastic drink bottles, food containers and personal hygiene items provided for guests in the on-site hotel suites.

In offices around the globe, individual trash cans are being removed from cubicles and offices in a move to centralized waste collection, eliminating the use of thousands of small plastic waste bags. Team members have also cut down on single-use plastic at corporate cafeterias worldwide by switching from disposable cutlery and crockery to reusable ones — including some made from Plantware® — and swapping condiment packets for refillable pump dispensers.



FABSCRAP Partnership

At our QVC design studio in the U.S., we found a way to divert apparel and home textile samples from landfill by partnering with the non-profit organization [FABSCRAP](#).

Inspired, several teams from QVC volunteered in the fall of 2022 to process fabrics onsite at FABSCRAP's Philadelphia, Pennsylvania facility.

In just nine months, FABSCRAP processed **3,700 pounds** (lbs.) of textiles, keeping **98%** out of landfill.



27 short tons

CO₂e emissions saved, equivalent to planting over 400 trees⁴

⁴ Calculated with the Environmental Protection Agency's Greenhouse Gas Equivalencies Calculator and based on the [Environmental Sustainability through Textile Recycling](#) report, Journal of Textile Science & Engineering, 2014.



Championing EMPOWERMENT & BELONGING

Our purpose — to enrich life’s everyday moments — puts empowering our teams, viewers, consumers, vendors and broader community right at the center of how we create a more sustainable way to retail.

We use our significant reach to uplift others, whether by fostering an inclusive culture where team members thrive, supporting diverse entrepreneurs, reflecting and resonating with more customers, or working with communities around us.

2022 HIGHLIGHTS



21%

of QRG U.S. leaders are members of underrepresented racial/ethnic groups



Achieved

near gender parity at Director level and above globally



\$100m+

in total charitable contributions since 2020, surpassing our 2025 goal



Adaptive

fashion and accessible living categories launched

Empowering Team Members

We strive to create a workplace where every team member feels a sense of inclusion and belonging and is empowered to bring their best selves to work. This not only reflects our values, it accelerates innovation and drives engagement. This approach starts with our leaders and team members and extends to how we engage viewers, work with business partners and interact with communities.

Our team members set us apart. Their engagement, dynamism and diverse array of experiences enable us to deliver compelling product assortments and authentic customer experiences.

Empowering team members spans many aspects of our business, from our Diversity, Equity and Inclusion (DE&I) strategy to our health and safety benefits. Our people strategy and efforts are wide ranging, covering learning, listening, partnerships and building inclusive business processes. For more details on our DE&I efforts, see our [2022 DE&I Report](#).



The Power of Inclusion

Commitment to DE&I is embedded in our purpose and principles — we apply ourselves, every day, to embedding it into how we do business.

Attracting, engaging, growing and inspiring top talent ensures QRG can innovate for and resonate with the diverse audiences we serve across the world. This is crucial to fulfilling our purpose to enrich life's everyday moments through the experiences we create, the connections we make and the products we curate.

Our long-standing commitment to inclusivity has been recognized with third-party awards, and we continue to push ourselves towards excellence.

Goals & PROGRESS

21%

of our leaders are members of underrepresented racial/ethnic groups

49%

of our leaders at Director level or above are women

6%

of our leaders are Hispanic or Latino/a

9%

of our leaders are Black

All

of our leaders were assigned training on inclusive leadership and microaggressions and allyship

All

of our corporate team members were assigned training on unconscious bias and microaggressions and allyship

75%

of our U.S. fulfillment-center-based team members completed training on unconscious bias

Pay Equity

strategy and U.S. results communicated to our team

Representation and Leadership

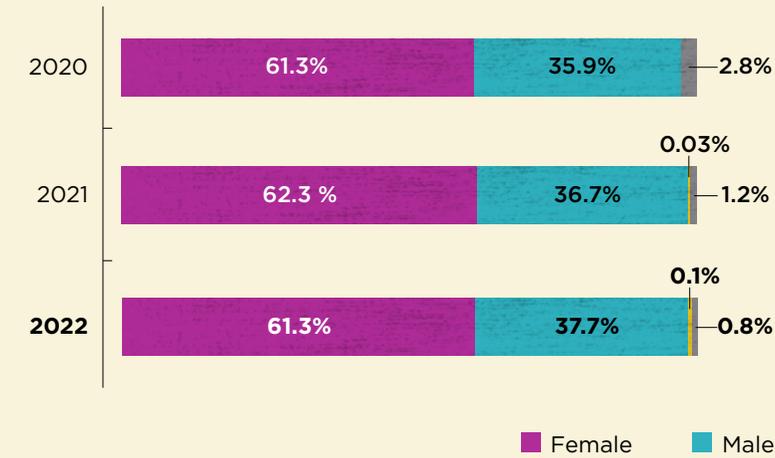
Representation across our global team is a key step towards true inclusion. We are transparent about our demographics and measure our progress against publicly-disclosed [goals](#).

As a result of a variety of initiatives that are designed to expand the pool of external and internal candidates who are interested in pursuing career opportunities with QRG, we have seen an increase in the diversity and quality of our new and promoted leaders and other team members. We are improving against our goal of 50% gender parity at Director level and above. We are also making solid progress in the representation of Black, Hispanic or Latino/a and other underrepresented groups in leadership roles. We value transparency and will continue to report on our progress.

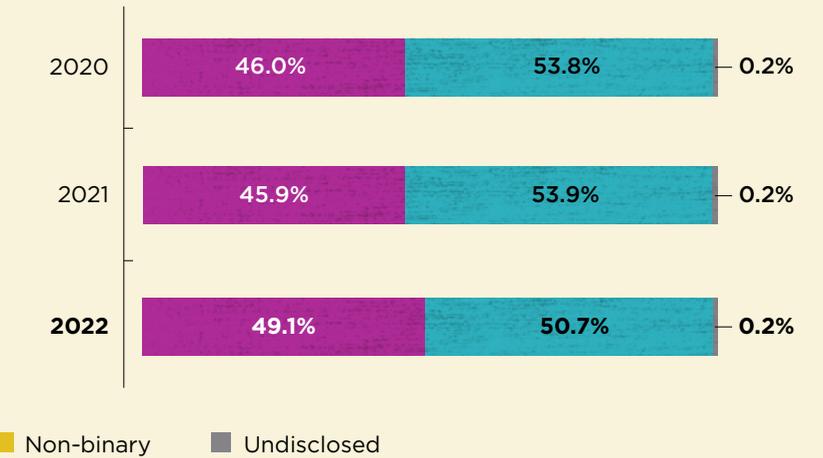


WORKFORCE

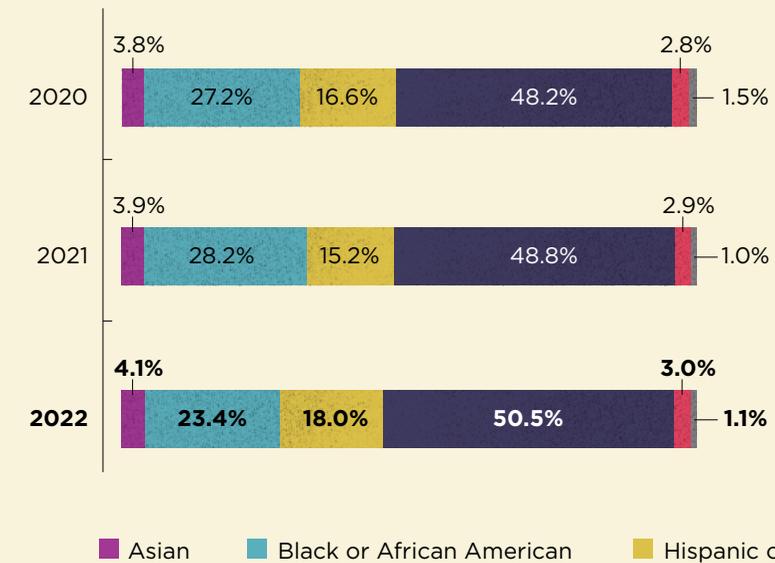
Global Workforce by Gender⁵
(minus Germany)



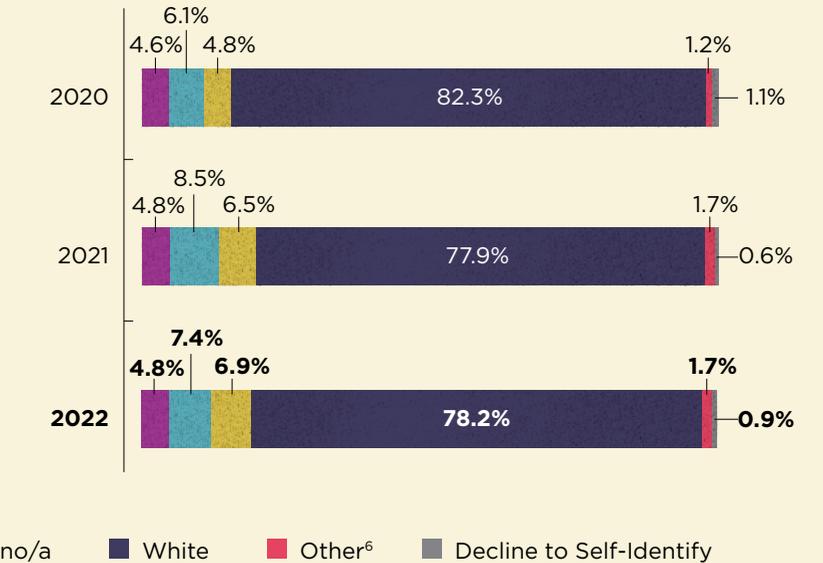
Global Workforce, Director-level and Above, by Gender⁵
(minus Germany)



U.S. Workforce by Race & Ethnicity



U.S. Workforce, Manager-level and Above, by Race & Ethnicity



⁵ Does not include any team members in Germany; for all other regions, does not include temporary, intern, seasonal or part-time team members.

⁶ Includes Native American or Alaska Native, Native Hawaiian or Pacific Islander, and Two or More Races.

TMRGs IN 2022

40

TMRGs

108

events

1,617

active members

50

consumer-facing initiatives

\$90k

grants to nonprofits⁷

20

nonprofits supported

\$33,700

corporate donations to match team member giving to nonprofits

⁷ Grants of QRG funds made to causes identified by a TMRG for support.



Team Member Resource Groups

Team Member Resource Groups (TMRGs) help team members connect, create community, share experiences and ideas, generate development opportunities, support community projects, and build relationships across QRG and beyond. TMRGs also provide valuable support to our business, sharing insight on opportunities to improve or by engaging with external partner organizations.

Our TMRGs are growing rapidly. There are now 40 TMRGs with over 1,600 active members. That represents a 26% year-over-year increase

in members, taking engagement in TMRGs to 9% of our global team. Our leaders are fully involved, with at least one member in each TMRG from Director level or above.

Over the last year, TMRGs around the world have created multiple impactful initiatives. A few highlights are included here, with more in our [2022 DE&I Report](#). TMRGs also had key roles in a number of community- and customer-facing campaigns. They have even begun gaining external recognition, representing QRG at several conferences in 2022, such as the Out & Equal in the Workplace Summit.

Hispanic Heritage Month

For Hispanic Heritage Month, ALMA (Advancement of Latino/a Mission and Advocacy) members held an [event](#) at our fulfillment center in Bethlehem, Pennsylvania, U.S. celebrating Hispanic and Latino/a culture and showing appreciation for all the fulfillment center team members who are at the heart of serving our customers.

ALMA brought in music, food and local Latino/a artists in a round-the-clock celebration for our team members working day and night shifts. They also held information sessions to raise awareness of Hispanic Heritage and of the resources TMRGs bring to team members. The week forged a real sense of unity, with representatives from other TMRGs joining the celebration.



Partnerships That Move Us Forward

In our effort to become an even more inclusive workplace and attract diverse talent, we partner with organizations and networks dedicated to supporting diverse communities including:



Advancing Minorities' Interest in Engineering



Association of Latino Professionals for America



Black Engineer of the Year Awards



Black Marketers Association of America (BMAA)



Management Leadership for Tomorrow



Out & Equal



Pennsylvania Army National Guard



Women in Retail

Storytelling Across China Team

To honor colleagues' unique professional journeys, the Career TMRG in China promoted the "My Career Story" campaign, producing videos of team members telling their stories.

With 10% of the China team providing a video about their career, and many gathering to watch the videos in a workshop, the campaign did a wonderful job of building understanding and connection between people, showcasing the passion and accomplishments that might otherwise go unseen.

WILLA WU,
DEVELOPMENT MERCHANDISER



Being Menopause Friendly

QVC UK was named a finalist in two categories in the world's first ever Menopause Friendly Employer Awards, for work driven by the CHANGE (Creating Headway and Normalizing Gender Equality) TMRG.

The awards, run by [Menopause Friendly](#), recognize organizations that provide a supportive work environment to women going through menopause. QVC UK was a finalist in the Best Engagement Campaign category for its celebration of World Menopause Day in October 2021. U.K. team member Tracy Cuckson was also a finalist in the Community Award category for her efforts to break down taboos around menopause in the workplace.

This is further recognition for QVC's goal of turning menopause from an under-discussed issue into a solidarity-building experience for women, exemplified by QVC UK's "[Menopause Your Way](#)" campaign.

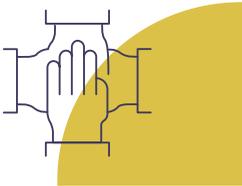


An Inclusive and Equitable Workplace

Representation is important, and a culture of inclusion is essential for all team members to be able to be their full, authentic selves at work. This means embedding inclusion into our day-to-day operations. This is achieved partly through listening and learning, partly through enhancing business processes. Embedding inclusion into our processes helps facilitate objective and fair outcomes, as demonstrated by efforts towards creating a culture that fairly rewards and recognizes contributions of all team members.

Embedding Inclusion: Pay Equity

U.S. pay equity review results:



\$1 earned

by Black, Asian or Hispanic team member for every \$1 earned by White team member



\$0.99 earned

by female team member for every \$1 earned by male team members

\$0.84 National Average

for female⁸ and for Black, Asian or Hispanic workers⁹ for every \$1 earned by a White person in an equivalent role

In our efforts to ensure an understanding of pay equity this year, we exceeded our commitment to publish our pay equity strategy to team members and also reported the U.S. results of our fourth year of pay equity review.

Our pay equity journey illustrates the hard work and value of embedding inclusion into core business processes. By setting out with these goals we have:

- Built and rigorously tested a model to identify any pay gaps
- Created a regular privileged process for assessing and addressing unanticipated gaps and ensuring that compensation is fair and equitable for all

By taking these actions and sharing them with our global team we're striving to make pay equity business as usual at QRG.

⁸ Source: Census Bureau
⁹ Source: U.S. Department of Labor

Listening and Learning

“Act with empathy” is one of our [guiding principles](#) and how we achieve QRG’s purpose. It encourages us to see through the eyes of others and seek diverse perspectives.

Leaders and team members reinforce our rich culture of listening by attending events such as executive Q&A sessions, Team Member Resource Groups, specialized training sessions and engagement surveys.

Learning for All

We offer training for leaders and our wider team on important equity and inclusion topics. In 2021, we [set goals](#) to encourage all leaders and team members to complete key sessions.

By the end of 2022:

- All our leaders were assigned training on inclusive leadership and microaggressions and allyship

- All our corporate team members were assigned training on unconscious bias and microaggression and allyship
- 75% of U.S. fulfillment center team members completed training on unconscious bias

We launched a learning series on racial equity in the workplace for all leaders at Director level or above globally. To extend racial equity learning to all team members, we obtained special screening access for everyone at QRG to Jeffrey Robinson’s documentary “Who We Are: A Chronicle of Racism in America” followed by a keynote speaker event with Jeffrey Robinson and QRG team members.

Continuing to build this training suite, we also launched an e-learning module on Conscious Language for all team members.

In 2023 we will continue microaggression and allyship training for fulfillment center team members, while focusing on bystander intervention training for corporate teams and developing more sessions for leaders.

Feedback Matters

QRG learns a lot from team members. We share our engagement survey, Our Voice, with team members every year. It includes key metrics reflecting team members’ sentiments and the effect that has on QRG’s business. We are grateful to all participants for their feedback.



Engagement in 2022

76%
Our Voice participation

65%
team member enablement score

65%
team member engagement

76%
team member inclusion score

59%
team members used LearningLab, our online learning and development platform



Fostering Connection with Customers

We believe everyone deserves shopping experiences, services and products that make them feel seen and valued. We have led our industry in size inclusivity for over 30 years, promoting body positivity in products and programming, and have continually expanded from there.

We also strive to enrich the lives of an ever broader community of customers by offering products and programming that reflect the diverse backgrounds, experiences and aspirations of our global customer base.

In 2022, we curated even more experiences for a wider range of customers. Here are highlights, with more in our [2022 DE&I report](#).

Some of Our Inclusive Products and Programming

Shades of Beautiful

HSN and QVC show on cosmetics for women of all shades and backgrounds



Denim & Co. Adaptive

Apparel with features designed to promote independent dressing



QVC Para Ti con Rosina

Our first Spanish-language streaming show



Women with Control

Body-positive fashion line



Special Capsule Collections

Celebrating Black History Month, Women's History Month, Pride Month, and Hispanic Heritage Month

Goal & PROGRESS

Launched

dedicated Accessible and Adaptive category of fashion and homeware



Selma Blair
QVC Brand Ambassador
for Accessibility

Accessible and Adaptive

In 2022 we launched a dedicated Accessible and Adaptive category, building on our legacy of inclusivity, and taking the next step in a multi-year journey to create accessible, barrier-free shopping experiences.

The audience for this category is extensive and includes:

- Living with a disability
- Aging in place or assisted living
- Recovering from surgery, illness or injury
- Supporting others as a caregiver

Unfortunately, this audience is often overlooked by retailers. The marketplace is highly fragmented and can be very confusing to navigate. QVC is using its strength as a cross-category retailer and virtual commerce leader to address that shortcoming in the market.

Our goal is to empower customers and communities to navigate accessible shopping environments and discover products that will enrich lives. It looks beyond the basic and functional, prioritizing fashion, innovation, and technology to create options, solutions, and experiences for shoppers.

The products currently comprise:

- Universal and adaptive apparel and footwear
- A home range with assistive devices, daily living aids and furniture
- Accessible beauty lines, such as beauty tools that guide the hand

This is a journey, and we have much to learn. We are listening to many voices, inside and outside the company, as we work to improve accessibility and attract new brands.

We are excited to have joined forces with acclaimed actress, storyteller, and advocate for accessibility Selma Blair. Selma is QVC's Brand Ambassador for Accessibility, consulting on collections, testing products and appearing across media.

We are also collaborating with disability diversity and inclusion consultant Maura Horton, who is helping us develop strategies to include broader communities.

For more information, visit [QVC's Adaptive & Accessible collection](#).

Size Inclusivity and Body Positivity

In 2022, we emphasized body positivity with several new collections.

We commissioned an extensive survey to listen to our customers and understand their thoughts about shopping for swimwear. Responses repeatedly underlined the importance of size inclusivity.

With this insight and our long-held commitment, QVC:

- Debuted lifestyle brand Land's End live on-air with their inclusive swimwear collection, for sizes 2-32 and priced the same across all sizes
- Curated an exclusive capsule collection with size-inclusive brand Universal Standard
- Collaborated with Idina Menzel to launch her first apparel line, Encore by Idina Menzel, presenting a stylish collection for sizes XXS-3X

Programming and Products for a Broader Audience

In 2022, after years of work by the QVC UK team, we launched Menopause Your Way programming, which sits alongside a range of products and seeks to inform and inspire people experiencing the often-ignored subject of menopause.

In addition, we expanded our inclusive programming in 2022 by piloting several Spanish language programs on QVC+ and the HSN+ streaming experience, including Ayudantes de Casa for home products and De Compras con Lesley for women's fashion.

We also launched the Tastes Like Tradition show, exploring food that conjures up memories of where we come from. Featuring a variety of different recipes and inspiring stories, Tastes Like Tradition celebrates a rich tapestry of cultures.

TASTES LIKE TRADITION



Elevating Business Partners

QRG thrives on entrepreneurship. We seek to encourage and provide essential resources to entrepreneurs who have historically lacked access to the necessary support for business growth.

We're focused on supporting small businesses run by women and members of any underrepresented groups. We use our reach to promote entrepreneurs, mentoring them and improving the diversity of QRG's suppliers.

Supporting Underrepresented Businesses

We know we can make a positive impact by using our on-air and e-commerce capabilities to spotlight underrepresented businesses and help entrepreneurs expand their customer base.

"A huge impact. This mentorship was incredibly helpful and will have a lasting positive impact on our business... It gave us such a strong foundation for us to continue to grow."



SARAH MCDONALD,
OWNER, OUT THERE OUTFITTERS
AND QRG 2022 SBS MENTEE



We are well on the way to our goal of featuring 500 smaller, diverse businesses by 2025. Over the past few years, we have:

- Put our video, social media and PR power behind diverse brands not currently in our vendor family through the Small Business Spotlight program
- Provided mentorship opportunities through various programs
- Launched new brands on our platforms through our general product search process, and new platforms like [sune](#)

In 2022, we continued to offer diverse small businesses national exposure on QVC®, HSN® and Zulily® through Small Business Spotlight (SBS). Amplifying businesses on air, online, across social media and on our streaming services helped customers discover 95 new brands from diverse entrepreneurs from across the U.S. Ten participants also participated in the SBS Mentorship Program, which paired them with QRG team members to complete a project that removes a barrier to their growth.

Goal & PROGRESS

415

underrepresented small businesses spotlighted as of 31 December 2022 — reaching 83% of the 2025 goal

"Many new subscribers shared their positive thoughts about the brand and even made some recommendations of new products and color variations they would like to see in the store in the future. We were able to ship packages to new states and cities and we increased our customer database 400%."



LUISA MEJIA,
FOUNDER & CEO, LOUIS BARX
AND QRG 2022 SBS BRAND

Louis Barx.



Supporting Underrepresented Entrepreneurs: 2022 SBS in Numbers



95
businesses featured
on SBS¹⁰



10
businesses supported
by QRG SBS mentors



\$2.9m
in SBS airtime donated



38
QRG SBS Mentors



2,040
hours volunteered by
QRG SBS mentors



156%
average increase in
revenue per participant¹¹



92% of participants experienced improvement in one or more of:
sales revenue, number of customers, website visits, email
subscribers or social media followers¹¹

28
Black-owned

18
LGBTQ+-owned

19
Disability-owned

16
Veteran-owned

19
Latino/a or
Hispanic-owned

67
Woman-owned

20 Asian American and
Pacific Islander-owned

¹⁰ The figures included as a breakdown of participants will not total 95 as some participants identify as members of more than one group.

¹¹ Per SBS participant reporting of pre- and post-program business metrics, submitted by 52% of our 95 SBS participants.

**SMALL BUSINESS
SPOTLIGHT**



QVC NEXT Empowers Women

QRC has long been committed to supporting female empowerment, especially through entrepreneurship, mentorship and professional development opportunities.

In 2022, QVC Germany used the QVC NEXT platform for early-stage companies to elevate startups led by women in a landscape still dominated by men. On November 10, 2022, QVC NEXT held a dinner in Düsseldorf, Germany for female vendors to QVC, founders, content creators and local stakeholders.

The event brought together 30 inspiring women, with the opportunity to hear from entrepreneur and TV host Frauke Ludowig and female leaders from QVC, and to grow their own networks.



Looking ahead to 2023 and beyond, we are excited to launch many more diverse small brands on our new experiential shopping streaming platform, [sune](#).

sune offers consumers a more engaging way to browse, integrating video and livestream content with online and in-app shopping. As well as providing a storefront for sellers, it gives them the opportunity to bring their story to life in new ways. Consumers can purchase products directly within their feed and explore content from their favorite creators. Sellers also have access to sune's live studio software, remote co-hosting model and content creation guidance to set them up for success.

Supplier Diversity

The [Supplier Diversity Program](#) was created in 2021 to increase the number of diverse-owned indirect suppliers our procurement team works with and, ultimately, to provide more opportunities to these commonly underrepresented groups. To qualify, a business must meet certain criteria, including being majority owned, operated and controlled on a daily basis by a person or people from a defined set of diverse groups.

Alongside the program, we partner with many industry-recognized organizations to ensure we are locating qualified diverse suppliers. Our existing partners include the Women's Business Enterprise National Council, the National LGBT Chamber of Commerce and the National Minority Supplier Development Council. We continued to strengthen partnerships in 2023 by joining Disability:IN.



“A wonderful evening! Thank you for the great conversations and the inspiring impressions. This is how welcoming and motivating every [female networking] event should be!”



KYRA KUKLIES, FOUNDER,
FILIPPA FIRENZE GMBH

Targets & PROGRESS

Surpassed goal

\$114m

contributed to causes since January 1, 2020

\$31.3m

directed towards women's empowerment and entrepreneurship since January 1, 2020

Launched

new volunteering, matched giving and charitable grants program, Together for Good

Creating Community Impact

QRG is dedicated to giving back to the communities around us. We provide support through corporate philanthropy, team member giving, volunteering, product donations, and disaster response and cause marketing initiatives.

Over the past 30 years, we have raised hundreds of millions of dollars for a vast range of charities

worldwide across causes close to our hearts, including women's empowerment, health and well-being, hunger and social justice.

Our teams are dedicated to making a positive impact by supporting these causes in several ways:

- Direct grants
- Product and in-kind donations
- Fundraising
- Volunteering
- Cause marketing initiatives

In 2022, we surpassed our 2025 target, established in 2020, of \$100 million in total contributions. Part of the 2025 goal included directing 50% of the \$100 million toward causes supporting women's empowerment and entrepreneurship. To date, we have reached 62.6% of this \$50 million target and will continue to fund projects to meet it.

Looking ahead to completing the team member volunteering hours target, we will drive progress in partnership with team members through our new global social impact program, Together for Good.

2022 CONTRIBUTION HIGHLIGHTS



\$32.9m
total giving¹²



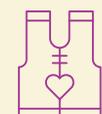
\$18.7m
in product and in-kind donations



\$9.1m
in cause marketing initiatives¹³



7,095
hours volunteered by team members



\$916k
in team member giving and volunteering



1,022
charities supported

¹² The "2022 total giving" includes donations made directly by QVC and its then-existing global affiliates, Zulily, HSN, Ballard Designs, Frontgate, Garnet Hill and Grandin Road (collectively, "Qurate Retail Group" or "QRG") and team members of these entities, as well as those facilitated by Qurate Retail Group. The "product and in-kind donations" total represents product and other donations made by QRG in the amount of \$2,708,096 and product and cash donations made by vendors (and facilitated by QRG) in the amount of \$16,082,128. The "cause marketing initiatives" total represents charitable funds generated through the sale of donated products by QRG, through donations made by QRG and vendors based upon QRG's sale of certain products, and includes the estimated value of the broadcast and digital exposure provided to small businesses that participated in QRG's Small Business Spotlight program. Regarding the QRG team member volunteering that is included within the \$916,615, a portion of such volunteering is calculated utilizing the CECP Pro Bono Valuation Guide and the remainder of the volunteer time value calculation utilizes the Independent Sector Volunteer Rate. The "2022 Contribution Highlights" amounts are contribution totals only and do not signify the tax deductibility of said contributions.

¹³ Includes airtime donated to Small Business Spotlight (See [Supporting Underrepresented Businesses](#)).

Together for Good

Our team members' passion for charitable causes and social issues fuels our impact. Volunteerism and QRG matching team member donations are therefore our cornerstone values.

In 2022 we laid the groundwork for our new Together for Good program, aimed at empowering team members to make an impact on the causes they care about through volunteerism and matched donations. Officially launched in April 2023, the global program will help move the needle on our 2025 target of achieving 100,000 total volunteer hours.

The program provides:

- Matched donations — **200% company match** for a team member's donations to the charity (or charities) of their choice, up to a maximum of \$3,000 per team member annually
- Increased paid volunteer days — each team member in the U.S. now gets **two paid days annually to volunteer** at a charity or a child's school; in addition, we've added a paid volunteer day to almost all other markets
- Dollars for Doers (U.S.) — QRG awards **\$10 in grant dollars for every hour of volunteering** that a U.S. team member completes, up to \$2,000 per team member per year, for the team member to direct to the charity (or charities) of their choice



Stepping up for Ukraine

Among global QRG efforts to support refugees fleeing the war in Ukraine, team members in Poland found ways to bring a little hope.

Throughout the year, members of the Global Business Services (GBS) team volunteered by welcoming refugees into their homes and donating time, money and resources. The GBS TMRG worked tirelessly to keep the whole team engaged and informed about opportunities to volunteer.

In addition to giving, volunteers collected donations, preparing and delivering packages for refugees. One team member even put on a concert, raising PLN 10,000 for a children's mental health charity supporting refugees. Throughout the concert, Ukrainian citizens were invited on stage to share their stories.

QRG matched team member donations to the Children's Haven project (Dziecięca Przystań), a safe space for children and their guardians, and contributed funds for every blood donation made to another charity during April.



“They all shared very powerful messages of courage, resilience and hope ... it was all about why we had gathered there that night.”

TEAM MEMBER INVOLVED IN THE CHARITY CONCERT

Activating Our Platforms for the Community

With the support of customers and our vendor community, our cause marketing campaigns raised \$9.1 million in 2022 for multiple charities worldwide. Here are some highlights.



Gemstones for Switchboard

In June 2022, QVC UK launched a special Pride Month collection of our Diamonique gemstones. A donation from every purchase was made to the LGBTQ+ helpline charity, Switchboard. Alongside this, the Pride in Me TMRG led internal efforts to engage team members with Switchboard.

Japan Pink Ribbon

QVC Japan has supported Breast Cancer Awareness Month since 2020, with its goal to promote early detection, diagnosis and treatment. This year, as well as the team attending talks from breast health experts and taking part in Pink Ribbon awareness week, the event included multi-platform product promotions to customers. These highlighted 27 items from 14 brands, with a portion of the purchase price going to Japan Society of Breast Health.



Photo courtesy of Feeding America



Living for Giving

QVC U.S. held its second annual Living for Giving campaign, in partnership with The Housewares Charity Foundation, to raise funds for Feeding America, the U.S. hunger relief organization. The team used a broadcast event and multi-platform promotion to invite customers to purchase from a special selection of donated housewares. With 70% of sales from this selection distributed to Feeding America, as well as money raised from vendor sponsorships and customer donations, this campaign raised over \$1M in total.



Photo courtesy of Nest

Curating PRODUCT RESPONSIBLY

Products that enrich life's everyday moments have to be ones that customers, vendors and team members feel good about.

That is why we are working towards a future where sustainable products — made with respect for people and planet — appear across our portfolio, with consumers able to make fully-informed purchasing decisions

2022 HIGHLIGHTS



Traceability audits

added to enhance our supply chain visibility



Sustainable fibers

incorporated into more apparel and textile products



Wayfinding functionality

for consumers to identify sustainable products launched

Responsible Sourcing and Manufacturing

We are committed to sourcing goods manufactured in line with recognized social and environmental standards.

Our robust [Sourcing Social Responsibility \(SSR\)](#) program helps us further this aim while mitigating supply chain risks by:

- Ensuring our Tier 1 suppliers comply with our [Global Business Partner Code of Conduct](#)
- Conducting risk-based evaluations of our supply chain
- Auditing factories
- Educating team members

Audits for Responsible Sourcing

Factory audits are fundamental to our commitment to source goods that meet recognized social and environmental standards. The SSR program covers suppliers and vendors accounting for approximately 80% of shipped sales. The remaining 20% is either already covered by strict, industry-specific regulatory oversight and audits, or made up of smaller vendors in short-term business relationships who manufacture products in low-risk categories and locations.

The primary form of audit under the program is the social audit, where an independent third party audits factories against international standards for fair wages, decent working hours, discrimination, child and/or forced labor, health and safety, and environmental stewardship. In 2022, we completed 975 Workplace Conditions Assessments of 1046 factories in scope.

2022 SOCIAL AUDITS IN NUMBERS

1,046
factories subject to SSR program

975
social audits performed

97%
of factories either high or medium performers

5
factories removed from supply base as high risk

624
Corrective Action Plans issued

87%
of Corrective Action Plans closed

Target & PROGRESS

Working to publish

a list of Tier 1 factories producing direct-sourced products sold by QVC and HSN, annually commencing in 2023

Security audits are the secondary audit within the program, where an independent third party audits factories for corporate security, transportation security, and people and physical security. In 2022, we completed 410 security audits of 453 factories in scope.

In 2022, we added a tertiary audit to the SSR program — the traceability audit. To enhance our supply chain visibility, we began auditing QVC and HSN private label products containing certain higher risk raw materials whose supply chains may overlap with higher risk regions. We subsequently expanded the scope of these audits to address additional higher risk raw materials.

Traceability audits look upstream through the various tiers of the products' supply chains to trace the product ingredients all the way back to the supplier of the raw materials. In 2022, we completed 850 traceability audits covering the supply chains of products in 282 purchase orders.

If concerns are raised by any of these three types of audits, the factory or supplier is issued a Corrective Action Plan (CAP). We then ensure any factory issued a CAP is later re-audited. If a factory does not implement measures to address the concerns identified in the CAP in a timely manner, we recommend to stop doing business with it.

Partnership for Inclusion



Photos courtesy of Nest

Nest is a female-founded nonprofit that supports the artisan and maker economy for greater gender equity and economic inclusion. We are honored to have supported them since 2016 and to have extended our involvement in 2022.

Nest Inclusive Work Coalition

QVC and Garnet Hill joined the Nest Inclusive Work Coalition, their new initiative to turn handcraft and home-based work into instruments of justice and equity. It recognizes that such workers are often overlooked but form an essential part of the global economy.

The initiative includes a public campaign to increase awareness of and demand for ethically handcrafted items, particularly from diverse companies. It also seeks to increase adoption of the Nest Standards, designed to make work at home and in small workshops safe and sustainable.

Nest Craft Coalition

Further deepening the partnership, Garnet Hill joined the Nest Craft Coalition, a subset of the larger coalition uniting designers and brands that share a commitment to engage responsibly with the handcraft and maker community.

As a corporate member of both coalitions, we are committed to promoting Nest, working alongside them to enable inclusive supply chains and supporting them with philanthropic contributions.

“Garnet Hill is excited to deepen our relationship with Nest, our valued partner for the last two years. Joining the craft coalition will help us expand our universe of artisans and collaborations.”

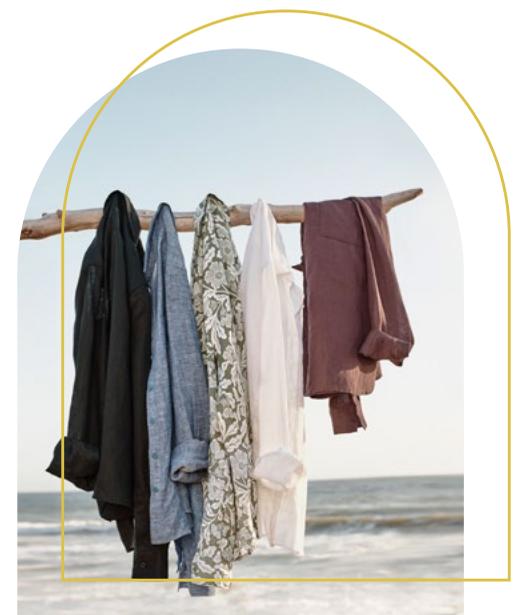


CONNIE HALLQUIST, PRESIDENT, GARNET HILL

Products Customers Trust

QRG's business depends on providing products customers can trust. Standards are maintained by a combination of our Critical Products Committee and our Global Quality Assurance and Supply Chain team.

The Critical Products Committee is composed of team members from across our global operations. It is responsible for setting standards for items and materials we will not sell, whether for ethical or quality reasons. The Global Quality Assurance and Supply Chain team applies stringent, industry-accepted quality assurance approaches, building in operational and customer experience data to achieve a proactive quality management strategy. In 2022, to increase transparency, we made publicly available the [list of prohibited products](#) set by the Critical Products Committee.



Scaling Sustainable Materials

With our vision to scale products made from sustainable ingredients across our portfolio, in 2022 we continued to invest in sourcing more products made from sustainable materials. Making traceability easy to understand for consumers is also a big part of the journey, and we try to give people tools that inform and empower them to choose.



Certified Sustainable Fibers

The QVC and Garnet Hill brands continued to expand the range of products made with traceable sustainable fibers in 2022.

Garnet Hill deepened its history of promoting sustainable fibers by:

- Adding more products made from LENZING™ TENCEL™ fibers and LENZING™ ECOVERO™ viscose, both from sustainably grown and certified renewable wood sources, to reduce the use of conventional synthetic fibers
- Introducing Cupro to its apparel collections, a fabric made from a by-product of the cotton spinning process
- Becoming a member of the Sustainable Fiber Alliance Certified Cashmere organization to ensure high social, environmental and animal welfare standards are met for its premium cashmere products
- Adding multiple products with European Flax®, Global Recycled Standard, Responsible Down Standard and OEKO-TEX® certifications
- Improving transparency through joining the Sustainable Apparel Coalition's Higg Index in December 2022, to use the Index's tools to collect data and measure sustainability across its design and manufacturing processes

QVC sourced a large portion of denim for its private label ranges with fabrics made using REPREVE®, a breathable material made from postconsumer plastic bottles. It continued its relationship with LENZING™, using the ECOVERO™ viscose made from certified renewable wood using ecologically responsible processes.

Planet-Friendly Furniture



Our Frontgate home brand introduced several new sustainable furniture options for customers this year with its new [Premium Upholstery Series](#).

Made with 100% natural fibers, recycled materials and foam certified as free from harmful substances, Frontgate manufactures the series with the environment in mind at every stage of the process. For example, the springs are made entirely of recycled material and the feathers and down in cushions are a natural by-product. Any foam used is certified free from harmful materials such as lead or mercury.

The production facility uses solar panels, and its clean energy practices will help offset several hundred metric tons of emissions annually. The majority of waste from manufacturing processes is diverted from landfill, with plastic recycled while wood and fabric remnants are sent to be reused.

Customers Empowered to Choose

Finding the necessary information to make decisions about sustainable products is often challenging. We want to make it easier for customers to make choices that align with their values.

In 2022, QVC Germany laid the groundwork for a large-scale sustainability program, spanning multiple product categories, with the aim of making it easier for customers to find and buy products with third-party sustainability certifications for environmentally friendly materials, environmentally conscious production, and/or socially conscious labor standards.

The QVC Germany team conducted consumer research to better understand sustainability preferences and priorities, then set up systems to source, verify, and market eligible products. The first product category in the program will be textiles, with plans to expand into beauty, food and potentially other categories.

QVC and HSN continue to employ the Clean Beauty seal to designate products without sulfates (SLS and SLES), parabens, methylisothiazolinone/methylchloroisothiazolinone, formaldehydes, formaldehyde-releasing agents, phthalates, petrolatum, mineral oil, chemical sunscreens, coal tar, hydroquinone, triclosan, triclocarban, and talc. It also indicates products that contain less than one percent of synthetic fragrances and are certified cruelty-free by a third party.





GOVERNANCE

Our governance is rooted in maintaining the trust we've cultivated with our customers, team members and partners for over 30 years. Through governance structures, policies, standards and practices, we live our principles and continue to earn our stakeholders' trust.

“Trust is the foundation upon which every great company is built. At QVC, our commitment to honesty, integrity, and authentic storytelling is what drives our business and connects us with customers, stakeholders and team members.”

MIKE FITZHARRIS,
PRESIDENT OF QVC U.S.



Corporate Governance

QRG is part of Qurate Retail, Inc. (QRI) (NASDAQ: QRTEA, QRTEB, QRTEP), which owns and operates the QRG brands, alongside other minority interests.

The Board of Directors of Qurate Retail, Inc. has adopted these [Corporate Governance Guidelines](#) as a framework for Board governance over the affairs of QRG for the benefit of its shareholders and employees. In addition, the continued development of our ESG program is a focus of our board members, and the continued development of our ESG program is a factor in evaluating the performance-based remuneration for the Chairman of the Board and other executives.

Oversight Structures and Responsibilities

The Board is ultimately responsible for risk oversight. This responsibility of the Board and [its committees](#) is enabled by management reporting processes designed to give the Board visibility on identifying, assessing and managing all forms of risk. The areas of focus include the following existing and emerging risks:

- Strategic
- Operational
- Financial and reporting
- Succession and compensation
- Legal and compliance

- Cybersecurity
- Material environmental and social matters such as climate change, people management, community relations, and DE&I

Corporate Responsibility Oversight

While the corporate responsibility team continues to be responsible for strategy, execution, and communication, we made changes over the past year to how our corporate responsibility agenda is managed.

Oversight of the function was moved from a separate Corporate Responsibility Executive Steering Committee to the entire QRG Executive Leadership Team (ELT) for more streamlined decision-making and improved enterprise-wide integration and coordination. The ELT's role is to integrate corporate responsibility into QRG's business strategy and operations, approve internal policies and public goals, and greenlight initiatives and budgets.

Corporate responsibility topics and decisions are brought to the ELT at least six times per year. Our CEO briefs the QRI Board of Directors on key decisions and developments at least two times per year. In addition, various working groups oversee initiatives addressing the material topics within our three pillars (People, Planet, Product), as well as our annual disclosure and reporting plans.

Our Corporate Structure



Corporate Collaboration

In approaching ESG issues, Qurate Retail also draws on its partnership with Liberty Media Corporation (including its Liberty SiriusXM Group, Formula One Group, and Liberty Live Group), Liberty TripAdvisor Holdings, Liberty Broadband Corporation, and Atlanta Braves Holdings. We collaborate with these partners by sharing perspectives on ESG/corporate responsibility/sustainability issues and trends, as well as best practices on related disclosures.



THE QRI BOARD

Among the Board's nine current members:

2 identify as female

2 identify as Asian

1 identifies as Black

1 identifies as LGBTQ+



Gregory B. Maffei,
Executive Chairman



David Rawlinson,
President & CEO



Richard N. Barton



Fiona P. Dias



M. Ian G. Gilchrist



Evan D. Malone



John C. Malone



Larry E. Romrell



Andrea L. Wong

Board Composition

The Board is majority independent and has separate positions for Chairman of the Board and Chief Executive Officer (CEO). The Board believes in the value and enrichment provided by member diversity in all its forms. In recruiting directors, it seeks a breadth of experience from a variety of industries and professional disciplines, as well as a diversity of gender, ethnicity, age and other personal characteristics.

Ethics and Integrity

We acknowledge that trust is hard to build and easy to lose. We are committed to maintaining high standards of ethics and integrity.

Some of the key policies that guide how we do business include:

- [QRI Code of Business Conduct and Ethics](#)
- [QRI Global Business Partner Code of Conduct](#)
- [QRI Policy Against Discrimination, Harassment and Retaliation \(U.S.\)](#)
- [QRI Anti-Bribery and Anti-Corruption Policy](#)
- [QRI Prohibited Products Policy Statement](#)
- [QRI Human Rights Policy](#)
- [QRI Conflict Minerals Policy](#)
- [QRI Statement of Privacy Practices](#)
- [QRI Approach to Tax](#)
- [QRI Enterprise Risk Management Overview](#)

Privacy and Cybersecurity

We are committed to protecting personal data in compliance with applicable privacy and data protection laws and regulations, as outlined in the [Statement of Privacy Practices](#). In addition, QRG issues privacy statements and notices that provide tailored information about privacy practices relevant to its brands in individual regions. In those separate privacy statements and notices for our brands, we provide information about the personal data collected, how we use personal data, and options customers or employees have with respect to the use and disclosure of their personal data. Links to these statements and notices can be found in the SASB Index accompanying this report.

We conduct risk-appropriate due diligence when engaging any vendor that might process personal data provided by QRG. This ensures they meet all applicable legal requirements and our own internal standards. For certain vendors, we take steps to include personal data-related expectations in contracts, including the ability to terminate contracts if a vendor does not meet contractual obligations.

We have also implemented technical, organizational and administrative safeguards to ensure a level of security appropriate to the types of personal data being processed, and to support the ongoing confidentiality, integrity, and availability of personal data and the resilience of QRG systems. The cybersecurity and data privacy teams monitor the operation of these programs across QRG brands, and QRG engages third parties to conduct external audits of the security safeguards in place for QRG systems. Our Service Providers are required by contract to maintain confidentiality and may not use personal information for any unauthorized purpose.



APPENDIX

About This Report

Thank you for your interest in our 2022 Corporate Responsibility Report. This is QRG's third annual corporate responsibility (CR) report, published to provide an overview of our company's operations related to CR and update stakeholders on our progress against public goals communicated in our last report. Unless otherwise noted, this report is for the calendar year beginning on Jan. 1, 2022, and ending Dec. 31, 2022, for the wholly-owned brands of QRG.

QRG strives to continuously improve our CR management and performance through the use of standards and reporting frameworks. Our public goals are informed by an assessment of our material CR topics and guided by the United Nations Sustainable Development Goals (UN SDGs). This report is also informed by topics and disclosures identified as relevant to our industry by the Sustainability Accounting Standards Board (SASB). A SASB index can be found on [page 44](#). We intend to continue to report our progress annually.

As Qurate Retail Group continues to evolve its strategy for how to be a responsible company, we depend on input from team members and other stakeholders to understand which topics merit the organization's focus and attention. These topics might include those where external factors impact the company, or those where the company's operations have an outward impact on society and the environment. We are in the process of updating our inaugural materiality assessment conducted in 2017, and plan on sharing results in future corporate responsibility communications.

For the purposes of this report, the concept of materiality used in our CR disclosures is based on a definition of materiality specific to the assessment of CR issues and does not correspond to the concept of materiality used in the securities laws and disclosures required by the U.S. Securities and Exchange Commission (SEC). Issues that we identify as "material" from a CR perspective are not necessarily material

to the Company under securities laws, rules and regulations in place at publication.

This report contains forward-looking statements, including but not limited to CR and business goals, plans and strategies to achieve goals or future performance, goals or results. All forward-looking statements are subject to internal and external uncertainties, risks and opportunities that could change actual future goals, performance, or strategy. While QRG will continue to report on our CR strategy, programs and progress, we assume no obligation for updating or amending any forward-looking statements found in this year's CR Report.

For additional information regarding this report and its contents, please visit our [website](#) or contact qrgcorporateresponsibility@qvc.com.

Summary Assurance Statement from Bureau Veritas UK Limited

Bureau Veritas UK Limited (Bureau Veritas) has provided assurance over selected environment data from Qurate Retail Group (QRG) contained within the ESG Data Center tables of this report. The information and data reviewed in this verification process covered the period 1st January to 31st December 2022.

The full verification statement including Bureau Veritas' verification opinion, assurance standard and level, scope of work, methodology, exclusions and limitations can be read [here](#).



Bureau Veritas UK Limited
London
August 2023



A More Sustainable Way To Retail

Corporate Responsibility Commitments and Progress

Our CR commitments hold us accountable and focus on measurable goals and targets, aligned to the UN SDGs. 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.

SDG Alignment ESG Topic



- Diversity, Equity, and Inclusion
- Thriving Entrepreneurs and Community Involvement



- Responsible Sourcing & Manufacturing



- Diversity, Equity, and Inclusion



- Energy-Efficient Operations
- Waste-Smart Operations
- Sustainable Packaging

Topics & Goals	Target	Current Status
Protecting Our Environment		
Energy-Efficient Operations 12		
Reduce greenhouse gas emissions	By 2022, reduce Scope 1 and 2 GHG emissions by 14% (from a 2018 baseline).	Achieved
	NEW: By 2030, reduce Scope 1 and 2 GHG emissions by 50% (from a 2018 baseline).	In Progress
Waste-Smart Operations 12		
Reduce single-use plastics on site	By 2021, eliminate all single-use plastic bottles from QRG corporate office locations worldwide.	Achieved
	By 2022, eliminate plastic bags from global outlet and team member stores.	Achieved
	By 2023, eliminate all single-use plastic bottles from QRG Fulfillment Centers worldwide.	In Progress
Increase on-site recycling	By 2022, evaluate the feasibility of zero waste to landfill in U.S. fulfillment centers (based on QVC UK standards).	Achieved
	By 2025, recycle 100% of paper, corrugate, wood and plastic film at all fulfillment centers.	In Progress
Sustainable Packaging 12		
Improve carbon footprint through source reduction	By 2022, reduce the average emissions intensity per package shipped by 5% (from a 2018 baseline).	Achieved
	By 2025, reduce the average emissions intensity per package shipped by 20% (from a 2018 baseline).	Achieved
Improve customer education on recyclability of packaging	By 2025, include packaging sustainability information on all outbound overpack and all proprietary brands packaging in the U.S.	In Progress
Increase recyclability of packaging	By 2025, all outbound overpack to be considered recyclable.	In Progress
	By 2030, all proprietary brand packaging to be considered recyclable.	In Progress
Increase recycled content of packaging	By 2025, increase the recycled content of outbound overpack fiber packaging to 60% and plastic to 25%.	In Progress
	By 2030, increase the recycled content of proprietary brands packaging to 60% in fiber materials and 25% in plastics.	In Progress

Topics & Commitments	Goals	Status
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Championing Empowerment & Belonging

Diversity, Equity, and Inclusion **5** **10**

Increase diverse representation in our supervisory and leadership roles	By 2023, achieve gender parity (50% women) at the director+ level worldwide.	In Progress
	By 2025, 25% of leaders in the U.S. to be members of underrepresented racial/ethnic groups.	In Progress
	By 2025, double percentage of Black and Hispanic or Latino/a leaders in the U.S. to 12% and 10%, respectively.	In Progress
Develop inclusive leaders who are accountable for DE&I results	By 2021, all leaders to set DE&I goals for their areas of responsibility.	Achieved
	By 2022, all leaders assigned training on inclusive leadership, microaggressions/allyship and anti-racism/racial equity.	Achieved
Advance inclusion and equity for our teams, customers, and communities	By 2022, all 25,000 team members assigned training on unconscious bias, microaggressions/allyship and anti-racism/racial equity.	Achieved
	By 2025, rank in the top quartile for DE&I on team member engagement survey.	Achieved
Elevate underrepresented businesses and products to invite a broader consumer base	By 2021, develop and implement a vendor/supplier diversity program.	Achieved
	By 2025, spotlight 500 underrepresented small businesses.	In Progress
Hold ourselves accountable by being transparent on our efforts and progress	By 2021, publish first Corporate Responsibility Annual Impact Report, including DE&I updates.	Achieved

Thriving Entrepreneurs and Community Involvement **5**

Support entrepreneurship as a means toward empowerment	Between 2020–2025, commit \$100 million in total contributions with \$50 million directed toward women’s empowerment and entrepreneurship.	In Progress
Make an impact in our communities	Between 2020–2025, complete 100,000 team member volunteer hours.	In Progress

Curating Product Responsibly

Responsible Sourcing & Manufacturing **8**

Promote supply chain transparency	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.*	In Progress
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* 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.

ESG Data Center

Environment	2020	2021	2022
Energy Consumption			
Total energy consumed (GJ)	986,026	959,620	802,127
Percentage grid electricity	72%	70%	70%
Purchased electricity (MWh)	197,910	185,527	155,351
Natural gas (MWh)	75,986	80,297	66,240
District heating (MWh)	NR	388	963
Diesel fuel (MWh)	NR	349	259
MWh Total	273,896	266,561	222,813
Water Withdrawal and Consumption in thousands of cubic meters			
Water withdrawn	518	300	253
% withdrawn from regions of high or extremely high baseline water stress	5.7%	13.0%	13.0%
Water consumed	9	18	11
% consumed from regions of high or extremely high baseline water stress	0%	0%	0%
Greenhouse Gas Emissions in metric tonnes CO₂e			
Scope 1	14,527	15,566	13,616
Scope 2	69,407	60,968	51,618
Scope 1+2 Total	83,934	76,534	65,234

Environment	2020	2021	2022
Greenhouse Gas Emissions in metric tonnes CO₂e			
Scope 3 ¹			
Category 1: Purchased Goods & Services	NR	NR	2,400,000
Water supply			37,738
Packaging used at QRG fulfillment centers			16,019
Category 4: Inbound Shipping			
Ocean	49,887	36,087	33,202
Road	44,173	25,344	15,502
Air	1,279	756	726
Inbound Subtotal	95,339	62,187	49,430
Category 9: Outbound Shipping ²			
Road	64,346	134,909	70,400
Air	23,325	37,903	32,200
Building ³	NR	16,529	22,900
Other	NR	5,444	6,800
Rail	NR	189	0
Outbound Subtotal	87,671	194,974	132,300
Scope 3 Total	183,010	257,161	2,581,730

¹ Scope 3 data is partial disclosure of data aligned with our Corporate Responsibility goals and strategic pillars and does not reflect the entirety of the company's Scope 3 emissions.

² Outbound shipping excludes returns for the U.S. market but includes returns for international markets; for 2022 data, the calculation basis was updated to "tank to wheel" from "well to wheel" in previous years.

³ Emissions from transportation providers' facilities and offices.

ESG Data Center Continued

Environment	2020	2021	2022
Waste (International Operations Only) in metric tonnes			
Waste generated	NR	5,074	5,818
Waste recovered/recycled/re-used (sold)	NR	4,308	5,108
Waste disposed	NR	767	710
Secondary (Overpack) Packaging Use in metric tonnes			
Wood/paper fiber packaging used	22,083	19,552	15,149
Percentage recycled and/or certified material	46%	48%	49%
Plastic packaging used	2,294	2,138	1,779
Percentage recyclable	88%	88%	94% U.S. 100% all other regions
Percentage recycled content	11.8%	17.3%	20.3%
Secondary (Overpack) Packaging GHG Emissions Intensity in g CO₂e / unit of packaging			
Packaging used in QRG fulfillment centers	130	121	104

Notes to Environment Calculations

Data covers QVC, HSN, and Zulily (businesses collectively representing 90% of QRG 2022 revenue), but excludes Ballard Designs, Frontgate, Garnet Hill, and Grandin Road.

Water: Water usage is taken directly from invoices — where invoice data is unavailable, usage data is calculated using an estimate based off average across 12 month or similar building size, and or usage. Scope of disclosure excludes Cornerstone Brands: Frontgate, Ballard Designs, Grandin Road, and Garnet Hill.

Waste: 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. Scope of disclosure includes international facilities only: UK, Germany, Italy, Poland, Japan, and China. 2021 figure has been restated to address a calculation error for Japan and was re-verified as part of the assurance process for 2022 data.

Secondary (Overpack) Packaging: Usage data for 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.

Supply Chain	2020	2021	2022
Number of factories subject to the Sourcing Social Responsibility program	981	1,159	1,046
Number of strategic factories in the SSR program	329	437	375
Number of workplace conditions assessment audits completed	883	1,052	975
Number of audits completed at strategic factories	317	422	366
Number of corrective action plans (CAPs) issued	466	649	624
Severe/major CAPs issued	107	132	93
Continuous improvement CAPs issued	359	517	531
Percent of corrective action plans closed	100%	80%	85%
Severe/major CAPs closed	100%	77%	78%
Continuous improvement CAPs closed	100%	87%	88%
Product recalls	0	1	1

ESG Data Center Continued

Workplace ⁴	2020	2021	2022
Team Member Engagement			
Engagement score	72%	66%	65%
Global Workforce by Gender⁵			
Female	61.3%	62.0%	61.3%
Male	35.9%	36.7%	37.7%
Non-Binary	NR	0.03%	0.1%
Undisclosed	2.8%	1.2%	0.8%
Global Workforce, Director-Level and Above, by Gender⁵			
Female	46.0%	45.9%	49.1%
Male	53.8%	53.9%	50.7%
Non-Binary	NR	0.0%	0.0%
Undisclosed	0.2%	0.2%	0.2%
U.S. Workforce by Race & Ethnicity			
Asian	3.8%	3.9%	4.1%
Black or African American	27.2%	28.2%	23.4%
Hispanic or Latino/a	16.6%	15.2%	18.0%
White (Not Hispanic or Latino/a)	48.2%	48.8%	50.5%
Other ⁶	2.8%	2.9%	3.0%
Decline to self-identify	1.5%	1.0%	1.1%

Workplace ⁴	2020	2021	2022
U.S. Workforce, Manager-Level and Above, by Race & Ethnicity			
Asian	4.6%	4.8%	4.8%
Black or African American	6.1%	8.5%	7.4%
Hispanic or Latino/a	4.8%	6.5%	6.9%
White (not Hispanic or Latino/a)	82.3%	77.9%	78.2%
Other ⁶	1.2%	1.7%	1.7%
Decline to self-identify	1.1%	0.6%	0.9%

⁴ Percentages may not total to 100% due to rounding.

⁵ Does not include any team members in Germany; for all other regions, does not include temporary, intern, seasonal or part-time team members.

⁶ Includes Native American or Alaska Native, Native Hawaiian or Pacific Islander, and Two or More Races.

Community Contributions	2020	2021	2022
Total giving <i>millions of dollars</i>	\$39.6	\$41.6	\$32.9
Product and in-kind donations	\$18.7	\$23.2	\$18.7
Donations to cause marketing initiatives	\$15.5	\$10.4	\$9.1
Donations for corporate sponsorships and grants	\$3.7	\$6.4	\$4.1
Team member giving	\$1.5	\$1.4	\$0.9
Team member volunteer hours	10,100	9,803	7,095

SASB Index

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

Code	Metric	Disclosure			Comments
		2020	2021	2022	
CG-MR-130a.1 and CG-EC-130a.1	Total energy consumed (GJ)	986,026	959,620	802,127	Year over year reduction primarily driven by changes to facilities footprint.
	Percentage grid electricity	72%	70%	70%	
	Percentage renewable	NR	0.2%	5.4%	
CG-EC-130a.2	Total water withdrawn ('000m ³)	518.4	300.1	253	The 2020-2022 consumption figures and percentages withdrawn/consumed from high or extremely high baseline water stress areas were restated to reflect updated interpretation of the metrics' calculation methodologies.
	Total water consumed ('000m ³)	9	18	11	
	Percentage of total water withdrawn in regions with high or extremely high baseline water stress	5.7%	13.0%	13.0%	
	Percentage of total water consumed in regions with high or extremely high baseline water stress	0%	0%	0%	
CG-EC-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	<p>2022 saw the completion of the migration of all equipment out of one of our internal data centers and into a co-location facility. As mentioned last year, this facility's supplier has obtained certifications and standards including ISO 14001 and ISO 50001, each of which require a level of energy management to improve performance of energy, efficiency, use and consumption of systems. The vendor is also committed to sustainability with its own dedicated program and green innovation to deploy energy-saving technologies including adaptive control systems, ASHRAE thermal guidelines, energy-efficient lighting systems and cold/hot aisle containments.</p> <p>As part of the above-mentioned transition, all new servers now utilize Hyperconverged Infrastructure (housing compute/storage/network connections in a single, smaller device) AND our mainframes and large, aged storage devices have now been retired. What used to be housed in a 10,000+ square foot data center, now fits in under 576 square feet.</p> <p>Attention this year has now turned to doing the same kind of work for another data center — with the intent to utilize the same physical data center space and the same physical and virtual server strategy. The technology modernization initiatives of the organization have and will continue to result in energy savings.</p>			

Data on this page covers QVC, HSN, and Zulily (businesses collectively representing 90% of QRG 2022 revenue), but excludes Ballard Designs, Frontgate, Garnet Hill, and Grandin Road.

SASB Index Continued

Environmental Impacts in the Supply Chain

Code	Metric	Disclosure			Comments
		2020	2021	2022	
CG-AA-430a.1	Percentage of Tier 1 supplier facilities in compliance with wastewater discharge permits and/or contractual agreement	NR	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.”

SASB Index Continued

Management of Chemicals in Products

Code	Metric	Disclosure			Comments
		2020	2021	2022	
CG-AA-250a.1	Discussion of processes to maintain compliance with restricted substances regulations	<p>QVC and HSN Brands</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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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>Ballard Designs, Frontgate, Garnet Hill, Grandin Road Brands</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.</p> <p>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 in CG-AA-250a.1, QVC and HSN Brands have a dedicated Dangerous Goods team with experience in the classification, safe handling, storage, and shipping of Dangerous Goods.</p> <p>Our process captures and stores Safety Data Sheet (SDS) information from our suppliers. These SDS are used to classify products with the appropriate UN code, and ensure goods are properly packaged and marked for transportation to the customer.</p>			

SASB Index Continued

Product Packaging & Distribution

Code	Metric	Disclosure			Comments
		2020	2021	2022	
CG-EC-410a.1	Total greenhouse gas (GHG) footprint of product shipments (metric tons CO ₂ e)	87,671	194,974	146,488	In 2021 we changed our calculation methodology for outbound shipping emissions to capitalize on more credible sources of data.
CG-EC-410a.2	Discussion of strategies to reduce the environmental impact of product delivery				<p>We continue to focus on three areas to reduce the environmental impact of product delivery:</p> <ol style="list-style-type: none"> 1. Reducing the distance a product travels to the customer by ensuring that the right products are stocked in the right fulfillment centers, and that those fulfillment centers are located close to the customers for those products. 2. Favoring modes of product transport which minimize emissions by collaborating with leading logistics providers embracing innovative solutions for decarbonization of the supply chain 3. Maximizing the recyclability of overpack product packaging, and educating consumers on how to recycle it by providing written or scannable instructions on the outside

SASB Index Continued

Product Sourcing, Packaging & Marketing

Code	Metric	Disclosure
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.1, we have a dedicated Dangerous Goods team with experience in the classification, safe handling, storage, and shipping of Dangerous Goods</p> <p>Our process captures and stores Safety Data Sheet (SDS) information from our suppliers. These SDS are used to classify products with the appropriate UN code, 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 such as partnering with the How2Recycle label program in the U.S. <p>We instituted a Sustainable Packaging Work Group in 2019 with representation from all our international teams. The global team collaborates monthly, shares knowledge, and leverages sustainability improvements made to packaging globally, when feasible.</p>

Labor Conditions in the Supply Chain

Code	Metric	Disclosure			Comments
		2020	2021	2022	
CG-AA-430b.1	Percentage of Tier 1 supplier facilities that have been audited to a labor code of conduct	90%	91%	93%	<p>Visit this site for information about our responsible sourcing and manufacturing program.</p> <p>While Tier 2 suppliers have not been audited, they do have a responsibility to comply with our Global Business Partner Code of Conduct, which can be found here.</p>
	Percentage of supplier facilities beyond Tier 1 that have been audited to a labor code of conduct	0%	0%	0%	
	Percentage of total audits conducted by a third-party auditor	100%	100%	100%	

SASB Index Continued

Labor Conditions in the Supply Chain

Code	Metric	Disclosure			Comments
		2020	2021	2022	
CG-AA-430b.2	Priority non-conformance rate for suppliers' labor code of conduct audits	12%	13%	15%	<p>975 Tier 1 Final Manufacturers were audited in 2022, and 624 Corrective Action Plans (CAPs) were issued. Of these CAPs, 531 (85%) were for continuous improvement/minor issues, while 93 (15%) were for serious priority issues. Therefore, the overall non-conformance rate was 64%, while the priority non-conformance rate was 15%.</p> <p>At year end, 88% of the minor issue CAPs were closed/resolved, and 78% of the priority CAPs were closed/resolved.</p>
	Associated corrective action rate for suppliers' labor code of conduct audits	100%	75%	78%	
CG-AA-430b.3	Description of the greatest labor risks in the supply chain				<p>Based on audits performed, the greatest labor risks are:</p> <ul style="list-style-type: none"> Overtime worked above the maximum allowed by local regulations Working seven contiguous days without a day of rest
	Description of the greatest environmental, health, and safety risks in the supply chain				<p>Based on audits performed, the greatest EHS risks in the supply chain are:</p> <ul style="list-style-type: none"> Workers not wearing personal protective equipment (PPE) Employers not providing Occupational Health Check to workers Chemicals not stored in secondary containers

Raw Materials Sourcing

Code	Metric	Disclosure
CG-AA-440a.3	(1) List of priority raw materials; for each priority raw material: (2) environmental and/or social factor(s) most likely to threaten sourcing, (3) discussion on business risks and/or opportunities associated with environmental and/or social factors, and (4) management strategy for addressing business risks and opportunities	<p>Based on audits performed, the greatest EHS risks in the sourcing priority raw materials are:</p> <ul style="list-style-type: none"> Raw material suppliers not performing waste discharge monitoring testing Raw material suppliers' discharge waste not in compliance with waste discharge standard per local regulations

SASB Index Continued

Employee Recruitment, Inclusion & Performance; Workforce Diversity & Inclusion

Code	Metric	Disclosure			Comments
		2020	2021	2022	
CG-EC-330a.1	Employee engagement as a percentage	72%	66%	65%	The engagement score is calculated as an average of five questions (measuring concepts like Pride, Commitment, Advocacy and Discretionary Effort). The average score for each question is the average of all the responses on the rating scale scaled to 100.
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	See tables on next page			<p>For detailed information on our DE&I policies and programs for fostering equitable employee representation across the global operations, please visit this website.</p> <p>Information provided does not include temporary, intern, seasonal or part-time team members. Gender information includes all Qurate Retail Group brands and markets, except for QVC Germany where this data is not available. Racial/ethnicity information includes our U.S. full-time team members at QVC U.S., HSN, Zulily, and the Cornerstone Brands only.</p>

SASB Index Continued

Employee Recruitment, Inclusion & Performance; Workforce Diversity & Inclusion

	2020	2021	2022
Global Workforce by Gender¹			
Female	61.3%	62.3%	61.3%
Male	35.9%	36.7%	37.7%
Non-Binary ²	N/A	0.03%	0.1%
Undisclosed	2.8%	1.2%	0.8%

	2020	2021	2022
Global Workforce, Director-Level and Above, by Gender¹			
Female	46.0%	45.9%	49.1%
Male	53.8%	53.9%	50.7%
Non-Binary ²	N/A	0.0%	0.0%
Undisclosed	0.2%	0.2%	0.2%

	2020	2021	2022
U.S. Workforce by Race & Ethnicity			
Asian	3.8%	3.9%	4.1%
Black or African American	27.2%	28.2%	23.4%
Hispanic or Latino/a	16.6%	15.2%	18.0%
White (Not Hispanic or Latino/a)	48.2%	48.8%	50.5%
Other ³	2.8%	2.9%	3.0%
Decline to self-identify	1.5%	1.0%	1.1%

	2020	2021	2022
U.S. Workforce, Manager-Level and Above, by Race & Ethnicity			
Asian	4.6%	4.8%	4.8%
Black or African American	6.1%	8.5%	7.4%
Hispanic or Latino/a	4.8%	6.5%	6.9%
White (Not Hispanic or Latino/a)	82.3%	77.9%	78.2%
Other ³	1.2%	1.7%	1.7%
Decline to self-identify	1.1%	0.6%	0.9%

¹ Does not include any team members in Germany; for all other regions, does not include temporary, intern, seasonal or part-time team members.

² Reported for the first time in 2021.

³ Includes Native American or Alaska Native, Native Hawaiian or Pacific Islander, and Two or More Races.

Data Privacy & Advertising Standards

Code	Metric	Disclosure
CG-EC-220a.2	Description of policies and practices relating to behavioral advertising and user privacy	<p>As Qurate Retail Group 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 below summarizes various user privacy practices utilized across Qurate Retail Group brands and markets.</p> <p>Each brand’s policy describes the kinds of information that is 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>QRG generally conducts risk-appropriate privacy and security due diligence when engaging vendors that may process QRG personal data, to verify that such vendors comply with applicable legal requirements and meet QRG’s internal standards. QRG takes measures to include in certain vendor contracts QRG’s expectations related to the processing of personal data by vendors and to provide QRG 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>Except with respect to Sune, the General Terms of Use for all U.S. entities for the U.S. Children’s Online Privacy Protection Act (COPPA) require customers be 18 years of age or older to use our platforms. Except with respect to Sune, QRG entities do not knowingly collect personal information from children under the age of 13.</p> <p>All U.S. QRG 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> <p>Brand-specific policies:</p> <ul style="list-style-type: none"> • Qurate Retail Group • QVC U.S. • QVC UK • QVC Germany • QVC Italy • QVC Japan • HSN • Ballard Designs • Frontgate • Garnet Hill • Grandin Road • Sune

SASB Index Continued

Data Privacy & Advertising Standards

User Privacy Practices		QVC U.S.	QVC UK	QVC Germany	QVC Italy	QVC Japan	HSN	Ballard Designs	Frontgate	Garnet Hill	Grandin Road	Sune
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 CA residents and other states with “do not sell” laws.

Data Security

Code	Metric	Disclosure
CG-EC-230a.1 and CG-MR-230a.1	Description of approach to identifying and addressing data security risks, including use of 3rd party cybersecurity standards	<p>QRG’s Cybersecurity team is led by a Chief Information Security Officer (CISO) who reports to QRG’s Chief Information Officer.</p> <p>QRG’s Cybersecurity team includes a Vulnerability Management group. This group uses technology to regularly monitor for vulnerabilities on QRG systems. QRG supplements technology with other activities, including penetration testing and authenticated scans, to support our efforts to identify vulnerabilities in our systems.</p> <p>QRG addresses other data security risks and identified vulnerabilities through the activities of the Vulnerability Management group and through the other groups in QRG’s Cybersecurity team: Incident Response, Data Protection and Privacy, Policy & Training, Risk & Governance and Engineering. Through these groups, QRG’s Cybersecurity team works to incorporate security-by-design practices, provide awareness and training for employees, assess third party security profiles, evaluate risks and implement measures to mitigate such risks, monitor for attacks from threat actors and threat actor trends, and respond to cybersecurity incidents under QRG’s incident response plan.</p> <p>QRG annually assesses cybersecurity maturity against the NIST Cybersecurity Framework’s five domains: identify, protect, detect, respond, and recover.</p>

SASB Index Continued

Activity Metrics

Code	Metric	Disclosure			Comments	
		2020	2021	2022		
CG-AA-000.A	Number of Tier 1 suppliers	981	1,159	1,046		
	Number of suppliers beyond Tier 1	NR	NR	NR	Since only Tier 1 suppliers are currently in scope for audits, the company does not report the number of suppliers beyond Tier 1.	
CG-EC-000.A	Entity-defined measure of user activity	Online revenue (\$M)	\$8,895	\$7,929	\$7,552	
		Total sessions (billions)	2.7	2.5	2.0	
		Average monthly searches (millions)	46.9	41.2	32.1	
CG-EC-000.C	Number of units shipped (millions)	332	316	266		
CG-MR-000.A	Number of retail locations	21	23	21		
	Number of distribution centers	15	20	25		
CG-MR-000.B	Total area of retail space (m ²)	NR	NR	32,887		
	Total area of distribution centers (m ²)	NR	NR	1,593,179		

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