LIBERTY GLOBAL CORPORATE RESPONSIBILITY REPORT 2021

LIBERTY GLOBAL

UPDATED 3 AUGUST 2022

CONTENTS

2021 HIGHLIGHTS

JOINED

The Valuable 500

as part of our commitment to Diversity & Inclusion

COMMITTED TO

NET-ZERO BY 2030

FOR SCOPES 1 AND 2

84%

ENGAGEMENT IN EMPLOYEE SURVEY

REACHED

464,000

YOUNG PEOPLE & TEACHERS WITH OUR DIGITAL SAFETY TOOLKITS

WON BUSINESS OF THE YEAR AND TELECOMS & TECHNOLOGY CATEGORY OF THE BUSINESS CHARITY AWARD FOR OUR PARTNERSHIP WITH STREET CHILD,

RAISING $1.2M

WON A PRESTIGIOUS 2021 RED DOT AWARD

FOR PRODUCT DESIGN WITH OUR 4K MINI TV BOX MADE FROM 85% RECYCLED PLASTIC

REFURBISHED

2,485,440

set-top boxes and modems, avoiding 4,062 tonnes of e-waste that would otherwise have been sent to recycling.

OUR EMPLOYEES DONATED

24,619 HOURS

OF VOLUNTEER TIME

AVOIDED

6,636 METRIC TONNES

of carbon emissions and saved $202 million through environmental initiatives

BECAME A

FOUNDING PARTNER

OF THE EUROPEAN GREEN DIGITAL COALITION

301.3, 306.1-2, 306.4

INTRODUCTION

Welcome to Liberty Global's 2021 Corporate Responsibility Report

WELCOME FROM OUR CEO

Each year after reflecting on the highlights and events that have shaped the previous twelve months, I am struck by how our commitment to being a responsible, sustainable and inclusive company continues to grow.

The pandemic proved the positive impact we can make in the lives of our customers, our employees and our communities when faced with big societal challenges. Yet we still have work to do, with growing economic uncertainty, the war in Ukraine, and climate change reminding us not to lose our focus. That's why over the past year we've continued to deploy our talent and capital to advance our sustainable impact and a build a diverse, equitable and inclusive environment.

Over the last year, we have made great strides across our sustainability agenda.

- We became a founding member of the European Green Digital Coalition, as well as announced our goal to become a Net Zero company across Scopes 1 and 2 by 2030.

- Our actions resulted in avoiding more than 6,636 metric tonnes of carbon emissions. We refurbished more than 2.4 million set-top boxes and modems, and our responsible product strategy means that our Mini TV box is made from 85% recycled plastics, while our Connect box is made from 100% recycled plastics.

- Our operations are moving the dial with their sustainability strategies. Most recently, Virgin Media Ireland launched its Connecting 4 Good plan, while Virgin Media O2 announced its Better Connections strategy, including a Net Zero commitment across Scopes 1, 2 and 3 by 2040.

I am exceptionally proud of the accelerated momentum of our diversity, equity and inclusion strategy that champions actions and a culture that encourages everyone to be themselves.

- In this report, you'll see the progress we're making across our five diversity pillars: race and ethnicity; gender; LGBTQIA+; ability (neurodiversity); and multi-generational colleagues at all stages of their careers with us.

- Today, 800 of our employees are affiliated with Employee Resource Groups, building inclusive communities and allyship around these pillars.

- In 2021, we continued to sponsor young digital innovators in our partnerships with Coolest Projects, and Young Social Innovators – where female participation grew to 44% and 69%, respectively.

- Liberty Global also joined the Valuable500 business collective last year, committing to actions and innovation for disability inclusion.

- We are implementing ambitions for gender representation and focusing on pay equity.

None of this work happens without our people, and I am so proud of their commitment to our customers, one another, and our Purpose of building Tomorrow's Connections Today.

In this report, you will see stories that bring to life the topics most important to our people, our stakeholders and our industry – where we believe we can make a difference.

Sincerely,

Mike Fries, CEO
Liberty Global

ABOUT THIS REPORT

This annual report provides an overview of our economic, social and environmental impacts and performance. Additional details, including our latest stories, can be found on our website.

This report has been prepared in accordance with the reporting criteria and GRI standards: Core option. All data in this report covers the period January 1 to December 31, 2021 unless otherwise stated.

We report on our operations in seven European countries under the consumer brands Virgin Media-O2, VodafoneZiggo, Telenet, Sunrise UPC, Virgin Media Ireland and UPC. Our policy is to include any new subsidiaries that have been acquired in the first six months of the reporting period. In terms of disposals, our policy is to exclude any subsidiaries where we no longer have operational control during the reporting period.

We engaged KPMG LLP to perform independent limited assurance, reporting to Liberty Global plc,

using the assurance standards ISAE 3000 and ISAE 3410, for the energy consumption and greenhouse gas emissions data presented in Liberty Global plc's Annual Report and Accounts (U.K. Companies Act Annual Report, page 60-61) for the period ended December 31, 2021. This information is included in this Corporate Responsibility report and is highlighted on page 31 & 32. We extended our assurance with KPMG LLP to perform independent limited assurance on our total group community investment figure for the period ended December 31, 2021. This information is included in this Corporate Responsibility report and is highlighted on page 30. KPMG's full statement, including a summary of the work they performed, is available on our website.

Our 2021 GRI Standards Content Index, Environmental Reporting Criteria and KPMG Independent Limited Assurance Statement can be found under the Reports section on our website.

For more information on our governance structure, Board Committees and our commitment to the United Nations Sustainable Development Goals, please see our website.

Your views are important to us. Please send comments and suggestions to: cr@libertyglobal.com

FORWARD-LOOKING STATEMENT

This report contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995, including statements with respect to our CR strategy. See pages I-4 and I-5 of the 2021 Annual Report on Form 10-K for a description of other forward-looking statements that are included in this CR report and certain of the risks and uncertainties that could cause actual results to differ materially from those expressed or implied by such statements. These forward-looking statements speak only as of the date of this CR report. Liberty Global expressly disclaims any obligation or undertaking to disseminate any updates or revisions to any forward-looking statement contained herein to reflect any change in Liberty Global's expectations with regard thereto or any change in events, conditions or circumstances on which any such statement is based.

102.10, 102.45, 102.48, 102.50, 102.52, 102.54

ABOUT LIBERTY GLOBAL

At Liberty Global, we are building Tomorrow's Connections Today, bringing people together through the power of our technology.

Liberty Global is a leader in converged broadband, video and mobile communications and an active investor in cutting-edge infrastructure, content and technology ventures.

With our investments in fibre-based and 5G networks, we play a vital role in society, currently providing over 85 million fixed and mobile connections and rolling out the next generation of products and services while readying our networks for 10 Gbps and beyond.

Our businesses operate under some of the best-known consumer brands, including Virgin Media in Ireland, Telenet in Belgium, Sunrise in Switzerland and UPC in Slovakia.

In addition, Liberty Global owns 50% of Virgin Media-O2, a joint venture in the UK, and 50% of VodafoneZiggo, a joint venture in the Netherlands.

We are investing in the infrastructure and platforms that empower our customers to make the most of the digital revolution while deploying the advanced technologies that nations and economies need to thrive.

Our global investment arm, Liberty Global Ventures, has a portfolio of more than 75 companies across infrastructure, content and emerging technologies, including Atlas Edge, Plume, All3media, ITV, Univision, Formula E racing and sports entertainment networks.

Our scale enables us to transfer knowledge and expertise across our operations and investments, creating a dynamic family of brands united in the pursuit of innovation and excellence.

And we are prioritising diversity, equity and inclusion in our workplace and communities while reducing our impact on the environment. We are using technology as a force for good: for our people, our partners and the planet.

OUR STRATEGY

OUR MATERIAL ISSUES

We strive to ensure that we are continuously focused on the most significant sustainability impacts of our business as they affect our stakeholders and communities.

In 2019, we conducted a materiality study to ensure that our strategic direction reflects the interests and expectations of our business leaders and stakeholders. We consulted stakeholders, including customers, employees, investors, policymakers, suppliers, industry associations and non-governmental organisations (NGOs), to understand their priorities and expectations.

To do this, we conducted an analysis of factors that affect our material impacts, including:

- engagement with local stakeholders in our operating companies Virgin Media, UPC, Telenet and VodafoneZiggo;

- a peer review of leading telecommunications companies, their stated material issues and the associated social impacts of those issues;

- general priorities defined by sustainability frameworks, such as the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB);

- issues identified by Environmental, Social and Governance (ESG) ratings and standards and our Global E-Sustainability Initiative (GeSI) materiality report; and

- our business impact on society (ESG), as defined by a cross-functional team of experts in our operations.

From this analysis, we have used the eight topics recognised as most impactful to guide our CR framework and strategy, as well as form the basis of our sustainability reporting to stakeholders through, and including, our 2021 Corporate Responsibility Report. Our 2019 materiality matrix may be found on the Impact page of www.libertyglobal.com.

This year, we have undertaken the process to re-engage with stakeholders, conduct new research and reassess our most material topics. The world events that have taken place over the past three years have evolved our priorities as a company, employer, and contributor to our communities. We also know that the priorities of our stakeholders, and how they view our responsibilities, opportunities and impacts as a business have also evolved.

Over the course of 2022, we will be working diligently to evaluate the most material topics that emerge from this work, to design a refreshed Corporate Responsibility strategy for Liberty Global. This strategy will serve to address the issues most important to our stakeholders today as well as position our company to achieve distinct and positive impact for our planet, people and a sustainable future.

We look forward to updating you on our progress.

101.1-3, 102-9, 102-46, 102-47, 418.1

TECHNOLOGY AS A FORCE FOR GOOD

At Liberty Global, we believe that the connections we are building today are helping create a better tomorrow. We want to be a force for good for our people, communities and society. By building next-generation broadband, 5G networks and digital innovations that connect humanity in a responsible, inclusive and sustainable way, we can protect our environment and help progress society.

We approach our sustainability commitments in three main ways:

DIGITAL

We are investing billions to ensure that as many people as possible have access to our advanced networks and get the digital skills they need to succeed.

CONNECTED SOCIETY
Utilising the power of gigabit-speed broadband to drive a more sustainable and inclusive society.

DIGITAL EQUITY
Creating initiatives to help boost digital equity, improving accessibility to the internet for all.

DIGITAL SKILLS
Finding exciting ways to share the skills needed to thrive in the digital economy and create a positive social impact.

ENVIRONMENT

We are enhancing sustainability and energy efficiency with a focus on energy use, carbon emissions and the management of electronic waste.

EMISSIONS & NET ZERO
Working to ensure that, as our business grows, our environmental impact does not by enhancing the energy efficiency of our operations, with an emphasis on reducing our emissions.

RESOURCES & WASTE
Mitigating e-waste by ensuring we refurbish, reuse and recycle our products while improving circularity.

PRODUCT RESPONSIBILITY
Designing innovative, sustainable products that are energy efficient, require limited packaging and reduce the use of raw materials.

COMMUNITIES

We are investing in our people, our partners and the communities where we live and work to create a culture of connectivity and belonging.

DIVERSITY, EQUITY AND INCLUSION
Being a leader for diversity, equity and inclusion by building strong communities and connections together.

COMMUNITY ENGAGEMENT
Developing the talents of our people and inspiring colleagues to make a difference in the communities where we operate.

TRUSTED PRODUCTS
Protecting our customers' personal data, helping keep children safe online and making our services easier to use and more accessible.

DIGITAL

OUR ACTIONS

Meaningful participation in today's digital age requires a high-speed broadband connection. We believe that everyone should benefit from that superfast connectivity. Our gigabit broadband networks are improving lives dramatically by revolutionising healthcare, changing the way we work, enriching social interactions and helping fight climate change.

We are committed to:

ENSURING DIGITAL INCLUSION FOR ALL

The digital divide amplifies existing social, cultural and economic inequalities. This gap is widest for vulnerable communities, such as immigrants, refugees, older persons and persons with disabilities, as well as rural populations who are often digitally excluded through a lack of infrastructure. We are working to ensure affordable digital access for all. By empowering disadvantaged communities throughout our markets with affordable 'Essential Broadband' and partnering with organisations to offer support with devices, we can enable everyone to benefit from a digital society.

DEVELOPING DIGITAL SKILLS TO THRIVE

We understand that our role is more than just connectivity. It is also about helping people develop the skills they need to flourish in the digital world. Our digital inclusion programmes are creating exciting ways to learn new skills so that everyone has the chance to thrive in the digital economy and create a positive social impact.

Digital skills to save the environment

We sponsored the Environment category at Coolest Projects Global 2021

47
COUNTRIES

1168
PROJECTS

1385
PARTICIPANTS

44%
FEMALE PARTICIPATION

The last seven years have been the world's hottest on record, prompting severe heatwaves, droughts and hurricanes. It has long been clear that action is needed if we are going to decrease our reliance on fossil fuels and support advancements in technology to address climate change. That action is now required urgently. Mindful of this, we sponsored a new Environment category in the 10th edition of the Coolest Projects Global. We hope to inspire young innovators to use digital to focus on addressing the climate crisis.

Coolest Projects Global 2021 remained online for the second year, and participation more than doubled. An incredible 1,168 projects were submitted from 47 countries, of which 156 projects focused on the climate crisis. All the projects are showcased publicly online. The event also saw female participation grow to 44% — it is fantastic to see gender inclusivity in STEM increasing.

There were so many inspiring projects that could make a positive impact on the planet.

Vedant Srinivas created Ora, which helps avoid roadkill by warning animals of an oncoming vehicle, triggering their escape instincts. Making the animal an integral part of the solution, augmenting their sensory perception with science and technology and utilising their heightened reflexes and survival instincts provide an opportunity to reduce roadkill.

Curiosity Station, by Mehmet Bertan, is an IoT weather station powered by 100% renewable energy. The station reports weather data to the digital cloud, is accessible to any iOS-enabled device and charges its battery using the integrated solar panel. The innovative tool measures a range of meteorological events, such as wind, rain, humidity, temperature and barometric pressure.

"Coolest Projects provides a platform for young people, from all over the world, to share their ideas for how to use technology to solve real world challenges like the climate emergency. From animations about oceanic pollution to AI recycling bins, these young digital makers are changing the world through technology."

Philip Colligan, CEO of the Raspberry Pi Foundation

GIVING PROJECTS A BOOST

Together with our co-sponsor, EPAM Systems, we engaged our collective employees to support Coolest Projects 2021 by giving creators extra guidance. The Boost programme focused on coding, design, presentation and project impact skills. By utilising our own subject-matter experts, we drove engagement with Coolest Projects across our organisations and shined a light on ways in which we can use our expertise for good.

Virgin Media Ireland inspires digital innovators

to this, Virgin Media helped YSI reach their audience of schools and students throughout the Covid-19 pandemic by virtually broadcasting their annual Speak Out Tour and Awards from the Virgin Media Television Studios.

The YSI Ireland Awards 2021 took place on 13th May, hosted by Virgin Media's News Correspondent, Zara King and former Hometown band member Dayl Cronin. Mercy Secondary School from County Kerry received the Virgin Media Digital Innovators Award

and were also crowned overall winners for their 'Red Flags - Break the Silence' project. Through the use of their campaign acronym 'D.E.T.E.C.T to P.R.O.T.E.C.T', the students took an innovative approach to providing tools for young people to identify toxic traits and characteristics in unhealthy relationships, educating their peer group on nurturing healthy friendships and romantic relationships.

48
PROJECTS ENTERED INTO DIGITAL INNOVATORS CATEGORY

69%
FEMALE PARTICIPATION

Empowering young people to reimagine the world through Young Social Innovators

Young Social Innovators Ireland (YSI) is a non-profit organisation that empowers thousands of young people across Ireland to use their talents, insights, passion and creativity to come up with innovative solutions to social challenges. Through fun and engaging programmes, students are supported to create team-based action-projects on issues they care about, putting their innovative ideas into action to bring about positive social change for the benefit of people, communities and the environment. Young Social Innovators encourages young people to reimagine the world as more caring, equal and fair and to come together to bring their ideas to life.
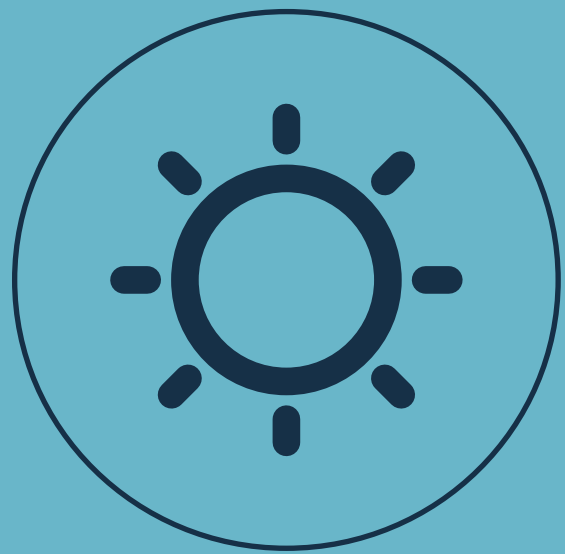
Virgin Media Ireland is a proud partner of YSI, sponsoring the Digital Innovators Award as part of the YSI Annual Awards and supporting the winning team to bring their project or idea to life. In addition

ENVIRONMENT

OUR ACTIONS

We take our role in addressing the environmental impacts generated through our business activities very seriously. Reducing our environmental footprint is not only the right thing to do, it also supports the sustainability of our business. Our environmental priorities are reducing our greenhouse gas emissions, improving our energy efficiency and tackling e-waste. By fully understanding our impacts in these areas, we are discovering smarter solutions for our customers and more efficient ways of delivering our products and services.

We are committed to:

REDUCING OUR GHG EMISSIONS
As part of becoming carbon neutral by 2030 for our Scope 1 and 2 emissions, we will purchase electricity exclusively from renewable sources.

IMPROVING OUR ENERGY EFFICIENCY
Our network requires significant amounts of energy, so it is vital that we continue to innovate and invest in building an infrastructure that is not only sustainable but which also allows us to meet growing demand and decrease our energy consumed per terabyte of data.

TACKLING E-WASTE
By embedding sustainability into the design of our products, we can reduce the use of raw materials, limit packaging and design all our products for circularity. We are extending the lifespan of our set-top boxes and modems by supporting refurbishment and recycling programmes.

101.1-3

Our journey to net zero

WHY IT IS IMPERATIVE WE ACT NOW

Climate indicators are worsening and carbon dioxide levels are at record highs — and still rising. According to the Intergovernmental Panel on Climate Change, human-made carbon dioxide emissions need to fall about 45% by 2030, from 2010 levels, and reach net zero by mid-century to give the world a chance of limiting warming to 1.5°C and avoiding the worst impacts of climate change.

As a business that believes in the power of technology for good, we know that innovation and collaboration are key to respecting our planet. We are working hard to ensure that as our business grows, our environmental impact does not. We have committed to net zero by 2030 for Scopes 1 and 2 by cutting our emissions, purchasing 100% green electricity across our footprint and supporting environmental projects that further mitigate our Scope 1 emissions. Our reduction efforts are aligned with the Paris Agreement, and we are proud to be among the first 500 companies worldwide to have developed and approved science-based targets (SBTi) aligned to the 1.5°C goal. We have approved targets to reduce our Scope 1 and 2 emissions by a minimum of 50% by 2030 and 80% by 2050 (at a 2019 base year) and our Scope 3 emissions by 50% by 2030 (at 2019 base year). These targets help us develop and adopt innovations in our operations, become more efficient in our energy use and increase our renewable energy mix. Our commitments are supported by action across our business.

WE HAVE APPROVED TARGETS COMMITTED TO REDUCING OUR SCOPE 1 AND 2 EMISSIONS BY A MINIMUM OF 50% BY 2030 AND 80% BY 2050 AND OUR SCOPE 3 EMISSIONS BY 50% BY 2030

(AT 2019 BASE YEAR).

TRANSFORMING OUR BUSINESS

PURCHASE 100% OF OUR ELECTRICITY FROM SUSTAINABLE SOURCES
36% of our total market based emissions are indirect, coming from the electricity we buy and use in our offices, shops and technical sites. Today, 92% of our energy comes from renewable sources, and we plan to continue to improve on that.

FLEET TRANSITION IS IMPERATIVE
Our employees and engineers rely on a fleet of around 7,000 vehicles, which we have started electrifying to further assist us in reducing carbon emissions. Full fleet electrification is not possible overnight, but with advancements in electrical charging, grid infrastructure and digital fleet prioritisation systems, we can be confident of a full transition.

INCREASE IN RENEWABLE ENERGY

Chart showing increase in renewable energy from 25% in 2017 to 92% in 2021.
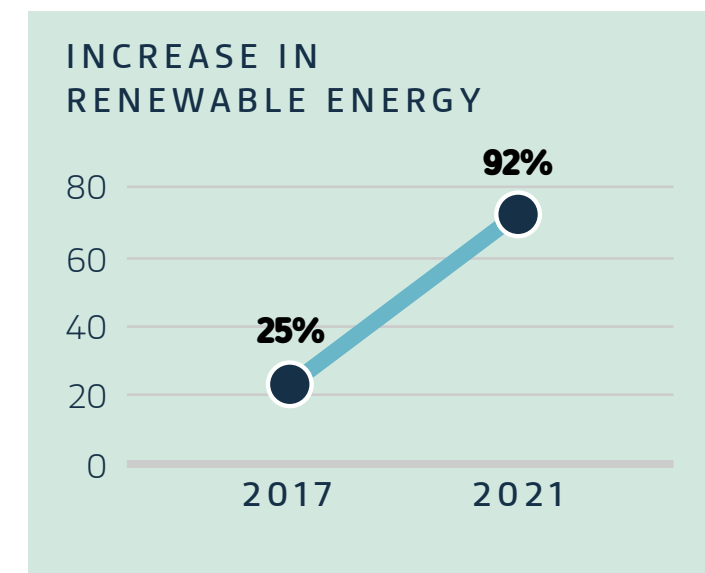
OUR JOURNEY TO NET ZERO (CONTINUED)

IMPROVING OUR NETWORK EFFICIENCY

Our biggest source of carbon emissions is the energy that powers our networks, which comprises 94% of our total consumption. We are focused on deploying the most efficient solutions to drive down energy use, from our technical sites to our customers' homes and businesses. Innovations such as phase changing materials (PCM) and free air technology are helping us manage our network energy use more efficiently.

OUR VALUE CHAIN

We aim to include Scope 3 emissions in our 2030 net-zero commitment, addressing indirect emissions across our entire value chain. We are working with our suppliers to align our key sustainability commitments and will collaborate with them to help make their businesses more sustainable. We continue to make improvements in our products to reduce energy consumption, waste and overall product impact.

101.1-3

Product sustainability

As our business grows, we are making sure our environmental impact does not.

To reflect this, we design our products with sustainability in mind from the start, considering longevity, efficiency and repairability.

In 2021, we developed our first 100% recycled plastic connectivity box that can be fully recycled at the end of its life. On top that, we have reduced single-use plastic from end-user packaging and used eco-friendly materials where possible.

Designed in house by engineers and manufactured by Sagemcom, the new Connect box features:

- 100% recycled plastic made from recovered polycarbonate and ABS
- Fabric-design front panel
- Wall mount bracket made of 100% recycled plastic

The recycled plastic comes from post-consumer Waste from Electrical and Electronic Equipment (WEEE). The WEEE is sorted and processed into recycled acrylonitrile butadiene styrene (ABS) and polycarbonate. Using one tonne of recycled raw material saves 80% to 90% of the energy and 3.9 tonnes of CO_2 versus virgin raw materials.

Going further, with the new Connect box we have significantly reduced single-use plastics by optimising components in the packaging, removing unnecessary plastic, using 100% recycled cardboard and paper materials and choosing organic-based inks.

The Connect box has been rolled out to our Virgin Media-O2 customers and will soon reach VodafoneZiggo, Telenet and Sunrise customers.

REDUCING WASTE

E-waste is the world's fastest growing waste stream. As a company that supplies hardware, such as set-top boxes and modems, for use in our customers' homes, we have an obligation to mitigate product waste, source materials responsibly and improve the circularity of our products.

In 2021, 58% of newly deployed set-top boxes and modems came from refurbished stock. In total, we refurbished 2,485,440 set-up boxes and modems, avoiding approximately 4,062 tonnes of waste that would otherwise have been sent to recycling.

With our partner Close the Gap, we give our office equipment a second life. Together, we are helping to bridge the digital divide by ensuring educational, medical and social projects in developing and emerging countries have access to high-quality IT equipment.

Our society urgently needs to protect the world's biodiversity and ecosystems. The best way for us to support that effort is to reduce our carbon emissions, improve our product responsibility and create best end-of-life practices. This includes:

- Eliminating single-use-plastic in our packaging and supply chain
- Designing fully recyclable products and packaging
- Improving circularity

101.1-3, 301.3, 306.1-2

COMMUNITIES

OUR ACTIONS

We are investing in our people, our partners and the communities in which we live and work to create a culture of connectivity and belonging.

We are committed to:

DIVERSITY, EQUITY & INCLUSION
Being a leader for diversity, equity and inclusion by building strong communities and connections that bring us together.

COMMUNITY ENGAGEMENT
Inspiring our people to make a difference in their communities, using passion for purpose to drive societal impact.

TRUSTED PRODUCTS
Protecting our customers' personal data, helping keep children safe online and making our services easier to use and more accessible.

101.1-3

Diversity, equity and inclusion

At Liberty Global, we're determined to create an environment where everyone is free to be their true selves. We want our people to feel safe and happy so they can unlock their full potential. We stand united in our resolve to be leaders for diversity, equity and inclusion, making a difference and building connections that bring us together.

We endeavour to embed diversity, equity and inclusion into everything we do — from the products we design and the decisions we make to the communities we operate in and the relationships we hold with our customers, suppliers and shareholders. We are dedicated to being transparent in our approach as we continue to learn and question ourselves to create sustainable impact. Our approach to DEI is guided by our work against our five pillars.

By introducing our global anti-bullying, harassment and discrimination policy, we cemented our commitment to an inclusive culture where discrimination, harassment (including sexual harassment) and bullying are unacceptable and will not be tolerated.

We have listened to employees through our first dedicated Inclusion survey. The survey was conducted to better understand everyone's experience of diversity, equity and inclusion at Liberty Global. The feedback gained from this survey has enabled us to build a DE&I plan that matters to our people for 2022, making sure we focus on what will accelerate our progress and really drive a change for our people and the world around us.

Our five diversity pillars

LGBTQIA+
This supports colleagues of all sexualities and gender identities.

Race and Ethnicity
This focuses on delivering a work culture that supports people of all backgrounds, races and ethnicities.

Ability (+Neurodiversity)
Removing barriers for all disabled and neurodivergent colleagues. Putting accessibility at the centre of everything we do.

Gender
This focuses on creating a working culture that ensures a gender balance at each level of the organisation and offers equal development opportunities.

Multi-generational
This is about supporting colleagues at all stages of their life and career, with examples including working carers, parental support and veterans.

Diversity, equity and inclusion (continued)

2021

We developed a series of internal docufilms called Human Connection. Here, we amplified the voices of our people on thought-provoking topics surrounding diversity, equity and inclusion. We spoke to experts and heard from our own people about their lived experiences, aiming to start a conversation about the role we can all play in creating a more consciously inclusive culture at Liberty Global. The first film launched in October 2021 and focused on experiences of psychological safety and microaggressions in the workplace. In 2022, we will continue the series and listen to more of our people's experiences.

In 2021, we joined the Valuable 500 — a global movement putting disability on the business leadership agenda. We also joined Inclusive Employers, a leading membership organisation helping us to build an inclusive workplace through consultancy, training and thought leadership.

Setting to work on removing any potential bias from our recruitment process, we launched an augmented AI writing tool for all of our job descriptions and adverts, ensuring our vacancies are inclusive. In addition, we've also introduced conscious inclusion training for hiring managers and diverse interviewing panels.

2022

We will accelerate our progress to build a place where everyone belongs. We will:

- Hold ourselves accountable, share learnings across the group and celebrate successes.

- Accelerate diverse representation at all levels, boosting diverse career progression.

- Create equitable outcomes through a review of our policies and practices.

- Support narrowing the digital divide through digital start products and our services, serving our communities.

- Continue to invest in start-ups related to DE&I for employees and communities.

- Build an environment where everyone feels they belong by listening to our people, co-creating solutions and developing ourselves through our conscious inclusion curriculum.

THE SPARK INNOVATION TEAM

embodies diversity and inclusion to bring forth great ideas through our matchbox program.

Creating inclusivity in our workplaces

At Liberty Global, we are a community of individuals from around the world with different backgrounds, cultures and perspectives. We want to celebrate those diversities. We launched our Employee Resource Groups (ERG) to amplify the voices of our people and create a space where members and allies of those ERGs can engage, learn and support each other in a safe environment where everyone feels they belong.

As well as wanting Liberty Global to be a safe space to share and discuss experiences, we want our policies and procedures to always reflect the different needs of our people.

In 2021, with support from our dedicated DEI Council and team, our people established six ERGs aimed at engaging, raising awareness and supporting the development of our DEI and ESG strategies.

R.E.A.C.H (RACE, EQUALITY, AND CULTURAL HERITAGE)
Champions the benefits of racial and ethnic diversity across all levels of the business. It aims to positively impact working life at Liberty Global and to make everyone to feel welcome.

PROUD
Aims to create a trusting community which nurtures a culture that strives for equity, embraces respect and values people of all sexualities and gender identities.

REMARKABLE
Strives to remove barriers for all colleagues experiencing a disability and/or neurodivergence, putting accessibility at the centre of everything we do and proving a safe space where everyone can bring their authentic selves to work.

WIN (WOMEN'S INCLUSIVITY NETWORK)
Connects, grows and inspires women and allies across the business to foster a workplace where they can be their authentic selves with equitable representation. WIN advocates for an equitable and inclusive culture that helps drive our business and benefits the communities.

BETTER FUTURE
Promotes environmental awareness and employee engagement to collectively drive sustainability efforts for our business and society.

THRIVE
Supports our multi-generational workforce by forming an engaged community that leverages the unique strengths of members who represent diverse generational experiences. Thrive provides a safe space where all generational perspectives can be encouraged and embraced.

Inspiring our People

We believe that building connections today for a better tomorrow goes beyond providing great products and services. It's not only about what we do for our customers and our people, but also what we do for our communities.

In 2021, we stepped up our commitment to empower our people to make a difference by launching Connected Communities, our community investment, engagement and volunteer programme in the Netherlands, UK, and US — set up to help address today's societal issues by mobilising our people and resources and tapping into the skills and passions of our people.

The programme encourages employees to give back in a couple of ways — through company-sponsored charitable activities and/or supporting not-for-profit organisations through volunteering. We believe volunteering helps all of us understand the advantages and barriers people face in society, broadening our perspectives and contributing to our inclusive culture. As a key component of Connected Communities, we increased our Volunteer Time Off

benefit, which now gives all Liberty Global employees 24 hours of paid time off to volunteer in support of causes that matter most to them. Across the Liberty Global footprint, we've made similar commitments, including our Take Five program at VMO2, which offers 5 days of paid time off for volunteering.

The enthusiastic response from our people has been clear, with over 24,600 volunteer hours contributed in 2021. Our commitment to make a difference in the community comes to life through meaningful partnerships — like our sustained partnership with Street Child, which led to Liberty Global being named Business of the Year at Third Sector's Business Charity Awards in 2021. We also piloted a new partnership in the UK with Teach First, a charity committed to increasing equity in education. Employees participated as mentors during a week-long virtual program for students aged 16-18 that included mock interviews, CV writing, design thinking, and presentation skills workshops.

Looking forward, we are deeply committed to growing our impact in the community by building new charitable partnerships, facilitating team volunteering across the company, and increasing employee participation in volunteering year over year. We are Limitless Together.

BETTER FUTURE

our sustainability focused employee resource group, inspires our people to volunteer in their communities through regular clean-up initiatives.

PERFORMANCE SUMMARY

Being transparent about our performance pushes us to do more for a better tomorrow.

EMPOWERING PEOPLE

Total workforce and breakdown by employee category

	Measure	2021			2020			2019			2018			2017		
Workforce including outsourced employees (Headcount, year end)																
Employees	Number	23,022			21,958			20,710			21,355			22,092		
Outsourced employees	Number	13,989			15,434			16,888			18,851			19,683		
Total[1]		**37,011**			**37,392**			**37,598**			**40,206**			**41,775**		
Employees by region and gender (headcount, year end)		**Male**	**Female**	**Total**	**Male**	**Female**	**Total**	**Male**	**Female**	**Total**	**Male**	**Female**	**Total**	**Male**	**Female**	**Total**
North America	Number	63	51	114	60	58	118	60	63	123	67	66	133	93	84	177
Europe	Number	15,650	7,258	22,908	14,826	7,014	21,840	13,944	6,643	20,587	14,370	6,852	21,222	14,728	7,187	21,915
Total (LG)	**Number %**	**15,713 (68%)**	**7,309 (32%)**	**23,022**	**14,886 (68%)**	**7,072 (32%)**	**21,958**	**14,004 (68%)**	**6,706 (32%)**	**20,710**	**14,437 (68%)**	**6,918 (32%)**	**21,355**	**14,821 (67%)**	**7,271 (33%)**	**22,092**
Employees by contract type (headcount, year end)																
Employees on permanent contracts	Number	22,252			21,277			20,065			20,543			21,201		
Employees on temporary contracts	Number	770			681			645			812			891		
Employees by employment type (headcount, year end)																
Employees in full-time employment	Number	21,178[7]			20,578			19,250			19,765			19,885		
Employees in part-time employment	Number	1,844			1,380			1,460			1,590			2,208		
Employees by age group (headcount, year end)																
Employees under 30 years old	Number	4,478 (19%)			4,406 (20%)			4,390 (21%)			4,599 (22%)			4,939 (22%)		
Employees 30 - 50 years old	Number	14,057 (61%)			13,486 (61%)			12,944 (63%)			13,524 (63%)			13,816 (63%)		
Employees over 50 years old	Number	4,487 (20%)			4,066 (19%)			3,376 (16%)			3,232 (15%)			3,337 (15%)		

EMPOWERING PEOPLE CONTINUED

Total workforce and breakdown by employee category (continued)

	Measure	2021	2020	2019	2018	2017
Women in Management						
% of management positions filled by women	Percentage	29%	29%	29%	30%	32%
% of executive positions filled by women	Percentage	14%	7%	13%	13%	6%
Employee training						
Average training hours (Hours per FTE)	Number	23.59	21.44	21.33	20.76	21.98
Average training investment ($USD per FTE)	USD	434.72	485.79	505.20	506.23	453.94
Occupational health & safety (GRI 403-2)[2]						
Injury rate (per 200,000 hours worked)	Number	0.42	0.42	0.74	0.94	0.84
Occupational disease rate (per 200,000 hours worked)	Number	7.79	5.50	6.24	6.49	6.07
Lost day rate (per 200,000 hours worked)	Number	16.49	14.37	14.92	30.42	29.72
Absentee rate (% of total workdays)	Percentage	7%	5%	6%	6%	5%
Work-related fatalities	Number	0	0	0	0	0
New employee hires and employee turnover (GRI 401-1)						

	Measure	2021 Male	2021 Female	2021 Total	2020 Male	2020 Female	2020 Total	2019 Male	2019 Female	2019 Total	2018 Male	2018 Female	2018 Total	2017 Male	2017 Female	2017 Total
New employee hires by region and gender (headcount, year end)		Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
North America	Number	7	11	18	8	11	19	7	4	11	18	18	36	26	21	47
Europe	Number	1,991	975	2,966	2,368	1,278	3,646	2,295	1,191	3,486	2,630	1,319	3,949	2,610	1,560	4,170
Total (LG)	**Number**	**1,998**	**986**	**2,984**	**2,376**	**1,289**	**3,665**	**2,302**	**1,195**	**3,497**	**2,648**	**1,337**	**3,985**	**2,636**	**1,581**	**4,217**
Rate of new hires (%)[3]	Percentage			13%			17%			17%			19%			19%

EMPOWERING PEOPLE CONTINUED

Total workforce and breakdown by employee category (continued)

	Measure	2021			2020			2019			2018			2017		
New employee hires by age group (headcount, % of total)																
Employees under 30 years old	Number	1,290 (43%)			1,558 (43%)			1,766 (51%)			1,950 (49%)			2,150 (51%)		
Employees 30-50 years old	Number	1,118 (37%)			1,815 (50%)			1,530 (44%)			1,776 (45%)			1,774 (42%)		
Employees over 50 years old	Number	576 (19%)			292 (7%)			201 (5%)			259 (6%)			293 (7%)		
Employee turnover by region and gender (number of leavers)		Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
North America	Number	7	15	22	7	15	22	11	7	18	11	20	31	17	6	23
Europe	Number	2,077	985	3,062	2,312	1,179	3,491	2,811	1,460	4,271	2,935	1,618	4,553	3,059	1,679	4,738
Total	**Number**	**2,084**	**1,000**	**3,084**	**2,319**	**1,194**	**3,513**	**2,822**	**1,467**	**4,289**	**2,946**	**1,638**	**4,584**	**3,076**	**1,685**	**4,761**
Rate of Employee Turnover (%)[3]	Percentage	13%			16%			21%			21%			22%		
Employee turnover by age group (number of leavers, turnover rate by age)																
Total leavers — under 30 years old	Number	1,144 (26%)			1,053 (24%)			1,295 (29%)			1,545 (34%)			1,774 (36%)		
Total leavers — 30-50 years old	Number	1,663 (12%)			1,955 (14%)			2,398 (19%)			2,521 (19%)			2,422 (18%)		
Total leavers — 50+ years old	Number	277 (6%)			505 (12%)			596 (18%)			518 (16%)			565 (17%)		
Employee performance reviews (GRI 404-3)																
Employees reviewed	Percentage	70%			82%			97%			99%			98%		

102.8, 404.3

EMPOWERING PEOPLE CONTINUED

Total workforce and breakdown by employee category (continued)

	Measure	2021	2020	2019	2018	2017
Employee performance reviews - by gender & employee category						
% of appraisal - exec management (men)	Percentage	54%	92%	100%	100%	100%
% of appraisal - exec management (women)	Percentage	50%	100%	100%	100%	100%
% of appraisal - senior management (men)	Percentage	95%	96%	99%	94%	99%
% of appraisal - senior management (women)	Percentage	93%	92%	97%	98%	97%
% of appraisal - managers/supervisors (men)	Percentage	78%	81%	99%	98%	98%
% of appraisal - managers/supervisors (women)	Percentage	84%	100%	99%	97%	97%
% of appraisal - non-management (men)	Percentage	69%	82%	94%	99%	99%
% of appraisal - non-management (women)	Percentage	64%	76%	100%	99%	97%

Community Investments

	Measure	Jan to Dec 2021	Jan to Dec 2020	Jan to Dec 2019	Jan to Dec 2018	Jan to Dec 2017
Total Community Investments[4]	$ million USD	12.4	14.7	5.4	4.6	9.4
Cash	%	79%	65%	68%	83%	89%
Time	%	6%	1%	4%	8%	4%
In-kind	%	15%	34%	28%	9%	6%
Employee volunteering time	hours	24,619	4,597	8,883	13,523	15,581

102.8, 404.3

SUSTAINABLE GROWTH

Energy intensity

	Measure	Jan to Dec 2021	Jan to Dec 2020	Jan to Dec 2019	Jan to Dec 2018	Jan to Dec 2012
Electricity generated from onsite renewables	GWh	0.66	0.37	0.35	0.49	0.09
Energy intensity	kWh of electricity / TB of data usage	18	18	32	35	312

Energy consumption

	Measure	Jan to Dec 2021	Jan to Dec 2020	Jan to Dec 2019	Jan to Dec 2018	Jan to Dec 2012
Non-renewable fuel consumption totals						
Diesel (static + mobile)	GWh	78.06	75.04	85.61	99.25	38.15
Petrol	GWh	7.57	7.18	8.37	6.93	10.51
Natural gas	GWh	21.23	20.98	22.46	22.65	31.36
Burning oil	GWh	0.00	0.00	0.00	0.00	0.02
Gas oil	GWh	2.19	2.88	0.94	1.51	2.03
Fuel oil	GWh	0.51	0.23	0.32	0.37	2.67
Jet fuel	GWh	7.63	4.41	4.35	6.09	12.70
CNG	GWh	0.00	0.00	0.01	0.01	0.00
LPG	GWh	0.00	0.00	0.00	0.00	0.00
Total	**GWh**	**117.19**	**110.73**	**122.07**	**136.80**	**97.45**
Electricity, heating & cooling consumption						
Total electricity consumption including associated hfc	GWh	904.38	818.02	820.41	846.98	820.13
Electricity - VodafoneZiggo (50%)[5]	GWh	140.89	n/a	n/a	n/a	n/a
Total heat and/or steam purchased	GWh	3.56	1.64	1.08	1.29	n/a
Total	**GWh**	**1,048.51**	**819.66**	**821.50**	**848.27**	**820.13**
Electricity sold						
Electricity sold (from onsite renewables)	GWh	0.06	0.06	0.06	0.01	0.01
Total energy consumption[6]	**GWh**	**1,165.64**	**930.32**	**943.51**	**985.07**	**917.56**

101.1-3, 302.1-2, 302.4

SUSTAINABLE GROWTH CONTINUED

Sustainability Linked Loan KPIs

		Jan to Dec 2021
Annual Electricity Intensity (Improvement represented by "-")	Sunrise UPC (formerly UPC CH fixed network)	-12%
Annual Electricity Intensity (Improvement represented by "-")	Virgin Media Ireland	-15%

GHG emissions

	Measure	Jan to Dec 2021	Jan to Dec 2020	Jan to Dec 2019	Jan to Dec 2018	Jan to Dec 2012
Scope 1 emissions (Direct)	metric tons CO_2e	14,231	47,029	47,969	55,354	58,333
Scope 2 market-based emissions (Indirect)	metric tons CO_2e	37,984	38,257	39,365	38,424	342,486
Scope 2 location-based emissions (Indirect)	metric tons CO_2e	81,223	199,116	207,654	227,481	321,532
Scope 3 emissions (Indirect)	metric tons CO_2e	36,903	23,618	41,851	46,056	14,749
Total Scope 1, 2 & 3 market-based emissions	**metric tons CO_2e**	**89,118**	**108,904**	**129,184**	**139,835**	**415,567**
Total Scope 1, 2 & 3 location-based emissions	**metric tons CO_2e**	**132,356**	**269,762**	**297,474**	**328,891**	**394,613**
Carbon credits	metric tons CO_2e	8,473	8,473	8,627	8,627	n/a
Emissions intensity (scope 1 & 2 market-based)	metric tons CO_2e / TB of data usage	0.001	0.002	0.003	0.004	0.153
Emissions from business travel	metric tons CO_2e	1,523	4,842	17,196	21,413	12,269
Emissions from 3rd party services and install vehicles	metric tons CO_2e	4,238	18,186	23,995	23,716	17,814

Waste by type and disposal method

	Measure	Jan to Dec 2021	Jan to Dec 2020	Jan to Dec 2019	Jan to Dec 2018	Jan to Dec 2012
Total waste generated - reuse	metric tons	476	246	365	38	174
Total waste generated - recycling onsite waste (excl. composting)	metric tons	5,597	5,426	6,958	8,232	5,447
Total waste generated - incineration	metric tons	605	1,277	2,075	2,066	1,615
Total waste generated - landfill	metric tons	872	916	685	1,073	2,690
Total waste generated - composting	metric tons	29	69	143	78	175
Total waste generated	**metric tons**	**7,579**	**7,934**	**10,226**	**11,487**	**10,101**
% of waste recycled & reused	%	80%	71%	72%	72%	56%

101.1-3, 301.3, 302.1-2, 302.4, 305.1-5, 306.3-5

SUSTAINABLE GROWTH CONTINUED

Water withdrawal by source

	Measure	Jan to Dec 2021	Jan to Dec 2020	Jan to Dec 2019	Jan to Dec 2018	Jan to Dec 2012
Total water use (municipal only)	m³ (water)	123,481.51	134,112	185,345	220,257	209,632
Total water use (onsite capture only)	m³ (water)	47.00	400	583	278	0
Total water use (inc. onsite capture)	m³ (water)	123,528.51	134,512	185,928	220,535	209,632

Environmental Initiatives

	Measure	Jan to Dec 2021	Jan to Dec 2020	Jan to Dec 2019	Jan to Dec 2018	Jan to Dec 2012
Emissions reductions from initiatives	metric tons CO_2e	6,636	8,682	11,207	4,742	n/a
Energy saved from initiatives	GWh	45	42	39	18	n/a
Revenue generated from environmental initiatives	USD	7,465	3,762	67,937	3,661,381	n/a
Cost savings from environmental initiatives	USD	202,151,467	176,493,792	141,564,499	286,136,761	n/a

1. Total employee figures reported in the table are based on headcount at year end.
2. Injury rate, Occupational disease rate & Lost days rate are calculated by dividing the total number of incidents by the total number of hours worked and multiplying the calculated figure by 200,000.
3. Rate of new hires & rate of total employee turnover are calculated by dividing the total number of new hires/leavers by the total number of employees.
4. Aside from this total workforce figure, our social performance data does not include outsourced employees. (GRI 405-1)
5. For VodafoneZiggo (50%), this is the first time that it has been included in our performance table.
6. Sum of total energy consumption from non-renewable fuel and electricity, heating and cooling, minus electricity sold.
7. Updated number

Due to the divestiture of UPC Poland; we have rolled forward the 2020 data.
HR Data was stated incorrectly in the 'New employee hires by age group' of our 2020 CR Report. These figures have been corrected in this report.
n/a – data not available.
⬤ External Assurance
Data extracted from Liberty Global plc Annual Report and Accounts for year ending 31 December 2021 which was included within KPMG LLP's independent assurance scope.
For more information on our environmental reporting criteria, please visit: www.libertyglobal.com/impact/

303.3