



2017 GRI Standards

Content Index

The GRI Standards Content Index

The Global Reporting Initiative (GRI) is an international independent organization that helps businesses, governments and other organizations understand and communicate the impact of business on critical sustainability issues such as climate change, human rights, corruption and many others. GRI's Sustainability Reporting Standards are the world's most widely used standards on sustainability reporting and disclosure, enabling businesses, governments, civil society and citizens to make better decisions based on information that matters.

This report has been prepared in accordance with the GRI Standards: Core option.

This GRI Standards Content Index refers to our 2017 CR Report which can be downloaded [here](#).

GRI 102: General disclosures 2016

GRI standard	Disclosure	Page reference or response	Omissions
102-1	Name of the organization	Liberty Global plc	
102-2	Activities, products, and services	Liberty Global is the world's largest international TV and broadband company, with operations in 11 European countries under the consumer brands Virgin Media, Unitymedia, Telenet and UPC. We invest in the infrastructure and digital platforms that empower our customers to make the most of the video, internet and communications revolution. Our scale and commitment to innovation enable us to develop market-leading products delivered through next-generation networks that connect 22 million customers subscribing to 46 million TV, broadband internet and telephony services. We also serve over 7 million mobile subscribers and offer WiFi service through 12 million access points across our footprint.	
102-3	Location of headquarters	London, United Kingdom; Denver, Colorado (USA) and Amsterdam, the Netherlands.	
102-4	Location of operations	Liberty Global operates in 11 European countries under the consumer brands Virgin Media, Unitymedia, Telenet and UPC.	
102-5	Ownership and legal form	Liberty Global plc is a public listed company traded on the NASDAQ Global Select Market.	
102-6	Markets served	https://www.libertyglobal.com/operations/companies/	
102-7	Scale of the organization	Number of employees: In brief, page 4. Number of operations: About Liberty Global, page 2. Revenues: 2017 Annual Report Total capitalization: 2017 Annual Report Quantity of products or services provided: In brief, page 4.	
102-8	Information on employees	Performance Summary, pages 11 and 12	Employment contracts are not broken down by region or gender.

102-9	Supply chain	Our supply chain, page 8	
102-10	Significant changes	There were no significant changes during the reporting period allowing for ongoing business expansions and acquisitions.	

GRI 102: General Disclosures 2016

GRI standard	Disclosure	Page reference or response	Omissions
102-11	Precautionary Principle	We address the precautionary principle through our robust risk management processes. For more detail, see Risk Factors in our 2017 Annual Report .	
102-12	External initiatives	Liberty Global endorses several initiatives designed to promote a digital society and improve the environmental impacts of the ICT sector. These include, among others, the EU's Digital Agenda for Europe, the Digital Skills and Jobs Coalition and the Global e-Sustainability Initiative (GeSI).	
102-13	Membership of associations	Liberty Global holds board positions in a number of social and environmental organizations, and supports others through memberships and ongoing involvement. A sample of such organizations includes: the AAPA (anti audiovisual piracy alliance), the Biennial of the Americas, the Alliance to Better Protect Minors Online, the EIF (European Internet Foundation in the European Parliament), ETSI (European Telecommunications Standards Institute), EuroISPA, the European Coding Initiative, the Digital Skills and Jobs Coalition, the ICT Coalition for Children Online, the Lessons for Life Foundation, SCTE (Society of Cable Telecommunications Engineers) and the World Economic Forum.	
102-14	Statement from senior manager	CEO Welcome, page 1	
102-16	Values, principles, standards	Our values, principles and expected standards of behavior at Liberty Global are encompassed in our Code of Business Conduct that applies to all of our employees, directors and officers. We also maintain a specific Code of Ethics for our CEO and senior financial officers. Both Codes are available on our website at: https://www.libertyglobal.com/about/corporate-governance/ .	

102-18	Governance structure	<p>Liberty Global's Board of Directors consists of 11 persons: 9 are both independent and non-executive directors; one is a non-executive director and one is an executive director. The executive director is the only director who is an employee of Liberty Global. 10 directors are male and one is female. One director (9%) is 30-50 years old and 10 directors (91%) are over 50 years old.</p> <p>For more information, please visit: https://www.libertyglobal.com/people/meet-our-leadership/.</p>	
102-40	List of stakeholder groups	GRI Content Index, page 5-7	
102-41	Collective bargaining agreements	28% of our FTE employees were covered by collective bargaining agreements in 2017.	

GRI 102: General Disclosures 2016

GRI standard	Disclosure	Page reference or response	Omissions
102-42	Identifying and selecting stakeholders	We engage on a regular basis through ongoing communications and targeted surveys with primary stakeholders: employees, customers and suppliers. We engage on a consultation basis or event-driven basis with civil society organizations, regulators and local communities. We maintain communications with investors in connection with our business results and strategy.	
102-43	Stakeholder engagement	GRI Content Index, 5-7	
102-44	Key topics and concerns raised	GRI Content Index, 5-7	
102-45	Entities included	About this Report, inside front cover.	
102-46	Report content and topic Boundaries	Our Material Issues, page 3	
102-47	List of material topics	Our Material Issues, page 3	
102-48	Restatements of information	No information has been restated.	
102-49	Changes in reporting	There are no significant changes in the Scope and Aspect Boundaries.	
102-50	Reporting period	About this Report, inside front cover.	
102-51	Date of most recent report	2017	
102-52	Reporting cycle	About this Report, inside front cover.	
102-53	Contact point	cr@libertyglobal.com	

102-54	Reporting in accordance with the GRI Standards	GRI Content Index, page 2	
102-55	GRI content index	GRI Content Index, pages 2-10	
102-56	External assurance	<p>We engaged KPMG LLP to undertake an independent limited assurance engagement, reporting to Liberty Global plc, using the assurance standards ISAE 3000 and ISAE 3410 covering the greenhouse gas emissions and energy consumption as presented in Liberty Global plc's Annual Report and Accounts for year ending 31 December 2017.</p> <p>The KPMG Independent Limited Assurance Statement can be found at: https://www.libertyglobal.com/responsibility/reporting-and-performance/.</p>	

102-44 Stakeholder engagement topics by stakeholder group

Communities and civil society organizations

How we engage:

- We work with organizations that support some of our most strategic issues, such as developing digital skills. We listen to what these organizations (e.g. CoderDojo, SOZIALHELDEN, Scope) need, and collaboratively identify the best ways of supporting them to meet our shared objectives.
- We identify new ways to help keep children safe online through work with partners such as European Schoolnet.
- We enable discussions on some of the biggest issues facing society, through the creation of our flagship community investment program Digital Imagination.
- We work with NGOs such as WRAP for input on our product development.

What they told us and what we are doing:

- Our CoderDojo experience told us that there was an opportunity to combine the development of global citizenship with the needs to make coding engaging. Together we launched the Future Makers Awards.
- European Schoolnet informed us of the need to raise awareness to teachers on the educational resources available for them to help them address the online issues teenagers are facing. While the teen handbooks have been in high demand for many years, the launch of the educator handbook forged a close and unique collaboration with [the eTwinning network](#), facilitating hands-on involvement and engagement from teachers and pupils across Europe.
- After receiving input from the Digital Accessibility Center, we were able to identify the best accessibility criteria to use in our product scorecard assessment.

Customers and consumers

How we engage:

- We use the Net Promoter Score (NPS) to gauge the strength of our relationship with customers.
- We respond to requests from our customers for environmental information relating to purchased goods and services.

What they told us and what we are doing:

- We use NPS to monitor our customers' experiences from purchase through product use to paying their bill, and use the data in our process for testing new products. For example, we invited customers to test our Connect Box before launch.
- What customers told us influenced our decisions, from the look and feel to the packaging of the product. As a result, the Connect Box has the highest NPS of all of our WiFi modems.
- We have now linked our global NPS targets to the remuneration of Liberty Global employees.

Employees

How we engage:

- Spark is Liberty Global's innovation initiative designed to source ideas to tackle real business challenges, using the collective innovative spirit of our employees.

What they told us and what we are doing:

- The Keep It Smart & Simple (K.I.S.S.) ideation campaign saw the highest level of engagement of any other previous campaign, with more than a 10:1 ratio of comments to ideas.
- At the end of Q2, 2017 Spark launched the “License to Thrill” campaign to over 22,000 employees with the aim of simplifying our IT infrastructure by reducing licenses, while improving the employee work experience. Employees submitted over 160 ideas and 870 comments. Of those ideas, five of the strongest concepts have been selected for further exploration and implementation into the business.
- Spark also launched multiple “always open” channels which pertain to specific areas of business, like Products or Corporate Responsibility for example. These channels are where employees can submit their ideas anytime, even when a campaign isn’t running. Ideas are then evaluated by a dedicated team.
- The Energy2020 Spark campaign was awarded the “Best Innovation Campaign” at the European Innovation Impact Summit 2017 held in Brussels, where the Spark team also gave a keynote speech on running a successful and sustainable ideation program.

- **Governments and policy makers**

How we engage:

- We help influence EU policy makers through our support of the alliance of industry and NGOs for a better internet for children.
- We participate in policy conversations and programs that help deliver the priorities of the EC’s Digital Skills and Jobs Coalition to encourage digital skills development in Europe. We are an active member of the ‘All you need is Code’ industry working group and participated in ‘European Code Week’.

What they told us and what we are doing:

- The issue of child safety online is as pressing as ever. We are therefore continuing to invest in tools and information to keep children safe.
- We scaled our Future Makers program in three markets encouraging young people to use their digital skills for solve social issues and supported European Code Week.

- **Industry peers**

How we engage:

- We address the key issue impacting our business through our membership and participation in several organizations.
- We are working towards a more sustainable cable industry as members of the Society of Cable Telecommunications Engineers’ (SCTE)’s Energy 2020 program. In partnership with other key cable system operators and vendor companies, we aim to increase the efficiency and reduce the impact of our sector by developing energy management standards, technology innovation, organizational solutions and training.
- We are also influencing the establishment of standards for network improvement with the European Telecommunications Standards Institute (ETSI).

What they told us and what we are doing:

- We have learned a great deal as part of Energy2020, from best practice sharing to managing energy whilst increasing bandwidth. We’re discussing the different approaches with our peers to explore how we can implement this in the near future.
- We work closely with CableLabs to ensure we maintain a full view of the energy landscape of the cable network including Customer Premise Equipment (CPE). The partnership ensures the evolution of CPE features while and operational efficiencies.
- We are sharing our own best practices, such as our use of Phase Changing Material (PCM). In Romania, we have installed PCM to maintain optimal temperatures in one of our edge technical facilities and reduced our energy use at this site by 40%. Watch our [video](#) for the full story.
- As chair of the Network Energy Efficiency work Access stream, we are helping develop a standard for cable operators to measure their power consumption.

- **Investors**

How we engage:

- One of the main ways we engage with investors is by responding to their socially responsible investment questions through our submission to the Dow Jones Sustainability Index (DJSI), CDP Climate Change Program, FTSE4Good, and Newsweek Green Ranking. We also actively engage and MSCI ESG questionnaires.

What they told us and what we are doing:

- We continue to engage with DJSI and CDP on how to improve our performance. In 2017, we were ranked higher than average in our industry for both benchmarks.

- We recognize that investors are able to make more informed investment decisions based on our submissions. In 2017, we've continued to make our CDP submission public to improve transparency for SRI investors and analyst and we achieved an A- score in the leadership category as part of CDP's Climate Change Program.

Suppliers

How we engage:

- We follow a four step process that includes the EcoVadis assessment to collaboratively work with our suppliers to identifying the biggest risks in our supply chain.
- We are also in dialogue with suppliers to identify opportunities to use new technology to improve our impacts.

What they told us and what we are doing:

- Through the EcoVadis assessment, we can assess the biggest risks we and our suppliers face. Based on this, we implement Collective Action Plans with suppliers that require extra support to address the biggest risk areas and help them improve their performance.
- We identified an opportunity with our supplier Tizzon! to use Phase-change Material in more of our local data facilities in the Netherlands, improving energy efficiency in those sites by up to 40%. We continue working with Tizzon!, and other suppliers, to scale this solution across our footprint in 2017.

Material	GRI Standard	Management Approach: Page	Specific GRI Disclosure	Page	Omissions
Privacy and data security	GRI 418: Customer Privacy	101: 1-3: Page 8	418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	Customer privacy and data security, page 8	
Protection of children online and TV	Telecom sector draft supplement:	101: 1-3: Page 7	Access to content: PA7 Policies and practices to manage human rights issues relating to access and use of tele-communications products and services including protecting children.	Trusted products, page 7	
Digital inclusion and education	GRI 203: Indirect economic impacts	101: 1-3: Page 5-6	203-2: Significant indirect economic impacts	Pages 5-6	
Improving energy efficiency	GRI 302: Energy	101: 1-3: Page 7, 12-13	302-1: Energy use	Page 12-13	
			302-3: Energy intensity	Page 12-13	
			302-4: Reduction of energy consumption	Page 12-13	
Reducing GHG emissions	GRI 305: Emissions	101: 1-3: Page 7, 12-13	305-1: Direct (Scope 1) GHG emissions	Page 12-13	
			305-2: Energy indirect (Scope 2) GHG emissions	Page 12-13	
			305-3: Other indirect (Scope 3) GHG emissions	Page 12-13	
			305-4: GHG emissions intensity	Page 12-13	
			305-5: Reduction of GHG emissions	Page 12-13	

Electronic waste reduction	GRI 306: Effluents and Waste	101: 1-3: Page 12-13 Our business relies on the supply of electronic hardware (set-top boxes and modems) to customers. We ensure that we share responsibility for the safe and environmentally friendly handling of these products when they reach end-of life, collecting equipment from our customers and refurbishing whenever possible. Where obsolete equipment cannot be refurbished, we ensure disposal according to the Waste Electrical and Electronic Equipment (WEEE) Directive.	306-2: Waste by type and disposal	Page 12-13	
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Additional performance	Performance Indicators	Page/Link for DMA and Performance Indicators	Omissions indicators*
303-1: Water withdrawal by source	GRI 303: Water	Performance Summary, page 12-13	
401-1: New employee hires and turnover	GRI 401: Employment	Performance Summary, page 11-12	
403-2: Types of injury and rates of injury	GRI 403: Occupational Health and Safety	Performance Summary, page 11-12	The type of injury is unavailable. Aside from total employee figures, breakdown of data on outsourced employees is not available.
404-1: Average hours of training	GRI 404: Training and Education	Performance Summary, page 11-12	Breakdown by gender and employee category is unavailable.
404-3: Employees receiving performance reviews		Performance Summary, page 11-12	Breakdown by gender and employee category is unavailable.
405-1: Diversity of governance bodies and employees	GRI 405: Diversity and Equal Opportunity	Performance Summary, page 11-12. See also 102-18 in this document, page 4.	

<p>415-1: Political contributions</p>	<p>GRI 415: Public Policy</p>	<p>At our 2016 annual general meeting, we requested that our company and its subsidiaries generally and unconditionally be authorized, for purposes of Part 14 of the Companies Act, to make or incur payments not to exceed \$1 million in the aggregate for political donations (including donations to political organizations and political parties) and political expenditures. The shareholders approved this request, which applies for the period beginning on the date of the 2016 annual general meeting and will expire on the date of our 2017 annual general meeting.</p> <p>Additionally, our charitable giving programs available to employees prohibit political contributions by our company.</p>	
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*These additional performance indicators are not considered as our most material issues for the purposes of this report and the GRI Standards requirement for “in accordance”, core option. However, we have included this data for the benefit of stakeholders who require additional information.