



Environment Policy Statement

Virgin Media is part of Liberty Global, the world's largest international TV and broadband company. We connect millions of customers to TV, broadband, mobile and telephony services. As one of the UK's leading ISPs, Virgin Media has a huge reach and scale of its own, with more than 650 sites, over 12,000 employees, millions of customers and a network which passes over 15 million homes and serves over 45,000 businesses.

In managing our environmental impact, we consider both the direct impact of our business operations and the full lifecycle of our products – their design, manufacture, use and disposal.

We've identified our biggest issues and we're working hard to manage them in a way that our staff and customers can be proud of. This includes having an Environmental Management System (EMS) certified to ISO14001 – demonstrating that we are striving to discover and deliver smarter, more efficient products and services to our customers.

We have some clear goals and objectives around reducing our environmental impacts.

- Protecting the environment and preventing pollution
- Minimising our impact on the environment
- Continually improving the EMS to enhance our environmental performance
- Meeting all our environmental compliance obligations

In order to achieve our goals and objectives we commit to:

- Measuring and reporting scope 1, 2 and 3 carbon emissions, waste and water consumption
- Setting long term targets for carbon emissions, single-use plastic, reducing waste to landfill and reducing the lifecycle impacts of our customer products
- Maintaining ISO14001 certification and expanding this to cover additional key sites within our portfolio
- Remaining compliant as a 'Producer' and 'Distributor' under the WEEE Directive
- Promoting sustainable development and awareness of relevant environmental issues
- Reducing the amount of waste sent to landfill through increased recycling and the reduction of hazardous wastes
- Communicating what we expect of our suppliers in relation to their environmental performance through Virgin Media's Supplier Code of Conduct
- Raising awareness of all employees and contractors to ensure they understand their responsibilities in relation to our Environmental Management System

In addition to this overarching Environment Policy, we also have the following related policies:

- Waste Excavation Policy
- Equipment Return Policy
- Supplier Code of Conduct

As Chief Technology and Information Officer I take accountability for environmental performance across Virgin Media, reporting progress to our Executive Committee on a quarterly basis.

A handwritten signature in red ink, appearing to read "Jeanie York", written over a light blue grid background.

Jeanie York

Chief Technology and Information Officer
22 July 2019

Public

Sponsor: Chief Technology and Information Officer
Change Agent: Senior Sustainability Manager
Latest update: 22 July 2019