



CHARTER COMMUNICATIONS

2019 Corporate Responsibility Report

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Introduction

At Charter Communications, we believe that serving our customers and supporting our 98,000 employees means going beyond delivering best-in-class broadband, TV, voice, and mobile services. Our business is inherently local and is part of the communities we serve with both our physical network and our world-class employees. Charter appreciates that role and intentionally focused its corporate responsibility efforts on actively participating and investing in the communities where we operate, and our employees live and work. Charter does this in many ways, including through our valued local news services, our efforts to promote and advance diversity and inclusion in all aspects of our business, our

Charter Communications, Inc. is a leading broadband connectivity company serving more than 29 million customers in 41 states through its Spectrum brand. Over its advanced, fiber-powered network, Spectrum offers a full range of services including Spectrum Internet®, Spectrum TV®, Spectrum Voice®, and Spectrum Mobile™ across its footprint.

Spectrum Community Impact initiatives, our growing sustainability efforts, and in adhering to the principles of sound governance throughout our operations.

This year Charter is pleased to publish its first Corporate Responsibility Report describing the many contributions and programs implemented that support sustainability, inclusivity, and accountability, and enhance the lives of customers, employees, and the communities it serves across the country.

Thomas M. Rutledge

Chairman and Chief Executive Officer





Spectrum Housing Assist

Spectrum wants to ensure that the residents of our communities live in safe and healthy homes.

In late 2014, we launched Spectrum Housing Assist to provide critical home repairs, in response to the many homeowners living in deteriorating homes with unsafe living conditions. Spectrum provides critical home repairs across our broad footprint by partnering with nonprofit organizations and engaging our employee and community volunteers. To date we have improved more than 41,000 homes and are on track to meet our goal of 50,000 homes improved by the end of 2020.

Our Goal

50K

Homes Improved by year-end 2020

To Date

41K+

Homes Improved

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Home Rebuilds

At a home rebuild our Spectrum employees volunteer to make critical home repairs including building wheelchair ramps, repairing walkways, painting, installing grab bars, repairing flooring, clearing yard debris, and more.



Safe & Healthy Home Kits

We distribute Safe & Healthy
Home Kits in the communities we
serve with our leading national
nonprofit partner, Rebuilding
Together. Each kit contains easyto-install products to help homeowners maintain safe and healthy
homes, including a smoke alarm,
first-aid kit, LED nightlights, and
weather-stripping.



Smoke Alarm Installations

Our employee volunteers work with the American Red Cross Home Fire Campaign to install free smoke alarms, replace batteries in existing alarms, help residents create escape plans, and provide additional home fire safety education.



Disaster Relief

Charter actively contributes to housing related disaster relief efforts in the communities we serve. In addition to our efforts to restore impacted services as quickly as possible, Charter has committed more than \$4 million in total in cash and in-kind support to Hurricane Harvey, Irma, and Florence relief efforts.

Charter contributed more than \$1 million to Rebuilding Together to support long-term recovery efforts and specifically assist with home repairs and renovations needed in areas impacted by Hurricanes Harvey, Irma, and Florence in 2017 and 2018. Charter offered \$3 million in Public Service Announcements (PSAs) to air at no cost to assist organizations with fundraising and awareness for hurricane relief efforts.



Charter has committed more than \$4 million in total to Hurricane Harvey, Irma, and Florence relief efforts 17,850

Beneficiaries as of 11/19

2,225

Computer Devices Distributed

4,191

Digital Education Classes Held

68

Tech Labs Created

Spectrum Digital Education

Spectrum is working to ensure that all members of the communities we serve understand the value of broadband internet and have the educational resources needed to use it effectively in their daily lives.



We launched Spectrum Digital Education in June of 2017 to help bridge the digital divide. Research shows not all Americans use broadband internet at home — particularly seniors, people with disabilities, and those from ethnically diverse backgrounds.

Spectrum supports nonprofit organizations that educate community members on the benefits of broadband and how to use it to improve their lives. We award grants across the country to help accomplish this goal.



2017

Spectrum Digital Education seeks to bridge the gap in digital literacy through grants, PSAs, and direct engagement. In June 2017, Charter awarded 17 grants to nonprofit organizations.

2018

Charter awarded Spectrum Digital Education grants to 23 nonprofit organizations in 2018. Charter also began hosting webinars to build the capacity of nonprofits working in the digital space, and supported grantees through PSA support in Spectrum markets.

2019

In addition to \$1 million previously funded, Charter increased its commitment to digital literacy through additional grants and in-kind contributions to reach a new \$5 million goal. Charter awarded 31 grants in 2019 as part of that commitment.

Spectrum Community Investment Loan Fund

The Spectrum Community Investment Loan Fund ("the Loan Fund") is focused on lending to small and often diversely owned¹ businesses in underserved communities within Charter's footprint.

The Loan Fund aims to make loans to local businesses — either directly or through community development financial institutions ("CDFIs") — whose goods and services help meet core needs of our underserved communities. CDFIs are privately and publicly funded organizations that manage pools of impact capital focusing on local communities and providing loans to small businesses within these communities. In this regard, they are ideal partners for the Loan Fund.

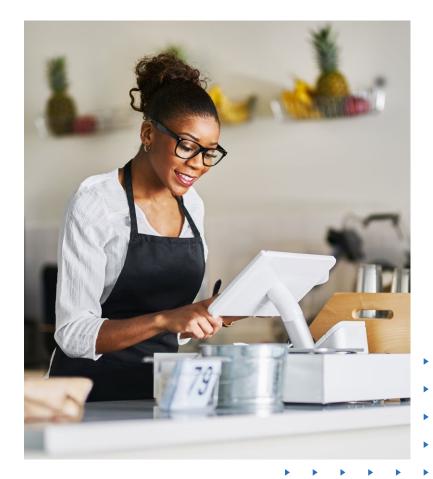
The Loan Fund will invest in local small businesses that contribute to the economic and physical infrastructure, improve quality of education, promote health and safety, and/ or enable job growth within the underserved communities in Charter's footprint.

The Loan Fund is prepared to deploy \$10 million in capital by the end of 2021, making loans ranging in size from \$100k to \$1 million focused on community impact.

Defined as a third-party certified business at least 51% owned by one or more minority groups including people of color, women, veterans, disabled persons or LGBTQ.



In capital by the end of 2021



120+

Organizations awarded grants up to

\$5,000

Spectrum Employee Community Grants

In 2019, Charter created Spectrum Employee Community Grants to enhance the positive impact employees are already making in their communities.

Employees with a sustained personal connection to a local nonprofit focused on addressing critical social services, can nominate that organization for a donation of up to \$5,000. To date, Charter has awarded a total of \$250,000 to more than 120 organizations across its footprint. These nonprofits are being recognized for their outstanding work in the community and their ability to engage Charter employees through volunteerism.



Eligible organizations provide a critical social service or other basic need in their communities including:

- Emergency Care
- Homeless Shelter
- Clothing Center
- Food Service
- ✓ Job Placement
- Neighborhood Safety

Spectrum News

Spectrum Networks operates 27 local news networks in Spectrum markets. Spectrum News provides comprehensive 24/7 local news, weather, traffic, politics, public affairs, education, community events, sports and other local stories relevant to viewers in Spectrum markets around the country. Spectrum News is an important part of Charter's commitment to the communities we serve.

Spectrum News is dedicated to producing original, unbiased, and high-quality local content that engages viewers about issues and events taking place in their neighborhoods and communities. Using innovative journalistic approaches, informed by comprehensive qualitative and quantitative research methods, Spectrum News provides viewers with the information and tools they need to navigate their day and become more active participants in their communities.

In the New York City area, we offer Spectrum Noticias NY1 – the only local 24-hour Spanish-language news channel in the market.

27 Local News Networks Provide 24/7 Coverage of









News Weather

Public Affairs

Sports



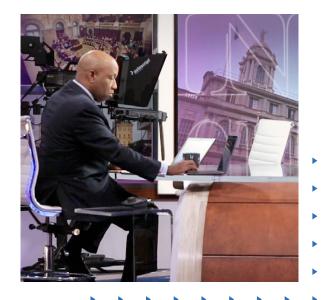


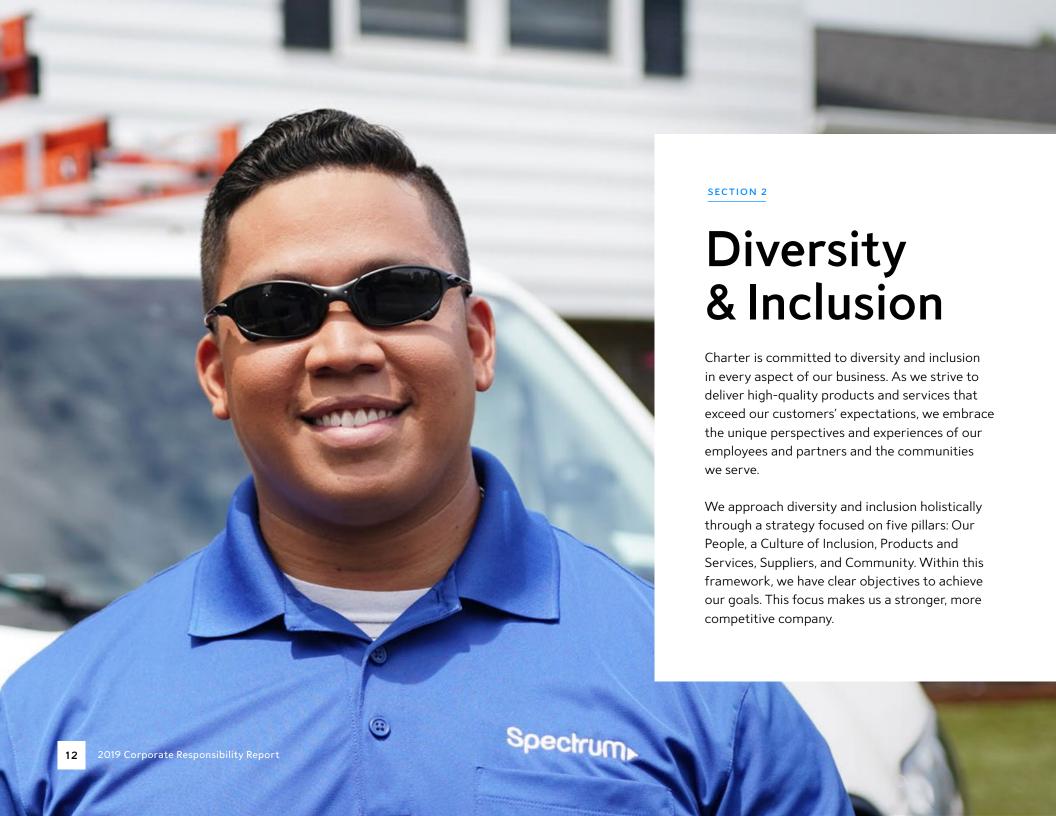
Commitment to Being Hyperlocal

Our exclusively hyperlocal programming attracts highly engaged viewers and differentiate us from our competitors by bolstering our ties within the communities we serve. Many of our journalists live in the vicinity of the neighborhoods they report on so that our coverage reflects and is informed by the issues and community concerns that matter most to our viewers day-to-day.

Spectrum News' public affairs programming includes local election coverage, debates, town halls and Spectrum's own "In Focus" weekly public affairs program. "In Focus," featuring local elected officials, community leaders and policy experts, provides in-depth coverage of issues impacting local and diverse communities on a variety of topics, including education, poverty, homelessness, employment, and workforce development.

Our presence in our communities goes beyond our coverage. The Spectrum Networks team is dedicated to being a meaningful part of the communities we serve. In 2019, Spectrum Networks talent participated in events ranging from food festivals to career days at local elementary schools. Whether it's a tree-lighting in December or Fiesta in San Antonio in April, we're in our communities all year long.





Leadership Dedicated to Diversity & Inclusion

Our diversity and inclusion efforts are guided by our Executive Steering Committee, External Diversity & Inclusion Council (EDIC) and Diversity & Inclusion team. Charter's Board of Directors also reviews D&I progress annually.

Charter's Executive Steering Committee

Chairman and CEO Tom Rutledge leads our Executive Steering Committee, comprised of the company's most senior leaders. The group regularly reviews progress against the D&I strategy to ensure that both diversity and inclusion remain integral across our business.

External Diversity & Inclusion Council (EDIC)

Our EDIC comprises national civic and business leaders who help us understand the critical needs of the diverse communities we serve and how to implement our programs in the most impactful way.

The Diversity & Inclusion Team

Led by Charter's Chief Diversity Officer, the Diversity & Inclusion team works across the organization, along with our partners and the community, incorporating diversity and inclusion into everything that we do.



Empowering a Highly Skilled and Diverse Workforce

We are proud of our workforce which reflects the full range of diversity and abilities in the markets we serve, and are actively working to promote diversity at every level of our organization. We foster an inclusive environment where employees feel respected, engaged, and able to reach their full potential. This also helps us meet the unique needs of our customers.

Currently, our workforce is comprised of 46 percent people of color, 11 percent veterans and 32 percent women. We are striving to enhance diversity at every level of our organization, including among our senior leaders. Ultimately, our vision is to leverage the full diversity of our employees and partners to make a meaningful difference for our customers, company, and communities.

Investing in our Workforce

With competitive wages, robust healthcare benefits, a generous retirement program with company match, and opportunities for job training and advancement, Charter is a company where our employees don't just do their jobs, they develop skills and expertise necessary to build careers.

\$15 Minimum Wage

Ensuring a \$15 minimum wage is the right thing to do for our employees and our company. The majority of our employees are customer-facing, interacting with thousands of people every day.

A \$15 minimum wage enables us to build and retain the highly skilled workforce needed to provide our customers the best products and service.

Our Partners

We partner with a number of industry organizations to recruit and develop diverse talent. For example, Charter sponsors employee memberships in Women in Cable Telecommunications (WICT) and National Association for Multi-Ethnicity in Communications (NAMIC) — both provide a range of skill-building and networking opportunities that facilitate career advancement. We also invest in the Emma Bowen Foundation, which facilitates internships for talented students of color at leading media companies like Charter, as well as T. Howard Foundation, whose mission is to increase diversity in the media industry.

Charter's Workforce

46%
People of color

32%
Women

11% Veterans

Broadband Technician Apprenticeship Program

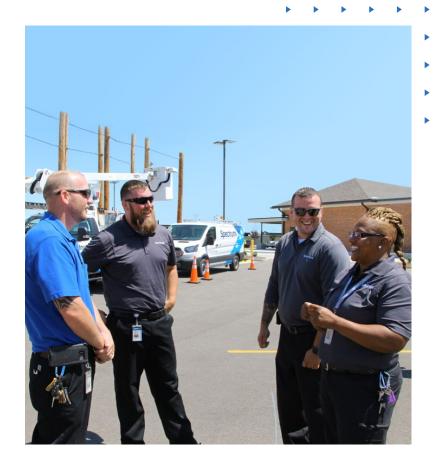
Charter's Broadband Technician Apprenticeship Program is one of our most promising strategies for building our highly skilled, diverse workforce.

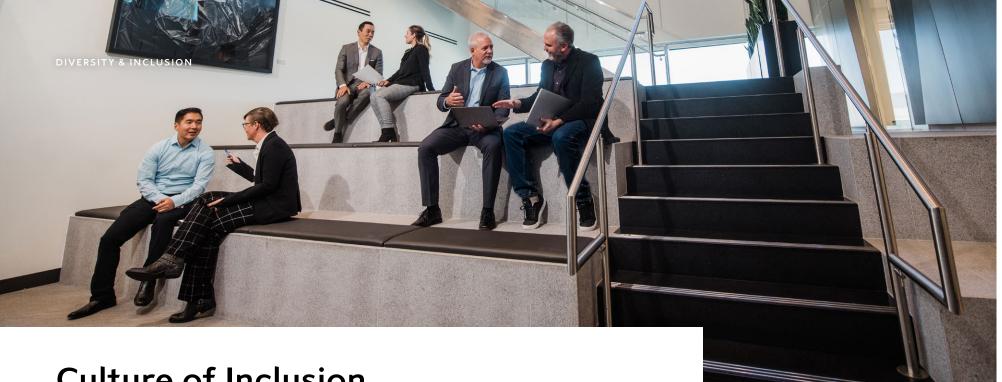
This highly regarded program, certified by the U.S. Department of Labor, is aligned with our broadband technician career progression and includes thousands of hours of on-the-job training along with classroom instruction. When enrolled employees complete the program, they are certified broadband technicians.



Charter has always been good about recruiting military veterans and developing people to use their skills and knowledge, but their announcement to expand the Broadband Technician Apprenticeship Program will be an awesome opportunity for vets."

 Lisa Tate (pictured right), Charter Field Tech Supervisor who spent eight years in the U.S. Navy and U.S. Navy Reserves. Spectrum is committed to helping our transitioning military, veterans, and National Guard and Reserves members find meaningful careers. Charter currently employs approximately 11,000 veterans, who are represented across all business units in varying levels of the organization. In addition to valuable career training, eligible veterans enrolled in the Broadband Technician Apprenticeship Program can receive GI Bill benefits in addition to their regular paycheck from Charter.





Culture of Inclusion

Our goal is to create a workplace where employees feel valued and empowered to bring their best ideas. This drives employee engagement, retention and productivity and helps make us a company of choice for people of all backgrounds.

In 2019, we launched five Business Resource Groups (BRGs) focused on disability, LGBTQ, multicultural, veterans and women. These voluntary groups connect employees with shared characteristics, life experiences, and interests, and enable them to engage in activities that advance our culture of inclusion and contribute to business success. BRGs empower our team members to grow and succeed by providing networking, mentorship and skill-building opportunities.

We are also building momentum with our Charter Inclusion Talks, which is an internal speaker series built around cultural heritage and identity dates. The Talks, which are held across our footprint, raise awareness of the many identities and heritages that contribute to Charter's success.

Charter's 5 BRGs

Spectrum ABLED

Spectrum LGBTQ

Spectrum MULTICULTURAL

Spectrum VETERANS

Spectrum WOMEN

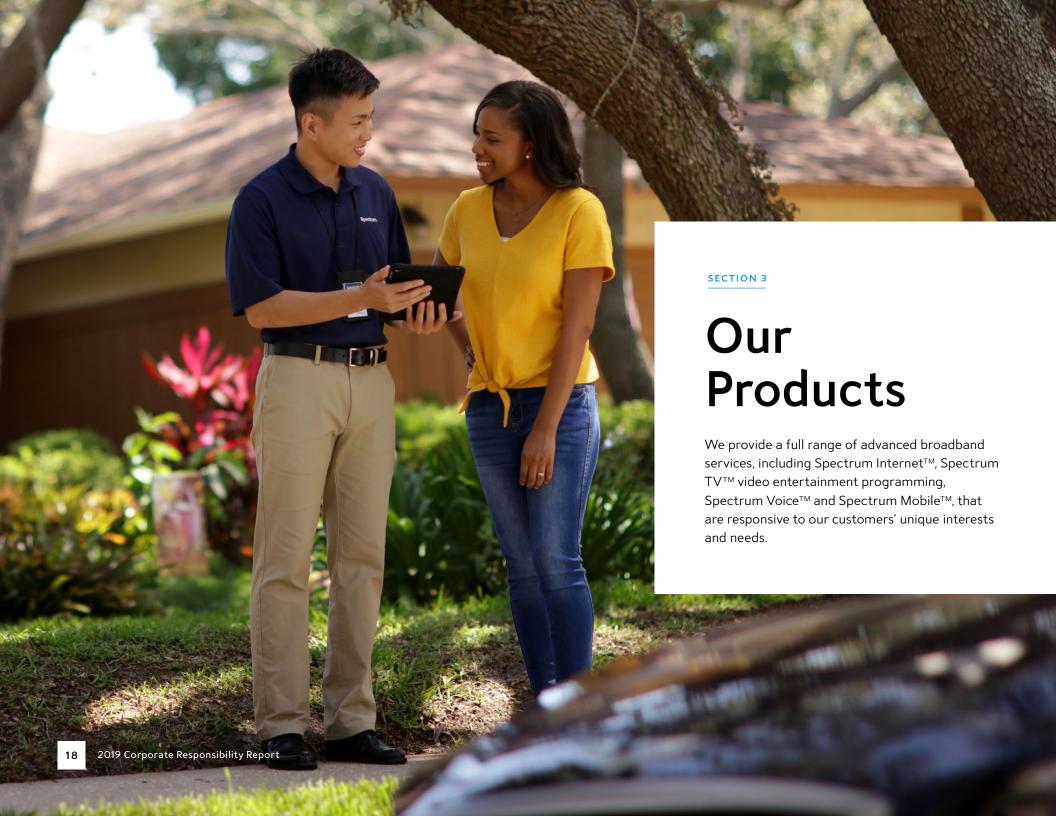


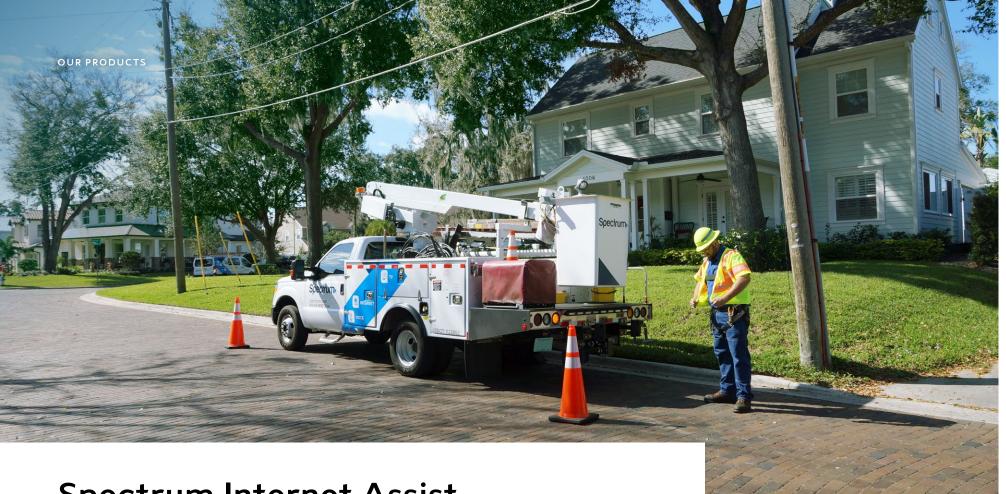
Diverse Suppliers Drive Business

Charter's Supplier Diversity program embraces the unique backgrounds, perspectives, and experiences of our suppliers in the communities that we serve. Our business units and procurement team are actively searching for top-quality diverse suppliers who can support our business growth and innovation, enhance the quality, reach, and accessibility of our products and services, and contribute to our continued success.

Charter is proud to work with a number of diverse suppliers and in 2018 we reached more than \$1 billion in diverse non-programming spend.

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.



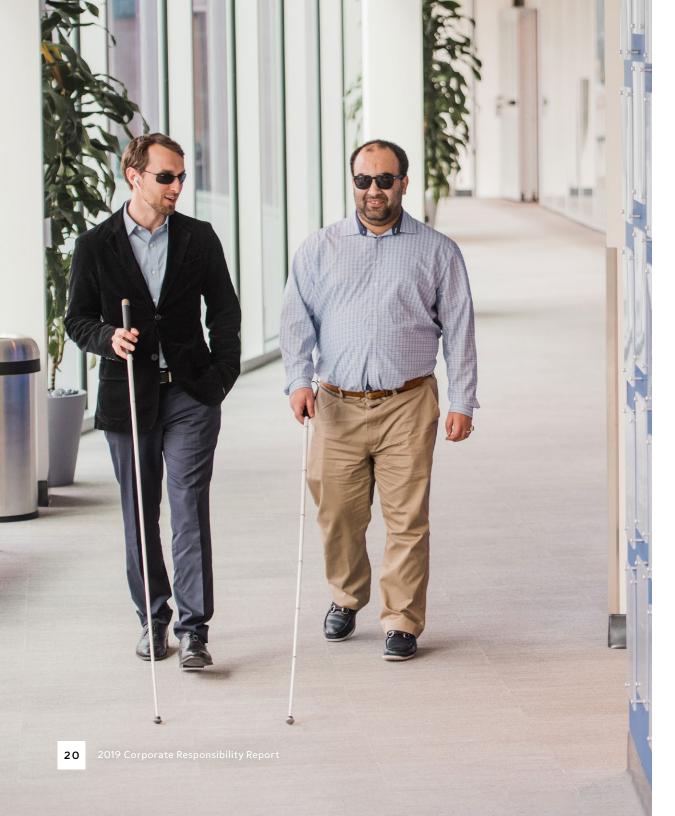


Spectrum Internet Assist

Spectrum plays a key role in bridging the digital divide so that everyone has access to the information and tools they need to succeed in today's economy. Spectrum Internet Assist is our standalone, industry-leading low-cost, high-speed broadband service. Through the program, qualified households can receive low-cost, high-speed 30 Mbps broadband service with no data caps or modem fees for \$17.99 per month. Spectrum Internet Assist is available to eligible low-income families and seniors across our entire 41-state footprint.



Spectrum plays a key role in bridging the digital divide so that everyone has access to the information and tools they need to succeed in today's economy.



Focus on Accessibility

We deliver products and services that are responsive to our customers' varied interests and unique needs. From delivering high-quality programming and content, to making our products fully accessible, our offerings serve many abilities, cultures, languages, and interests.

Spectrum Accessibility exists to create empowering and inclusive experiences for our customers. We design universal product experiences that work for everyone.



We recognize that when we design something for a customer with a disability, it will work better for all of our customers."

- Rich DiGeronimo, Chief Technology & Product Officer

Diversity in Programming

200+

Spectrum offers more than 200 international and foreign-language channels in over 15 languages

When it comes to our programming, we believe in providing our customers with one of the broadest selections of content available and multiple ways to view it.

Programming Partnerships

Spectrum offers more than 200 international and foreign-language channels in over 15 languages — from Spanish, Russian, Italian, and French, to Chinese, Korean, and Japanese.

We serve 21 of the top 25 African American television market areas and 20 of the top 25 Hispanic television market areas.

Spectrum Mi Plan Latino includes more than 75 Spanish-language channels designed to meet the needs of Hispanic customers. Similarly, Spectrum created Lifestyle TV, a custom video package featuring top Black/African American cultural networks.

Our robust carriage of African American-owned or -themed networks currently includes ASPiRE, Revolt, Bounce TV, The Impact Network, BET, BET Her, TV One, Cleo TV, BNC (Black News Channel), and OWN (Oprah Winfrey Network).

Our Broad Selection of Content Includes:































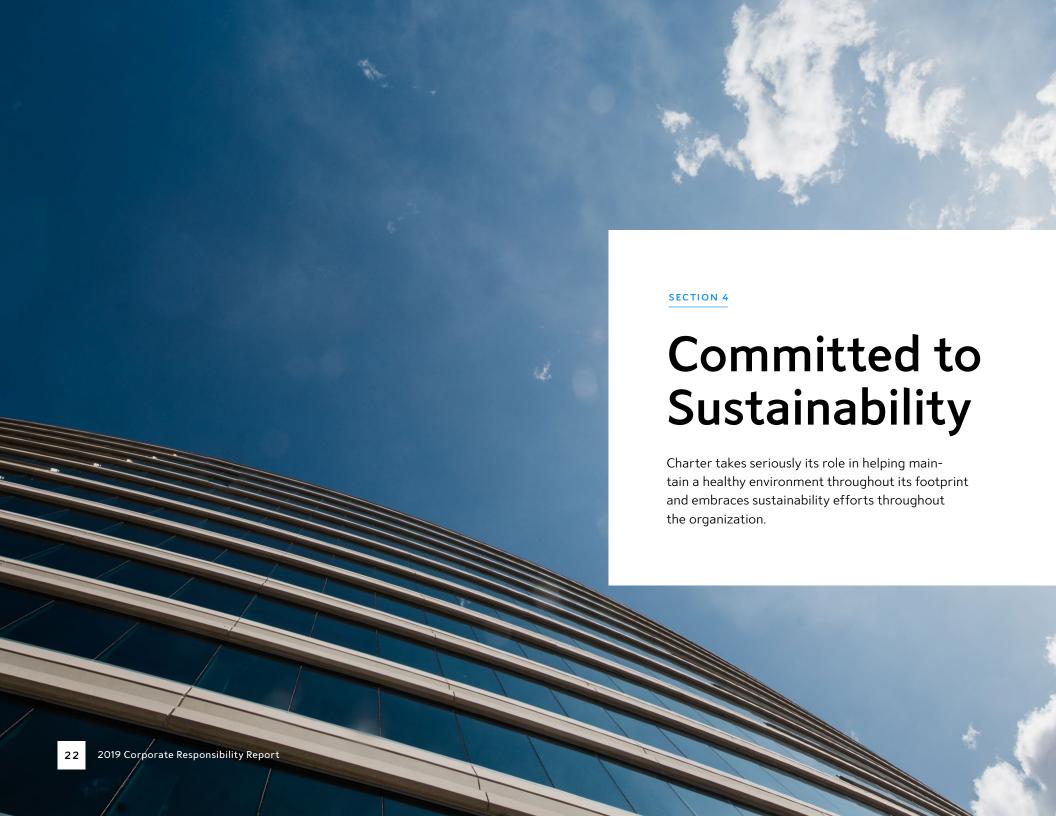












Facilities and Fleet

Facilities-based Sustainability Efforts

In 2017, Charter announced it would build a new headquarters in Stamford, Conn. Currently under construction, the two-building, approximately 800,000-square-foot campus will satisfy the requirements for LEED Silver certification and the site itself will achieve LEED ND Gold status. Charter continues to operate many LEED Certified Buildings, to emphasize energy efficiency of its facilities and the use of efficient energy sources.

Fleet Management-based Sustainability Efforts

With over 30,000 vehicles operated to serve customers and maintain our network, Charter is embracing various technologies to increase the efficiency of its fleet while increasing the ease and frequency of servicing our customers without always needing to dispatch vehicles. Although the use of fossil fuels in our vehicles is not material to the company, we view our efforts to reduce the use of vehicles as having a benefit to the environment

Charter continues to operate many LEED Certified Buildings, to emphasize energy efficiency of its facilities and the use of efficient energy sources.





Design and renderings by HLW



Equipment Management

Set-Top Box & Small Network Equipment Voluntary Agreements

Charter is a signee of the Set-Top Box and the Small Network Equipment Voluntary Agreements signed by the cable industry and equipment manufacturers, which include specific commitments and performance obligations for reducing energy consumption, reducing energy costs and CO₂ emissions of set top boxes, modems, and routers.

Success Stories

1 In August 2019, the NCTA - The Internet & Television Association (NCTA) announced that consumers had saved \$5 billion, and more than 28.6 million metric tons of carbon dioxide (CO₂) emissions had been avoided as a result of the voluntary set-top box energy conservation commitments of Pay-TV providers and manufacturers, according to a report issued by independent auditor D+R

International. The energy saved during the six years of the set-top box agreement would be enough to power all homes in Pennsylvania with electricity for a year.

(2) In March 2018 the Consumer Technology Association (CTA) and NCTA announced a four-year extension of the award-winning Voluntary Agreement for Ongoing Improvement to the Energy Efficiency of Set-Top Boxes, initially signed in 2012. The extended agreement is expected to save consumers \$1.6 billion in energy costs and avoid 9.3 million metric tons of carbon dioxide (CO₂) emissions each year once the benefits of the agreement's new commitments are fully realized. These savings are the equivalent of avoiding the electricity use of every home in Chicago or the emissions of more than 2 million passenger cars each year.



(3) In July 2018 the CTA and NCTA announced a four-year extension of the Voluntary Agreement for Ongoing Improvement to the Energy Efficiency of Small Network Equipment, an industry initiative that has already improved the efficiency of home internet devices such as modems and routers by 20 percent.

Product Life Management

The Charter Asset Disposition Management team coordinates the process of determining the proper next steps for equipment in a number of asset categories.

Equipment categories include: consumer premise equipment, IT, batteries, network operations, critical infrastructure, and mobile equipment. The decision is typically made to reuse this equipment within the organization, resell marketable equipment, or to responsibly recycle non-marketable equipment.

In 2019, more than 40 million pounds of materials were either responsibly recycled or sold.

Since 2018

77M

Pounds of materials were either responsibly recycled or sold

SECTION 5

Sound Corporate Governance

Charter is committed to sound principles of corporate governance. Charter's Board of Directors (the "Board") and management believe that good corporate governance practices contribute to the creation and maintenance of stockholder value. A description of key governance practices follows.

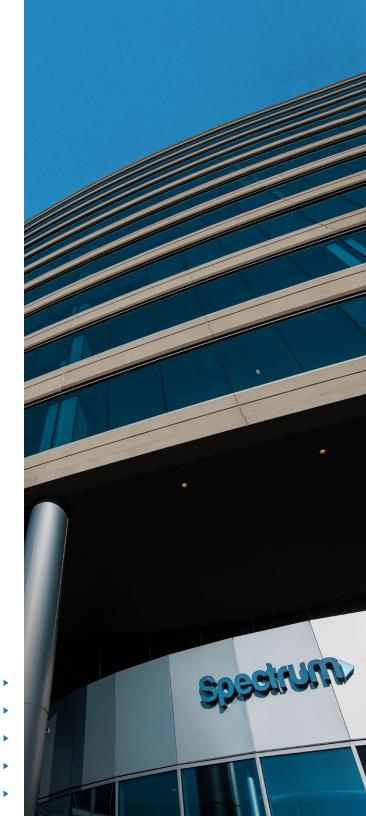


Board Structure and Composition

On an ongoing basis, the Board reviews its composition, structure, and practices and initiates changes to improve its effectiveness. Charter's Corporate Governance Guidelines provide that, among other things, candidates for new Board membership to be considered by Charter's Board should be individuals representing diverse personal, business and professional backgrounds with unquestioned high ethical standards and professional achievement, knowledge, and experience. The Corporate Governance Guidelines provide that a candidate's contribution of diversity to the Board (based on factors such as industry sector and technical expertise, as well as race/ ethnicity, gender, and other background characteristics that enhance the diversity of the Board)

will be among the many elements considered in evaluating candidates. In considering candidates for the Board, the Nominating and Corporate Governance Committee considers the entirety of each candidate's credentials in the context of these standards. In addition, director candidates must be individuals with the time and commitment necessary to perform the duties of a Board member and other special skills that complement or supplement the skill sets of current directors.

Charter is proud of the diversity of its Board of Directors, and has committed to ensure that diversity and inclusion is a core consideration for future board openings.





Board Leadership

The Chairman and CEO is responsible for setting the strategic direction for the Company and the day to day leadership and performance of the company, while the Lead Independent Director consults with the Chairman and CEO and presides over meetings of the Board when the Chairman and CEO is not present, as well as providing leadership for the non-A/N and non-Liberty Broadband directors.

Annually, the Nominating and Corporate Governance Committee reviews and makes a recommendation on the appropriate governance framework for Board leadership. The Committee takes into consideration governance best practices and the facts and circumstances of our Board. In conjunction with this process, the company determined that Board leadership is best provided through the combination of a unified Chairman and CEO, a clearly defined and significant Lead Independent Director role, active and strong committee chairs, and independent-minded, skilled, engaged, diverse, and committed directors. The Board believes that its current structure and governance allows it to provide effective challenge and appropriate oversight of management.



Board's Role in Company Strategy

The Board is responsible for supervision of the management of the company's business and affairs. The Board regularly discusses the company's competitive positioning, strategic dynamics and business priorities with management and advises management with respect to the company's strategy regarding each of its business areas. Charter's executive compensation program is designed to ensure management's interests are aligned with our investors' interests to support long-term value creation, while also maintaining the consistency over time that is imperative for motivating and retaining employees.

The Board also discusses with management the company's strategies to effectively operate within each of our service areas. These discussions support our core strategy, which is to use our network to deliver high quality products at competitive prices, combined with outstanding service.

In addition to discussions with management, our non-management directors meet regularly in executive sessions that are chaired by our Lead Independent Director with no member of management present. Non-management directors use these executive sessions to discuss matters of relevant short-term and long-term concern to the Company including evaluations of the CEO and senior management, management and Board successions as well as matters to be included on Board agendas for further Board discussion.

Proactive Stockholder Engagement

Charter values and carefully considers the feedback we receive from our stockholders. We engage in constructive dialogue with our leading institutional stockholders. Stockholder feedback, including through direct discussions and prior stockholder votes, as well as engagement with proxy advisory firms that represent the interests of a wide array of stockholders is reported to our Nominating and Corporate Governance Committee periodically throughout the year. We also review our practices against guidelines published by stockholders and proxy advisory firms.

The engagements cover a variety of topics, including how executive compensation and incentives fit with Charter's long-term strategy, Board structure and diversity, and considerations for enhanced disclosures of certain items. We take seriously the views of our stockholders and intend to continue our stockholder engagement efforts.



Risk Management

The full Board oversees the various risks to the company, delegating to the various committees specific responsibilities. The Audit Committee reviews our Enterprise Risk Management ("ERM") Program on a regular basis, and the Board regularly reviews reports from management and the Audit Committee regarding the ERM Program. The Audit Committee meets regularly with members of management in executive session, as well as separately with each of the General Counsel, the Senior Vice President of Internal Audit

The full Board oversees the various risks to the company, delegating to the various committees specific responsibilities.

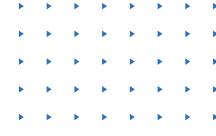
Services, and representatives of our independent registered public accounting firm. The Compensation and Benefits Committee

oversees our succession planning and compensation policies and practices, including reviewing our incentive and equity-based compensation plans and benefits plans. The Nominating and Corporate Governance Committee oversees corporate governance, including recommending Board and committee nominations and the Corporate Governance Guidelines and determining director independence.

An independent consultant was engaged to perform a risk assessment of the company's compensation programs and did not identify any material risks that might adversely impact the financial health or performance of the company. After review of the work and conclusion of the independent consultant, the Compensation and Benefits Committee agreed with the conclusion reached by the independent consultant.

Ethical Business Conduct

Our success rests on the broad adherence of Charter employees to ethical standards. We conduct our business with a workplace compliance focus and have a strong corporate culture of "doing the right thing." Throughout its operations, the company adheres to ethical business standards, which are described in our Code of Conduct. Our Code of Conduct provides ethical workplace guidance for Charter employees, officers, and members of the Board. The Code of Conduct is supplemented by other policies to ensure ethical workplace behavior, including a Financial Code of Ethics Policy and Compensation Recovery Policy. Charter also maintains a compliance program that includes a website and a tollfree number, managed by an independent third party, which employees may access anonymously to report compliance matters.



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