

2023 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



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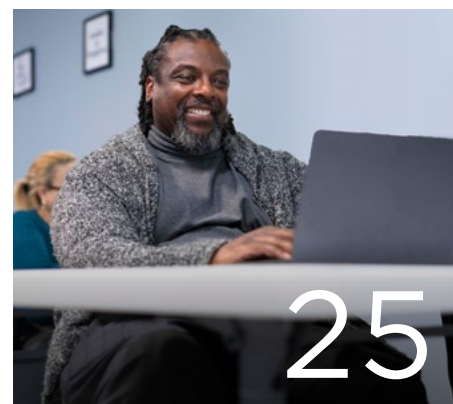
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DISCLAIMER AND CAUTIONARY STATEMENT REGARDING FORWARD-LOOKING STATEMENTS

Certain of the statements included in this report, including those regarding our ESG-related initiatives, plans, objectives and goals, constitute forward-looking statements within the meaning of the U.S. Private Securities Litigation Reform Act of 1995. Many of the forward-looking statements contained in this report may be identified by the use of forward-looking words such as “believe,” “expect,” “anticipate,” “should,” “planned,” “will,” “may,” “intend,” “estimated,” “aim,” “on track,” “target,” “opportunity,” “tentative,” “positioning,” “designed,” “create,” “predict,” “project,” “initiatives,” “seek,” “would,” “could,” “continue,” “ongoing,” “upside,” “increases,” “grow,” “focused on,” and “potential,” among others. 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 Report on Form 10-K and Quarterly Reports on Form 10-Q that we file with the U.S. Securities and Exchange Commission (“SEC”). Statements regarding our ESG-related initiatives, plans, objectives and goals 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 reported as of December 31, 2023 (unless otherwise noted), have not been independently audited, are not prepared in accordance with U.S. generally accepted accounting principles (“GAAP”) and may be calculated utilizing methodology and principles that differ from period to period.

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 that is more current than that contained in this report. This report should be read in conjunction with our SEC filings and the other information we publish.

LETTER

FROM OUR CEO



This is a unique and exciting time for Charter. We have made great progress on our three strategic initiatives that we announced in December 2022. Today, we are well underway with the largest network expansion since the 1980's, the largest network capacity upgrade since the 1990's, and we are seeing the benefit of our digital platform and workforce investments that both support our employees and lead to a better experience for our customers.

Our proven operating strategy to grow the business by offering products and services that deliver superior value to our customers remains unchanged. And our ESG efforts continue to be structured in a comprehensive three-pillar framework reflecting 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 our communities. The transformative investments we are making today support our operating strategy, align with our ESG framework and position Charter for continued growth.

We are executing a network evolution plan that is multifaceted and leverages our existing infrastructure, which is less disruptive for our customers and more environmentally friendly than building a network. In 2023, Charter began its fixed wireline network evolution to expand capacity and make symmetrical gigabit and multi-gigabit speeds available across our footprint. We completed this work in two markets in 2023, with more planned in 2024.

We continue to converge our wireline and wireless networks to bring seamless connectivity to our customers. Spectrum Mobile is the fastest growing mobile provider in the country and offers the fastest mobile service as a result of our converged network, with our wireless speeds only getting faster as we expect to launch WiFi7 in late 2024. In addition, we continue to evolve our video product with the introduction of Xumo Stream Boxes ("Xumo"). Xumo is streaming simplified, bringing a live TV experience together with all the

top applications, aggregated search, curated content and an award-winning voice remote. Xumo is more energy efficient than traditional set-top boxes ("STBs") and is now Charter's preferred go-to-market platform for new video sales.

Our network expansion is well underway. We are investing in substantial buildout in rural areas and participating in both federal and state broadband grant programs to help close the digital divide. We activated approximately 295,000 subsidized rural passings in 2023 and, based on our accelerating pace of build, we expect to activate 450,000 in 2024. Charter is already the largest and fastest growing rural Internet provider in the country and our ongoing expansion will bring gigabit connectivity to over 1.6 million unserved and underserved rural homes and businesses by 2027.

Finally, we are seeing improved employee retention, longer tenure and higher quality service transactions resulting from increased investments in our workforce and digital platforms. We provide leading compensation, robust benefits and training that fosters long-term career progression with the Company, resulting in superior customer service. In the summer of 2023, we launched a new Charter Education Benefit giving employees access to 100% tuition-free undergraduate and associate degrees, as well as high school diplomas, trade certifications and English-language learning programs.

The substantial work we are doing today and the investments in our network and employees will benefit our customers and the communities we serve for years to come. This year's ESG Report outlines our progress in these initiatives, and many other efforts designed to operate responsibly and provide sustainable connectivity across our 41-state footprint.

Christopher L. Winfrey

President and Chief Executive Officer

OUR ESG APPROACH

As a leading broadband connectivity company and cable operator, we create long-term value for our stakeholders through the efficient delivery of our services across our footprint. 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.

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ESG FRAMEWORK

A Highly Skilled Workforce, a Superior Network and Connected Communities underpinned by strong governance constitute our ESG framework. These three-pillars define our ESG priorities, set a foundation for our ESG goals and reflect important aspects of our overall business strategy.

Charter developed this framework in 2020 through a detailed review of leading ESG standards, drawing on stakeholder priorities and feedback from across the organization to identify and inform our approach. We synthesized an initial set of topics from several leading, industry-specific sustainability standards, including the Sustainability Accounting Standards Board (“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](#)). Each year, we review our framework against recent ESG stakeholder developments to confirm our priorities and reporting approach. We also validate that our efforts and initiatives are consistent with stakeholder expectations as well as our objective to create long-term value through sustainable connectivity.

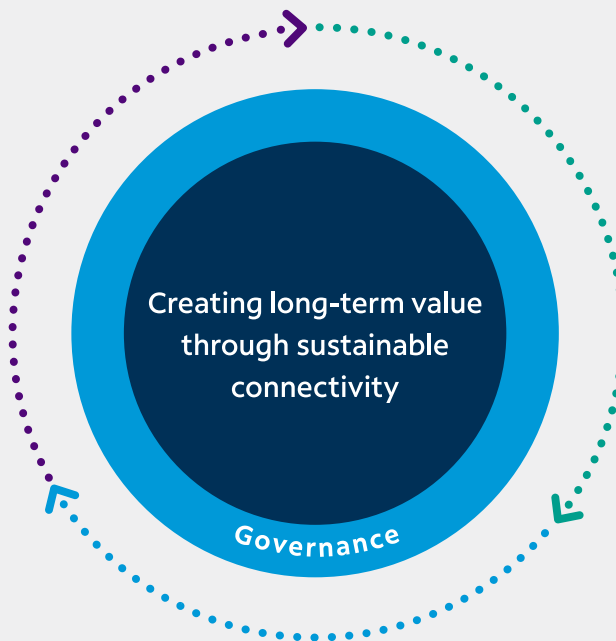
We create long-term value by building sustainable connectivity through a virtuous cycle that begins with investing in a highly skilled workforce. Our workforce enables us to deliver superior products and services over an advanced network, connecting our customers and their communities.

HIGHLY SKILLED WORKFORCE

- Training and investing in our employees
- Enabling a diverse and inclusive workforce to support our business
- Focusing on a safe and healthy workplace

CONNECTED COMMUNITIES

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




SUPERIOR NETWORK

- Evolving our network to provide greater speed, resilience and reliability
- Investing in the efficiency of the network to provide affordable services


2023 ESG SUMMARY

We have outlined current year performance across our ESG framework below. Please see [ESG Metrics](#) for additional details of current and prior year performance.

HIGHLY SKILLED WORKFORCE




7.9M
HOURS
in training¹



\$357M
INVESTED
in training²


OVERVIEW OF OUR WORKFORCE




52%

Total diverse representation by race and ethnicity


21%	Black/African American
20%	Hispanic/Latino
5%	Asian
6%	Other ³




33%
Female



8%
Veterans



7%
People with disabilities



1.9 Total recordable injury rate ("TRIR")⁴

SUPERIOR NETWORK



\$7.1B
INVESTMENT
in infrastructure and technology⁵




1,537,292
MT CO₂E
Greenhouse gas ("GHG") emissions from our operations⁶

GOAL IN PROGRESS

Reach carbon neutrality in our operations (scope 1 and 2 GHG emissions) by 2035

957,348
MT CO₂e
GHG emissions from our value chain⁶

CONNECTED COMMUNITIES



420,000
Passings activated to date⁷

\$3.4B
Capital investment to date⁷

RURAL CONSTRUCTION INITIATIVE

GOAL IN PROGRESS

Expand our network to provide high-speed Internet access to more than one million unserved and underserved rural customer locations by investing over \$6 billion by 2027

100%

Percentage of Internet serviceable homes passed where Advanced WiFi capability is available

SPECTRUM COMMUNITY CENTER ASSIST
Progress since inception

40
Community centers improved

\$6.1M
Invested

GOAL IN PROGRESS

Invest \$30 million to improve 100 urban and rural community centers that provide job skills training

¹Metric includes trainings occurring within the Company-wide Learning Management System for both full-time and part-time employees. Trainings occurring outside of the Learning Management System are excluded.
²Metric includes departmental training expenditures (e.g., professional development, education assistance), learning system expenditures, salaries for dedicated learning personnel and total training salary cost. To prevent undue skewing of the training salary cost, salaries for staff below the Vice President level are included, with the assumption being that most training hours come from those employees.
³Includes Native Hawaiian/Pacific Islander, Native American/Alaska Native and two or more races in addition to the categories listed.
⁴The TRIR represents a measure of the Company's safety performance and is calculated in accordance with OSHA's methodology. Refer to [Focusing on a safe and healthy workplace](#) for further details.
⁵Represents total capital expenditures, excluding line extension, reported as of December 31, 2023. For more details, please see our Capital Expenditures discussion under Item 7 of our [Form 10-K for the year ended December 31, 2023](#).
⁶Refer to [Understanding our sources of GHG emissions](#) for an overview of our calculation methodologies and details on the value chain categories we include.
⁷Starting in 2023, metric has been updated to reflect subsidized rural passings and investment.

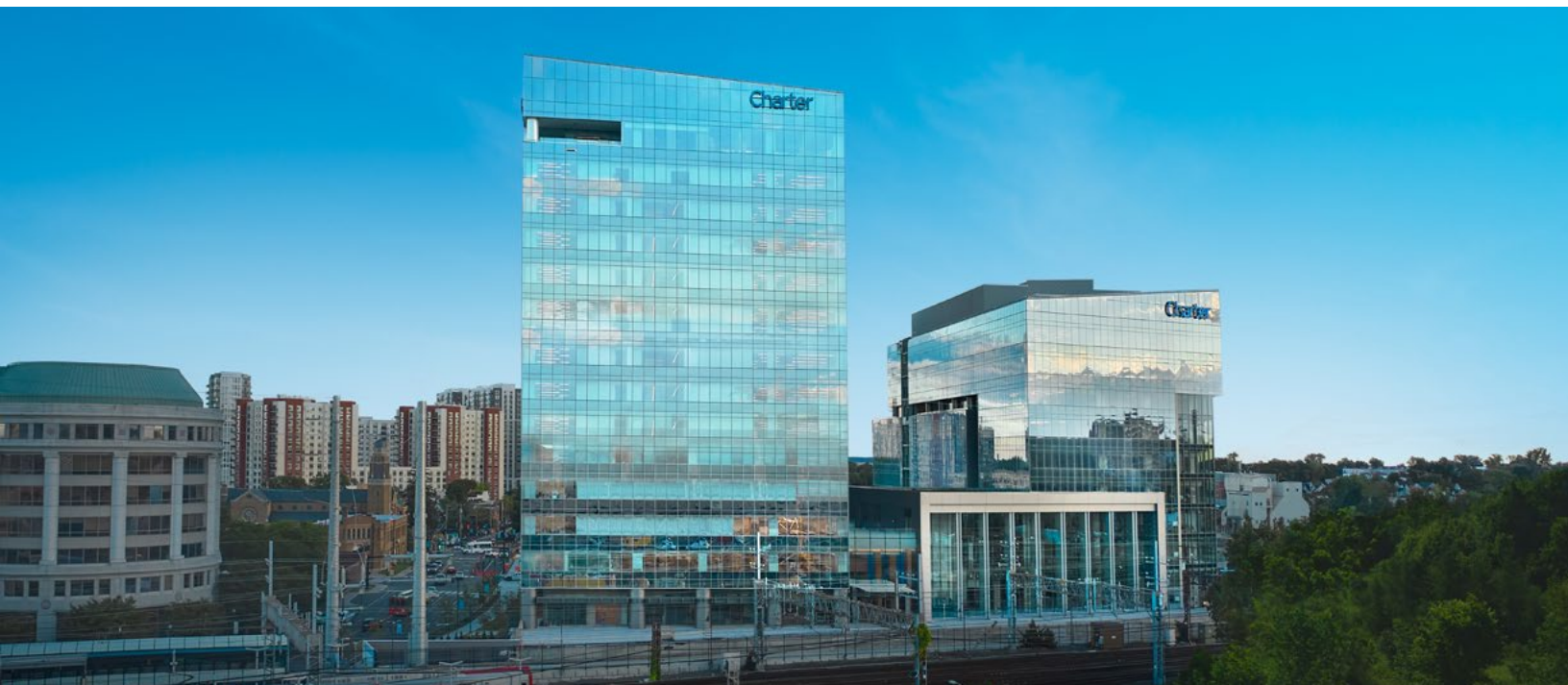
ESG GOVERNANCE

The Nominating and Corporate Governance Committee is responsible for oversight of the Company's efforts regarding ESG matters. The ESC and OSC are both chaired by Charter's General Counsel and are composed of leaders from departments across our operations, including Communications, Diversity & Inclusion, Field Operations, Finance, Government Affairs, Human Resources, Information Security, Legal, Network Operations and Product and Technology.

The ESC is composed of senior-level management responsible for overseeing and determining the direction and ambition of key ESG program areas. The ESC oversees the work of the OSC to align our programs and disclosures with Charter's values and business goals. The ESC meets quarterly and the Company's ESG and carbon neutral strategy progress is reported regularly to the Chief Executive Officer and quarterly to the Nominating and Corporate Governance Committee.

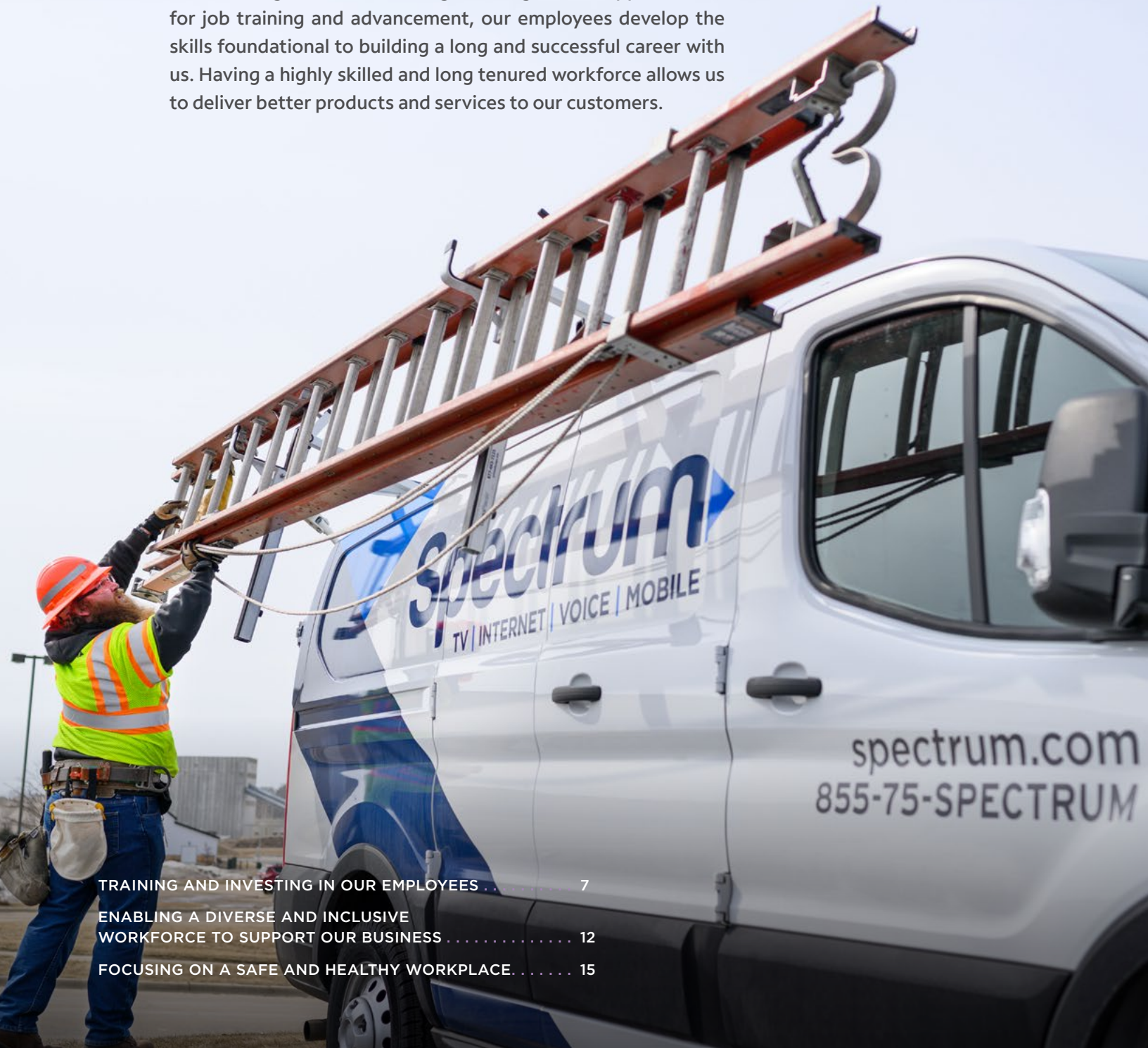
The monthly OSC meetings consist of program leaders related to our ESG areas of focus. The OSC provides input on the Company's ESG framework, assists with the establishment and tracking of ESG metrics and guides our approach with respect to ESG programs and disclosures. The OSC has climate focused subcommittees concentrated on the collection and review of GHG data as well as initiatives related to our carbon neutral strategy (see [TCFD Index](#)).

In addition to the Nominating and Corporate Governance Committee responsibilities defined above, the full Board delegates 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, and business continuity risks. The Board regularly reviews reports from management and the Audit Committee regarding the ERM program. The Compensation and Benefits Committee oversees diversity and inclusion, and the Board receives annual updates from our Chief Diversity 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

We believe that attracting, developing and retaining our highly skilled workforce is critical to successfully executing our operating strategy. This belief is reflected in our Company's values of employees being experts in their field and pursuing continuous growth and learning. With significant opportunities for job training and advancement, our employees develop the skills foundational to building a long and successful career with us. Having a highly skilled and long tenured workforce allows us to deliver better products and services to our customers.



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TRAINING AND INVESTING IN OUR EMPLOYEES

In 2023, across all our operations, we made meaningful investments in compensation and benefits, as well as training and career progression opportunities, so our employees can build long and fulfilling careers at Charter. Our Company has historically been a great place to build a career, and the enhancements we are making underscore our commitment to our employees.

TRAINING APPROACH

In 2023, Charter invested approximately \$357 million in training, 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 that manages and maintains role-specific training for employees, from new hires to Directors. Our Corporate Learning organization 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, sales) and supported at the corporate level for more universal needs. This approach increases agility for our business units to quickly train employees on specific tools or skills as needs evolve, while our corporate function supports enterprise-

wide tools, processes and leadership programs for the broader organization's needs. Our Corporate Learning organization regularly assesses the broader learning needs of the business through the Learning Council. The Learning Council, which includes representatives from Corporate Learning and each business unit, meets monthly to identify skill development opportunities to benefit our entire organization. In 2023, our new offerings reflected a strong focus on operations and product training, as well as internal system training to improve productivity and courses to build leadership skills in diversity and inclusion.

Our Company-wide Learning Management System provides the ability to view 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.

TRAINING BY THE NUMBERS IN 2023

\$357M | **7.9M**
Invested in training | in training hours

Learners can assess any training course they complete with a rating between one and five. Online surveys generated upon course completion enable learners to offer additional feedback, including content usability, relevance and business impact. These training evaluations are used to follow up and make improvements as needed. A cross-functional team meets monthly to manage and maintain the shared structure and use of the system.

EMPLOYER OF CHOICE RECOGNITION

Charter, under the Spectrum brand, was recognized as a top employer on several occasions in 2023, including:

- American Opportunity Index 'Top Employer' in Communications Sector
- Built In 'Best Places to Work'
- Forbes' 'Best Employers for Veterans' and 'America's Best Large Employers'
- Newsweek's 'Most Trustworthy Companies in America'
- VETS Indexes 'Five Star Employer'
- 'We Hire Vets' from the Texas Workforce Commission
- Military Times 'Best for Vets'
- Military Friendly 'Gold Employer'
- Latino Leaders Magazine 'Best Companies for Latinos to Work'
- WayUp's 'Top 100 Internship Program'
- 'Early Talent Award' winner from Handshake
- 'Campus Forward Program' from Ripplematch.

CAREER GROWTH

Our comprehensive on-the-job training, manager development and coaching support career progression, which gives employees the opportunity to develop skills and build a career at Charter. The vast majority of our customer-facing roles have the opportunity for upward advancement including through supervisory and leadership roles. In 2023, we continued our self-progression programs for our operational teams to support career growth. Our Field Operations organization has several self-progression programs where employees can complete online coursework to advance to the next level within their job field. More than 8,000 Field Operations employees progressed at least one level in 2023, and many progressed more than once. Upon completion of the progression coursework, employees receive a \$500 bonus and once all other requirements are met, they are promoted to the next level and receive a 10% increase in their hourly wage. Once the top level of self-progression is attained, employees are encouraged to apply for opportunities with increased compensation to continue their career growth.

In addition, we continued one of our most successful ongoing career progression programs with 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. Participating veterans can also receive GI Bill benefits in addition to their regular paychecks while enrolled.

In 2023, we launched the Charter Leadership Framework supported by a variety of self-directed learning opportunities to help Supervisors and above learn to grow their skills in nine core leadership capabilities. We made a confidential self-assessment available to all leaders allowing them to identify capabilities for development with supplemented relevant training. Our core leadership-related learning content is aligned with this Leadership Framework and leaders have the opportunity to take additional instructor-led courses in areas of need. We also offer a variety of standard and customized leadership development programs, resources and curricula for each business unit and job level. Employees are encouraged to use an Individual Development Plan to track course completion and progress toward developmental goals. In addition, we have several corporate-led internal programs at the Director through

Vice President level, and multiple opportunities for Supervisors and Managers to quickly augment their skills with online courses on topics such as business applications, productivity tools and communication and management skills. We continue to partner with external organizations to supplement our learning offerings through organizations such as the Center for Creative Leadership, the Cable and Telecommunications Association for Marketing and the Society of Cable Telecommunications Engineers. For additional leadership development opportunities for our diverse leaders, we also partner with key diversity organizations such as Women in Cable Telecommunications ("WICT") and the National Association for Multi-ethnicity in Communications ("NAMIC").



Charter Education Benefit

EDUCATION ASSISTANCE

Beyond learning and development opportunities within Charter, we recognize the importance of continuing education. We know paying tuition upfront can be a challenge for many and managing traditional class schedules can be difficult while working full-time and balancing priorities outside of work. In 2023, we introduced a new tuition-free degree and certificate program. The program provides employees with flexible, online education paid for by the Company, making it more readily attainable for employees to earn an associate degree, bachelor's degree or professional certificate relevant to their career at Charter. Employees can choose from more than 300 programs that will help them develop the skills we need for the future, including technology, math and statistics, media and entertainment, business operations and communication through over 30 colleges and universities, such as eCornell, Ohio University and the University of Denver. Our traditional tuition reimbursement benefit of up to \$10,000 per year is also available for those who wish to continue their education outside of the fully funded programs available, including pursuing a graduate degree.

TUITION-FREE DEGREES AND CERTIFICATES

Working for Spectrum is more than a job, it is an opportunity to build a long and successful career. We are committed to investing in our employees through on-the-job training, robust development, competitive pay and great benefits. In 2023, we enhanced our Education Benefit to include tuition-free degrees and certificate programs, in addition to traditional tuition reimbursement of up to \$10,000 per year.





PERFORMANCE MANAGEMENT

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. Depending on the role, job effectiveness can be measured against annual goals, key effectiveness areas or scorecard metrics. Behaviors reviewed in the performance management process for employees include communication, relationship building and demonstration of flexibility. People leaders are evaluated on managing and developing their teams, while those at the Director level and above may also be measured on supporting diversity and inclusion.

VOICE OF OUR EMPLOYEES

At Charter, we believe the voice of our employees is critical to our culture and provides valuable insights to shape our employee value proposition. We use several channels to capture feedback from our employees, including virtual focus groups with our CEO, location-based town halls with front-line employees, voice of the employee listening sessions, functional skip level meetings and formal organizational health surveys. We also conduct insight surveys focused on measuring employee perceptions and experiences of the workplace throughout key stages of the employee lifecycle, including new hire experiences and exit surveys for employees leaving the organization. Additionally, several business units participate in employee engagement surveys that solicit feedback on key areas of focus within their group. Results are reviewed regularly by leadership and task forces are formed to develop and implement action plans to address targeted areas to improve the employee experience.

SUCCESSION AND TALENT PLANNING

As we look to the future, we recognize the ongoing need to further strengthen and diversify our leadership pipeline. When recruiting external talent for leadership positions, we prioritize diverse slates, leveraging technologies and programs and tools to identify and source diverse talent. When assessing our internal talent, each business unit participates in an annual talent planning process to review the overall performance of our leaders and their potential to serve in larger, more complex roles. These discussions also support succession and development planning to ensure we continue to strengthen and diversify our workforce for the future. Potential successors are identified annually for all roles at the Vice President level and above. Executive leadership reviews the results of talent conversations, which open possibilities for career growth opportunities and cross-organizational movement. In 2023, approximately 111 executive leaders (at the level of Vice President and above) were given new roles or expanded responsibilities resulting from our ongoing focus on talent and succession planning.

BENEFITS AND PAY

We have a long-standing commitment to investing in our employees. That is why we offer 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 total rewards programs include competitive wages, robust healthcare benefits and a generous retirement program. Charter's total compensation package is designed to attract and retain talent and provide holistic support to employees throughout their careers with Charter.

Starting wage and compensation

We offer competitive starting wages with significant incentive compensation and annual earnings potential based on specific roles. All hourly employees have a starting wage of at least \$20 per hour, including target commissions, which is well above any state or federal minimum wage levels.

Nearly 85% of our employees are eligible for additional variable compensation based on their performance (e.g., annual performance bonus, sales commissions). Charter's equity incentive plan provides approximately 5,400 leaders with an ownership stake in the Company.

Health and well-being

We provide high-quality, comprehensive medical, dental and vision coverage for all full-time and part-time employees⁸ to support their physical and emotional well-being. It is our priority to keep this coverage affordable for our employees and their families, and so for the last 11 years, we have absorbed the full insurance premium cost increase for medical, dental and vision coverage. As a result, an employee who has been with Charter during this time period has saved nearly \$11,000 on average. We contribute up to \$1,500 per year into a healthcare account to help employees and their families pay for qualified healthcare expenses, and we offer no-cost health improvement initiatives, including planned surgeries and second medical opinions. In addition, we provide market-leading benefits designed to support the diverse needs of our employees, including inclusive family-building benefit options for our LGBTQ employees and comprehensive health benefits to our transgender employees.



⁸Includes part-time employees who are regularly scheduled to work more than 20 hours per week.

Savings and retirement

All employees are eligible to participate in our retirement program, and new hires are automatically enrolled. We match every dollar our employees put into their 401(k) up to 6% of their eligible pay. On top of that, most employees (approximately 95% of our workforce) are also eligible to receive an additional Company non-elective contribution equal to 3% of their eligible pay that goes into a Retirement Accumulation Plan (RAP). Together, these Charter contributions deliver a market-leading savings and retirement program for our employees.

Free and discounted Spectrum services

We encourage our employees to take advantage of the free and discounted Spectrum products we offer through the Employee Connectivity Services benefit from TV and Internet to Mobile. This program makes it easy for our employees to experience our products through the lens of a customer, with their feedback and insights helping us improve our products and services.

Time away and financial protection

Beyond our core benefits, we provide a suite of non-compensation benefits and programs to help our employees manage work and life, including paid time off for holidays, personal days and vacations, and income replacement benefits for injury or illness. Full-time and part-time employees also receive basic life and accidental death and dismemberment insurance at no cost.

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

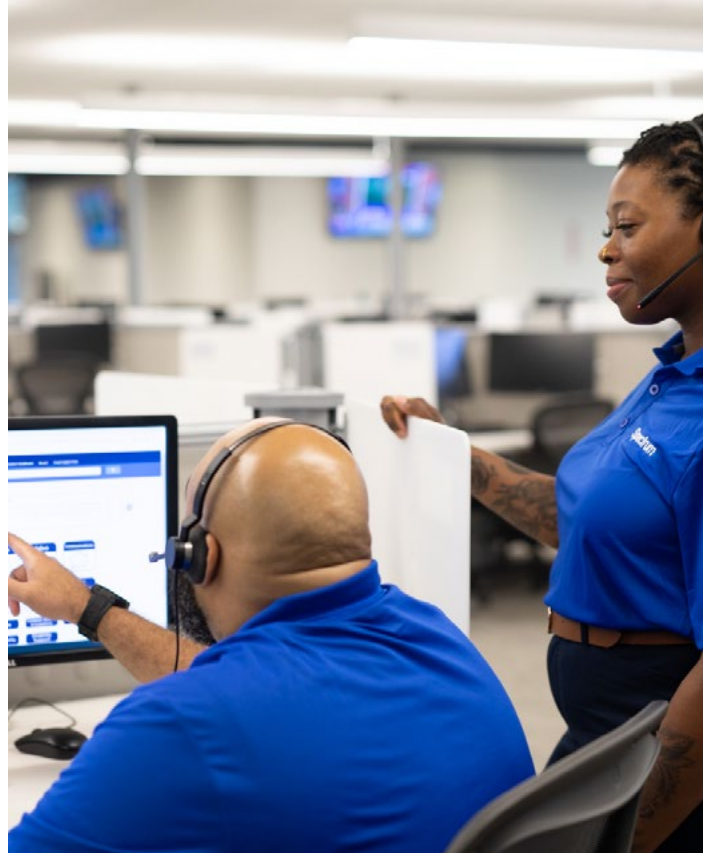
We recognize the journey to parenthood is different for everyone, and we provide a robust suite of benefits to support our working families. In 2023, we announced an increase to our paid parental leave by two weeks. Full-time and part-time employees are eligible for six weeks of paid parental leave in the six months following the birth or adoption of their child. Birth mothers also receive eight weeks of short-term disability income replacement benefits in addition to the six weeks of paid parental leave. We provide fertility benefits for our employees and their dependents so that all employees, including our LGBTQ community members, have an opportunity to build a family. We also have family planning programs and tools, along with financial support and up to \$15,000 in reimbursement for costs associated with adoption and surrogacy. Charter provides nursing mothers with a concierge service to express ship refrigerated breast milk while traveling on business. Parents and caregivers raising children with learning, behavioral challenges or developmental disabilities have resources to help them understand, teach and better communicate with their children. We also provide employees with access to discounted childcare, pre-tax dependent care savings accounts and elderly caregiving support.

ETHICAL CONDUCT

Charter's success has been, and will continue to be, driven by our dedicated employees who combine the highest level of craftsmanship and quality of service with the highest ethical standards. Charter's [Code of Conduct](#), [Financial Code of Ethics](#) and Employee Handbook provide the foundation for ethical conduct and business practices for the Company and all subsidiaries. As part of our Workplace Expectations learning program, all employees (including part-time employees) are trained on the Code of Conduct upon hiring, and again biennially. As part of the course, employees provide written confirmation that they have read and understood the Code of Conduct and Employee Handbook documents. Charter also has a Conflict of Interest Policy that applies to all employees, and we require that Director-level employees and above annually review, complete training and certify compliance with the Policy. All employees are required to complete training courses on relevant privacy laws, data security and the protection of customer proprietary network information, among others. Charter's Corporate Compliance Program is managed by the General Counsel and overseen by the Audit Committee of the Board. This includes responsibility over fraud issues, business ethics and financial practices. The Audit Committee receives quarterly updates from executive management, Internal Audit, Corporate Compliance and the General Counsel.

Charter's Open Door Policy, Code of Conduct and culture promote open feedback, in addition to our 24-hour third party hotline, that allows whistleblowers, employees, contractors, vendors, customers and others to raise concerns anonymously. Our policies encourage concerns to be reported directly to managers or Human Resources and prohibit retaliation against any individual who, in good faith, seeks advice, raises a question, reports misconduct or participates in an investigation of a potential Code of Conduct violation. Employees are made aware of the Open Door Policy and hotline options during their onboarding and are periodically reminded of these resources through regular notifications and our Workplace Expectations learning program.

Charter has clearly defined structure and processes in place for the timely investigation of whistleblower reports. Reports of potential improper or unethical behavior are reviewed and risk rated by Corporate Compliance upon receipt and assigned, within one business day, to the most appropriate investigation team(s). Investigation teams include Corporate Compliance, Internal Audit, Corporate Physical Security, Employment Relations or others as deemed appropriate by Charter's Corporate Compliance team. Investigations are reviewed to ensure thoroughness and consistency



of outcomes, and corrective actions resulting from investigations are taken in accordance with Charter's Corrective Action Guidelines. Additionally, Charter conducts risk assessments and audits both on a periodic and annual basis to identify and deter potential unethical behavior or instances of non-compliance.

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. The Company's [Anti-Bribery Policy](#) and [Federal Contracting \("FC"\) Policy](#), both of which cover all employees and subsidiaries, define bribery as "something of value given with the intent to influence an official act" and facilitation payments as "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, either directly or indirectly. All employees are responsible for avoiding and reporting situations involving bribery or corruption, and the General Counsel and Corporate Compliance team are tasked with overseeing allegations and/or investigations regarding these offenses.

ENABLING A DIVERSE AND INCLUSIVE WORKFORCE TO SUPPORT OUR BUSINESS

Charter's network passes nearly an estimated 57 million households and businesses, serving over 32 million customers in countless urban, suburban and rural communities across our country. Our success in serving these diverse communities requires a commitment to diversity and inclusion in every aspect of our business, including our workforce. We value the unique backgrounds, perspectives and experiences of our employees, which bring us together for the common mission of delivering high quality products and services to our customers.

Led by Charter's Chief Diversity Officer, the Company's governance structure promotes shared accountability and responsibility for diversity and inclusion through an Executive Steering Committee for Diversity & Inclusion ("Steering Committee") and our External Diversity & Inclusion Council ("EDIC"). Charter's CEO chairs the Steering Committee, representing the Company's executive leadership team, which meets quarterly. Additionally, executive leaders have diversity and inclusion action plans to advance diversity and inclusion within their organizations. Charter's CEO and several executives meet bi-annually with the EDIC, represented by national civil rights leaders, diversity and inclusion thought leaders, and business leaders, who guide us in understanding the needs of the diverse communities we serve. Equally important, our Board annually reviews our progress and is committed to increasing Board diversity as positions become available.

Our diversity and inclusion strategy is based on five pillars - our people, a culture of inclusion, products and services, suppliers and our community, that enables us to take a holistic approach to embed diversity and inclusion within our business.

OUR PEOPLE

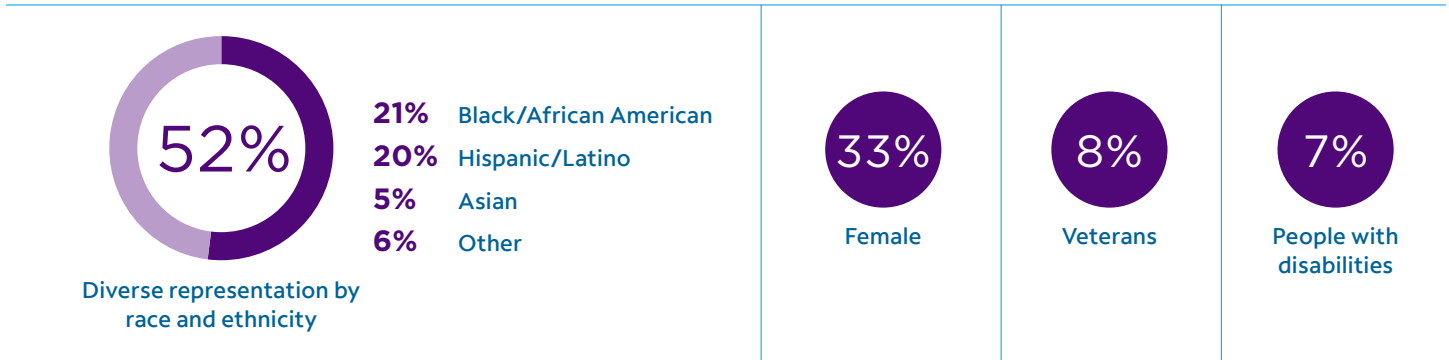
Charter's workforce of over 100,000 employees leverage their full range of diversity, abilities and unique experiences to connect with and drive strong business performance among the customers and communities we serve. We actively promote diversity at every level of our organization. Our outreach to external candidates includes strong partnerships with universities, alumni and professional organizations to attract a workforce representative of our markets. Diversity sourcing tools for recruiters help us attract a broad range of talent in all phases of their careers. Our employees have access to our internal training and development programs including formalized mentoring programs through our five Business Resource Groups ("BRGs"), which focus on people with disabilities, the LGBTQ community, multicultural employees, women and veterans. These



programs represent a significant investment of time in mentoring and professional development and are highly rated by participants. We also maintain strong partnerships with organizations such as The WICT Network and NAMIC, which provide professional development opportunities and training to women and people of color, respectively. Partnerships with the Emma Bowen and T. Howard Foundations as well as our Spectrum Scholars program support our ability to identify interns and early career talent. Additional relationships with organizations such as the Human Rights Campaign, Out & Equal, the National Organization on Disability and Disability:IN, have enabled us to further refine best practices to recruit and retain a workforce that reflects the communities and customers we serve. Charter also engages with organizations like Hiring Our Heroes and the U.S. Department of Defense Military Spouse Employment Partnership, which support the veteran and military community with services such as transition assistance, career coaching and job readiness.

WE STRIVE FOR OUR WORKFORCE TO REFLECT THE DIVERSITY OF THE COMMUNITIES WE SERVE

Includes full-time and part-time employees as of December 31, 2023.



CULTURE OF INCLUSION

While we have made strong progress promoting diversity in our workforce, we also recognize that workforce diversity alone is insufficient to achieve our Company’s objectives; we are equally committed to fostering an inclusive environment. We have practices devoted to inclusion, belonging, accessibility and a fair and respectful workplace, supported by our Equal Employment Opportunity, Diversity & Inclusion and Accessibility policies. Charter provides equal employment opportunities to all individuals and requires its Officers, Directors and other employees to adhere to laws, regulations and corporate policies relating to equal opportunity and non-discrimination.

Charter further demonstrates our commitment to an inclusive environment through our five BRGs, which are open to all employees, regardless of background, enabling them to engage in activities that advance our culture of inclusion and contribute to business success. Beyond empowering employees to grow and succeed through networking, mentorship and skill-building opportunities, our BRGs cultivate understanding and appreciation of the diversity of our colleagues within the Company.

This year, we continued our inclusion learning experience designed for people leaders. This multi-phased experience provides in-depth training on behaviors and personal development to support a culture of inclusion.

Charter also supports the continued education of employees on the value of diversity and inclusion in the workplace through internal communications channels, such as our internal Company website that has a dedicated section focused on diversity and inclusion. An internal editorial series, Perspectives on Diversity & Inclusion, is produced in alignment with cultural heritage and recognition dates to build understanding of the different backgrounds and experiences of our colleagues, partners, customers and communities and how diversity and inclusion advances business outcomes.

PRODUCTS AND SERVICES

Charter is committed to delivering products and services that meet the unique needs of customers of all backgrounds and abilities. We have agreements for more than 190 ethnically-oriented and/or minority-owned networks in more than 20 languages, and we offer video programming packages reflecting robust Hispanic-oriented offerings that feature more than 70 Spanish-language networks.

In 2023, we launched Chime TV, the first Asian American owned and targeted English language network, and Stellar TV, the first African American owned and targeted gospel-centric entertainment and lifestyle network. Additionally, we expanded our carriage of two Jewish-themed networks, Jewish Life Television and Jewish Broadcasting Service, in the Charter footprint.

Accessibility plays an important role in how Charter benchmarks the quality of products and services offered to our customers and employees. The Accessibility team designs our products to improve the experiences of all users. Since 2018, the team has launched nine accessibly designed applications (“apps”), including the Spectrum News Connected TV app that is fully accessible and allows Internet-only customers with Roku and Apple TV to stream live and on-demand news on big screens. Additionally, our Spectrum Access app provides audio description, closed captioning and scrollable captions for entertainment offerings. Our Disability Support Center mirrors the call center experience with phone or online chat support, which allows customers with disabilities more choices in how they interact with Charter. See further discussion in the [Accessible products and services](#) section of the report.

SUPPLIER DIVERSITY

Charter's Supplier Diversity Program focuses on connecting qualified diverse owned businesses with opportunities within our Company. Since the inception of the program in 2017, we have provided Tier 1 and Tier 2 level opportunities to qualified diverse suppliers throughout our operations and footprint. Our program has exceeded \$1 billion in total annual diverse supplier spend for six consecutive years ending in 2023⁹. This growth is driven largely by Charter's focus and accountability on providing equitable opportunities for vendors with diverse backgrounds to support Charter's business needs.

In 2023, we continued to sponsor coaching assistance for businesses seeking diverse certification, several diverse supplier development initiatives and events with various regional and national diverse business advocacy organizations around the nation. Our Supplier Diversity team participated in more than 45 conferences and meetings, and approximately 10 matchmaker sessions that supported our connections with numerous diverse owned businesses. We continue to build and leverage our partner relationships to match qualified diverse suppliers with Tier 1 opportunities, while taking steps to further develop our Tier 2 program and create additional opportunities at this level to support the growth of our diverse subcontractors.

COMMUNITY

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 participate in programs and initiatives that positively impact communities throughout our footprint. As examples, we partnered with Organization of Chinese Americans ("OCA") - Asian Pacific American Advocates, a national civil rights organization, to help senior citizens in the Greater Los Angeles area elevate their technology skills through a "Smart Devices for Seniors" program, and the National Urban Indian Family Coalition ("NUIFC"), a national advocacy organization, to close the digital divide for urban Native American communities through support of its Weaving Our Web Digital Equity Fund ("WOW"). We also sponsored the National Organization on Disability ("NOD"), a national disability organization, in the creation of its Disability in the Workplace Insights Report and Campus to Careers Toolkit, which highlights best practices in the workplace and recruiting for people with disabilities. See [Investing to impact the communities we serve](#) for further details on the support of our communities.



⁹ 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 LGBT Chamber of Commerce, the National Veteran Business Development Council, the U.S. Pan Asian American Chamber of Commerce, WECConnect International, Disability:IN and Supplier Clearinghouse.

FOCUSING ON A SAFE AND HEALTHY WORKPLACE

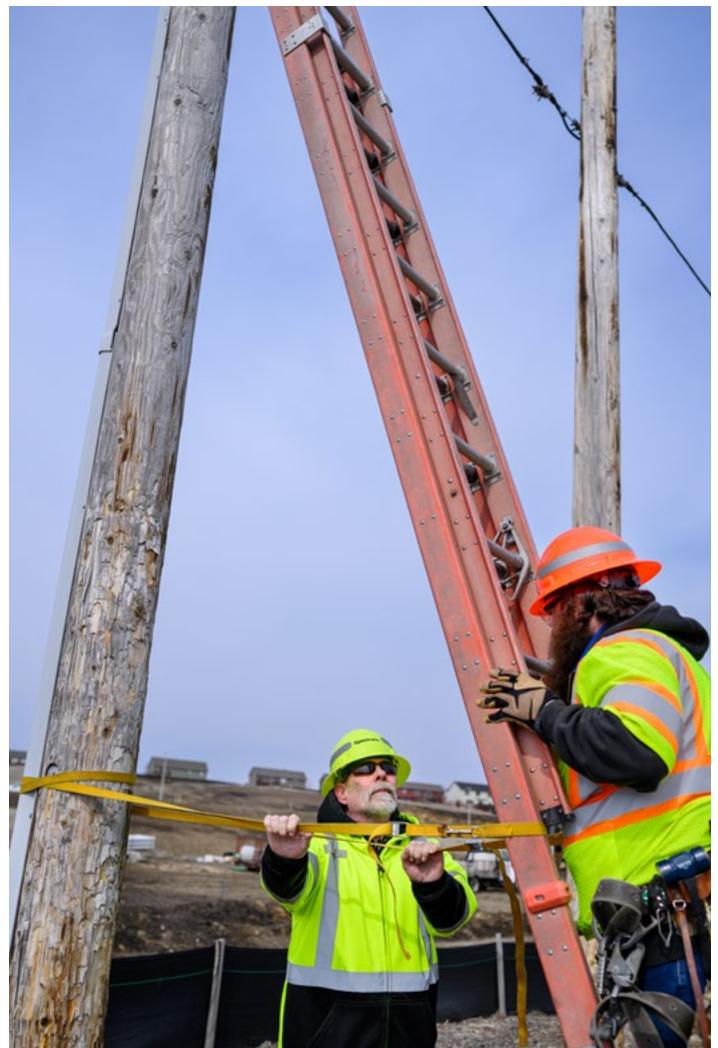
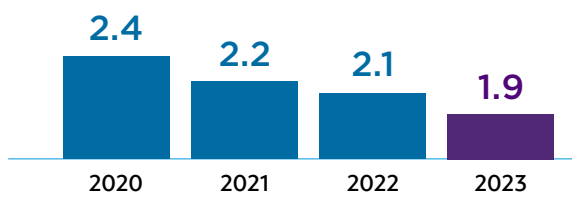
We value our employees and are committed to providing them with a safe and healthy workplace. All employees are required to comply with Company safety rules and expectations, and are expected to actively contribute to making our Company a safer place to work. Charter strives for continuous improvement through an integrated environmental, health and safety (“EHS”) management program that provides guidance, instruction and best management practices. As a result, all employees must comply with Company safety rules and expectations outlined in our Safety Policy, and are expected to identify, report and correct unsafe conditions or acts that may arise during the workday. We embed safety and health training in ongoing skills training to keep our employees educated on best practices. Additionally, qualification training is completed annually for employees executing critical skills (e.g., working at heights).

To reflect the Company’s safety performance year-over-year, we tabulate and calculate any incidents into a TRIR¹⁰ in accordance with Occupational Safety and Health Administration (“OSHA”) methodology. The results of our efforts are positively reflected in the downward trend of our TRIR, which at 1.9 for 2023, represents an approximate 10% decrease compared to 2022. This trend is largely driven by initiatives such as:

- Management and employee focus on incident prevention
- Implementation of standardized best practices for jobs and tasks
- Standard equipment upgrades (e.g., lighter equipment with more safety features)
- Increased focus on employee career progression, growth and retention
- Continuous improvement efforts for job/task training and onboarding as well as fleet management (e.g., improved standard safety features on vehicles)
- Improvement in safety data processing to create actionable prevention plans (e.g., incident intake, data analysis)

During a time of substantial network expansion, our TRIR has continued to positively trend downward resulting from effective safety rules and expectations, along with safety focused initiatives.

TOTAL RECORDABLE INJURY RATE



¹⁰ 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.

NETWORK

SUPERIOR

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.



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EVOLVING OUR NETWORK TO PROVIDE GREATER SPEED, RESILIENCE AND RELIABILITY

INVESTING IN OUR NETWORK

Charter has invested significantly in infrastructure and technology to enable us to better meet our customers' needs for reliable, high-speed Internet with enough capacity to support even the highest bandwidth activities. We continue to evolve our hybrid fiber coaxial network using a number of technologies, including spectrum expansion, initially to 1.2 gigahertz ("GHz") and then to 1.8GHz, changing the bandwidth allocation to a "high split" to increase upstream speeds, Distributed Access Architecture ("DAA") and Data Over Cable Service Interface Specifications ("DOCSIS") 4.0 technology. Through this process, which we expect to complete in 2026, we will continue to transform our network to enable multi-gigabit data speeds to customers. This network evolution plan allows us to leverage our existing infrastructure to deliver increased speeds, resulting in a process that is less disruptive for our customers and more environmentally friendly by limiting new construction.

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

Charter's ERM process includes the identification, evaluation, classification, confirmation and ongoing monitoring of risks with potential impact on our strategic plans and business objectives. Risks are identified through discussions with executive leaders of each of our business units, and then classified as high, medium or low across three categories: impact, likelihood of occurrence and controls effectiveness. Based on this evaluation, the most pertinent risks for the Company are isolated and discussed with relevant executives and the Audit Committee. Our risk assessment results are shared 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 and manage customer privacy and the cybersecurity of our network (see [Cybersecurity and privacy at Charter](#)). Our ERM process also includes an annual climate risk assessment, as outlined in the [TCFD Index](#).



\$7.1B

Invested in our infrastructure and technology in 2023.

Business continuity management and disaster recovery

Business continuity risks are multifaceted in nature. Charter has sound and robust business continuity management and disaster recovery governance processes in place, with a framework that includes:

- Business engagement
- Technical resilience, recovery plans and coordination of recovery efforts
- Execution of ongoing exercises and training

We leverage a continual service improvement approach to assess risk to our network. As natural disasters and extreme weather events are unpredictable and can be fast moving, we review, practice and update our Disaster Emergency Action Plan so that we are ready to respond. We conduct regular preventive maintenance and testing of our fixed-facility critical infrastructure that provides services to our customers. We review facilities at risk from extreme weather events and take proactive measures to minimize risk, including relocating facilities in flood-prone areas and using heat-resistant building materials in warmer climates.

To ensure the resilience and performance of our network, we also conduct regular exercises and testing of our environments. Our Operations Centers monitor our systems around the clock using multiple state-of-the-art monitoring tools to maintain uninterrupted service. Disaster recovery testing occurs regularly on our internal systems and networks, allowing for a timely recovery of our systems in the event of a disruption. We provide our employees with disaster recovery playbooks and frequent training (e.g., classroom/online learning, tabletop exercises), enabling employees to react to incidents with confidence and in a well-rehearsed manner.



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 geographically distinct data centers that support our critical platforms. Data centers are highly available, redundant and have carefully calculated capacity and bandwidth. Multiple 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. Each of our data centers is operated at exacting standards for resiliency and redundancy, such as being equipped with redundant power, backup power supply and robust onsite data backup platforms that provide rapid recovery options. We also can balance network loads across the data centers, which provides additional flexibility to operate critical applications between data centers 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 is 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 prepare for outages or maintenance periods.

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 customers and usage per customer 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 introducing new, distributed and efficient technologies, we have been able to enhance the way we bring reliable bandwidth to our customers.

We are also focused on performing proactive maintenance to avoid network outages and disruptions. By using artificial intelligence, telemetry and machine learning technologies we can analyze data points regarding network health. This allows us to maintain the network more efficiently with less activity and fewer outages in service transactions impacting the customer experience.

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 the consumption of energy to power our network and fuel to operate our fleet. Accordingly, our business success is predicated on resource efficiency and the mitigation of potential climate change-related impacts. Our goal to be carbon neutral in our operations by 2035 supports our operational efficiency objective and our responsibility to the communities we serve. By driving efficiencies in our network and operations, we are helping mitigate potential future impacts in addition to keeping our customers connected and our services affordable.



In 2023, we continued developing and refining operational approaches supporting our carbon neutral strategies. We further enhanced our Scope 2 emissions reporting to align with GHG protocol and continued our study into the feasibility of introducing electric vehicles to a portion of our fleet. For additional information, see [Carbon neutral by 2035](#).

Our commitment to sustainability extends beyond our operational footprint. By providing connectivity between our customers' businesses and everyday lives, Charter promotes the transition to a low-carbon economy. We continue improving the energy efficiency of the modems, routers and STBs used to access our services under the Energy Efficiency Voluntary Agreements. With the launch of Xumo in October 2023, Xumo is now our preferred go-to-market platform for video sales and customers have entertainment options seamlessly delivered in a new, compact and efficient device. As we design equipment used in our customers' homes and businesses, we consider their end-to-end environmental emissions. Our initiatives consider these equipment emissions, focused on reducing energy consumption, increasing efficient material use and reuse and responsibly recycling many of our products at end-of-life. For additional information, see [Value chain](#).

CHARTER'S STRATEGY FOR BECOMING CARBON NEUTRAL IN OUR OPERATIONS BY 2035 FOCUSES ON:

1

ENERGY EFFICIENCY

2

RENEWABLE ENERGY

3

CLEANER FLEET

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, building generators and fugitive emissions from refrigerants and fire suppression systems

SCOPE 2

Indirect emissions from electricity and steam purchased by Charter

SCOPE 3

Select other indirect emissions produced upstream and downstream of Charter’s operations, namely corporate air travel by commercial airlines, material energy and energy use for various devices – STBs, small network equipment (“SNE”) and mobile devices that are either owned or controlled by our customers

Charter’s GHG emissions consist of the following for the years presented:

MT CO ₂ e ¹¹	2023	2022	2021
Fleet	362,479	341,148	327,462
Other Operational Emissions ¹²	69,025	62,659	48,247
Scope 1 Total	431,504	403,807	375,709
Scope 2 Total¹³	1,105,788	1,108,972	1,057,823
Scope 1 and 2 Total	1,537,292	1,512,779	1,433,532
STB and SNE ¹⁴	771,336	801,811	926,838
Mobile	179,369	121,150	78,111
Corporate Air Travel	6,643	6,824	2,834
Scope 3 Total	957,348	929,785	1,007,783

For additional information, see [Carbon neutral by 2035](#) and [Value chain](#).

¹¹ Metric tons of carbon dioxide equivalent (“MT CO₂e”), representing the number of metric tons of carbon dioxide emissions with the same global warming potential as one metric ton of another GHG. GHG accounted for across the inventory include: carbon dioxide (“CO₂”), methane (“CH₄”), nitrous oxide (“N₂O”) and hydrofluorocarbons (“HFCs”). Charter calculates GHG emissions using carbon dioxide equivalents or “CO₂e” methodology from reputable sources, including the U.S. Environmental Protection Agency.

¹² Scope 1 Other Operational Emissions for 2023 and 2022 include emissions from building generators and refrigerants, with 2023 reflecting enhanced refrigerants data collection methodology at network sites. These emissions are not reflected in the 2021 calculation.

¹³ Scope 2 electricity emissions use the market-based methodology in 2023 and 2022, and location-based methodology in 2021. Location-based emissions in 2023 are 1,069,443 MT CO₂e. Scope 2 emissions also include a small amount of MT CO₂e from steam, 697 in 2023, 794 in 2022 and 741 in 2021.

¹⁴ Includes energy use and material energy from STBs and SNE purchased within the corresponding year, consistent with what we report in the Energy Efficiency Voluntary Agreements. Annual calculations do not include energy use or material energy from legacy STBs and SNE previously purchased.

CARBON NEUTRAL BY 2035

Energy efficiency

Our energy efficiency strategy focuses on improving the carbon intensity of our core operations. Within our property portfolio, we further developed our demand-side energy management program to establish a Buildings Energy Efficiency Community of Practice that brings together facilities managers and business planners across each region in our footprint. This Community of Practice identifies sites for energy efficiency audits, shares leading practices for energy management and reviews site-level quarterly energy consumption reports, including energy use intensity (“EUI”) normalized by specific site type. We will continue targeting our less efficient properties for energy audits to develop cost effective efficiency projects.

Our ongoing investments in our network include shifting to more energy-efficient equipment and systems across our network. Network evolution associated with DAA is expected to reduce the total amount of hardware at an average network site and result in site consolidation in certain geographies. Our network energy efficiency strategy considers any efficiencies gained from DAA in the context of total energy consumption, which is expected to grow as we expand with our rural construction initiative and implement spectrum expansion such as high splits.

Our National Data Centers (“NDCs”) were designed and built to provide service continuity while operating at high levels of energy efficiency, exemplified by LEED certification achieved for the buildings that house the Denver (LEED Gold®) and Charlotte (LEED Silver®) data centers. Our NDCs were designed with mechanical, electrical and cooling systems to optimize performance and energy efficiency, and use the industry standard Power Usage Effectiveness (“PUE”) metric to measure overall efficiency. Efficiency strategies in the NDCs and labs include, but are not limited to:

- Air flow management that increases cooling efficiency, including aisle containment
- High-efficiency evaporative free-cooling systems that avoided over 8,800 MWh of electricity usage in 2023
- Right-sizing, upgrading mechanical cooling equipment and lighting systems to reduce non information technology (“IT”) loads between 3% and 16% at selected sites in 2023
- Conducting regular third-party efficiency “health checks”
- Increasing the use of virtual machines, optimizing the utilization of servers and refreshing hardware with more efficient models

Renewable energy

The energy required to support the network our customers rely upon largely comes from electricity. Decarbonizing the electricity we use to support the network will primarily occur through the addition of less carbon emitting energy to the electric grid. Going forward, we expect standard delivery renewable energy from local and state renewable initiatives such as Renewable Portfolio Standards, voluntary renewable energy certificate (“REC”) acquisition via renewable power purchase agreements and utility green energy programs to deliver benefits toward our carbon neutral goal. Our renewable energy strategy will consider the Scope 2 GHG Protocol standards update and we expect new guidance to influence the availability of renewable energy and our ability to account for RECs across our footprint when released.

Charter retires the RECs from three solar sites, totaling approximately 4,000 MWh and avoiding approximately 800 metric tons of CO₂e in 2023. One of these three solar arrays is on the roof and grounds of our core operations at the Charlotte National Data Center which has generated over 9,500 MWh since 2015.

In addition, Charter is committed to providing capital for projects promoting renewable energy via tax equity investing. In 2023, we provided capital to six renewable projects with a combined rated capacity of over 750 megawatts delivering clean energy to the grid.





Cleaner Fleet

Our technicians perform a critical function to keep our customers connected and to service our network via our fleet. We continue to focus on fleet efficiency initiatives as fuel consumption comprises approximately 24% of our Scope 1 and 2 emissions. Charter systematically replaces older vehicles to increase the efficiency of our fleet and uses telematics devices in vehicles to optimize routing. Our overall truck roll count has decreased over the past five years as a result of more self-installations, lower customer churn and operational efficiencies. Altogether since 2019, the fuel avoided from these fleet efficiency efforts equated to a reduction of approximately 82,000 metric tons of CO₂e. Our Scope 1 emissions increased in 2023 primarily driven by increased fleet travel from our rural construction initiative. As we increase our miles driven with our rural construction expansion, proactive maintenance and growth of our business, we continue our operational efforts for fuel efficiency. The vast majority of our technicians take their assigned vehicles to their residences each night and drive directly to their first job the next day. We estimate the total emissions avoided by our technicians not having to commute to a central location to be over 3,500 metric tons of CO₂e per year.

We continue our study of the feasibility of introducing electric vehicles to our fleet through a multi-year, phased pilot of a number of electric vehicles in different geographies. In addition to existing non-technician electric vehicles used in the northeast, our pilot is implementing electrified technician vans. The site locations for our pilot were limited to geographies more conducive to electric vehicle operations with (i) an average daily mileage lower than the expected charge range, (ii) lower frequency of extreme temperatures and (iii) less likelihood of impact on business continuity from prolonged electricity outages due to severe weather events. We do not expect to have the ability to utilize electric vehicles across our entire 41-state footprint due to increases in the average daily mileage with rural construction expansion, extreme temperatures, prolonged electricity outages and difficulty with sufficient grid capacity to install dedicated charging stations with close proximity to Level 3/ direct current fast chargers for backup. We will continue to monitor factors that may influence the feasibility of using electric vehicles, such as upgrades to electric vehicle technology, expanded charging infrastructure, scheduling of vehicle replacements and our operating model that involves technicians taking their vehicle home overnight.

VALUE CHAIN

SNE and STB energy efficiency

As a founding signatory of both the Voluntary Agreement for Ongoing Improvement to the Energy Efficiency of Small Network Equipment (“SNE Efficiency Initiative”) and that for Set-Top Boxes (“STB Efficiency Initiative”), we have contributed to industry-wide progress in energy efficiency across both equipment categories.

The SNE Efficiency Initiative, which aims to advance the energy efficiency of routers, modems and network extenders, benefited from the addition of an “energy efficiency advocate” and several new manufacturers in 2022. More than 400 unique models are now reported that reflect increasing consumer demand for more features and faster speeds. From 2017 to 2022, Charter’s average monthly data consumption per customer rose from 200 gigabytes to 700 gigabytes, and our flagship speed increased five times from 60 megabits per second (“Mbps”) to 300 Mbps, while Charter’s SNE “emission intensity” (energy use relative to Internet data usage), decreased by approximately 68% between 2017 and 2022. By reducing the amount of energy that SNE consumes on a per byte basis, Charter’s innovation provided more efficient services that customers use to stay connected.

The STB Efficiency Initiative also benefited from increasingly efficient SNE, which enable the delivery of video through IP STBs, a category that now comprises most STB purchases even though it was not defined when the STB Efficiency Initiative launched in 2012. IP STBs consumed 89% less electricity compared to the STBs with digital video recorder (“DVR”) capability that were the primary concern of energy efficiency advocates at the time, and require far less energy to produce. According to the Annual Report produced by D+R International, efficiency initiatives and the increase in IP STB purchases helped:

- Avoid 14 million metric tons of CO₂e emissions during 2022
- Reduce the national energy footprint of STBs by 63% from 2012 to 2022
- Saved customers over \$3 billion on their electricity bills in 2022

Charter’s [website](#) contains more information about these initiatives, including links to the energy consumption of new models deployed by Charter.

XUMO SEAMLESSLY DELIVERS EVERYTHING CUSTOMERS WANT ON ONE PLATFORM WITH MATERIAL AND ENERGY EFFICIENCY

In 2023, Xumo began its nationwide rollout to Spectrum Households:



Xumo Stream Box makes it easy for customers to quickly jump into their favorite live, on-demand or streaming content, but also enables seamless discovery of new programming through an integrated, content-forward interface and voice remote.

With efficient power consumption that is only 21% compared to a traditional STB, customers have lower utility bills

saving an average

\$15

per customer, per year compared to traditional STB.

Compact product design generates less lifecycle emissions for materials, manufacture and transport compared to a traditional STB (use phase excluded)

avoiding

41%

of metric tons CO₂e per unit.

Key Features:

- 1 Hundreds of built-in apps
- 2 Leading with live
- 3 Seamless browsing
- 4 Favorite lists for every member of your household
- 5 Universal voice search

Design for Reuse

Design for Reuse is a program within Charter aimed at utilizing the Industrial Design and Mechanical Engineering (“IDME”) process to extend the longevity of useful product life, which in turn reduces indirect carbon emissions. This program enables Charter to innovate ways to reduce and reuse materials, while analyzing the impact of the program across different lines of business. There are two major initiatives that the program is currently implementing. First, the program focuses on increasing the impact of refurbishment and reuse of materials for all customer premise equipment (“CPE”) moving forward. The second initiative centered around a newly constructed design, prototype and testing lab for the IDME team. This design and prototyping lab was completed during the fourth quarter of 2023 and will support the expansion of design for reuse practices and allow for continuous innovation within the program.

In connection with our WiFi 6 router, Charter implemented the equipment refurbishment aspect of this program, which can reduce emissions by reusing returned equipment. This program also expanded to our recently launched WiFi 6E Residential Router and Small Medium Business DOCSIS 3.1 embedded multimedia terminal adaptor (“eMTA”). The refurbishment process involves receiving damaged equipment, replacing the exterior housing and then redeploying the equipment. In 2023, Charter updated the lifecycle assessment of our WiFi 6 router to include additional sources of data and estimate all emissions from material extraction, manufacture, distribution and use in a customer’s home through recycling and end of life. The estimated emissions reduction for every cosmetic refurbishment, fan replacement and repair is approximately 19 to 34 kg of CO₂e per unit, depending on the type of repair performed. Going forward, design for reuse is expected to be implemented on all Charter designed equipment. Given the core aspects of the program require monitoring of the manufacturing, implementation and distribution of equipment, completing the full impact analysis of the program requires a multiyear effort.

Mobile

Our reported mobile emissions increased again in 2023 with the continued growth of our Spectrum Mobile™ business. To offset the increase in emissions from our business growth, we have programs that help mitigate customers’ need for new mobile devices. One of the leading Spectrum Mobile™ service product offerings is the “Bring Your Own Device” (“BYOD”) program, where customers bring devices they already own to our network, extending the lifespan of devices. In 2023, this program accelerated with BYOD representing a significant portion of our gross additional mobile lines.

Spectrum Mobile™ also provides competitive trade-in offers, plus extra promotional credits towards a new device for customers who trade-in previously owned devices. We subsequently work with our partners to return these devices back into the customer ecosystem or sell them to third parties for reuse and recycling. Additionally, many of our mobile devices are now activated with a built-in electronic SIM (“eSIM”) card, no longer requiring a physical SIM (“pSIM”) card to be provided. The reduction of pSIM activations has reduced freight, packaging and materials required to support our customers.

Since 2018, the Spectrum Mobile™ trade-in program has helped recover rare resources and diverted over 315 tons of mobile devices from potentially being discarded. Altogether, these programs avoided over 89,000 metric tons of CO₂e in 2023.

Reducing waste and recycling

We are committed to protecting our environment by complying with environmental laws and regulations and Company standards and guidelines. To achieve that objective and implement best practices, we have material reuse and recycling take-back programs to internally reuse collected materials within Charter’s operations, if possible. Materials that we no longer use are dispositioned through resale programs as appropriate, where other companies can purchase and reuse the materials. Many of the materials that can no longer be reused for their originally intended purposes are recycled by companies certified to the Responsible Recycling (“R2”) and/or e-Stewards standards. In 2023, we recovered 30,475 metric tons of materials through take-back programs for CPE, CPE remote controls, power supplies, IT equipment, network equipment and mobile devices. We expect materials recovered to increase significantly over the next three years as we implement our network evolution plan and upgrade network equipment.



CONNECTED

COMMUNITIES

The capabilities of our network combined with our dedicated workforce are key levers in Charter’s ability to help improve our communities—whether through our programs to expand access to our products and services, advance customer protection online, bridge the digital divide, revitalize community centers in the neighborhoods where we live and work or report on local news.



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EXPANDING ACCESS TO OUR PRODUCTS AND SERVICES

RURAL CONSTRUCTION INITIATIVE

Millions of households and businesses – especially among vulnerable communities and in rural areas – still lack access to or have not adopted Internet service. High-quality, high-speed Internet access supports new employment opportunities, enables remote work, virtual learning and telemedicine and expands the innovative aspects of the knowledge and information economy. Rural builds present strategic footprint expansion opportunities to unserved and underserved communities. We will provide these newly served communities with reliable connectivity service.

Since inception in the beginning of 2022, we have spent \$3.4 billion on our subsidized rural construction initiative and activated approximately 420,000 passings. Including amounts spent to date, we expect to invest over \$8 billion in total in our subsidized rural construction initiative, a portion of which we expect to offset with government funding, including over \$2 billion of support awarded through December 31, 2023 in the Rural Digital Opportunity Fund (“RDOF”) auction and other federal, state and municipal grants. We also expect to participate in additional federal, state and municipal grant programs over the coming years. Our rural investments will allow us to offer a suite of connectivity services, including fixed Internet, WiFi and mobile to more than 1.6 million passings in unserved areas in states where we currently operate. To accomplish all of this, we have invested in new teams, new training and new equipment. These investments will allow us to generate long-term infrastructure-style returns by taking further advantage of scale efficiencies, network quality and construction capabilities, while offering our high quality products and services to more homes and businesses.

AFFORDABILITY

Expanding Internet access goes beyond geographical reach, as it also means expanding affordability. One of Charter’s fundamental principles is to provide quality services at low rates. We offer our residential services on a month-to-month basis with no annual contract, allowing customers to cancel their subscriptions at the end of their monthly service period without penalty.

We have specialized offerings to enhance affordability of our Internet product for qualified low-income households, including Spectrum Internet® Assist, a 50 Mbps service, and Internet 100, a 100 Mbps service. Both Spectrum Internet® Assist and Internet 100 are low cost, no contracts and include a modem for no additional charge. In addition, many of our customers are eligible for a subsidy through the Federal Communications Commission’s

(“FCC”) Affordable Connectivity Program (“ACP”) which provides eligible low-income households with up to \$30 per month towards Internet service. The FCC has announced that ACP funding is expected to run out in April 2024 and has prohibited enrollment of new ACP customers since February 7, 2024.

Our Spectrum One offering, which brings together Spectrum Internet, Advanced WiFi and Unlimited Spectrum Mobile, offers consumers fast, reliable and secure online connections on their favorite devices at home and on-the-go. Spectrum One offers significant savings for customers with market-leading pricing at both promotion and at retail.



\$6B

Our goal is to expand our network to provide high-speed internet access to more than one million unserved and underserved rural customer locations by investing over \$6 billion by 2027.

ACCESSIBLE PRODUCTS AND SERVICES

Based upon an internal analysis using American Community Survey data from the U.S. Census for 2021-2022,¹⁵ the number of people with disabilities is increasing, from 12.6% in 2021 to 12.9% in 2022. Many communities in Charter's footprint fall above the national rate. Through our dedicated Accessibility Center of Excellence team, we deliver accessible experiences and products to this growing portion of our market.

Charter's Accessibility practice is centered around the belief that people with disabilities are best positioned to advise the product and experience development process for persons with a disability. Half of our Accessibility Center of Excellence employees are people with disabilities, including native assistive technology users, to make sure we are creating universal product experiences throughout our products and technology.

We actively recruit people with disabilities, and we work to ensure our employees have the tools and services they need to be productive and successful in their careers at Charter. We also host a dedicated team of disability support agents in our El Paso, Texas call center, which grew by 50% in 2023 with the launch of new product accessibility features, to ensure specialized support for our customers with disabilities. These customers can communicate with our agents directly over the phone or by chat messaging, further enhancing our accessible experiences.

Charter is an industry leader in product experience offered through traditional cable service, with features like Spectrum Guide with guide narration, and accessibility shortcuts on remote controls that allow users to quickly toggle settings like closed captioning, audio description and guide narration. The Spectrum TV app, available on multiple platforms, has also received consistent praise for the accessibility experience by those utilizing text-to-speech and other accessibility features. The deployment of Xumo offers a variety of accessibility options, including a new voice search feature on the remote that provides support for customers who have difficulty navigating the buttons on the standard remote.

Additionally, we offer the Spectrum Access app, our unique product that provides a library of audio description and closed captioning content. The app is available to anyone in the U.S., regardless of their provider, for free. The Spectrum Access app has seen steady growth since its launch in May 2020, with nearly 25% growth in net downloads during 2023. The app features scrollable captions that allow consumption of captioned text via an electronic Braille display and provides access to entertainment for those who have both hearing and vision disabilities. This feature also allows those who need extra time to consume the text to move at their own pace. Additionally, we added voice search this year, which allows the user to search for content using the voice assistant (e.g., Siri, Google) on their Apple or Android device.



In April 2023, Charter received the Helen Keller Achievement Award from the American Foundation for the Blind ("AFB"). In honor of Helen Keller, the AFB seeks companies that have made notable strides to expand inclusion for people with disabilities in the areas of employment, product accessibility, inclusive services, training, outreach in the community and collaborative efforts with other accessibility groups.

¹⁵ American Community Survey data is from the U.S. Census Bureau and is used to define the Charter footprint using the Zip Code Tabulation Area ("ZPTA").

PROTECTING CUSTOMER DATA, PRIVACY AND SECURITY

CYBERSECURITY AND PRIVACY AT CHARTER

We take the protection of our customers' privacy seriously and value their trust and loyalty.

Policies

Charter maintains a series of privacy-related disclosures across all business lines and subsidiaries addressing the personal data of its customers and consumers of its products and services, including a comprehensive, consumer-facing 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 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 Domain Name System ("DNS") Privacy Notice. These privacy policies provide consumers with the information they need to understand Charter's data collection and use practices, and offer consumers the opportunity to exercise meaningful choice with respect to how Charter uses data. For example, as described in our privacy policies, Charter does not use details of our Internet subscribers' Internet use, such as web browsing history, as part of our process of delivering advertising. Charter also does not sell or otherwise share information that personally identifies our customers - including their Internet or video usage information, or call detail information - to third parties for those third parties' own use, such as marketing or advertising of their own products and services. We advocate 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.

Our [Spectrum Privacy Policy](#), as well as additional information about our overall privacy practices, is available to consumers on our website and can be accessed from any Spectrum-managed webpage or application a consumer visits. The Spectrum Privacy Policy describes the types of information we collect and from whom (i.e., directly provided by a consumer or via a consumer's interaction with one of our products); how we may use that information, including whether we disclose, share, or sell that information to service providers or third parties; the choices our consumers have regarding such use and sharing, including marketing and advertising preferences; and



the consumer privacy rights that may be available under applicable law when they subscribe to or interact with Spectrum services or based on their state of residency. In an effort to minimize data collection and retention, Charter retains information only as long as the information is needed to carry out a specific business purpose, unless it is required by law to retain the information for a longer period. The retention period depends on the business purpose for which the information is used, as well as any legal or regulatory requirements that may apply. Charter maintains a comprehensive retention schedule outlining the applicable retention period for a broad range of categories of information. Charter also complies with its legal and regulatory obligations under applicable state and federal laws, such as the state California Consumer Privacy Act ("CCPA") and the federal Cable Act, which may grant consumers the right to access, delete and correct personal information that the Company has collected about consumers. Although there is no uniform legal right to rectify customer information in the United States, Charter addresses customer requests to correct information pursuant to the federal Cable Act and applicable state privacy laws, like the CCPA and Virginia Consumer Data Protection Act ("VCDPA"), on a case-by-case basis after authenticating the customer and verifying the requested change information. For example, we may rectify certain account information, such as the contact/billing information we have on file for customers or other personal information in our records that we verify is inaccurate. We are closely monitoring the evolution of privacy rights at the state and federal levels to ensure not only compliance with the law but also our ability to meet our customers' expectations.

SPECTRUM PRIVACY POLICY

The Spectrum Privacy Policy reflects one of our core business values—providing consumers with innovative and superior products and services while, at the same time, offering choices about how we use information about consumers to achieve that objective, including:

- Communicating our privacy practices in a lawful and transparent manner that is easily accessible and clearly describes consumers' choices, including obtaining consumer consent where required and including in our agreements with our business partners consumer data consent obligations.
- Offering consumer choices about how we may use their information for our own marketing purposes, as well as choices with respect to our use of consumer information for advertising purposes. Charter notifies consumers of data sharing pursuant to applicable U.S. laws and regulations.
- Not profiting from the transfer of consumers' personally identifiable information ("PII") to a third party—this includes our customers' web browsing history, call detail records and television viewing activity.
- Securing consumer information through the use of reasonable measures, including industry-standard practices and technical, administrative and physical safeguards tied to the type and sensitivity of the information.
- Giving customers advance notice of any changes to our privacy commitments and always posting our most current version of the Spectrum 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 consumers' PII as a matter of course.

Charter maintains a comprehensive series of internal policies governing access control and protection for various 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). For example, Charter maintains heightened access restrictions for customer information, including requiring not only customer authentication, but also internally protecting such data through managed access rights to such data by limiting access to only those personnel with a legitimate business need to know, restricting the use and/or transfer of such data to third parties, setting specific requirements for the permissible handling and transmission of such information (e.g., encryption, password-protection) and monitoring for unauthorized access to such 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. Charter also extends these internal policy requirements and controls to its vendors and service providers who will have access to or provide services involving consumer or Company information, and requires such vendors and service providers to acknowledge and adhere to the principles of Charter's privacy policies.

Security and privacy governance

Charter has a Cyber Security Council ("CSC"), Security Operations Steering Committee ("Security OSC") and Security Executive Steering Committee ("Security ESC") that collectively focus on cybersecurity across the Company and the overall protection of the Charter internal network and related processes, policy, training and actions to protect customer and employee data. The CSC, which meets monthly, or more frequently as needed, is comprised of senior leaders across the organization and operates under the auspices of the Security ESC, which is ultimately accountable under our enterprise risk management program for cybersecurity. The Security ESC is led by the senior executives in our IT and network operations groups and is comprised of senior executive leaders across the organization with the goal of driving cybersecurity focus through not just technical teams, but the entire business. The Security ESC reviews and evaluates current cyber threats and risks and improvements to our program and provides quarterly updates to the CEO as well as ad hoc updates on urgent matters. Charter's Board has delegated to the Audit Committee oversight of our privacy and data security, including cybersecurity, risk exposures, policies and practices, including the steps management has taken to detect, monitor and control such risks and potential impact of those exposures on our business, financial results, operations and reputation. The Audit Committee receives quarterly updates on the ERM program, including information on cybersecurity risks and initiatives undertaken to identify, assess and mitigate such risks.



Program evaluation and audits

We have a comprehensive cybersecurity program to manage cybersecurity risk that leverages the NIST cybersecurity framework to inform, evaluate and continuously improve our cybersecurity program. Our security policies, procedures and technologies are influenced by NIST 800-53 for security controls. Our teams perform regular threat assessments, vulnerability scans and targeted penetration testing. Our Internal Audit function executes an annual audit plan that includes regular audits of cybersecurity related processes and internal controls through operational IT control audits, our annual compliance assessment of Payment Card Industry Data Security Standards and the annual assessment of internal controls over financial reporting. We regularly assess cybersecurity risks to identify and enumerate threats to us and vulnerabilities these threats can exploit to adversely impact our business operations. In some instances, we engage third parties to conduct or assist us with conducting cybersecurity risk assessments.

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 data collection and use practices may change.

Incident response

In the event of an incident, Charter follows its data breach and incident response plan as well as an incident management process. Charter's incident response plan includes policies that govern executive escalations and notifications involving cyber events and incidents. Our Security Operations Center monitors, detects and responds to security incidents, in accordance with our incident response plans, that are maintained at the technology and business unit level. We also notify relevant state and federal authorities, such as government regulators, enforcement agencies and law enforcement agencies, and impacted individuals and businesses as warranted based on applicable laws, regulations, industry standards and other factors. In cases where notification may not be warranted, we may share relevant information about a data privacy or cyber event or incident with government partners, law enforcement agencies and industry associations on a case-by-case basis.

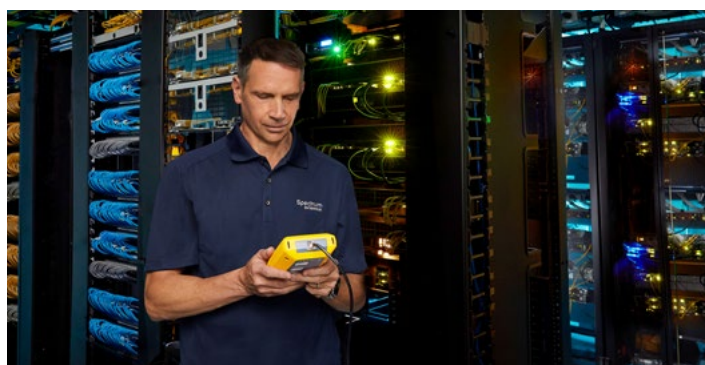
Training

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-raising activities on the latest cybersecurity trends and privacy implications affecting customer data. Some functional departments with increased exposure to sensitive information receive additional and more frequent training, as appropriate. Our agreements with contractors and service providers who handle or have access to consumer information require them to receive cybersecurity and data privacy training, in accordance with our standards and/or applicable laws and regulations. In some instances, those contractors and service providers are also required to certify or acknowledge compliance with training obligations.

Contractors and business partners

The Company 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 third-party cybersecurity risk management processes include reviewing and revising our service provider and vendor management programs and the related agreements to require prompt notification of cyber incidents, outages and software vulnerabilities to facilitate timely assessment and disclosure of third-party cyber risks. Generally, our agreements require our third-party providers to abide by specific privacy, confidentiality and security processes, particularly for third-party data-processing activities. In our due diligence and selection process, we also require third parties to complete a cybersecurity and data privacy questionnaire that includes questions about contractor track record. For existing contractors, we monitor for scope of service changes that impact 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.

For vendors that offer software as a service (“SaaS”) solutions involving personal information, our third-party risk management program generally requires third-party attestation of their security practices such as a System and Organization Controls 2 (“SOC 2”) report or ISO27001 certification. Based on whether third parties are acting as Charter’s agent or non-agent, our internal policies govern the Company’s rules for sharing, disclosing and making personal information available to those third parties. The requirements of these policies are also often included in vendor, service provider and third-party contractual agreements.



SECURITY OFFERINGS

Advanced WiFi

With the mission to optimize home networks, Advanced WiFi provides Spectrum Internet® and WiFi customers a managed WiFi solution to ensure exceptional connectivity to all the devices in the home, with detailed visibility and control over connected devices on their home networks through the My Spectrum app. This offering is available across our entire serviceable footprint.

The network scheduling feature, which provides customers with control over WiFi availability for certain devices and times of day, enables parental control schedules to be set for children’s devices. Advanced WiFi also enables customers to limit access entirely to unknown devices attempting to access the network. This offering is built on a software platform that can launch additional network-based security and control features for customers. Advanced WiFi also provides remote telemetry for Charter service representatives, enabling a heightened ability to identify and resolve issues, and provides superior customer support while minimizing the need to send technicians to customers’ homes.

We also offer Spectrum Security Shield across our footprint which protects all devices in the home using network-based security. Spectrum Security Shield is an automatically-enabled security feature that works to defend customers and their devices from online threats by detecting and blocking malicious websites, phishing scams, data theft and Internet-originated attacks against devices in the home. Through the My Spectrum app, customers have the ability to view the devices that are connected to their home network and the threats that have been detected and blocked by Spectrum. Since launching Spectrum Security Shield in 2022, more than 2.2 billion threats have been blocked.

Spectrum Enterprise

We offer enterprise customers multiple network security services to safeguard against Internet threats and protect their network operations. Distributed Denial of Service (“DDoS”) Protection is a subscription-based service that protects customers’ networks against volumetric attacks by identifying and mitigating threats. Managed Security Service strengthens customers’ Internet security by providing a fully managed perimeter security, multidimension threat protection and secure remote access. In addition, customers have the option to enable advanced multifactor authentication that seamlessly integrates with their network directory systems and Secure Access Service Edge (“SASE”) solutions that allow them to deny or permit access based on user, device, application, location or other customer-specified parameters.

INVESTING TO IMPACT THE COMMUNITIES WE SERVE

Charter invests in communities where our customers and employees live and work, helping communities become more connected, stronger and better prepared for the future. Our community improvement goals are realized through high-quality and affordable services, programs focused on strategic philanthropic investments, in-kind support and employee engagement. Our community investments are guided by a strategic framework focused on small business support, key human services and digital inclusion.

SMALL BUSINESS SUPPORT

We help small businesses with access to capital, training and resources to serve and strengthen communities.

Spectrum Community Investment Loan Fund

The Spectrum Community Investment Loan Fund ("Loan Fund"), with over \$29 million in committed loan capital, capacity grants and in-kind contributions, invests in businesses located in financially 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. The Loan Fund also issues grants to provide technical assistance and small business education to local business owners. The Loan Fund has made commitments to 15 CDFIs in as many states, covering nearly 85% of the Company's footprint. To date, the Loan Fund has financed more than 1,000 loans to small businesses, leading to the creation or retention of over 4,100 jobs in Charter's operating regions thus far, based on data obtained from our CDFI partners.

Additionally, as part of Charter's ongoing commitment to support small businesses, during National Small Business Week ("NSBW"), we hosted awareness events in: Columbus, Dallas, New York City and St. Louis, highlighting local business owners, and announced additional investments to support small businesses. Since 2020, our Company has provided more than \$185 million to support small businesses in underserved communities, including loan funding, customer promotions, complimentary advertising and access to resources. This support has helped more than 427,000 small businesses across our footprint.

KEY HUMAN SERVICES

Our funding enables non-profits to expand the provision of critical human services and workforce resources.

Spectrum Community Center Assist

In 2021, Charter launched Spectrum Community Center Assist ("SCCA"), a \$30 million philanthropic initiative dedicated to revitalizing community centers and investing in job training programs in underserved rural and urban communities across our 41-state footprint. By partnering with national and local non-profit organizations, our goal is to improve 100 community centers, positively impacting an estimated 50,000 residents.

We have partnered with Jobs for the Future ("JFF"), a national nonprofit organization focused on workforce development and education, to evaluate potential community centers in targeted geographies within our footprint. SCCA partners are selected based on the strength and impact of the center's job skills training programs, wrap-around services and the accessibility of the services provided to members of the community.

To date, we have invested more than \$6.1 million to revitalize 40 centers, enabling them to provide essential job skills training programs and outreach. These efforts have reached nearly 15,000 residents, with 4,795 participants obtaining credentials and 2,760 securing jobs. Additionally, 1,260 employee and community volunteers helped with renovations to improve classroom spaces at each community center. We have also provided technology and equipment such as laptops, smartboards and furniture, designed to enhance the participants' learning experience. Because Internet is a critical component of a community center's infrastructure, we provide each community center with complimentary advanced 1 Gigabits per second ("Gbps") Internet service.

BUILDING BRIGHTER FUTURES

In 2023, Charter's SCCA program partnered with Beyond the Conviction Building Brighter Futures ("BTC") in Kansas City, Missouri, a community-based nonprofit that operates a Workforce Preparatory Technical Center in an underserved community. The program provides students with a range of specialized services designed to educate, provide direction and counseling. In addition to the training, BTC offers extensive wrap-around services to remove barriers to gaining employment. The program currently offers training in construction, property maintenance, groundskeeping and landscaping, call center/customer service and heating, ventilation and air conditioning ("HVAC") certifications.

"BTC is honored to be chosen for this partnership, because this will help us enhance workforce development and offer better connectivity to resources for our program participants," said Patrick Danley, CEO & Founder, BTC. "The funding will increase service capacity and impact the lives and businesses by providing a safe haven for youth, veterans and any job seekers with career development, job placement services, career fairs, legal advocacy, housing assistance and educational training."

SPECTRUM EMPLOYEE COMMUNITY GRANTS

The Spectrum Employee Community Grants program supports nonprofit organizations that provide critical services, such as food pantries, homeless shelters and job placement programs to those in need. An employee who has volunteered with a nonprofit for at least one year may nominate that organization to receive funding, enabling them to further their mission. For example, an employee in Garden Grove, California nominated Community Action Partnership of Orange County, and the organization received a \$5,000 contribution to support programs for low-income community members, including access to food, emergency rent, utilities assistance and employment support. Since July 2019, Charter has awarded 684 Spectrum Employee Community Grants totaling approximately \$2.1 million, including in-kind contributions.

DIGITAL INCLUSION

Digital inclusion funding links people in underserved communities to essential technology, digital education and other resources to improve their livelihoods.

SPECTRUM DIGITAL EDUCATION

Through Spectrum Digital Education, Charter funds organizations offering digital education classes, technology and unique services such as mobile computer labs. Nonprofit organizations that receive grants through this program align with the Company's desire to enrich community members' lives with access to services, devices and skills needed for advancement. In 2023, Charter awarded \$1.1 million in grants to 46 nonprofits, increasing the program's total investment to \$9 million in grants plus in-kind donations. Since the program launched in 2017, Charter has helped over 142,300 community members, distributed approximately 16,431 laptops, tablets and other devices, and sponsored approximately 37,500 classes focused on Internet education across the Company's footprint.



SPECTRUM NEWS

Spectrum Networks operates 38 news networks across 12 states, as well as a bureau in Washington, D.C. and the state capitals within the news footprint. Our local approach to journalism connects neighbors, builds strong communities and strengthens democracy. With journalists embedded in local communities, Spectrum News provides original hyperlocal stories, news and weather reports, along with issues-based and objective public affairs programming relevant to viewers. Spectrum News journalists are at school board meetings, on the steps of city halls and state capitols and seated at local diners talking with local business owners. Our journalists live and work in the areas they cover, allowing them to tell the stories of everyday people, listen to their neighbors and report on the issues that have a direct impact on peoples' lives.

Spectrum News provides fact-based and unbiased content to support informed decision making, particularly on sensitive, human rights and democracy issues, while respecting diversity, freedom of expression and intellectual property rights. Examples of this commitment include the following:

- We monitor media ethics through an anti-bias program that includes engaging with an outside media monitoring company to assess various forms of bias in our content, including unconscious bias. We also partner with several local, nonpartisan and nonprofit content producers to provide additional perspectives regarding our coverage of underserved audiences.
- The Spectrum Networks Diversity & Inclusion Task Force supports our belief that unique experiences create a diverse network of voices that enriches our work environment and helps us better connect with the communities we serve by deepening our storytelling and guarding against bias.

Spectrum News is supported by a News Standards Advisory Committee, which was created to help Spectrum Networks answer some of the most difficult questions with respect to journalism ethics, freedom of expression and social responsibility. We encourage our employees to report any violation of the Policy or our standards. The News Standards Advisory Committee is responsible for oversight of compliance with our standards and review any reported violation.





ADDITIONAL CUSTOMER COMMITMENTS

Responsible marketing

We are committed to promoting our products and services responsibly by putting our residential and business customers at the forefront of everything we do. This commitment starts with creating Spectrum marketing materials in a manner that complies with our legal and regulatory commitments, as well as our own internal standards and policies. We ensure all customer-facing marketing materials are truthful, accurate and communicate the value of Spectrum products in a straightforward, easy to understand manner. Refer to our [Responsible Marketing Principles](#) for further information on this commitment.

Customer satisfaction

We are committed to customer satisfaction. Our customers have many service options available to them, allowing them to get the support they need how they want, when they want and with the least friction via U.S. based, in-house employees 365 days a year, who are highly trained in both technical capabilities and customer engagement, or via access to leading edge digital self-service apps. Customers with a question, technical issue or complaint may self-serve through several digital channels (e.g., Interactive Voice Response, App, ChatBot, Website), contact us via phone or live chat or send us written communications. We also offer a 24-hour hotline, maintained by a third party, which allows whistleblowers, employees, contractors, vendors, customers and others to raise concerns. Customer complaints, including those received by regulatory agencies and Charter's senior executives follow an established and rigorous process to address complaints immediately and efficiently. Charter has a dedicated Customer Complaints team that manages the process, performs an extensive review of the customer's experience, and is responsible for identification of root cause(s). This process is leveraged to drive people, process and technology improvements across the organization and deliver on our commitment to an excellent customer experience.

ESG METRICS

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 the fiscal years ended December 31, 2023, 2022 and 2021, unless otherwise noted.

Focus Area	Metric ¹⁶	2023	2022	2021
HIGHLY SKILLED WORKFORCE				
Training and investing in our employees	Total number of aggregate training hours ¹⁷	7.9 million hours	9.3 million hours	7.1 million hours
	Total dollars invested in training ¹⁸	\$357 million	\$357 million	\$277 million
Enabling a diverse and inclusive workforce to support our business	Total diverse representation by race and ethnicity ¹⁹	52%	51%	49%
	• Black/African American	21%	21%	21%
	• Hispanic/Latino	20%	19%	18%
	• Asian	5%	5%	5%
	Percentage of the workforce that is female	33%	34%	33%
	Percentage of the workforce that are veterans	8%	8%	9%
	Percentage of the workforce that are people with disabilities	7%	6%	6%
Focusing on a safe and healthy workplace	TRIR ²⁰	1.9	2.1	2.2

¹⁶ Please see each respective section of this report for more information and methodologies for these metrics. Percent values are rounded to the nearest whole number.

¹⁷ Metric includes trainings occurring within the Company-wide Learning Management System for both full-time and part-time employees. Trainings occurring outside of the Learning Management System are excluded.

¹⁸ Metric includes departmental training expenditures (e.g., professional development, education assistance), 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.

¹⁹ Total diverse representation includes all race and ethnicity categories (including Native Hawaiian/Pacific Islander, Native American/Alaska Native and two or more races in addition to the categories listed).

²⁰ The TRIR represents a measure of the Company's safety performance and is calculated in accordance with OSHA's methodology. Refer to [Focusing on a safe and healthy workplace](#) for further details.

Focus Area	Metric	2023	2022	2021
SUPERIOR NETWORK				
Evolving our network to provide greater speed, resilience and reliability	Capital expenditures, excluding line extensions ²¹	\$7.1 billion	\$6.4 billion	\$6.0 billion
Investing in the efficiency of the network to provide affordable services	GHG emissions from our operations ²²	1,537,292 MT CO ₂ e	1,512,779 MT CO ₂ e	1,433,532 MT CO ₂ e
	GHG emissions from our value chain ²²	957,348 MT CO ₂ e	929,785 MT CO ₂ e	1,007,783 MT CO ₂ e
CONNECTED COMMUNITIES				
Expanding access to our products and services	Rural construction initiative – subsidized passings activated to date ²³	420,000	125,000	N/A ²⁴
	Rural construction initiative – subsidized capital investment to date ²³	\$3.4 billion	\$1.5 billion	N/A ²⁴
Protecting customer data, privacy and security	Percentage of Internet serviceable homes passed where Advanced WiFi capability is available	100%	100%	Over 96%
Investing to impact the communities we serve	Cumulative number of community centers improved through Spectrum Community Center Assist	40 centers	25 centers	5 centers
	Cumulative dollar investment in Spectrum Community Center Assist	\$6.1 million	\$3.1 million	\$0.6 million

²¹Represents total capital expenditures, excluding line extension, reported as of December 31, 2023. For more details, please see our Capital Expenditures discussion under Item 7 of our [Form 10-K for the year ended December 31, 2023](#).

²²Refer to [Understanding our sources of GHG emissions](#) for an overview of our calculation methodologies and details on the value chain categories we include.

²³Starting in 2023, metric has been updated to reflect subsidized rural passings and investment.

²⁴While Charter has historically been committed to expanding access in rural areas, our formal initiative for rural construction commenced in 2022 and therefore, prior year data for the initiative is not applicable.

SASB INDEX

The table below contains Charter's 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, 2023, unless otherwise noted.

Activity metric	SASB code	Charter's response
Number of wireless subscribers	TC-TL-000.A	Total mobile lines: 7,766,000 <ul style="list-style-type: none"> Residential: 7,519,000 Small and medium business: 247,000 For more information, please see our Form 10-K for the year ended December 31, 2023 .
Number of wireline subscribers	TC-TL-000.B	Total Video customers: 14,122,000 <ul style="list-style-type: none"> Residential: 13,503,000 Small and medium business: 619,000 Total Voice customers: 8,005,000 <ul style="list-style-type: none"> Residential: 6,712,000 Small and medium business: 1,293,000 For more information, please see our Form 10-K for the year ended December 31, 2023 .
Number of broadband subscribers	TC-TL-000.C	Total Internet customers: 30,588,000 <ul style="list-style-type: none"> Residential: 28,544,000 Small and medium business: 2,044,000 For more information, please see our Form 10-K for the year ended December 31, 2023 .

Topic	Accounting metric	Units	SASB code	2023	2022	2021
Environmental footprint of operations	Total energy consumed	Gigajoules	TC-TL-130a.1	15,881,892	15,773,952	15,242,358
	Percentage grid electricity	%		64%	66%	67%
	Percentage renewable	%		Immaterial—please see Carbon neutral by 2035 for more information.		
	Total electricity consumed	MWh	N/A	2,838,670	2,882,546	2,814,700
Product end-of-life management	Materials recovered through take back programs	Metric tons ²⁵	TC-TL-440a.1	30,475	27,818	29,046

²⁵The 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.

Topic	Accounting metric	SASB code	Charter's response
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 .
	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 its SEC filings. In 2023, 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 .
Competitive behavior and 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 its SEC filings. In 2023, 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 its commitment to deliver a superior Internet 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 its Policy website .
Managing systemic risks from technology disruptions	Discussion of systems to provide unimpeded service during service interruptions	TC-TL-550a.2	Please see Evolving our network to provide greater speed, resilience and reliability .

TCFD INDEX

The below table is a summary of our ESG activities with reference to the recommendations of the Task Force on Climate-related Financial Disclosures (“TCFD”). Given CDP’s general alignment with the TCFD recommendations, we do not respond to the CDP but have provided relevant 2023 CDP module numbers, for convenience.

Section	TCFD disclosure recommendations	Content in this report
Governance	<p>Disclose the organization’s governance around climate-related risks and opportunities.</p> <p>(Relevant CDP Module: C1)</p>	<p>The Nominating and Corporate Governance Committee oversees Charter’s ESG matters and receives quarterly reports from management regarding ESG and climate strategy progress. The Audit Committee reviews our ERM program on a regular basis, which includes reviewing threats to our network and our business, such as cybersecurity and business continuity risks. The Board regularly reviews reports from management and the Audit Committee regarding the ERM program.</p> <p>Charter’s CEO receives regular reports regarding ESG and climate strategy progress. Senior management also receives regular climate strategy updates on behalf of business operations by Corporate Services through our ESG ESC and OSC, and as a result of Sustainability’s coordination across Charter’s business units to develop approaches supporting our carbon neutral strategies. We have multiple cross-functional, climate-related committees that report to the OSC on data, reporting and energy efficiency strategy implementation across the property portfolio. For more information about our governance practices, please see ESG Governance.</p>
Risk Management	<p>Disclose how the organization identifies, assesses, and manages climate-related risks.</p> <p>(Relevant CDP Module: C2)</p>	<p>We conduct a climate risk assessment annually as an extension of our ongoing ERM process. This assessment evaluates the likelihood and severity of impacts across each category within the TCFD risk taxonomy to provide a risk rating. Specifically, we consider the following types of potential transition and physical climate-related risks in our assessment:</p> <p>Current and emerging regulation: As a company in a highly regulated business environment, emerging regulation and legislation are always relevant to our operations. Our risk assessment considers the potential impacts of current regulation related to carbon pricing, and as Charter operates in the U.S., there is currently no such regulation in place that directly impacts our operations. We also consider the potential impacts of relevant low carbon technology policy mandates.</p> <p>Technology: We evaluate the upstream and downstream implications of technological improvements that support the global transition to a low carbon economy on, for example, 1) Charter’s participation in the Voluntary Agreements for Ongoing Improvement to the SNE Efficiency Initiative and of STB Efficiency Initiative; and 2) the potential costs of voluntarily implementing low carbon technologies such as electric vehicles, energy efficiency and renewable electricity. For more information, please see Carbon neutral by 2035.</p> <p>Market and reputation: We regularly consider risks related to changing customer and investor expectations around climate and ESG matters. We consider the potential risk of customers changing perceptions of, and decisions related to, Charter as a service provider. We also consider the potential risk of increasing investor pressure related to enhancing climate disclosures and performance. For example, in conjunction with the regulatory risks discussed above, this year we considered the potential costs of compliance with relevant Federal and state disclosure requirements.</p>

Section	TCFD disclosure recommendations	Content in this report
Risk Management (Continued)	Disclose how the organization identifies, assesses, and manages climate-related risks. (Relevant CDP Module: C2)	<p>Acute physical: As we serve more than 32 million customers in multiple states, we are regularly exposed to weather-related events and natural disasters. Our risk assessment evaluates if the incremental nature of increased severity and frequency of these events, as a result of climate change, poses a risk to our network reliability and availability.</p> <p>In addition to our ERM process, we frequently analyze acute physical events through Charter’s 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.</p>
Strategy	Disclose the actual and potential impacts of climate-related risks and opportunities on the organization’s businesses, strategy, and financial planning. (Relevant CDP Module: C2, C3)	<p>Our climate strategy is exemplified by 1) our goal to be carbon neutral in our operations by 2035, which focuses on energy efficiency, renewable energy and cleaner fleet, and 2) our efforts to further strengthen the resilience of our network to physical risks.</p> <p>Our carbon neutral goal helps us to manage transition risks and supports our operational efficiency objective and environmental responsibility to the communities we serve. For more information about our goal and our strategy, please see Investing in the efficiency of the network to provide affordable services. As part of our strategy, we also evaluated tax credits and incentives for renewable energy and green technology related to the Inflation Reduction Act.</p> <p>We also recognize we are exposed to weather-related events and natural disasters on a regular basis, given our footprint and the nature of our operations. Charter has long-standing programs aimed at preparing for and responding to these events.</p> <p>In 2023, we reviewed operating expenses and capital expenditures related to natural disasters over the last three years and concluded that neither was significantly impacted. For more information about our approach to managing physical risk resilience, please see Managing risk, reliability and resilience.</p> <p>Based on our risk management processes and review of the TCFD’s taxonomy on climate-related risks (summarized above under “Risk management”), we did not determine climate-related risks to currently pose a substantive financial or strategic impact, defined as a risk that has both a high likelihood and a high severity rating. The results have helped confirm our overall business strategy. Charter recognizes the need to continue to monitor these risks and to develop management strategies where appropriate.</p>
Metrics and targets	Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities. (Relevant CDP Module: C4, C6)	<p>We are committed to be carbon neutral in our operations by 2035. Please see Investing in the efficiency of the network to provide affordable services for more information about our climate-related metrics and goals. Please see Understanding our sources of GHG emissions for details of our Scope 1, Scope 2 and select Scope 3 GHG emissions, and relevant calculation methodologies.</p>