2023
SASB® Standards Disclosures

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

Code	Metric	Data			Discussion
		2021	2022	2023	
CG-MR-130a.1 and CG-EC-130a.1	Total energy consumed (gigajoules)	959,620	802,127	634,504	
	Percentage grid electricity	69.2%	70.1%	68.6%	
	Percentage renewable	0.2%	5.4%	8%	QVC Italy project implemented at the end of 2023 – 572Kwp solar array.
CG-EC-130a.2	Total water withdrawn (thousands of cubic meters)	238	222	201	Water has been restated for 2021 and 2022 removing Zulily, reducing the total water withdrawn.
	Total water consumed (thousands of cubic meters)	18	11	11	
	Percentage of total water withdrawn in regions with high or extremely high baseline water stress	11%	14%	13%	Water has been restated for 2021 and 2022 removing Zulily, reducing the total water withdrawn and in turn, impacting the percentage of total water withdrawn in regions of high stress.
	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	-	-	-	Energy savings are a key objective in strategic planning for data center needs. For example, in recent years we have: • Migrated equipment out of an internal data center and into a co-location facility certified to ISO 14001 and ISO 50001 which employs adaptive control systems, ASHRAE thermal guidelines, energy-efficient lighting systems, and cold/hot aisle containments. • Consolidated equipment and leveraged a physical/virtual server strategy to provide the same capabilities within a smaller physical space footprint at internal data centers • Deployed new servers utilizing Hyperconverged Infrastructure (housing compute/storage/network connections in a single, smaller device) and retired mainframes and aged storage devices

Note: Data on this page covers the QVC and HSN brand businesses, but excludes Ballard Designs, Frontgate, Garnet Hill, and Grandin Road.

Environmental Impacts in the Supply Chain

Code	Metric	Data			Discussion
		2021	2022	2023	
CG-AA-430a.1	Percentage of Tier 1 supplier facilities in compliance with wastewater discharge permits and/or contractual agreement	90%	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."

Management of Chemicals in Products

Code	Metric	Discussion
CG-AA-250a.1	Discussion of processes to maintain compliance with restricted substances regulations	**QVC and HSN Brands** Management of restricted substances leverages a combination of published compliance requirements, supplier education, supplier assessment and product testing requirements to ensure compliance with regulations. 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. 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. 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. 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. **Ballard Designs, Frontgate, Garnet Hill, Grandin Road Brands** 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. 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.
CG-AA-250a.2	Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products	In addition to the disclosure provided above, QVC and HSN Brands have a dedicated Dangerous Goods team with experience in the classification, safe handling, storage, and shipping of Dangerous Goods. Our process captures and stores Safety Data Sheet (SDS) information from our suppliers. These SDS are used to classify products with the appropriate hazardous description, and ensure goods are properly packaged and marked for transportation to the customer.

Product Packaging & Distribution

Code	Metric	Data			Discussion
		2021	2022	2023	
CG-EC-410a.1	Total greenhouse gas (GHG) footprint of product shipments (metric tonnes CO_2e)	194,974	146,488	116,780	In 2023 used a different calculation methodology based on internal reporting of average weight, average miles by mode of transportation.
CG-EC-410a.2	Discussion of strategies to reduce the environmental impact of product delivery				We continue to focus on several areas to reduce the environmental impact of product delivery: • Reducing the distance a product travels to the customer by optimizing inventory allocation among our fulfillment centers, so that, when possible, we fulfill orders from fulfillment centers located closer to the applicable customers. • Favoring modes of product transport which minimize emissions by collaborating with leading logistics providers embracing innovative solutions for decarbonization of the supply chain • Maximizing the recyclability of overpack product packaging, and educating consumers on how to recycle it by providing written or scannable instructions on the outside • Improving our ability to consolidate multi-item orders into a single package to reduce the number of packages we ship • Working with drop ship vendors who ship to customers on our behalf to optimize shipping locations and ship methods to reduce the amount of air freight transport they use

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Product Sourcing, Packaging & Marketing

Code	Metric	Discussion
CG-MR-410a.2	Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products	In addition to the disclosure provided in CG-AA-250a.1a, QVC and HSN Brands have a dedicated Dangerous Goods team with experience in the classification, safe handling, storage, and shipping of Dangerous Goods. Our process captures and stores Safety Data Sheet (SDS) information from our suppliers. These SDS are used to classify products with the appropriate hazardous description, and ensure goods are properly packaged and marked for transportation to the customer.
CG-MR-410a.3	Discussion of strategies to reduce the environmental impact of packaging	We have committed to a phased approach toward full recyclability, including: • 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 We convened a Sustainable Packaging Work Group in 2019 with representation from all our international teams. This group collaborates monthly, shares knowledge, and leverages sustainability improvements made to packaging globally, when feasible.

Labor Conditions in the Supply Chain

Code	Metric	Data 2021	Data 2022	Data 2023	Discussion
CG-AA-430b.1	Percentage of Tier 1 supplier facilities that have been audited to a labor code of conduct	91%	93%	95%	
	Percentage of supplier facilities beyond Tier 1 that have been audited to a labor code of conduct	0%	0%	0%	While Tier 2 suppliers have not been audited, they do have a responsibility to comply with our Global Business Partner Code of Conduct.
	Percentage of total audits conducted by a third-party auditor	100%	100%	100%	
CG-AA-430b.2	Priority non-conformance rate for suppliers' labor code of conduct audits	13%	15%	13%	
	Associated corrective action rate for suppliers' labor code of conduct audits	75%	78%	76%	
CG-AA-430b.3	Description of the greatest labor risks in the supply chain				Based on audits performed, the greatest labor risks in 2023 were: • Overtime hours above the maximum allowed by local regulations • Factories not providing social security, pension, healthcare or other insurance to employees per legal requirements
	Description of the greatest environmental, health, and safety risks in the supply chain				Based on audits performed, the greatest EHS risks in 2023 were: • Workers not wearing personal protective equipment (PPE) • Employers not providing Occupational Health Check to workers • Lack of proper safeguards on workshop machinery

Employee Recruitment, Inclusion & Performance;
Workforce Diversity & Inclusion

Code	Metric	Data			Discussion
		2021	2022	2023	
CG-EC-330a.1	Employee engagement as a percentage	66%	65%	62%	
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				
	Global Workforce by Gender				
	Female	62.3%	61.3%	59.2%	
	Male	36.7%	37.7%	39.7%	
	Non-binary	0.03%	0.1%	0.2%	
	Undisclosed	1.2%	0.8%	0.9%	
	Global Workforce by Gender: Director-level and Above				
	Female	45.9%	49.1%	51.0%	
	Male	53.9%	50.7%	49.0%	
	Non-binary	0.0%	0.0%	0.0%	
	Undisclosed	0.2%	0.2%	0.0%	

Note: Workforce figures include only regular, full-time employees; global figures exclude employees in Germany; all data as of December 31, 2023.

Employee Recruitment, Inclusion & Performance; Workforce Diversity & Inclusion

Code	Metric	Data			Discussion
		2021	2022	2023	
CG-EC-330a.3 and CG-MR-330a.1 [continued]	Percentage of gender and racial/ethnic group representation for management, technical staff, and for all other employees [continued]				
	U.S. Workforce by Race & Ethnicity				
	Asian	3.9%	4.1%	3.3%	
	Black or African American	28.2%	23.4%	23.4%	
	Hispanic or Latino/a	15.2%	18.0%	17.2%	
	White (not Hispanic or Latino/a)	48.8%	50.5%	52.3%	
	Other*	2.9%	3.0%	2.8%	
	Decline to self-identify	1.0%	1.1%	0.9%	
	U.S. Workforce by Race & Ethnicity: Manager-level and Above				
	Asian	4.8%	4.8%	3.8%	
	Black or African American	8.5%	7.4%	8.5%	
	Hispanic or Latino/a	6.5%	6.9%	8.2%	
	White (not Hispanic or Latino/a)	77.9%	78.2%	77.7%	
	Other*	1.7%	1.7%	1.5%	
	Decline to self-identify	0.6%	0.9%	0.3%	

Note: Workforce figures include only regular, full-time employees; all data as of December 31, 2023.

* "Other" includes Native American or Alaska Native, Native Hawaiian or Pacific Islander, and Two or More Races.

Data Privacy & Advertising Standards

Code	Metric	Discussion
CG-EC-220a.2	Description of policies and practices relating to behavioral advertising and user privacy	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.
		The table on the next page summarizes various user privacy practices utilized across Qurate Retail Group brands and markets.
		Each brand's policy describes the kinds of information that are 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.
		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.
		Except with respect to Sune, the General Terms of Use for all US entities for the US 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.
		All US QRG entities advertise directly to consumers and through third party platforms. Disclosures regarding advertising are contained within each brand's policy.
		With respect to behavioral advertising, all brand policies contain descriptions of activities, security, and procedures.

Data Privacy & Advertising Standards

Code	Metric	Discussion
CG-EC-220a.2 [continued]	Description of policies and practices relating to behavioral advertising and user privacy [continued]	Brand-specific policies: Qurate Retail Group QVC US QVC UK QVC Germany QVC Italy QVC Japan HSN Ballard Designs Frontgate Garnet Hill Grandin Road Sune

User Privacy Practices		QVC US	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 residents of states with "Do Not Sell" laws

Data Security

Code	Metric	Discussion
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	QRG's Cybersecurity team is led by a Chief Information Security Officer (CISO) who reports to QRG's Chief Information Officer. QRG has an in-house Cybersecurity team and partners with external managed service providers to deliver a global Cybersecurity program for all brands and markets. QRG uses technology to regularly monitor for vulnerabilities on QRG systems and supplements technology with other activities, including penetration testing to support our efforts to identify vulnerabilities in our systems. QRG addresses data security risks and security remediation through the activities of several groups within the Cybersecurity team including: Vulnerability Management, Security Operations Center, Access Management, Incident Response, Data Protection and Privacy, Policy & Training, Risk & Governance and Cybersecurity 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. QRG annually assesses cybersecurity maturity against the NIST Cybersecurity Framework's five domains: identify, protect, detect, respond, and recover. QRG Maintains compliance with the Payment Card Industry Data Security Standard V4 where applicable.

Activity Metrics

Code	Metric	Data 2021	Data 2022	Data 2023	Discussion
CG-AA-000.A	Number of Tier 1 suppliers	1,159	1,046	1,013	
	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	Online revenue (millions USD)	$7,929	$7,552	$6,440	Reduction in online revenue partially attributable to divestment of Zulily business in May 2023.
	Total sessions (billions)	2.5	2.0	1.5	
	Average monthly searches (millions)	41.2	32.1	34.1	
CG-MR-000.A	Number of retail locations	23	21	34	
	Number of distribution centers	20	25	18	Reduction in distribution centers reflective of divestment of Zulily business in May 2023.
CG-MR-000.B	Total area of retail space (square meters)	NR	32,887	47,312	
	Total area of distribution centers (square meters)	NR	1,593,179	1,283,820	Reduction in distribution center area reflective of divestment of Zulily business in May 2023.