

IMPACT REPORT 2025-2026

YouView TV Ltd

Certified



Corporation

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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 whilst 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.



youview



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

In 2024, YouView became a Certified B Corporation, reflecting our commitment to operating responsibly and creating positive impact through our business. Two years on, we remain proud to be part of a global community of companies working to balance purpose with profit.

B Corp provides a framework that holds us accountable and challenges us to continually improve how we support our people, work with our partners, and contribute to the communities around us.

This report highlights the progress we have made so far and reinforces our commitment to building a more responsible and sustainable business in the years ahead.



Riccardo Balestiero
CEO

KEEP **CALM** AND KEEP IMPROVING.



BUILDING ON OUR FOUNDATIONS

APR 2025 – FEB 2026



We've been busy. Really busy. The journey to improve didn't slow down for a second, and we've come a long way since last year's B Corp assessment. This year, we're proud to report that the strides we've made are nothing short of impressive. Our focus? Reducing our environmental footprint. After all, we know it's one thing to talk about sustainability, but it's another to walk the talk. And walk it we did; our greenhouse gas emissions have dropped by nearly **50%**. Behind the scenes, we've been working on optimization and automation to make smarter, more conscious choices.

And the story goes on...

From spending less to traveling less, we've focused on efficiency and being mindful of every decision we make. But it's not all about numbers and metrics. We've joined forces with charity organizations, organized runs, donation campaigns, and events to support those who need it most. B Corp is a team effort, so in this report, we've asked our team members to share what they've been working on. From small initiatives to bigger projects, they've been putting in the work, and we're excited to highlight what they said.

83.3

Our 2024 Certified Score

TODAY

Our initial B Corp score? That's old news. After we celebrated our shiny 83.3 in March 2024, we didn't sit back and rest on our laurels. Nope, we rolled up our sleeves and kept working, and working, and working some more. In the middle of the chaos, our team was the real MVP. Deadlines were looming, pressure was high, but somehow, everyone stepped up and got involved.

It's like they say: teamwork makes the dream work, no matter how wild the ride gets!

And just when we thought we were on top of everything, new impact topics were introduced. But don't worry, we're all over them! We've got our eyes on the ball and we're already working hard to ensure we're more than ready for our recertification in March 2027.

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Corporation



OUR TARGET

Assess the recertification criteria for new
Impact Topics by June 2026.



1450 Days

YouDays dedicated to
personal skills
development &
innovation

£5.5k and
counting!

COLLECTED FROM

FUNDRAISING

YouView Family

5+
YEARS

53%

27%

10+
YEARS

The Epic Stats of

2025 –
2026



14 PEOPLE

VOLUNTEERED AT
PROVIDENCE ROW

20 EVENTS OF

FUN



TOP
5%

Greenly Climate Strategy
Rating

GOVERNANCE - OVERVIEW

What we said:

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

What we did:

- Anti Corruption and conflict of interest (TBC) guidance reviewed
- Incorporated "Supporting Sustainability" into our team objectives.
- Concluded Brookfield's 'Accelerate ESG' programme

What's next:

- Finalise carbon trajectory and reduction actions across Scope 1, 2 and 3
- Explore the feasibility of conducting a risk and opportunities audit recommended by CDP (Carbon Disclosure Project)

GOVERNANCE - FOCUS

We have formally incorporated "Supporting Sustainability" into our team objectives, allowing teams across the business to develop their own initiatives in alignment with YouView's environmental goals.

Over the past year, we participated in and have now concluded our landlord's Accelerate ESG pilot programme. Through this process, we identified several potential improvement opportunities within our office infrastructure.

We are actively refining and finalizing our short-term and long-term carbon reduction trajectory for Scope 1, 2, and 3 emissions, in collaboration with our sustainability experts, to ensure we meet our targets.



*Dagmara Sokolowska
Senior Change Manager*

WORKERS - OVERVIEW

What we said:

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

What we did:

- Introduced “flexible” bank holidays to give employees greater flexibility when to use annual leave
- Promoted secondment opportunities within engineering teams to improve cross functional knowledge and skills

What’s next:

- Review our approach against new criteria for “Fair Work” and “JEDI,” and implement any opportunities identified

WORKERS - FOCUS

The WAYV (Women at YouView) initiative was established to support female colleagues and improve engagement, representation and growth overall. Successes over the past year include regular internal meet-ups to share knowledge and best practice; attendance at conferences and events (e.g. Women in Tech conference, Trouble Club events), participation in external meet-ups and events such as (WWC) Women Who Code, HbbTV conference panel session, Women in Media Tech breakfast and a knowledge-share session at Innocent's offices. We hosted our first Shareholder CAREERTalk session, a panel discussion comprised of senior women from ITV (alongside some YouViewers) focused on sharing career journeys and providing any tips/guidance. Further sessions will be run with other shareholders, such as Channel 4.



Our first Shareholder CAREERTalk panel discussion

Marina Wright
Head of Delivery and Chair of the Women at YouView Group

COMMUNITY - OVERVIEW

What we said:

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

What we did:

- Partnered with Providence Row, our new Charity of the Year
- Organised volunteering opportunities for staff
- Organised a variety of fundraising events to appeal to our diverse employee group

What's next:

- Continue our 2nd year of fundraising for Providence Row
- Identify future charity partners
- Review where Community sits within new B Corp Standards implement any positive changes

COMMUNITY- FOCUS

This year we made the decision to change our partnership to Providence Row, a charity based a 5-minute walk from our Office, who work to support those affected by homelessness.

We have worked hard this year to ensure a steady stream of events – to both fundraise and to champion the great work of our Charity.

We have run Prize Raffles, a Talent Auction, a Hamper Raffle at our Company Offsite and even persuaded a few colleagues to run a Half-Marathon. As it stands, we have raised over £5,500 which will be invaluable to support the work of Providence Row.

We have also facilitated a variety of volunteering sessions this year ranging from supporting the daily Lunch Service to assisting in a charity pop-up shop.

*Abbie Cornelius
Software Engineer and Chair of the Community Committee*



ENVIRONMENT - OVERVIEW

What we said:

- Educate employees
- Continue to seek improvements and reductions within our own infrastructure
- Implement reduction actions
- Launch sustainability campaigns

What we did:

- We have launched regular educational campaigns for employees re sustainability
- We have been awarded gold batch in Greenly Climate Score,

placing us in top 5% of companies according to maturity of their climate strategy.

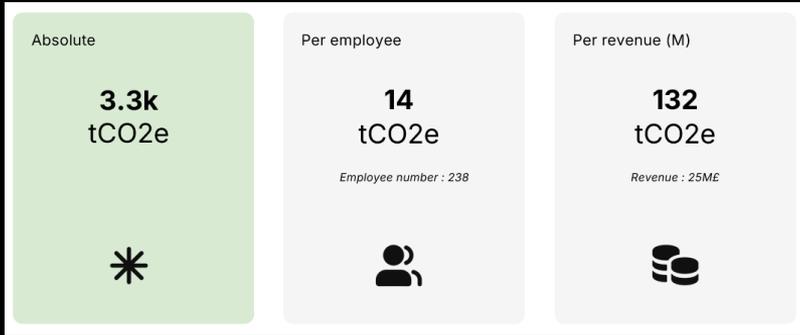
- By implementing reduction actions across the business, we have reduced our overall GHG by almost 50%
- We've submitted our CDP (Carbon Disclosure Project) report (for the first time making our data public) and we scored B, which is the top rating in SME category.
- We held multiple audits, including energy and waste to better understand our operational emissions
- We have adjusted our emissions reporting, so it aligns with GHG protocol

What's next:

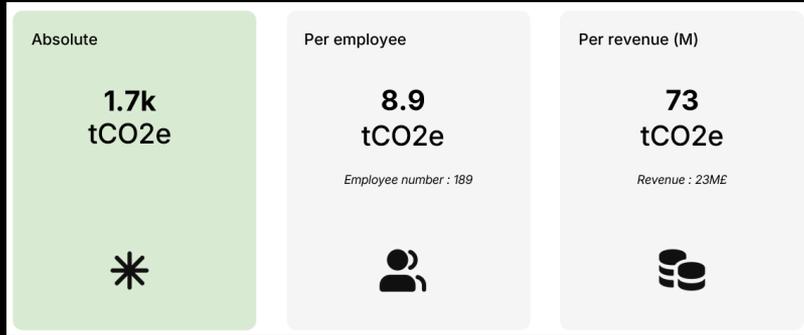
- Continue to seek improvements and reductions within our own infrastructure
- Collaborate with content providers, shareholders and landlord
- Engaging suppliers to align with our Net Zero targets
- Prepare for B Corp recertification according to new standards
- Build trajectory and reduction actions plan
- Work on setting up intensity targets
- Continue to shar awareness across the company

ENVIRONMENT – EMISSIONS

FY 24 Baseline



FY 25 Update



Emissions per Scope FY24 (3331 tCO2e)

- Scope 1 = 15.7
- Scope 2 = 65.3
- Scope 3 = 3250.0

Emissions per Scope FY25 (1690 tCO2e)

- Scope 1 = 0.0
- Scope 2 = 64.9
- Scope 3 = 1620.0

ENVIRONMENT - FOCUS

Last year we have conducted several audits to pinpoint key areas for improvement, and we've started gathering the missing data, refining and fine-tuning our reporting to ensure it aligns with GHG requirements.

We have made significant progress on several reduction initiatives focused mainly on operational improvements and optimisation primarily to reduce overall energy use, waste and resources optimisations. All of that resulted in almost 50% overall reduction across Scope1, 2 and 3.

David Burns

Software Engineer and Chair of the Environmental Committee



"Youview's approach to sustainability has been twofold; we focus on practical measures to monitor and reduce energy use and trying to raise awareness of how we can factor in sustainability in our business thinking in an interesting and non-judgemental way"

CUSTOMERS - OVERVIEW

What we said:

- Accessibility features review
- Sustainability features review

What we did:

We implemented several enhancements to strengthen the accessibility of our products, including:

- Phase 2 high contrast mode on Apple TV
- On set-top-box, added functionality to highlight linear channels with AD and subs within TV Guide
- Embedded accessibility deeper into our design process
- Investigated how to improve recruitment of users with access needs
- Conducted priority reviews with customers that allowed greater flexibility and responsiveness in addressing issues

What's next:

- Continue to improve our design and research process to ensure an inclusive approach that delivers a user-centered product
- Ensure the research programme delivers insights to inform the product roadmap into the future
- Continue to collaborate with customers on in-life monitoring, reporting and investigations

CUSTOMERS - FOCUS

We strengthened our approach to designing for accessibility by enhancing our process to ensure accessible considerations are embedded. We also refined the governance of our research panel to support better recruitment and engagement with end-users who have accessibility needs.

We evolved our user research programme by enhancing our quarterly satisfaction survey with key UX metrics to track how the experience develops over time. In addition, we advanced our research methodology through on-device trials, combining qualitative interviews with quantitative data to generate deeper, real-world insights that guide product decisions.

Together with ongoing interviews and surveys, this strengthened programme enabled us to synthesize insights more effectively, directly shaping feature updates and informing our FY26/27 roadmap.

*Neil Wardrop
Head of Product Design*

THANK YOU.

youview[®]