



2023 Global Impact Commitments Dashboard

In setting corporate responsibility commitments, our focus is on those that we have the ability to significantly impact, while also inspiring and motivating our team members. Our commitments hold us accountable and focus on measurable goals; as we make progress, we will continue to evolve the goals and raise the bar in line with our vision to inspire a more sustainable way to retail.

Protecting Our Environment

Topic	Commitment*	Goal	Status
Energy Management	Reduce greenhouse gas emissions	By 2030, reduce Scope 1 and 2 GHG emissions by 50% (from a 2018 baseline).	IN PROGRESS
Waste Reduction	Reduce single-use plastics on site	By 2023, eliminate all single-use plastic bottles from all fulfillment centers.**	UNDER REVIEW
	Increase on-site recycling	By 2025, recycle 100% of paper, corrugate, wood and plastic film at all fulfillment centers.**	IN PROGRESS
	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	

Notes

*Scope for Protecting Our Environment commitments cover operations of QVC and HSN, (businesses collectively representing 89% of QRG 2023 revenue excluding Corporate and other), but excludes Ballard Designs, Frontgate, Garnet Hill, and Grandin Road; see Appendix for commitments previously achieved.

**Actively reassessing these goals and potential need for restatement; pertains to single-use plastic bottles sold to team members at our fulfillment centers.

***Outbound overpack pertains to packaging used by our Fulfillment Centers to ship products to customers, and packaging used to process customer returns.

****Proprietary brand packaging pertains to product packaging and outbound overpack used for direct-sourced goods sold by QVC and HSN.

Curating Product Responsibly

Topic	Commitment*	Goal	Status
Supply Chain Working Conditions	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.*	ACHIEVED

* 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.

Championing Empowerment & Belonging

Topic	Commitment*	Goal	Status
Diversity, Equity & Inclusion	Increase diverse representation in our supervisory and leadership roles	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
	Elevate underrepresented businesses and products to invite a broader consumer base	By 2025, spotlight 500 underrepresented small businesses.	ACHIEVED
Community & Social Impact	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

*See Appendix for commitments previously achieved.

APPENDIX

Commitments Achieved Prior to 2023

Protecting Our Environment

Topic	Commitment*	Goal Achieved
Energy Management	Reduce greenhouse gas emissions	By 2022, reduce Scope 1 and 2 GHG emissions by 14% (from a 2018 baseline).
	Improve carbon footprint through source reduction	By 2022, reduce the average emissions intensity per package shipped by 5% (from a 2018 baseline). By 2025, reduce the average emissions intensity per package shipped by 20% (from a 2018 baseline).
Waste Reduction	Reduce single-use plastics on site	By 2021, eliminate all single-use plastic bottles from QRG corporate office locations worldwide* By 2022, eliminate plastic bags from global outlet and team member stores.
	Increase on-site recycling	By 2022, evaluate the feasibility of zero waste to landfill in U.S. fulfillment centers (based on QVC UK standards).

*Pertains to single-use plastic bottles sold to team members in corporate offices.

Championing Empowerment & Belonging

Topic	Commitment*	Goal Achieved
Diversity, Equity & Inclusion	Develop inclusive leaders who are accountable for DE&I results	By 2021, all leaders to set DE&I goals for their areas of responsibility
		By 2022, all leaders assigned training on inclusive leadership, microaggressions/allyship and anti-racism/racial equity
	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
		By 2025, rank in the top quartile for DE&I on team member engagement survey
	Elevate underrepresented businesses and products to invite a broader consumer base	By 2021, develop and implement a vendor/supplier diversity program
Hold ourselves accountable by being transparent on our efforts and progress	By 2021, publish first Corporate Responsibility Annual Impact Report, including DE&I updates	

See Corporate Responsibility Reports on [corporate website](#) for more detail.