

IMPACT REPORT 2024-2025

YouView TV Ltd

Certified



Corporation

Strictly private, confidential & commercially
sensitive: Please do not forward

THE AGENDA.

02 - 06 About Us

- Our purpose
- What we do
- Our values

07 Words from our CEO, Riccardo

08 - 12 Our B Corp Journey So Far and goals

- Where we started
- Our 2024 certified score and 27' Target
- What we did this year

13-23 Impact Area Plans and Progress

- Our scores at a glance
- Impact areas: overview & focus

Our purpose is to combine the strengths of Public Service Broadcasters and the scale of BT and TalkTalk to deliver a brilliant content-aggregation experience for everyone. And safeguard the UK's TV ecosystem while we're at it.

WHAT WE DO

YouView combines streaming and broadcast TV from around the world into one

“Simply Smart TV” service.

Launched in 2012 by the BBC, ITV, Channel 4, Channel 5, BT and TalkTalk, YouView brings the best UK and global shows to its audience from across both internet and broadcast TV in one simple easy-to-use TV service.

ABOUT US



OUR VALUES

BRAVERY

COMMUNITY

GROWTH

AMBITION

OPENNESS

OUR VALUES

BRAVERY

We believe great progress and innovation is underpinned by those who have the courage to speak up and think differently.

COMMUNITY

Our best work is built upon our collective respect, trust and belief in each other.

GROWTH

We strive to grow our experience and skills and that of those around us through mentoring, coaching and knowledge.

AMBITION

Our ambition allows us to continuously strive for greater achievements that belie our size.

OPENNESS

We believe the foundation of great working relationships timely and transparent communication.

WORDS FROM RICCARDO

“The greatest threat to our planet and society is the belief that someone else will take care of them. In a challenging global context, which is becoming less ideological and increasingly transactional, there is a risk of reducing the focus on those causes that make a difference to our well-being and that of future generations.

At YouView we remain committed to using our business as a force for good. This year, we established a Sustainability Team, began measuring our carbon emissions, and pledged to halve them by 2030 and achieve net zero by 2050; we’re collaborating with partners to reduce the carbon footprint across our supply chain. In line with our Company Values, we kept our focus on enhancing employee well-being through the promotion of diversity, equity, inclusion, flexible work and mental health support.

We recognise there is much more to be done on our inspiring B Impact Assessment journey and in the coming year we’ll focus on finalising our plans to achieve our 2030 goals and we’ll launch implementation.

To all our colleagues, partners and customers — thank you for your continued support. Together, we can prove that a business can operate successfully while caring for people and the planet!”

WORDS FROM OUR CEO

youview



ROAD TO CERTIFICATION.





WHERE WE STARTED

We kicked off our sustainability journey at the end of 2020 with some timid, “let’s see what happens” attempts at measuring our employees' commuter footprint – like dipping a toe into the green pool and hoping we didn’t make a huge splash. But before long, we realised that the B Corp certification was the perfect match for our values, company culture and the most important aspect - PEOPLE. It was like finding the eco-friendly soulmate we never knew we were looking for!

And the climb... For the next few months, we were on a rollercoaster — collecting information, revamping policies, moving into a shiny new eco-friendly building, and rolling out frameworks that would help us hit our goals. The results? Looking pretty good. Our final assessment showed we were on track for over 80 points, so we collectively held our breath and hit the ‘magic button’ called SUBMIT, hoping it wouldn’t lead to a “404: Not Found” error!

83.3

Our 2024 Certified Score

TODAY

Assessment, submission, audit and we finally emerged victorious in March 2024 with a shiny, almost-too-good-to-be-true overall score of 83.3! It felt like scaling the world's tallest mountain and reaching the top, where we now stand proudly like superheroes, cape made of recycled materials flapping in the wind! But for us at YouView the journey is far from over. In fact, it's never really over. We're committed to pushing forward, improving every step of the way, because there's always more we can do—both as a company and as individuals.



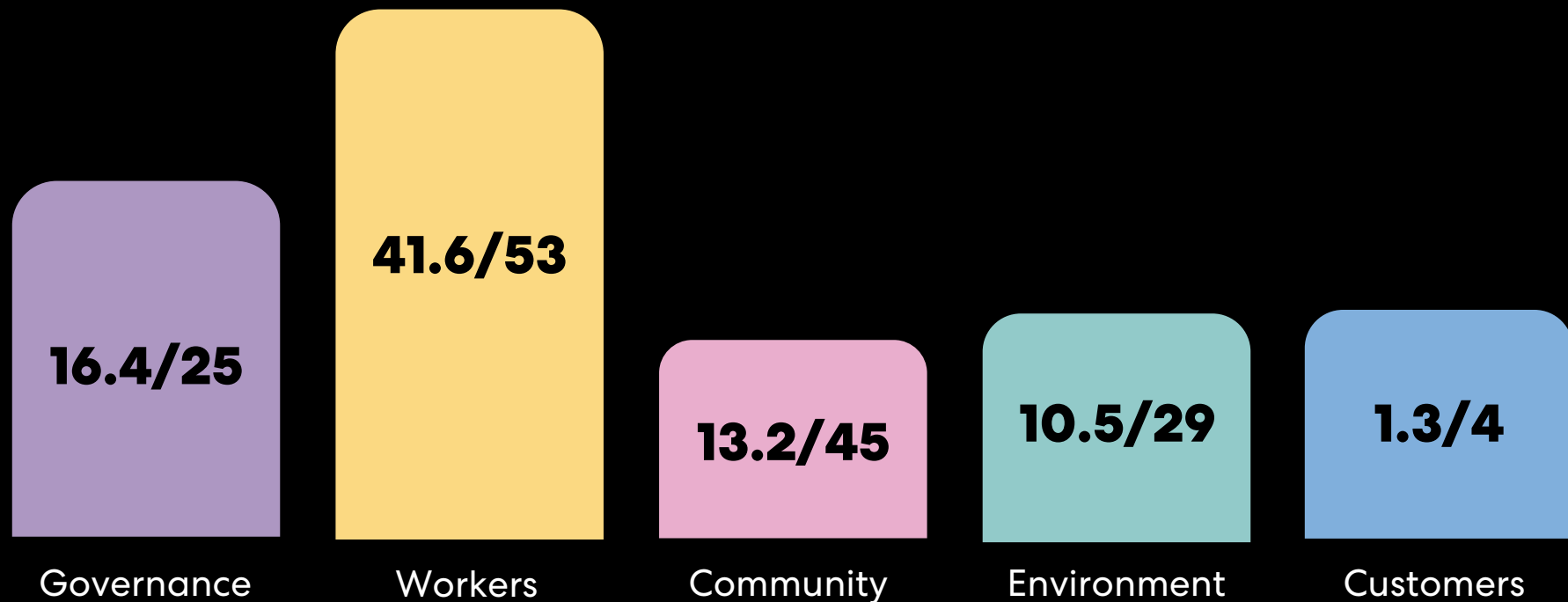
OUR TARGET

95

Recertification target 2025

OUR SCORES AT A GLANCE: IMPACT AREAS

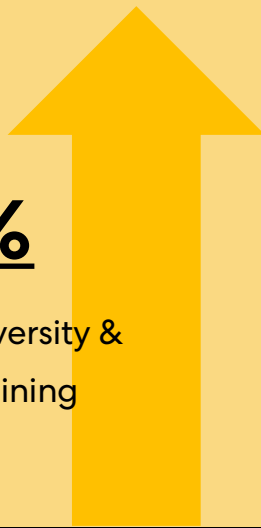
youview[®]



youview®

100%

Equality, Diversity &
Inclusive training
completed



£12.5k

COLLECTED FROM

FUNDRAISING

YouView Family

5+
YEARS

→ **47%**

17%

←

10+
YEARS

The Epic Stats of

**2024 –
2025**



538.75
HOURS

Dedicated to volunteering

27 EVENTS OF
FUN



Greenly Climate
Strategy Rating

GOVERNANCE - OVERVIEW

What we said:

- Review stakeholder engagement

What we did:

- Started a sustainability forum including representatives from stakeholder groups
- Whistleblowing policy review

What's next:

- Review conflict of interest questionnaire requirements
- Review anti-corruption guidance
- Integrate social and environmental performance into decision-making

GOVERNANCE - FOCUS

We had our first sustainability forum this year and had a dedicated session during a company—all event featuring our shareholders, a group of eco-pros from the outside world who know way more about saving the planet than we do!

We've hit it off with our landlord and discovered a bunch of ways we can team up to make some real positive change—who knew collaboration could be this fun?

All sessions were full of brilliant ideas on how others are saving and tackling problems and gave us some good ideas for how we can move forward.



WORKERS - OVERVIEW

What we said:

- Organised Diversity and Inclusion training for all staff.
- Support flexible working arrangements.
- Support the physical and mental well-being of employees.
- Research volunteering partners and enable all staff to commit to regular volunteering in the community
- Continue supporting professional development

What we did:

- Implemented a peer review system
- Women at YouView group set up
- Employee loans
- Smart tech
- Financial advice training
- Introduced and updated multiple policies
- Sleep webinar- shhhh...
- Dry January webinar
- Empowering Men's Health webinar

What's next:

- Review DSE for remote workers
- Reviewing skills-based training opportunities
- Cross-functional job training
- Refresh training and increase visibility for mental health first aiders

WORKERS - FOCUS

People are our magic ingredient, and we're here to support our team every step of the way! We're cranking up the training game- everything from skills workshops to cross-functional job swaps.

Because we believe that keeping minds healthy is just as important as keeping skills sharp! We will organise 'refresh training' for our mental health first aiders.

We're on a mission to keep the diversity train rolling at YouView- no stopping, no slowing down! We want everyone to feel they belong, and we're especially fired up about empowering the incredible women here. Seriously, the talent is next level!



COMMUNITY - OVERVIEW

What we said:

- Review ways we can get involved in local community events/initiatives
- Review local purchasing to support local suppliers and business owners

What we did:

- Created a community committee to look after charitable and community activities
- Continuous training on DE&I practices
- Took on students for work experience
- Organised coaching with a local college (ADA college)

What's next:

- Review charitable donations
- Review volunteering hours / opportunities
- Review supply chain management

COMMUNITY- FOCUS

This year we partnered with the Felix Project to raise funds & volunteer.

We've hosted a bunch of fundraisers, including a thrilling tombola at our all-staff away day- because who knew winning a mystery prize could feel so good and be for a good cause?

We have had a variety of groups attend the Felix site in Poplar, working in their kitchen and warehouse.



ENVIRONMENT - OVERVIEW

What we said:

- Establish sustainability team
- Find reliable tool and measure accurately Scope 1,2 & 3 carbon emissions
- Commit to reduction targets

What we did:

- We assembled group of dedicated people within the company and established 'environment crew'
- We've collected the data and got our first carbon footprint report, including all three scopes
- We have officially pledged to act and halve our emissions by 2030 and achieve net zero by 2050
- Completed our first CDP (Carbon Disclosure Project) report, enabling YouView to be more transparent

What's next:

- Educate employees
- Continue to seek improvements and reductions within our own infrastructure
- Collaborate with content providers and shareholders
- Implement reduction actions
- Engage with our biggest suppliers
- Organise hackathon
- Launch sustainability campaigns

ENVIRONMENT - FOCUS

We aim to make significant progress on several reduction initiatives we've selected, starting with continuous improvements and optimizations in our digital infrastructure, and ending with the purchase of organic products for our employees and adding more plant-based options for the team- we're tackling it all, one green step at a time!

We'll be rolling out a series of fun and informative campaigns across the company, covering all sorts of exciting environmental topics to keep engaged in our sustainability journey.

We'll put together a list of all our top suppliers to take a deeper dive into our value chain, fine-tune those pesky scope 3 emissions, and see how keen our partners are getting-because who doesn't love a little eco-checkup?



CUSTOMERS - OVERVIEW

What we said:

- We will continue to monitor customer satisfaction
- Maintain quality control mechanisms in place
- Regularly review targets and adjust them according to requirements

What we did:

- Review of testing across internal teams for efficiencies and improvements
- Deployed software to trialists base that would reduce energy consumption of the Set-top-boxes

What's next:

- Accessibility features review
- Sustainability features review

CUSTOMERS - FOCUS

By conducting a review of our testing across various internal teams, we found there were ways in which we could work better with our customers to be more efficient and ensure that the right people are testing the right parts of the software stack.

Next up, we're planning to go full-on tech wizard mode—using the latest tools and brainpower in the company to create software that doesn't just work like a dream, but is also lean, green, and super-efficient. Less resource-hungry, more high-fiving!

IMPACT AREA 5



youview[®]

THANK YOU.