



Our meaningful connections plan



Building connections that really matter for people, communities and the planet.

The three promises

What we're doing

Better for people

We're building a business where no one is left behind and all our people and customers feel they belong.

Better for communities

We're bringing people and communities closer together, creating a sense of belonging and reducing loneliness as we go.

Better for the planet

We're making a zero waste and zero carbon future happen faster.

The big goal by the end of 2025

What we hope to achieve

Create opportunities

Give hundreds of people from underrepresented communities* across the UK access to skills and employment at Virgin Media.

*Women in STEM, disabled, LGBTQ+, underrepresented ethnicities, neurodiverse and other communities with low social equity.

Build meaningful connections in communities

Connect 1.5 million people to their communities and each other.

Shrink our impact

Achieve net zero carbon and zero waste operations.

Why we're doing it

- Create more opportunities for people who need them most
- Become the employer of choice for carers
- Create a workplace where everybody feels safe to share their experience and knows their individual voice will be heard, valued and respected
- Make our business and products inclusive for all
- Reduce feelings of loneliness for carers and connect them to their own communities
- Empower our people to bring people and communities together through volunteering
- Create neighbourhoods that enable community belonging and reduce loneliness for individuals
- Help organisations that are tackling loneliness and building community belonging
- Reduce our impact on climate change and support the low-carbon economy
- Make sure nothing's wasted and resources are used and reused for as long as possible

What our plan's underpinned by

Better business

Operating our business in a truly responsible way, just as our people and customers would expect.

What we're focusing on

Supported wellbeing

Help our people to stay healthy and happy by supporting their physical, mental and social wellbeing.

Secure data

Work to the highest standards of privacy, security and data usage across our business for our people, customers and partners.

Sustainable supply chain

Keep a transparent and responsible supply chain while making sure human and labour rights, health and safety and responsible environmental practices are baked into our work with suppliers.

Safer online experiences

Provide the tools and knowledge to help our customers and their families connect to and use the internet safely and healthily.

See our meaningful connections plan at virginmedia.com/corporate/sustainability