

CHARTER COMMUNICATIONS, INC.

2020 Environmental, Social and Governance (ESG) Report



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DISCLAIMER AND CAUTIONARY STATEMENT REGARDING FORWARD-LOOKING STATEMENTS

Certain of the statements included in this report, including those regarding our ESG-related initiatives, constitute forward-looking statements within the meaning of the U.S. Private Securities Litigation Reform Act of 1995. Forward-looking statements are made based on management’s current expectations and beliefs concerning future developments and their potential effects upon Charter Communications, Inc. (“Charter” or the “Company”) and its subsidiaries. Charter’s actual results may differ, possibly materially, from expectations or estimates reflected in such forward-looking statements. Certain important factors that could cause actual results to differ, possibly materially, from expectations or estimates reflected in such forward-looking statements can be found in the “Risk Factors” and “Cautionary Statement Regarding Forward-Looking Statements” sections included in Charter’s Annual Reports on Form 10-K and Quarterly Reports on Form 10-Q. Statements regarding our ESG-related initiatives are subject to the risk that we will be unable to execute our strategy because of market or competitive conditions or other factors.

All forward-looking statements attributable to us or any person acting on our behalf are expressly qualified in their entirety by this cautionary statement. We are under no duty or obligation to update any of the forward-looking statements after the date of first publication.

ESG metrics included in this report are as of December 31, 2020 (unless otherwise noted), have not been independently audited, and are not prepared in accordance with GAAP.

The inclusion of information in this report should not be construed as a characterization regarding the materiality or financial impact of that information. Please refer to our periodic and other filings with the SEC, which are accessible on the SEC’s website at www.sec.gov and our website at ir.charter.com, for additional information concerning Charter, including information which is more current than that contained in this report. This report should be read in conjunction with our filings with the SEC and the other information we publish.



Letter From Our CEO

I am pleased to introduce Charter's Environmental, Social and Governance ("ESG") report for 2020.

At Charter Communications, we believe that serving our more than 31 million customers and supporting our 96,000 employees means going beyond delivering best-in-class broadband, TV, voice, and mobile services. It means being hyperlocal, from expanding our network to connect more homes and businesses, to the news we bring our viewers each day, the employees we hire and train, and being active members of the communities we serve. In the last three years alone, we have extended our network to reach an additional 2.5 million homes and businesses, about a third in rural areas. In 2021, we announced a new multiyear, multibillion-dollar initiative to expand our network to provide high-speed broadband availability to more than one million additional unserved homes and businesses.

As the Novel Coronavirus ("COVID-19") pandemic has shown us, maintaining connectivity has never been more important. Millions of customers have been working, studying, virtually socializing with friends and family, and accessing healthcare from home. That is why, as one of the Federal Emergency Management Agency's community lifeline sectors, Charter continued operations in our facilities throughout 2020. We quickly adapted and responded to meet the increased broadband needs of our customers and to keep our employees safe. For customers, we launched a number of community programs, including our Remote Education Offer and our Keep Americans Connected pledge. We opened our Spectrum News websites to ensure people had access to high-quality local news and information, and we rapidly connected and upgraded



fiber services to healthcare providers in our communities. For employees, we followed the latest Centers for Disease Control and Prevention ("CDC") guidelines to help keep our workforce safe, particularly those on the front lines who serve our customers and help keep our communities connected. We also offered additional paid sick time for COVID-related illnesses and a flex time program to address other COVID-related issues.

Since our founding, we have worked to provide innovative services that meet the evolving and critical customer connectivity needs of today and the future. In 2020, we formalized our ESG efforts in a comprehensive three-pillar framework to reflect how our business drives sustained value in a virtuous cycle. By investing in a highly skilled workforce, we are able to deliver a superior network that connects communities.

We are a leading broadband connectivity company and cable operator serving more than **31 million customers in 41 states** through our Spectrum brand. Over an advanced communications network, the company offers a full range of state-of-the-art residential and business services, including Spectrum Internet®, TV, Mobile, and Voice.



We recognize the importance of our services to people’s daily lives, which is why we have established goals to help create long-term value through sustainable connectivity:

- Drive efficiency by achieving **carbon neutrality** in our operations **by 2035**.
- Continue to build a highly skilled and inclusive workforce by **increasing the starting minimum wage of all hourly employees to \$20 in 2022** (in March 2021, we raised our starting minimum wage to \$18).
- Provide better, safer connectivity and control for our communities by making our **Advanced In-Home WiFi platform available to 100% of Internet service-able homes passed in 2022**, which allows customers to optimize their home networks with detailed visibility and control over connected devices on their home networks.

This year’s ESG report describes Charter’s actions that support sustainability, inclusivity, and the investments we make in the communities where we operate and

our employees live and work. Our report focuses on the topics most significant to Charter and the way we operate our businesses, and it also marks the first time we are including disclosures aligned with frameworks issued by the Sustainability Accounting Standards Board (“SASB”) and the Task Force on Climate-related Financial Disclosures (“TCFD”). Alongside our framework, these disclosures are part of how we are shifting our focus from our 2019 Corporate Responsibility Report to this inaugural ESG report. We believe these disclosures and the information provided in this report will demonstrate to all our stakeholders the important role these programs play in Charter’s business strategy and how our performance in these areas position the company for continued success.

A handwritten signature in blue ink, which appears to read 'Thomas M. Rutledge'.

Thomas M. Rutledge
Chairman and Chief Executive Officer



Our ESG Approach



In 2020, we formalized our ESG efforts in a comprehensive three-pillar framework to reflect how our business drives sustained value. By investing in a highly skilled workforce, we are able to deliver a superior network that connects communities.

ESG framework

As a leading broadband connectivity company and cable operator, we create long-term value for our stakeholders through the efficient delivery of our services. We recognize that by investing in a highly skilled workforce, we are able to deliver superior products and services over an advanced network to bring sustainable connectivity to our customers and their communities. A **Highly skilled workforce, a Superior network, and Connected communities** constitute our ESG framework underpinned by strong governance. These pillars define our ESG priorities and reflect important aspects of our overall business strategy.

Charter developed this framework through a detailed review of leading ESG standards reflecting stakeholder priorities paired with feedback across the organization

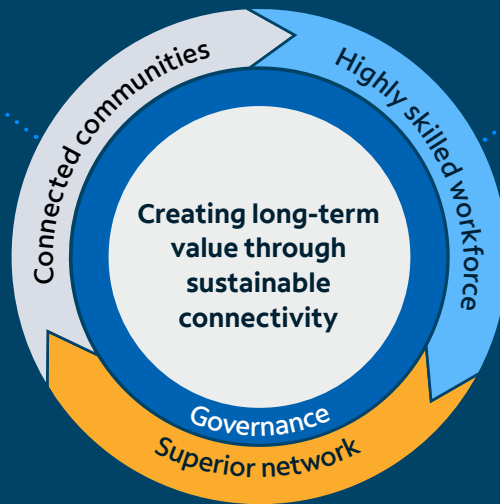
to identify and inform our approach. We began with an initial set of topics from a number of leading, industry-specific sustainability standards, including SASB. We combined these standards with the findings of a comprehensive peer assessment, existing programs at Charter, and a broad executive engagement effort across our business groups to identify ESG priorities in relation to our operations. These topics were then validated by our internal ESG Operating Steering Committee (“OSC”) and Executive Steering Committee (“ESC”), as well as our Board of Directors (the “Board”), and subsequently synthesized into a cohesive approach that articulates our areas of focus (see [ESG governance](#)).



We create long-term value by building sustainable connectivity through a virtuous cycle that begins with investing in a highly skilled workforce. Our workforce enables us to deliver superior products and services over an advanced network, connecting our customers and their communities.

Connected communities

- » Investing in the communities we serve
- » Protecting customer data, privacy, and security
- » Expanding access to our products and services



Highly skilled workforce

- » Training and investing in our employees to be masters of their craft
- » Enabling a diverse and inclusive culture
- » Focusing on a safe and healthy workplace

Superior network

- » Continuously upgrading the resilience and reliability of our network
- » Investing in the efficiency of the network to provide affordable services

ESG metrics and targets



Charter has formalized a number of operating metrics within each pillar of our framework to track and measure performance across our ESG focus areas. The table below highlights our efforts during fiscal year 2020 (ended December 31, 2020), unless otherwise noted.

	FOCUS AREA	METRIC ¹	VALUE ²
Highly skilled workforce	Training and investing in our employees to be masters of their craft	Total number of aggregate training hours	4.1 million hours
		Total number of learning experiences (e.g., courses) available at Charter	81,180 learning experiences
		Total dollars invested in training	\$180 million
		Percentage of hourly employees who make at minimum \$20 per hour	55%
	Enabling a diverse and inclusive culture	Percentage of the workforce that is Black/African American, Hispanic/Latino, or Asian	Black/African American: 21% Hispanic/Latino: 17% Asian: 4%
		Percentage of the workforce that is female	34%
Focusing on a safe and healthy workplace	Total recordable injury rate ("TRIR")	2.4	
Superior network	Continuously upgrading the resilience and reliability of our network	Dollar investment in infrastructure and technology	\$7.4 billion
	Investing in the efficiency of the network to provide affordable services ³	Greenhouse gas ("GHG") emissions from our operations	1,617,323 MT CO ₂ e
		GHG emissions from our value chain ⁴	924,892 MT CO ₂ e
Connected communities	Expanding access to our products and services	Additional homes and businesses provided with broadband access	In the last three years alone, Charter has extended its network to reach an additional 2.5 million homes and businesses, about a third in rural areas
	Protecting customer data, privacy, and security	Percentage of Internet serviceable homes passed where Advanced In-Home WiFi capability is available	Over 65%
			GOAL: Make our Advanced In-Home WiFi platform available to 100% of Internet serviceable homes passed in 2022

¹ Please see each respective section of this report for more information and methodologies for these metrics.

² Percent values are rounded to the nearest whole number.

³ Data presented is for 2019. Our GHG emissions figures are updated as of July 2021 for the year ended December 31, 2019.

⁴ Please see [Understanding our sources of GHG emissions](#) to read more about the value chain categories we include.

ESG governance

In 2020, Charter created a more formal approach to ESG governance. In addition to formalizing the Nominating and Corporate Governance Committee’s oversight of the Company’s efforts with regard to ESG matters, we also established an ESC and an OSC that are both chaired by Charter’s General Counsel. Our ESC and OSC are composed of leaders from across our operations, including Human Resources, Diversity & Inclusion, Government Affairs, Communications, Corporate Finance, Corporate Services, Business Planning, Network Operations, and Investor Relations. The OSC, which meets every two to three weeks, consists of program leaders related to our ESG areas of focus. The OSC provides input on the Company’s ESG framework, assists with the establishment of ESG metrics, and guides the Company’s approach with respect to ESG programs and disclosures. The ESC is composed of senior-level managers responsible for overseeing and determining the direction and ambition of key ESG program areas, and oversees the work of the OSC to ensure that our program and disclosures align with Charter’s values and business goals. The ESC meets

monthly and regularly reports ESG and climate strategy progress to the Chairman and Chief Executive Officer and quarterly to the Nominating and Corporate Governance Committee.

In addition to the Nominating and Corporate Governance Committee responsibilities defined above, the full Board has delegated ESG-related responsibilities to various committees. The Audit Committee reviews our Enterprise Risk Management (“ERM”) program on a regular basis, which includes reviewing threats to our network and our business such as cybersecurity risks and business continuity risks, including extreme weather. The Board regularly reviews reports from management and the Audit Committee regarding the ERM program. The Compensation and Benefits Committee receives updates from our Chief Diversity & Inclusion Officer. The Board also regularly discusses Charter’s competitive positioning, strategic dynamics, and business priorities with management and advises management with respect to our strategy for each of our business areas.





Highly Skilled Workforce

Our operating strategy includes insourcing nearly all of our customer care and a substantial portion of our field operation workforces. The investments we make to acquire, retain, and develop our workforce directly impact the quality of our service delivery and our ability to connect and retain customers.

Training and investing in our employees to be masters of their craft

Charter recognizes that a professional, skilled workforce is vital to our success. This belief is reflected in our Company's values of employees being experts in their field and pursuing continuous growth and learning. As a service organization, our employees take personal responsibility for meeting our shared goals and fulfilling our commitments as they strive to be masters of their craft. In 2020, Charter invested over \$180 million in training,⁵ offering a wide array of talent development programs from entry-level skills training to management and leadership development.

Each major business unit has a learning organization to manage and maintain role-specific training for new hires and supervisors. Our corporate learning function supports broader, cross-functional learning initiatives with tools, resources, and technology infrastructure. By leveraging this distributed learning model, employees are immersed in role-based training within their business units (e.g., customer service, field operations, and sales) and supported at the corporate level for more universal needs. This approach allows more agility for the business units to quickly train employees on specific tools or skills as they evolve, while our corporate function ensures that enterprise-wide tools, processes, and leadership programs support the broader organization's needs.

Broadband Technician Apprenticeship Program

One of our most successful ongoing programs is our Broadband Technician Apprenticeship Program. This highly regarded program, certified by the U.S. Department of Labor, is aligned with our broadband technician career progression and includes thousands of hours of on-the-job training and classroom instruction.



⁵ This metric includes departmental training expenditures, learning system expenditures, salaries for dedicated learning personnel, and total training salary cost. To prevent undue skewing of the training salary cost, only salaries for staff below the Vice President level are included, with the assumption being that most training hours come from those employees.

Training by the numbers in 2020

Total number of aggregate training hours:

4.1 million hours (includes full-time and part-time employees)

Total number of learning experiences available at Charter:

81,180



Our company-wide Learning Management System has the ability to view formal learning activity, including completion rates and evaluations on training and development experiences, to provide full-time and part-time employees, as well as management, a comprehensive view of progression. A cross-functional team meets monthly to manage and maintain the shared structure and use of the system.

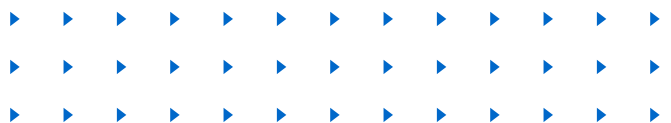
Charter offers a variety of standard and customized leadership development programs, resources, and curricula for each business unit and job level. Some business units have frontline and mid-level leadership programs that are tailored to unique business challenges, while others leverage corporate-provided leadership content in an open enrollment format. In addition, we have a number of corporate-led internal programs at the Manager through Vice President levels and multiple opportunities for Supervisors to quickly augment their skills with online courses on topics such as business applications, productivity tools, and communication and management skills.

With the COVID-19 pandemic in 2020, it became clear that we needed to adapt our training efforts to meet social distancing and remote work requirements. Our

learning teams and highly trained facilitators quickly shifted from in-classroom to virtual learning without sacrificing quality. In addition, we offered more than 5,000 self-paced, online courses spanning leadership development, new hire, and professional skills training.

Learning partnerships

Our learning offerings are supplemented by programs provided through organizations such as the Center for Creative Leadership, the Cable and Telecommunications Association for Marketing, and the Society of Cable Telecommunications Engineers. We also partner with key diversity organizations such as Women in Cable Telecommunications and the National Association for Multi-ethnicity in Communications for additional leadership development opportunities.



Tuition assistance

Charter recognizes that development through education is an integral part of our workforce’s personal and professional growth. Through our Education Assistance Program, Charter will pay up to \$5,250 in a calendar year for expenses incurred from pursuing a degree at an accredited college, university, or trade school when the program is related to the full-time employee’s current role or will prepare them for a future role at Charter.

Performance and coaching

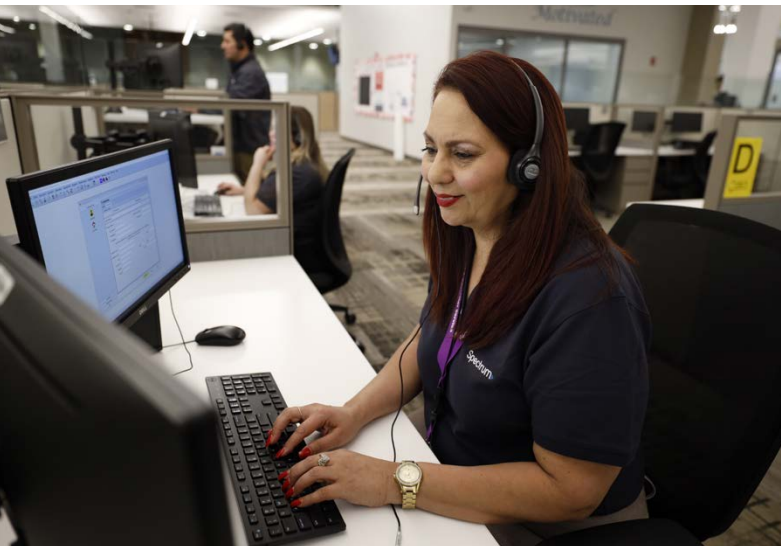
In addition to encouraging a culture of continuous learning, Charter annually evaluates all merit-eligible employees through a formal performance management review process that focuses on overall job effectiveness and behaviors. For Directors and above, job effectiveness is measured against goals established at the beginning of the year. Managers and below are evaluated on common criteria such as job knowledge, planning effectiveness, and results. Some frontline employees may have their

scorecard metric performance included in the job effectiveness criteria. Behaviors addressed in the performance management process for employees include communication and relationship building, as well as supporting diversity and inclusion for Directors and above. Several business units participate in employee engagement surveys that solicit feedback on key areas of focus within their group.

Our policies and our culture promote open feedback, but we also offer a 24-hour hotline for employees, contractors, vendors, customers, and concerned citizens to raise concerns anonymously. Employees are made aware of these options during their onboarding and are periodically reminded of these resources through our Workplace Expectations learning program.⁶ Our Open Door Policy prohibits retaliation against any individual who, in good faith, seeks advice, raises a question, reports misconduct, or participates in an investigation of a Code of Conduct violation.^{7,8}

Succession and planning

As we look to the future, we recognize the ongoing need to further strengthen and diversify our leadership pipeline. Each business unit participates in an annual talent planning process to assess the overall performance of our leaders and their potential to serve in larger, more complex roles. Discussions around talent also lead into succession and development planning to ensure we continue to strengthen our workforce for the future. Potential successors are identified on an annual basis for all roles at the Vice President level and above. Talent conversations roll up to executive leadership, opening possibilities for career growth opportunities and cross-organizational movement.



⁶ This program also introduces our employees to Charter’s ethical business practices, and requires new hires to be trained on standards such as our Code of Conduct and Employee Handbook. Charter trains all employees on our business ethics standards upon hiring, endeavoring to do so again biennially, mandates an annual Conflict of Interest certification for directors and above, and requires contractors to abide by applicable laws and regulations. The Audit Committee of the Board oversees business ethics issues and receives updates from Corporate Compliance and Internal Audit executives, and also from the General Counsel, who is responsible for overseeing and maintaining the Code of Conduct and Financial Code of Ethics.

⁷ In the event of a violation, we have a Workplace Investigations Policy and Corrective Action Guidelines. Reports of violations are investigated by the company’s Corporate Compliance team, Internal Audit department, Corporate Physical Security team, and/or the Employment Relations team, or others as directed by the Corporate Compliance team and our Workplace Investigations Policy and Corrective Action Guidelines.

⁸ In dealing with public officials, other corporations, and private citizens, we firmly adhere to our ethical business practices as laid out in our Code of Conduct. Between our Anti-Bribery Policy and Federal Contracting (“FC”) Policy, both of which cover employees and subsidiaries, we define bribery (“something of value given with the intent to influence an official act”) and facilitation payments (“a payment made with the purpose of expediting or securing performance of a Government action by a Government Employee, political party, or party official”); our Anti-Bribery and FC Policies place a strict prohibition against influencing others by paying bribes and/or facilitation payments, respectively, either directly or indirectly, or by any other measure that is unethical. While all employees of the company are responsible for avoiding and reporting situations involving bribery or corruption, the General Counsel and Corporate Compliance team are tasked with overseeing allegations and/or investigations regarding these offenses.

Benefits and pay

We believe in offering a comprehensive compensation and benefits package that rewards employees for their contributions to our success, supports all aspects of their well-being, and delivers real value at every stage of life. Our inclusive programs include competitive wages, robust healthcare benefits, and a generous 401(k) program designed to attract talented people and support them holistically throughout their career.

Health and wellness

We provide high-quality comprehensive medical, dental, and vision coverage for full-time and part-time employees.⁹ We're committed to keeping this coverage affordable and we contribute up to \$1,500 into full-time and part-time employee HSA/HRA accounts each year to help pay for qualified healthcare expenses. In addition, we have absorbed the full cost increase of medical, dental, and vision coverage for the last eight years in a row. As a result, an employee who has been with Charter for the last eight years has saved nearly \$7,000 in additional contributions on average. We also provide life insurance and disability coverage to our full-time employees. In addition, our no-cost health improvement programs include diabetes management, planned surgeries, and second medical opinions. For more information on additional health and wellness initiatives specific to the COVID-19 pandemic, please see [Supporting our employees during the COVID-19 pandemic](#).



Raising our starting wage to \$20 an hour

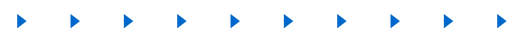


Starting wage and compensation

In addition to our wellness efforts, Charter offers competitive starting wages with significant incentive compensation and annual earnings potential based on specific roles. In April 2020, we increased our starting minimum wage from \$15 to \$16.50 per hour and in 2021, to \$18 per hour. In April 2020, we also committed to a \$20 per hour minimum wage for all hourly full-time and part-time employees in 2022.

Our \$20 minimum wage initiative continues our commitment to our employees and our customers. Our workforce is the key to long-term success and the reason why we also invested in training, brought back work from overseas, hired locally, reduced our reliance on contractors, and increased our minimum wage above federal minimum wage levels. Initial increases were given to our frontline personnel who are the face of the Company for our customers and provide critical services to our communities, emergency relief workers, and government entities.

Some Charter employees, such as sales personnel, are eligible for performance-based incentives. Charter maintains an annual bonus plan for management that pays out bonuses based on corporate-wide objectives and individual objectives at many levels of management of the Company. Charter's equity incentive plan also covers some employees and awards are granted pursuant to the action of the Compensation and Benefits Committee. In addition, Charter rewards commission-eligible employees based upon their sales achievements.



⁹ Includes part-time employees who are regularly scheduled to work more than 25 hours per week.

¹⁰ The calculation of this metric includes commission-based employees.

Savings and retirement

With our market-leading company match, for every dollar our employees put into their 401(k), we match dollar-for-dollar up to 6% of their eligible pay. On top of that, most employees¹¹ receive an additional company contribution equal to 3% of their eligible pay into a Retirement Accumulation Plan.

Paid time off and leave

Beyond our core benefits, we provide a suite of programs to support our employees' time off from work for holidays, vacations, and illness. Full-time and part-time

employees are eligible for seven observed holidays, four personal days and sick time, and 10–25 vacation days based on tenure period.

Beyond state and federal leave requirements, we offer additional unpaid leave when an employee needs time away for non-medical reasons. Charter also supports our military members by providing differential pay for up to one year while serving our country on military leave.



¹¹ Includes all full-time and part-time employees in a position below Director and temporary workers.

Family support services

Our family support services include fertility benefits, breast milk storage and transportation, family planning and support, adoption and surrogacy reimbursement, support for parents of children with developmental disabilities, discounted child care, and pre-tax dependent care savings accounts.



Enabling a diverse and inclusive culture

Charter’s network passes more than 53 million households and businesses, serving over 31 million customers and countless urban and rural communities across our country, representing the full range of diversity in the U.S. Our success in serving these communities requires, and results in, a commitment to diversity and inclusion in every aspect of our business. We value the unique backgrounds, perspectives, and experiences of our employees and partners. Embracing these differences brings us together for the common mission of meeting our customers’ needs.

Led by Charter’s Chief Diversity Officer, our diversity and inclusion efforts are guided by our ESC for Diversity & Inclusion and our External Diversity & Inclusion Council. Charter’s CEO, Tom Rutledge, chairs this ESC, comprised of the company’s most senior executives, who meet quarterly to review progress against the diversity and inclusion strategy to ensure that both diversity and inclusion remain integral across our business. The External Diversity & Inclusion Council is composed of national civil rights and business leaders who help us understand the critical needs of the diverse communities we serve and how to implement our programs in the most impactful way. Charter’s Benefits and Compensation Committee also reviews our progress annually and

each function within our organization has developed targeted diversity and inclusion action plans, designed to support our commitment to diversity at every level of the Company.

We approach diversity and inclusion holistically through a framework that recognizes the importance of diversity and inclusion in enabling our commercial strategy and continued business success. Our leaders understand that a workforce that is reflective of the customers and communities that we serve helps drive strong business performance. We are proud that our workforce reflects the full range of diversity and abilities, and we actively promote diversity at every level of our organization through a strong focus on the recruitment, retention, and development of our employees.

Our 96,000 employees are committed to delivering products and services that meet the needs of diverse customers of all backgrounds and abilities. This includes



Charter’s employees

- 34%** Female
- 21%** Black/African American
- 17%** Hispanic/Latino
- 4%** Asian
- 9%** Veterans

Includes full-time and part-time employees as of December 31, 2020



HIGHLY SKILLED WORKFORCE

original content and affordable programming offerings tailored to reach Hispanic, African American, and Asian markets. For example, Charter was the first provider to launch Black News Channel (“BNC”), the nation’s only 24/7 news station serving African Americans as its target audience. Since BNC’s launch, we have expanded our carriage of this important network across our footprint. We also added five new Latino-targeted channels (Tarima, Kids Street, Inglés Para Todos, ¡HOLA! TV, and Hogar) to our programming choices. We launched two universally designed apps with accessibility embedded—the Spectrum Access App, which provides audio description and closed captioning for entertainment offerings, and the Spectrum News App, which is an all-in-one destination for local news, weather forecasts, and events.

In addition, Charter believes that supplier diversity enhances innovation, as we view our suppliers as true partners who support our customers. Across our company, we strive to increase opportunities to engage suppliers with diverse backgrounds, experiences, and competencies, recognizing that they can connect us to new business networks and ideas, support our business growth, and enhance the quality, reach, and accessibility of our products and services. Charter works with a number of diverse suppliers and has exceeded \$1 billion in diverse spending for three consecutive years ending 2020.¹²

We also recognize that diversity alone is not sufficient to achieve our Company’s objectives. We are equally committed to fostering inclusive environment programs that support our employees’ ability to work together more effectively to support our business objectives,



and provide additional insights to drive our business. Charter’s Business Resource Groups focus on individuals with disabilities, our LGBTQ community, our employees with multicultural backgrounds, veterans, and women, and are open to all employees regardless of background. We have a robust communications plan in place designed to keep our employees informed about how diversity and inclusion support our business. We also hold Charter Inclusion Talks to raise awareness regarding diversity and inclusion and offer guidance on leading and behaving more inclusively.

Finally, serving our customers and supporting our employees also means investing in the communities they call home. We seek to empower and advance local communities by promoting economic opportunity and access to information to enhance lives in lasting ways. We achieve this objective through partnerships with national civil rights and nonprofit organizations, enabling us to fund and create new programs and initiatives and raise awareness of important issues impacting communities throughout our footprint.



¹² Charter recognizes suppliers as diverse when they are certified by third-party agencies as businesses that are 51% owned, operated, and controlled by diverse individuals. Diversity groups include: Minority, Women, Veteran and Service-Disabled Veteran, LGBTQ, and People with Disabilities. Charter’s approved third-party agencies include: the National Minority Supplier Development National Council, the Women’s Business Enterprise National Council, the National Gay & Lesbian Chamber of Commerce, the National Veteran Business Development Council, the US Pan Asian American Chamber of Commerce, the WEConnect International, the Disability:IN, and Supplier Clearinghouse.

Focusing on a safe and healthy workplace

We value our employees and are committed to providing a safe and healthy workplace. All employees are required to comply with company safety rules and expectations, and are expected to actively contribute to making our company a safer place to work. Charter strives for continuous improvement through an integrated Environmental, Health and Safety (“EHS”) management system that provides guidance, instruction, and best management practices that meet or exceed regulatory requirements. As a result, all employees must comply with company safety rules and expectations, and are expected to identify, report, and correct unsafe conditions or acts that may arise during the work day.

We have established a process to investigate health- and safety-related incidents, uncover root causes, and create preventive action plans. When incidents do occur, Charter reports, investigates, and documents the event in accordance with applicable federal and state regulations. Any injury that meets the Occupational Safety and Health Administration (“OSHA”) criteria will be recorded and maintained to meet regulatory requirements and company policy. Each year, we tabulate and calculate any incidents into a total recordable incident rate (“TRIR”)¹³ in accordance with OSHA’s methodology to reflect the company’s safety performance year-over-year. In 2020, our TRIR was 2.4.

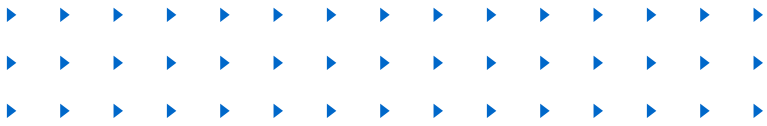
The results of many of our procedures are reflected in the downward trend of our TRIR. In 2020, our OSHA injury rate dropped approximately 20% compared to 2019. This trend is largely driven by initiatives such as¹⁴:

- Management and employee focus on incident prevention awareness
- Documentation of standardized best practices for jobs and tasks
- Standard equipment upgrades (e.g., lighter equipment with more safety features)
- Continuous improvement efforts for job/task training and onboarding as well as fleet management (e.g., standard safety features on vehicles)
- Improvement in insurance processes (e.g., incident intake, data analysis)



¹³ TRIR includes full-time and part-time employees as well as temporary workers. Recordable incidents include any work-related injury and illness that result in loss of consciousness, days away from work, restricted work activity, transfer to another job, death, or medical treatment beyond first aid, as defined by OSHA regulations.

¹⁴ The COVID-19 pandemic also had an incremental favorable impact to the 2020 TRIR rate due to shelter in place requirements, reduced vehicle traffic, and other related field conditions.



Supporting our employees during the COVID-19 pandemic

Connectivity for our customers and our communities is now more important than ever and we, therefore, continue to maintain operations in our facilities while employing the latest CDC guidelines to promote the health of our employees during the COVID-19 pandemic. We're working to keep our workforce as safe as possible, so they can keep our customers connected. Here's how we're taking action:

- Technicians are required to wear personal protective equipment ("PPE") while interacting with customers and each other.
- We have and will continue to educate our staff on best practices, such as proper hygiene and social distancing, and are regularly disinfecting our trucks, equipment, and office spaces.
- Employees are required to conduct a self-assessment of their health, including taking their temperature, as part of Charter's "Know Before You Go" program. Employees must confirm they do not have any cold or flu-related symptoms and have not been in contact with anyone who has been diagnosed with COVID-19 within the past 14 days. Field Operations employees cannot be dispatched to their first job until they have completed the self-assessment.
- We modified our procedures to minimize the need for a technician to handle devices in customers' homes or businesses and continue to promote and encourage self-service options to manage customer accounts and troubleshoot service.
- Customers are offered safer alternatives for utilizing our services if they have experienced cold or flu-like symptoms, or have been in contact with someone experiencing cold or flu-like symptoms.

During the COVID-19 pandemic in 2020, we also demonstrated our commitment to our employees by



temporarily adapting our benefits and employee support programs, including:

- Up to two weeks of paid administrative leave to employees who need to self-isolate due to COVID-19
- Three weeks of additional paid flex time
- Increased availability of paid sick time for any COVID-19-related reason (including school closures and virtual learning arrangements)
- Free COVID-19 testing services
- Expanded telehealth coverage
- No-cost, in-network virtual visits for medical and behavioral health services
- Enhanced personal leave of absence that extends active benefits coverage during unpaid leave and provides remote work accommodations for our employees in certain age groups (65 or above) with underlying health conditions (for themselves or a household member) or with children at home due to school closure or virtual learning



Superior Network



We have heavily invested in our infrastructure and technology to build a superior, resilient network that will better serve our customers across our 41-state footprint. Our innovative fixed and mobile technologies are positioned to deliver an excellent connectivity experience for our customers.

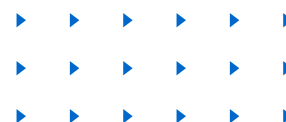
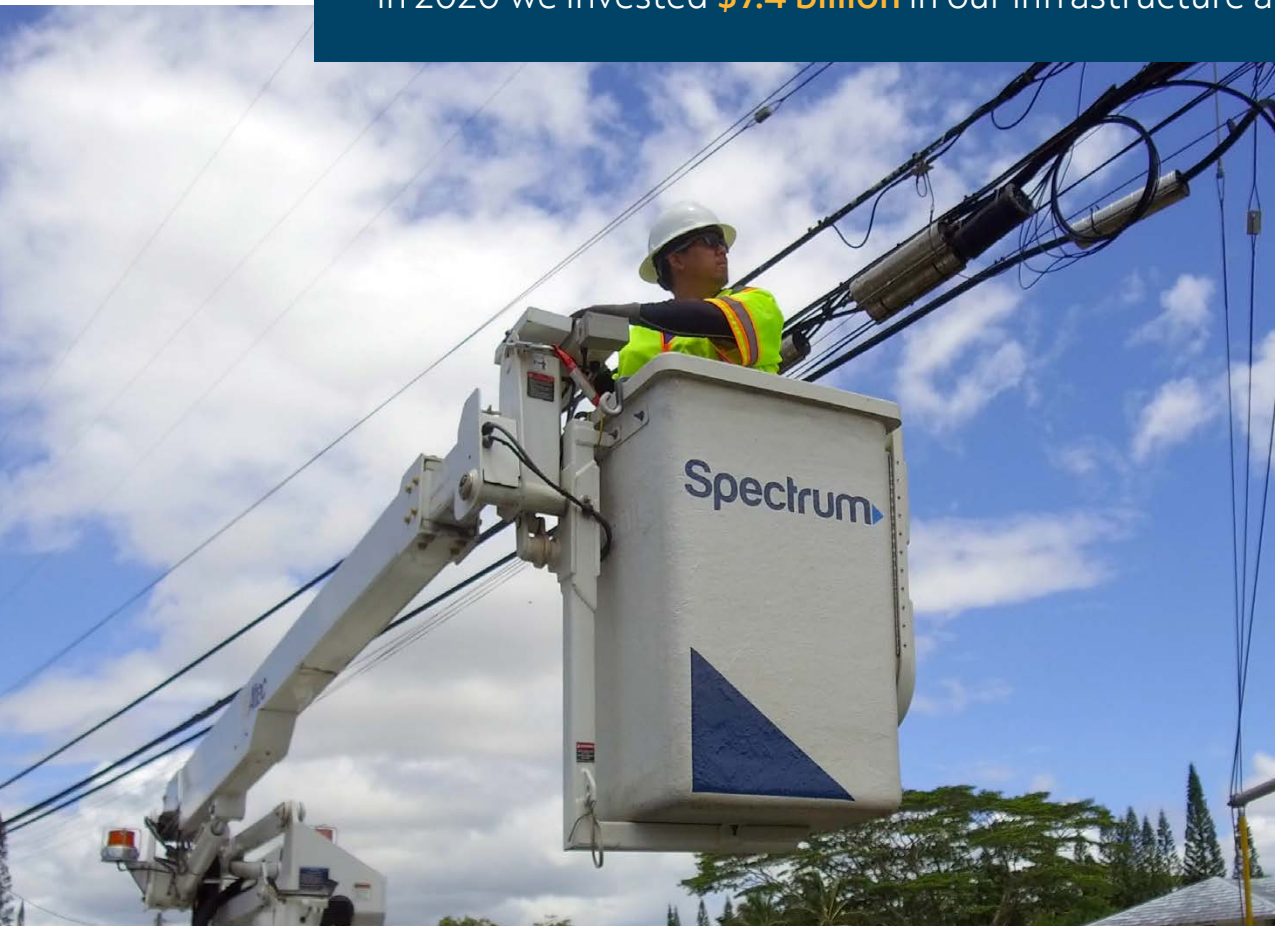
Continuously upgrading the resilience and reliability of our network

Investing in our network

Over the past five years, Charter has invested nearly \$40 billion in infrastructure and technology. This includes investments in our fiber backbone, as well as customer-facing projects such as our recent conversion to all-digital, which freed up capacity in our hybrid fiber-coaxial network. These investments ensure that we can help meet our customers' needs for reliable, high-speed Internet with enough capacity to support even the most high-bandwidth activities, such as HD video streaming and multiplayer gaming across multiple devices.

Additionally, in March 2021, Charter announced plans to double the starting download speed of Spectrum Internet® from 100 to 200 megabits per second (“Mbps”), expanding the faster speed to nearly six million homes in 17 additional markets. For customers who want even faster speeds, Spectrum Internet® Ultra includes download speeds up to 400 Mbps, while Spectrum Internet Gig offers a gigabit connection to the customer’s home. Upon completion, starting speeds of 200 Mbps will be available to nearly 85% of the Company’s 41-state service area.

In 2020 we invested **\$7.4 billion** in our infrastructure and technology.¹⁵



¹⁵ Total capital expenditures are reported as of December 31, 2020, and include customer premise equipment (“CPE”), scalable infrastructure, line extensions, upgrades and rebuilds to our fiber/coaxial cable networks, and support capital associated with the replacement or enhancement of non-network assets. For more details, please see our Capital Expenditures discussion under Item 7 of our [Form 10-K for the year ended December 31, 2020](#).

Managing risk, reliability, and resilience

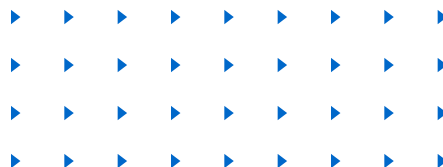
Charter has taken several key steps to ensure the resilience and continued operations of our critical customer supporting platforms and operational support systems. We continuously monitor and plan for threats that can include high network demand, natural disasters, and cyber-related events.



Enterprise risk management and disaster response

Charter’s ERM process follows five steps: identification, evaluation, classification, confirmation, and ongoing monitoring. To identify risks with potential impact to our strategic plans and business objectives, each of our business units identifies relevant risks and shares the findings with management. Each risk is then classified as high, medium, or low across three categories: impact, likelihood of occurrence, and controls effectiveness. Based on this evaluation, risks are classified into tiers to prioritize and isolate the most pertinent risks for the Company. In the confirmation phase of the ERM process, we confirm risk identification and classification with relevant executives and the Audit Committee, and we share and discuss our risk assessment results with the Board on a regular basis. We then monitor and update our risk assessments as needed, depending on changes to our business environment or other factors. For example, we continue to monitor regulatory and legislative risks that could impact our business given the heightened regulatory environment of our industry.

Cybersecurity and business continuity are risks identified and monitored through our ERM process. To learn about our activities for managing our customers’ privacy and managing the cybersecurity of our network, please see [Cybersecurity and privacy at Charter](#). Business continuity risks are multifaceted in nature, including the impact of acute physical risks, which we frequently analyze through our incident assessment process. As natural disasters and extreme weather events are unpredictable and can be fast moving, we regularly review and update our Disaster Emergency Action Plan so that we are ready to respond. If a natural disaster strikes, Charter works quickly to safely conduct field surveys to identify impacted customers and restore connectivity. An incident assessment, including assessing possible scope and impact to the business, is conducted as part of any decision to activate Charter’s Emergency Management Plan.



Enabling continuity through enhanced redundancy

We maintain two geographically distinct National Data Centers (“NDCs”), which support our critical platforms. Each has several environments (e.g., compute, storage, network) that are highly available, redundant, and have carefully calculated capacity and bandwidth. Multiple additional Regional Data Centers across our footprint help distribute our services closer to our customers and enhance our ability to spread or alleviate excess network load as needed. Our Regional Data Centers follow the same resiliency and redundancy standards as the NDCs, such as being equipped with redundant power, backup power supply, and robust on-site data backup platforms that provide rapid recovery options. We also can balance network loads across the NDCs, which provides additional flexibility to operate critical applications between NDCs in the case of any failures.

Our national network consists of a series of national, regional, metro, and hub level interconnections. Each of these layers are designed with redundancy and resiliency measures. Our network routers are connected to each other through multiple diverse layers and there is additional redundancy in these connections. As such, there are multiple paths through which we can deliver our reliable services and also prepare for outages or maintenance periods.



Operations during the COVID-19 pandemic

Throughout the COVID-19 pandemic, we observed a substantial increase in network activity with more people working and learning from home. Through all of this, our network continues to perform well. We built our networks to exceed maximum capacity during peak usage, and even with the increased network activity we are now seeing in the daytime hours—especially in areas with larger COVID-19 closures—levels remain well below capacity.

We have been able to maintain our daily operations due to our ability to constantly monitor our networks so that we can add capacity in areas where we see the potential for network congestion, or to provide additional support for critical services, such as first responders, hospitals, and government agencies. We train regularly for worst-case scenarios and disaster situations, and we constantly review our business continuity plans to ensure we continue to deliver uninterrupted Internet, voice, and TV services to our customers.

Network planning and capacity management

Our teams closely track bandwidth demands, including peak periods, and use forecasting tools to inform our capacity management and network planning efforts. We model growth rates of both subscribers and usage per subscriber over time, and constantly monitor network traffic patterns, usage rates, and utilization of last mile access layer networks. These analyses are continuously assessed in relation to previous days, weeks, and years of network activity so we can identify trends and prepare for needed upgrades, as well as future events. These planning efforts directly influence how we invest in new equipment to meet increasing capacity demand. By installing new equipment with existing technologies and also introducing new, distributed, and efficient technologies, we have been able to enhance the way we bring reliable bandwidth to our customers.



Investing in the efficiency of the network to provide affordable services

Charter recognizes that delivering best-in-class Internet, TV, mobile, and voice services requires significant energy consumption to power our network and fuel our fleet. Under these circumstances, one of the ways that we help keep our services affordable is to improve how efficiently we use energy in supporting our customers. By taking an inventory of our GHG emissions, we are able to identify opportunities for efficiency gains, set goals, and track progress.

In 2020, we completed our first GHG baseline assessment of our 2019 emissions to inform our goals and future strategies. We are proud to announce our first climate-related goal: to be carbon neutral in our operations by 2035. This goal simultaneously delivers on our responsibility to our communities and drives efficiencies for our network and operations while mitigating against potential future impacts of a price on carbon emissions.

Moreover, we understand that the transition to a low-carbon economy requires a shift from energy-intensive activities and infrastructure to a more connected solution.

In our effort to provide ubiquitous connectivity across our footprint, we offer products that promote the transition to a low-carbon economy, and we have continued investing in several innovative technologies, such as 10G, connectivity for the Internet of Things and smart cities, and our fiber-rich network that provides broadband to urban, suburban, and rural areas.

As such, our advanced network is an integral part of helping our customers virtualize and digitize their businesses and everyday lives. Just in the mobile business, the GSM Association (“GSMA”) reports that the mobile communications technologies sector helps avoid ten times more emissions than the sector emits alone, largely due to its role in helping shift people and businesses toward virtual and digital alternatives.¹⁶ Moving forward, we expect to reduce our carbon footprint, as this can help reduce the costs of operating our network, drive efficiencies, and reduce emissions throughout the economy.



¹⁶ | [The Enablement Effect: The impact of mobile communications technologies on carbon emission reductions](#)

Our goal is to achieve **carbon neutrality** in our operations by **2035**.



Understanding our sources of GHG emissions

Charter accounts for GHG emissions in both our operations and value chain in line with the concepts of “scope” defined in the GHG Protocol.

- ▶ **Scope 1:** Direct emissions produced from assets Charter owns or controls, namely from fleet, natural gas, corporate-owned aircraft, and fugitive emissions from our fire suppression systems
- ▶ **Scope 2:** Indirect emissions from electricity purchased by Charter
- ▶ **Scope 3:** Select other indirect emissions produced upstream and downstream of Charter’s operations, namely corporate business travel, material energy, and energy use for various devices—set-top boxes (“STBs”), small network equipment (“SNE”), and mobile devices that are either owned or controlled by our customers

Our goal to be carbon neutral relates to our scope 1 and 2 GHG emissions, while scope 3 emissions from STBs and SNE are the focus of our efforts under the Energy Efficiency Voluntary Agreements (please see [Set-top boxes and small network equipment](#)).

Our GHG baseline calculation effort is led by our Climate Committee, a cross-functional group from departments including Corporate Services, Environmental Health & Safety, Energy Cost Management, Software Engineering, Technology Planning, Industrial Design, Spectrum Mobile, and Infrastructure Architecture & Engineering. The Climate Committee reports to the OSC and meets regularly to oversee data collection, monitor progress towards targets, and recommend a strategy for both energy efficiency and emissions reduction initiatives to adopt.



Category	MT CO ₂ e (2019) ^{17, 18}
Scope 1 GHG emissions	426,160
Scope 2 GHG emissions (location-based)	1,191,163
Total Scope 1 and 2 GHG emissions	1,617,323
Scope 3 GHG emissions ¹⁹	924,892



¹⁷ Metric tons of carbon dioxide equivalent (“CO₂e”), representing the number of metric tons of carbon dioxide emissions with the same global warming potential as one metric ton of another GHG.

¹⁸ Data presented is for 2019. Our GHG emissions figures are updated as of July 2021 for the year ended December 31, 2019.

¹⁹ Select scope 3 emissions include (1) energy use and material energy from STBs and SNE that were purchased in 2019, consistent with what we reported in the [Energy Efficiency Voluntary Agreements](#), (2) energy use and material energy from mobile devices, and (3) corporate air travel. We did not include energy use or material energy from STBs and SNE purchased before 2019 and still active in our operations. Such legacy equipment is naturally replaced over time allowing any advances in energy efficiency in newly purchased equipment to reduce the energy intensity of the aggregate deployed STBs and SNE.

Fleet

With over 30,000 vehicles in operation, Charter is systematically replacing our older vehicles to leverage new technology and increase the efficiency of our fleet. Additionally, Charter has installed telematics devices in the vehicles to optimize routing, and the all-digital initiative that was completed in 2018 is continuing to increase our customer self-installations, which reduces our overall truck roll count. In 2020, self-installation increased from about 50% of sales before the pandemic to a new steady state of over 80% of sales during the fourth quarter of 2020.

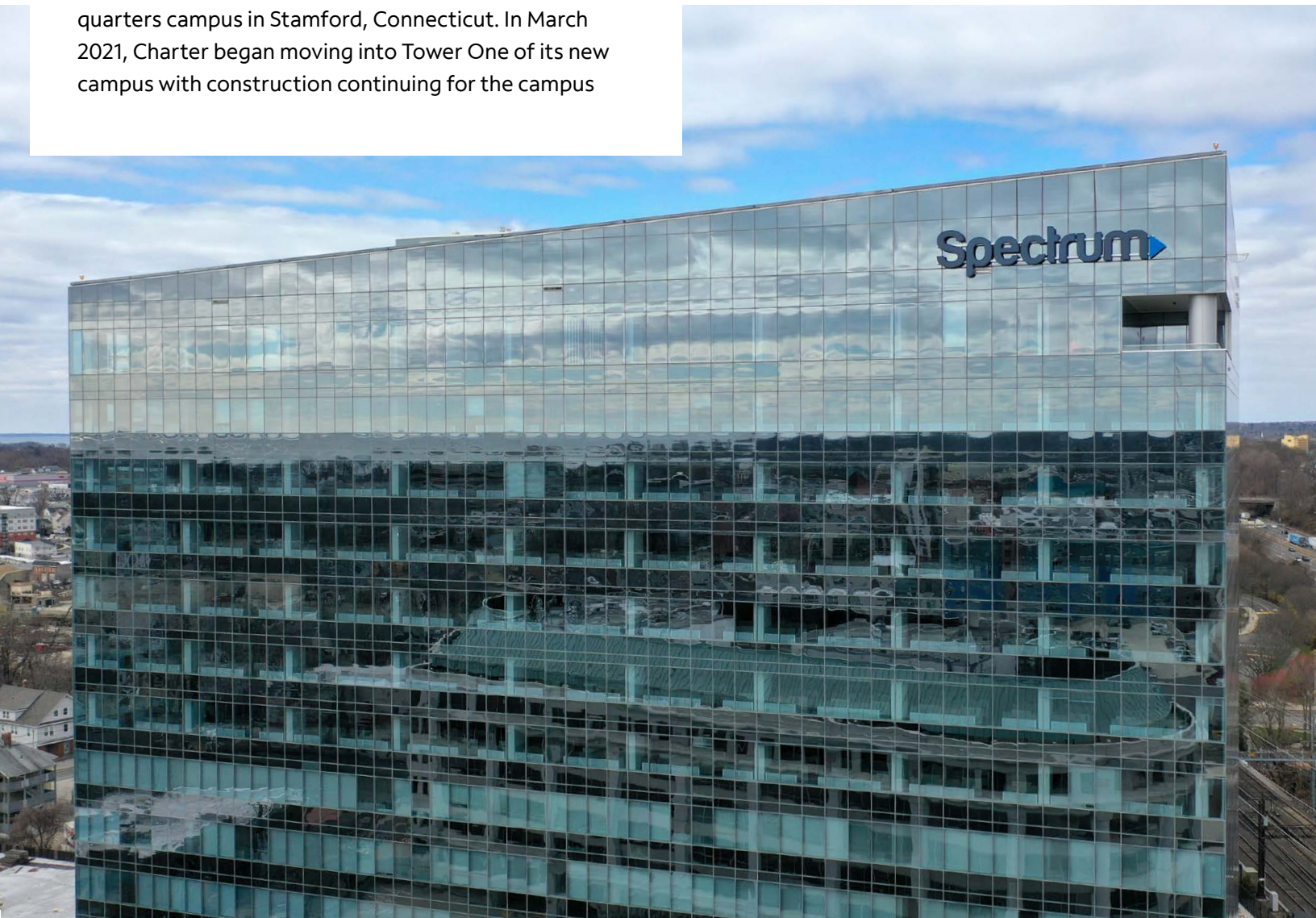
Buildings

In 2017, Charter announced it would build a new headquarters campus in Stamford, Connecticut. In March 2021, Charter began moving into Tower One of its new campus with construction continuing for the campus

overall. The buildings and their interiors have followed LEED Silver principles, including use of LED lighting. Charter and our landlord will be following other sustainability and wellness property operating practices, including the consideration of WELL Building principles.

Renewable energy

Charter generated 8,711 megawatt-hours (“MWh”) of renewable energy from solar arrays hosted on seven of our sites in 2019. Our solar energy systems are helping to green the grid, and we estimate that energy from these arrays helped reduce overall grid emissions by 2,828 metric tons of CO2e in 2019.



Set-top boxes and small network equipment

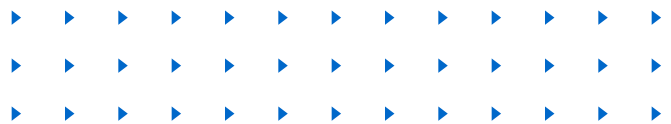
Our STBs (i.e., cable boxes) and SNE (i.e., devices such as routers and modems) are the primary way that customers access our network. As there are currently billions of these devices connected to networks like ours, it is important to invest in energy-efficient, economical devices to reduce our customers’ energy usage at scale. To that end, Charter is a signee to the Voluntary Agreement for Ongoing Improvement to the Energy Efficiency of Set-Top Boxes (“Set-Top Box Voluntary Agreement”) and Voluntary Agreement for Ongoing Improvement to the Energy Efficiency of Small Network Equipment (“Small Network Equipment Voluntary Agreement”). These agreements are signed by the U.S. pay television industry, residential broadband Internet providers, and their equipment providers with annual, independent audits performed by D+R International. The objective of the agreements is to increase the energy efficiency of the equipment while allowing rapid innovation and a timely introduction of new features for customers. The signatories serve 94% of the 2019 traditional pay television market and 89% of the residential Internet subscriber market.

Set-top boxes

According to D+R International’s 2019 Annual Report on STB performance published in August 2020, in aggregate, signatories were able to provide positive outcomes:

- **46% decline in the annual energy consumption** by STBs, falling to 17.3 million terawatt-hours (“TWh”) in 2019 from 32 TWh in 2012—a savings nearly equivalent to the power generated by five typical 500 megawatt coal-run power plants in a year
- **\$1.9 billion saved** by customers on their utility bills in 2019
- **10.4 million metric tons** of CO2e emissions **avoided** by power plants in 2019

The procurement of energy-efficient STBs under the Set-Top Box Voluntary Agreement has resulted in a substantial decrease in average energy consumption by the major types of STBs. In particular, signatories in aggregate have seen a 50% drop in average power usage by digital video recorders, the most energy-intensive STB type.



Small network equipment

Charter’s average customer broadband speeds have more than tripled since the start of the Small Network Equipment Voluntary Agreement in 2015. Support for these speeds, however, requires more energy for processing memory and other functions. The massive surge in Internet usage resulting from the COVID-19 pandemic has validated the industry’s long-standing strategy to deploy customer equipment capable of transmitting and processing far more capacity than their customers’ current service levels. In 2016, the Small Network Equipment Voluntary Agreement established requirements that at least 90% of all SNE sold or purchased by signatories must meet energy efficiency levels. According to the 2019 Annual Report on SNE performance:

- 99.8% of SNE sold or purchased met the prescribed levels.
- 98.9% of new devices met the more rigorous energy efficiency levels planned for 2020—one year early.



While broadband speed and WiFi usage have rapidly surged, SNE have kept pace due to design improvements, with 2019 models using only slightly more energy than 2018 models.



With our new industrial design process, we utilize a modular product assembly approach that reduces the materials consumed, making repairs simple and efficient, reducing waste from cosmetic failures, and increasing the product life cycle through reuse. The recently launched WiFi 6 router is our flagship product for “design for reuse,” and our intent is to use this approach for all future customer equipment designs.

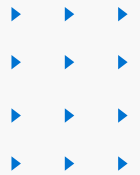
Mobile

We have programs that help mitigate customers’ need for new mobile devices, reducing our carbon footprint. One of the leading product offerings of the Spectrum Mobile™ service is the “Bring Your Own Device” (“BYOD”) program that enables customers to bring devices they already own to our network. Spectrum Mobile™ also provides the opportunity for customers to trade-in a previously owned device when they purchase a new one. These trade-in devices are then sold to third parties for reuse or recycling. Both of these programs enable Spectrum Mobile™ to avoid additional materials, energy, and emissions which are produced when manufacturing devices sold by Charter.





Connected Communities



The capabilities of our network combined with the generosity and hard work of our workforce are key levers in Charter’s ability to help uplift our communities—whether through our programs to bridge the digital divide, repairing homes and community centers in the communities where we live and work, reporting on local news, expanding access to our products and services, or advancing customer protection online.

Investing in the communities we serve

Charter invests in communities where our customers and employees live and work, helping these communities to be more connected, stronger, safer, and better prepared for the future. We are committed to impacting lives based on community improvement goals that

are realized through the provision of high-quality and affordable services, programs focused on strategic philanthropic investments, in-kind support, and employee engagement.



Supporting our customers during the COVID-19 pandemic

- Through the Keep Americans Connected pledge we kept approximately 700,000 customers connected when COVID-19 hit their finances, and in addition forgave \$85 million in customers' overdue balances.
- We pledged not to terminate service or charge late fees for residential or small business customers who faced difficult economic circumstances related to COVID-19.
- We provided connectivity upgrades at more than two dozen healthcare facilities across the country, many of which were completed in under 24 hours.
- In March 2020, we offered our Remote Education Offer, which resulted in nearly 450,000 new households being added through June 30, 2020 to Charter's high-speed Spectrum Internet® for two free months. We reinstated the offer in September at the beginning of the new school year.
- In May 2020, we provided one month of free Internet, voice, and TV services to any new Spectrum Business® customers, aimed to energize local businesses, such as coffee shops, restaurants, and fitness centers, as they resumed daily activity for their customers.
- We installed Spectrum TV® service aboard the USNS Comfort, the Navy hospital ship that was brought to New York City to relieve pressure on the local hospitals, and the USNS Mercy, which supported hospitals in Los Angeles.
- To help people who were required to work outside the home or undertake essential travel, we opened our WiFi access points across our entire footprint for anyone to use through June 30, 2020.

Spectrum Housing Assist

Our inaugural philanthropic initiative, Spectrum Housing Assist, enabled the Company to provide critical home repairs to address the needs of homeowners living in unsafe conditions due to deteriorating homes. We partnered with a number of nonprofit organizations, including Rebuilding Together, American Red Cross, and Homefront to improve the homes and lives of thousands of people living in our 41-state service footprint. Through this program, Charter also provided Safe and Healthy Home Kits to residents in local communities, enabling them to further improve the safety and security of their homes.

Over the years, we met homeowners like Andrew, a military veteran from central Texas whose family lived in his home for generations. In partnership with our trusted nonprofit partners, our employee volunteers made accessibility modifications enabling easier access to and in the home so that he and his family can age in place safely at home.



In 2020, we reached our goal of improving **50,000 houses** to promote safe and healthy homes in our communities since the program launched in late 2014.





Spectrum Community Investment Loan Fund

Representing \$18 million of Charter’s over \$22 million commitment to supporting small and minority-owned enterprises, the Spectrum Community Investment Loan Fund (“Loan Fund”) invests in businesses in economically underserved communities. By offering loans directly to local businesses or through Community Development Financial Institutions (“CDFIs”), the Loan Fund provides growth capital, creating new jobs and strengthening the economic infrastructure in both rural and urban areas. Through partnerships with the National Urban League, National Action Network, and the National Asian American Coalition, the Loan Fund directly invests in the communities where Charter’s employees and customers live and work, and issues grants to provide technical assistance and small business education to local business owners.

Spectrum Digital Education

Charter provides donations to support broadband education, training, and technology through Spectrum Digital Education. The nonprofit organizations that receive grants align with the Company’s desire

to educate community members on the benefits of broadband and how to use it to improve their lives. For example, a four-time nonprofit grantee in North Carolina, Eliminate the Digital Divide, has leveraged their awards to provide access to devices, connectivity and specialized digital literacy academies for Charlotte-Mecklenburg Schools’ homeless students and their families. The educational programs and devices have enabled this organization to help members of the community complete both small and large daily tasks. In 2020, Charter awarded \$1 million in grants through Spectrum Digital Education, resulting in more than \$6 million in cash and in-kind donations to support broadband education across the Company’s footprint since the program’s inception.

Spectrum Employee Community Grants

Spectrum Employee Community Grants assist nonprofit organizations where our employees volunteer that provide critical services, such as food pantries, homeless shelters, and job placement programs. Employees nominate organizations to receive funding, enabling the nonprofits to further their missions in local communities. An employee in Honolulu nominated the Hawaii

CONNECTED COMMUNITIES

Foodbank for a Spectrum Employee Community Grant, resulting in the organization receiving a \$10,000 contribution to support their programs, particularly given the increase in food insecurity caused by COVID-19. In honor of National Day of Service and Dr. Martin Luther King Jr. Day, Charter also announced a \$1 million commitment for Spectrum Employee Community Grants, representing program support from its July 2019 launch through year-end 2021.

Spectrum Scholars

Launched in 2020, Spectrum Scholars awards 20 under-represented rising juniors \$20,000 each in scholarships along with a structured professional development and mentoring program. Receiving \$10,000 each year, these students apply for support through Charter's partner organizations, the American Indian College Fund, the OCA-Asian Pacific American Advocates, United Negro College Fund, and the Society of Hispanic Professional Engineers, national nonprofit organizations focused on supporting the needs and aspirations of underrepresented students. For example, Kennedy, a student recipient who attends college in Texas, has taken full advantage of all that Spectrum Scholars has to offer. She attended all of the 2020 professional development sessions, connected with her Charter employee mentor on a biweekly basis, and accepted an internship with Spectrum for the summer of 2021.

Spectrum News

Spectrum Networks operates more than 30 news networks in nine states. Spectrum News is an important part of Charter's commitment to the communities we serve. With reporters embedded in local communities, Spectrum News provides hyperlocal stories, news, and weather reports, along with issues-based and objective public affairs programming and original content relevant to viewers.

The Group Vice President of Spectrum Networks News Standards and Practices oversees and works to uphold news principles and journalistic standards as defined in our Spectrum Networks News Standards and Practices Policy. Vice Presidents of Content and News Directors are responsible for monitoring local content to ensure compliance with our standards and guidelines. All Spectrum Networks employees and freelancers are asked to annually acknowledge they have read the policy



and we provide annual training for employees on our standards to help guide our journalists' behavior and editorial independence. Additionally, we support our employees to speak up in the event of a violation of the policy or our standards, which is reviewed by the Group Vice President and News Standards Advisory Committee. The Group Vice President collects and tracks all reports and resolutions to ensure we are taking a consistent approach across Spectrum Networks.

Our Spectrum Networks News Standards and Practices Policy provides that we:

- Prevent advertisers who purchase commercial inventory on Spectrum Networks from gaining any rights to control the content of our programming.
- Reject requests by advertisers for script approval or any other form of content control.
- Reject any advertisement at any time if it is deemed incompatible with our standards.
- Will not pay, provide compensation, or give anything else of value for an interview.
- Adhere to the laws that protect confidential sources, which vary from state to state.
- Do not discourage or prevent Spectrum Networks' journalists from covering or interviewing advertisers who are the subject of legitimate news stories.
- Require employees to follow Federal Communications Commission ("FCC") rules on payola and plugola.

CONNECTED COMMUNITIES

Spectrum News is committed to providing fact-based and unbiased content, particularly on sensitive, human rights, and democracy issues. Examples of this commitment include:

- We began to develop a process to identify and minimize bias in Spectrum News storytelling to help provide a holistic presentation of the issues, particularly considering events in 2020. We also plan to begin engaging outside media consulting companies or nonpartisan, nonprofit media monitoring in the future.
- Spectrum Networks recently established a Spectrum Networks Diversity & Inclusion Council to support recruiting, mentoring, and development of guidelines for inclusive journalism.
- We have a proven track record of covering all levels of government, and have been recognized by various Good Government groups such as local chambers of commerce, Common Cause, and Citizens Union. We also have dedicated resources and programming time for coverage of local governments and policymakers.

- Spectrum News also produces debates, town halls, and candidates' forums to better inform our viewers of the candidates on the ballot in local elections.

In March of 2020, as the pandemic began to affect communities, Spectrum Networks doubled down on its investment to ensure communities had access to all of the information they needed. We donated significant airtime to run public service announcements to our entire footprint, and added more news-gathering resources and expanded our networks' reach in Texas and North Carolina to all Spectrum customers in those states. We also launched the Spectrum News App, bringing our award-winning news content to all Spectrum residential customers across the country.

Throughout 2020, we also relayed vital information to our viewers that only our hyperlocal focus could provide: how to sign up for testing and vaccination, location of testing and vaccination sites, eligibility requirements for vaccination, status of schools, and infection and hospitalization rates by city and state.



Protecting customer data, privacy, and security

Cybersecurity and privacy at Charter

As a connectivity provider, we take the protection of our customers’ privacy seriously. We value and rely on their trust and loyalty. Charter maintains a privacy policy that applies to all Charter consumer-facing products, services, websites, and applications, as well as consumer interactions with our call centers, stores, and online tools. Charter also maintains additional consumer-facing privacy policies that address certain state-specific legal privacy requirements, such as our California Consumer Privacy Policy, as well as other consumer-facing privacy policies that apply to certain services or practices, such as the Company’s Biometric Data Privacy Notice and Internet DNS Privacy Notice. These privacy policies provide consumers with the information they need to understand Charter’s collection and use practices, and offer consumers the opportunity to exercise meaningful choice with

respect to how Charter uses data. We have also long called for a strong federal framework to protect consumers’ privacy online: to help protect those we service and build confidence that their personal information is safeguarded as more and more information moves online.

Policies

We maintain and publish a policy, directed at and for the benefit of our consumers, called the Spectrum Privacy Policy (the “Privacy Policy”). The Privacy Policy describes the types of personal information we collect; how we may collect, use, and share that information; the choices our customers have regarding such use and sharing; and the rights that may be available under applicable law²⁰ when they subscribe to certain Spectrum services.



We commit to:

- Communicating our privacy practices in a manner that is easily accessible and clearly describes your choices.
- Offering customers choices about how we may use information for our own marketing purposes.²¹
- Not selling personally identifiable information to anyone for any purpose—this includes our customers’ web browsing history, call detail records, and viewing activity.
- Securing customer information through the use of reasonable security measures.
- Giving customers advance notice of any changes to our privacy commitments and to always posting our most current version of the Privacy Policy at www.spectrum.com/privacy.
- Implementing leading data protection standards, informed and influenced by standards recommended in the National Institute of Standards and Technology (“NIST”) cybersecurity framework, setting access restrictions, and encrypting consumer personally identifiable information as a matter of course.

²⁰ Charter complies with its legal obligations under applicable state and federal laws that grant consumers the right to access and delete personal information that the Company has collected about consumers. Under applicable U.S. state or federal law, there is no legal right to rectify customer information. We also grant consumers a right to rectify certain account information, such as the contact/billing information we have on file about subscribers, and are closely monitoring the evolution of privacy rights to ensure not only compliance with the law but our ability to meet our customers’ expectations.

²¹ Charter notifies consumers of data sharing pursuant to applicable U.S. laws and regulations.

CONNECTED COMMUNITIES

Charter also maintains a comprehensive series of internal policies governing access control and protection in place for all types of data classifications, including enhanced requirements for personal or sensitive data (which may include account information, location data, customer proprietary network information (“CPNI”), payment card industry data, and other types of personal information). These precautions include standards and controls based on the information classification of the data, as well as standards for protecting, handling, labeling, duplicating, distributing, storing, transporting, and disposing of data. In the event of an incident, Charter follows its data breach and incident response plan as well as an incident management process.

Security and privacy governance

Charter has a Security ESC comprised of senior leaders across the organization. The Security ESC meets monthly and updates the CEO and COO each quarter to discuss improvements to our program. The Audit Committee also receives updates from management on consumer data privacy issues that may impact the Company, as well as the Company’s plans to mitigate privacy and cybersecurity risks and comply with evolving data privacy laws and regulations.

Program evaluation and audits

We leverage the NIST cybersecurity framework to inform, influence, evaluate, and continue to improve our cybersecurity program. Our security policies and procedures and security technologies are supplemented with several lines of support. Our teams perform regular vulnerability scans and regular targeted penetration testing. Our Internal Audit function performs regular (and at a minimum annual) audits of our systems, and works with third-party auditors on an as needed basis, but at least annually, to test not only our operational systems but also our incident response plans and storage services. Our Security Operations Center (“SOC”) monitors, detects, and responds to security incidents in accordance with our incident response plans maintained at the technology and business unit level.

We also conduct periodic privacy risk assessments at the enterprise level that include review of our individual products and services, and how our practices may affect



customer data. These privacy risk assessments occur throughout the product life cycle, including when our collection and use practices may change.

Training

All of our employees receive cybersecurity and data privacy management training on at least an annual basis and we conduct regular cybersecurity and privacy awareness activities to ensure awareness on the latest cybersecurity trends and privacy implications affecting customer data. Some functional departments with increased exposure to sensitive information also receive more frequent training, as appropriate. Our agreements with contractors also generally require them to receive cybersecurity and data privacy training in accordance with our standards and/or applicable laws and regulations, and in some instances they are also required to certify or acknowledge compliance with training obligations.

Contractors and business partners

Charter also requires all contractors, service providers, and business partners with access to personal information or critical IT environments to review and adhere to our security and privacy policies and related standards of how we treat data, what information we collect from customers, how and under what circumstances such data can be used, and how such data should be treated and handled. Our contractor agreements explicitly require

CONNECTED COMMUNITIES

our contractors to abide by specific policy requirements placed upon them, particularly for outsourced data-processing activities. In our selection process, we also require contractors to complete a cybersecurity and data privacy questionnaire that includes questions about contractor track record. For existing contractors, we also monitor for scope of service changes that impacts access to personal information, and if there are such changes, the contractors are required to undergo a reassessment of our full questionnaire and potential additional contracting requirements around data privacy.

New privacy offerings: Advanced In-Home WiFi

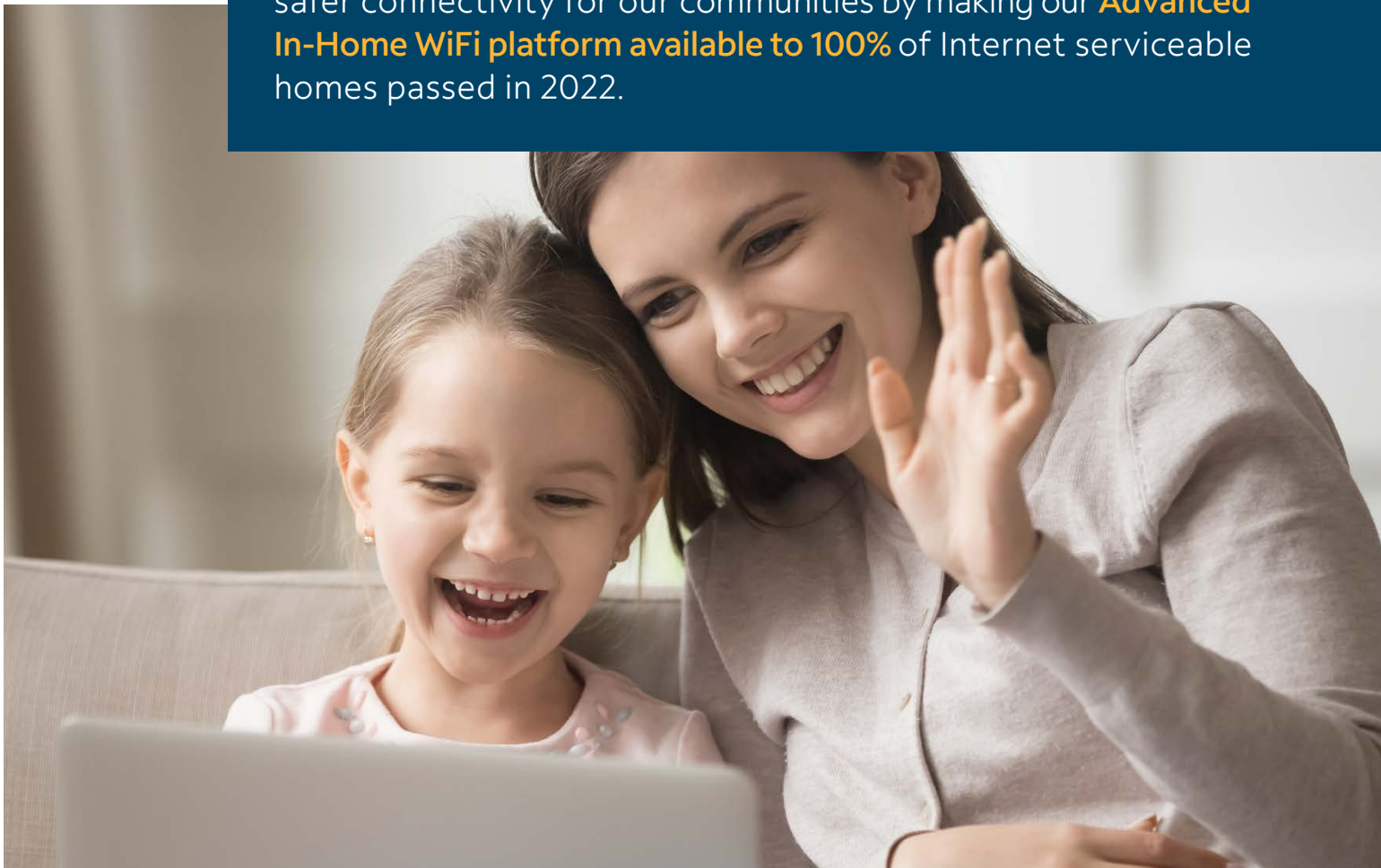
Our Advanced In-Home WiFi platform launched in 2019 and has successfully been rolled out on select Charter WiFi routers. With the mission to optimize home networks,

Advanced In-Home WiFi provides Spectrum Internet® and WiFi customers with detailed visibility and control over connected devices on their home networks.

Scheduling features provide customers with more control over WiFi availability (e.g., for children). This offering is built on a software platform that will allow us to integrate and launch additional network-based security and control features for customers over time. The platform also provides remote telemetry for Charter service representatives, enabling a heightened ability to identify and resolve issues and provide superior customer support while further minimizing the need to send technicians to customers' homes. As of December 2020, over 65% of Internet serviceable homes passed had this capability available.



We are excited to further integrate in-home, network-based security and privacy capabilities. Our goal is to provide better, safer connectivity for our communities by making our **Advanced In-Home WiFi platform available to 100%** of Internet serviceable homes passed in 2022.



Expanding access to our products and services

Rural broadband access

Broadband Internet access is more important than ever to education, employment, healthcare, and daily life, and the COVID-19 pandemic has only highlighted the need for greater access. Yet tens of millions of households and businesses—especially among vulnerable communities and in rural areas—still lack access or have not adopted broadband Internet service. High-quality, high-speed Internet access supports new employment opportunities, enables remote education, and expands the innovative aspects of the knowledge and information economy. According to the FCC, 97% of Americans in urban areas have access to high-speed broadband, however, in rural areas that number falls to just 65%.

In 2020, Charter participated in the Rural Digital Opportunity Fund (“RDOF”) auction for the opportunity to provide broadband to additional homes and businesses that do not have access to broadband service of at least 25/3 Mbps. We then announced a multiyear, \$5 billion investment, offset by \$1.2 billion in support won in the

2.5 million homes

In the last three years alone, we extended our network to reach an additional 2.5 million homes and businesses, about a third in rural areas.

RDOF auction, to extend our network and offer reliable broadband service with speeds of up to one gigabit per second (“Gbps”) to more than one million unserved (as estimated by the FCC), mostly rural families and small businesses. Charter will also add significant resources to our construction department focused solely on adding nearly 115,000 miles across 24 states of new network infrastructure to our more than 750,000 existing miles. We also plan to hire more than 2,000 employees and contractors to support this expansion.



“The COVID-19 pandemic has further **highlighted the need for broadband availability and adoption**, and Charter is committed to furthering its efforts as part of the comprehensive solution needed to address these challenges. As Americans across the country increasingly rely on broadband to work, learn, access healthcare, and stay in touch with family and loved ones, bringing broadband access to more unserved areas should be a priority for all stakeholders.

Charter’s new **multibillion-dollar buildout initiative** highlights the importance of the sophisticated broadband networks that the U.S. cable industry has built over several decades, as well as the industry’s commitment to the local communities it serves. As we continue to help provide more Americans with reliable access to the Internet ecosystem, our hope is that federal, state, and local authorities, other private companies, pole owners, and broadband providers will work together and play a pivotal role in expanding networks to unserved areas.”

– Tom Rutledge, Chairman and CEO

Affordability

Expanding broadband access goes beyond geographical reach, as it also means expanding affordability. One of the major tenets of how we operate is to provide services at low rates. We also have specialized offerings to enhance affordability for particularly vulnerable populations.

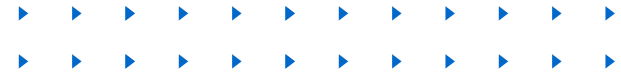
Spectrum Internet® Assist is our standalone, low-cost, high-speed broadband service. Through our program, qualified households can receive low-cost, high-speed 30 Mbps broadband service with no data caps and a free modem. Spectrum Internet® Assist is available to eligible, low-income families and seniors across our footprint.

During the height of the COVID-19 pandemic, Charter committed to offering free Spectrum Internet® and WiFi access at any service level up to 100 Mbps for 60 days starting March 16, 2020 to households with K-12 or college students who did not already have a Spectrum Internet® subscription. We paused the program on June 30, 2020, and relaunched it in September of 2020 at the beginning of the new school year, with speeds up to 200 Mbps in most markets.

Accessible products and services

Charter’s inclusive line of services and solutions are uniquely designed to empower each one of our customers. We are helping customers connect to what matters most with the latest technology to support their needs.

Based upon an internal analysis using 2010 Census data,²² Charter has a high concentration of people with disabilities in our footprint, with a higher proportion of households in designated market areas (a term used to define television and radio markets that represent our service area) containing a family member with a disability than the national average. This fact means that we have significant opportunity to serve people with disabilities through our accessibility offerings. From delivering high-quality programming and content, to making our products fully accessible, our offerings serve many abilities. During 2020, Charter began surveying customer



households with disabilities for awareness of top accessibility offerings and is working towards a metric for the 2021 ESG Report.

The Spectrum Accessibility Center of Excellence exists to create empowering and inclusive experiences for our customers and employees. We focus on designing universal product experiences that work for everyone. Our team of Accessibility engineers—many of whom are native users of assistive technology—create universal and accessible experiences in all phases of product and service development, deployment, sales, marketing, and customer support processes.

In 2020, we announced the launch of Spectrum Access, a free app designed to provide entertainment access to persons with vision or hearing disabilities. Currently available for Apple devices via the App Store and via the Google Play Store for Android, the Spectrum Access app enhances the in-home entertainment experience by enabling customers to play audio description or closed captioning directly from their phone or tablet.

²² | 2010 U.S. Census Bureau in combination with the American Community Survey and applied with ZPTA (Zip Code Tabulation Area).



Our ESG Reporting Process

2020 marks our first report aligned with our newly developed ESG framework, a collaborative effort that engaged stakeholders across the Charter organization, from various functional units to nearly all of our leadership group. We systematically reviewed the information needs of our stakeholders and multiple existing ESG standards and frameworks, and mobilized key elements of our workforce to collect and synthesize the data presented in this report. 2020 also marks our first report that contains SASB- and TCFD-aligned information. In the summer of 2021, we will also respond to the CDP (formerly known as the Carbon Disclosure Project) climate change questionnaire for the first time.

SASB Index

The table below contains Charter's first reporting of our ESG performance with reference to the framework for the Telecommunications Services industry standard. We do not currently disclose all indicators included in the standard, but have focused on those most relevant to Charter where we have sufficient information. We will continue to evaluate areas for additional disclosure in the future. All data is as of (or for) the year ended December 31, 2020, unless otherwise noted.

Activity metrics

Activity metric	SASB code	Charter's response
Number of wireless subscribers	TC-TL-000.A	Total mobile lines: 2,375,000 <ul style="list-style-type: none"> Residential: 2,320,000 Small and medium business: 55,000 For more information, please see our Form 10-K for the year ended December 31, 2020 .
Number of wireline subscribers	TC-TL-000.B	Total video customers: 16,200,000 <ul style="list-style-type: none"> Residential: 15,639,000 Small and medium business: 561,000 Total Voice customers: 10,439,000 <ul style="list-style-type: none"> Residential: 9,215,000 Small and medium business: 1,224,000 For more information, please see our Form 10-K for the year ended December 31, 2020 .
Number of broadband subscribers	TC-TL-000.C	Total Internet customers: 28,879,000 <ul style="list-style-type: none"> Residential: 27,023,000 Small and medium business: 1,856,000 For more information, please see our Form 10-K for the year ended December 31, 2020 .
Network traffic	TC-TL-000.D	177,789 petabytes ²³

Other indicators

Topic	Accounting metric	SASB code	Charter's response
Environmental footprint of operations ²⁴	Total energy consumed	TC-TL-130a.1	16,248,593 gigajoules
	Percentage grid electricity		64%
	Percentage renewable		Immaterial—please see Renewable energy for more information.
Data privacy	Description of policies and practices relating to behavioral advertising and customer privacy	TC-TL-220a.1	Please see Protecting customer data, privacy, and security .

²³ Charter calculates an average to peak throughput ratio based on daily average and daily peak throughput. The average to peak ratio is multiplied against the peak for each day in the year, which is then summed for our total annual volume.

²⁴ Data presented is for 2019. Our energy consumption figures are updated as of July 2021 for the year ended December 31, 2019.

SASB Index

Other indicators (continued)

Topic	Accounting metric	SASB code	Charter's response
Data privacy (continued)	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	TC-TL-220a.3	Charter discloses all material legal proceedings in our SEC filings. In 2020, Charter did not disclose any monetary losses as a result of legal proceedings associated with customer privacy.
Data security	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-TL-230a.2	Please see Protecting customer data, privacy, and security .
Product end-of-life management	Materials recovered through take back programs	TC-TL-440a.1	30,890 metric tons ²⁵
Competitive behavior & open Internet	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	TC-TL-520a.1	Charter discloses all material legal proceedings in our SEC filings. In 2020, Charter did not disclose any monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations.
	Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content	TC-TL-520a.2	Charter does not favor certain content and thus, the download speed of (1) owned and commercially-associated content and (2) non-associated content is the same. Charter participates in the FCC Measuring Broadband America Fixed Broadband Report and has speed test results published in the report. The report can be found on the FCC website .
	Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	TC-TL-520a.3	Charter supports an open Internet as an integral part of our commitment to deliver a superior broadband experience to our customers. We would support Congress passing legislation that sets forth clear, enforceable, and permanent rules to preserve an open Internet within a modern regulatory framework that encourages infrastructure investment and innovation. Charter's public statements on the Open Internet can be found on our Policy website .
Managing systemic risks from technology disruptions	Discussion of systems to provide unimpeded service during service interruptions	TC-TL-550a.2	Please see Continuously upgrading the resilience and reliability of our network .

²⁵ | The metric includes the weight of CPE collected by Charter's third-party vendors for in-warranty repairs. Charter reports this data by weight, not percentage.

TCFD Index

The below table is Charter's first reporting of our ESG performance with reference to the recommendations of the TCFD. We will continue to evaluate areas for additional disclosure in the future and plan to disclose more comprehensive information in our 2021 CDP response.

Section	TCFD disclosure recommendations	Content in this report
Governance	Disclose the organization's governance around climate-related risks and opportunities.	The Audit Committee reviews our ERM program on a regular basis, which includes reviewing threats to our network and our business, such as cybersecurity risks and the physical risks of extreme weather. The Nominating and Governance Committee oversees our broader ESG efforts. For more information on our governance practices, please see ESG governance .
Strategy	Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	<p>During 2021 we plan to enhance our understanding of climate change related risks and opportunities through an assessment informed by the TCFD recommendations.</p> <p>For more information about our approach to physical risk resilience, please see Continuously upgrading the resilience and reliability of our network.</p> <p>For more information about our approach to managing risks from GHG emissions, please see Investing in the efficiency of the network to provide affordable services.</p> <p>Charter plans to disclose more information in our 2021 CDP response.</p>
Risk Management	Disclose how the organization identifies, assesses, and manages climate-related risks.	Specific aspects of climate risk, most notably the impact of physical climate risks, are considered in our ERM and incident assessment processes. Please see Managing risk, reliability, and resilience for more details.
Metrics and Targets	Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities.	Please see Investing in the efficiency of the network to provide affordable services for our climate-related goals and Understanding our sources of GHG emissions for details of our first baseline of scope 1, 2, and select 3 GHG emissions (2019 data).

