



# 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](https://www.virginmedia.com/corporate/sustainability)