

2021 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 2021 CR Report which can be downloaded [here](#).

GRI 102: General Disclosures 2021			
GRI standard	Disclosure	Page reference or response	Omissions
102-1	Name of the organization	Liberty Global plc	
102-2	Activities, products, and services	As a leader in converged broadband, video, and mobile communications services our businesses deliver next-generation products through advanced fibre and 5G networks that connect 85 million subscribers across Europe and the United Kingdom. Our businesses operate under some of the best known consumer brands, including Virgin Media in Ireland, Telenet in Belgium, Sunrise UPC 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.	
102-3	Location of headquarters	London, United Kingdom; Denver, Colorado (USA) and Amsterdam, the Netherlands.	
102-4	Location of operations	Liberty Global operates in 7 European countries: Belgium, Ireland, Netherlands, Poland, Slovakia, Switzerland and the United Kingdom.	
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	Liberty Global Companies	
102-7	Scale of the organization	<ul style="list-style-type: none"> Number of employees: Performance summary, page 27 Number of operations: About Liberty Global, page 7 Revenues: 2021 Annual Report, page II-8 Total capitalisation: 2021 Annual Report, page II-28 Quantity of products or services provided: About Liberty Global, page 7, Performance Summary, page 26 	

GRI 102: General Disclosures 2021

GRI standard	Disclosure	Page reference or response	Omissions
102-8	Information on employees	Performance Summary, pages 27 – 30	Employment contracts are not broken down by region or gender.
102-9	Supply chain	<p>Supply chain, our material issues, page 9. For more detail, see 2021 Annual Report and Modern Slavery Act Statement 2021</p> <p>Our 2022 Liberty Global Modern Slavery Act Statement will be executed in July 2022. The statement will be posted under the Policies and Resources section of our impact page on our website, found here Our Impact - Liberty Global.</p>	
102-10	Significant changes	About This Report, page 6.	
102-11	Precautionary Principle	We address the precautionary principle through our robust risk management processes. For more detail, see Risk Factors in our 2021 Annual Report , page I-27.	
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 European Green Digital Coalition, 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: European Green Digital Coalition, The Alliance to Better Protect Minors Online, the EIF (European Internet Foundation), the Digital Skills and Jobs Coalition, GIGAEurope, Street Child, SCTE (Society of Cable Telecommunications Engineers) and the World Economic Forum.	
102-14	Statement from senior decision-maker	Welcome from our CEO, page 5.	
102-16	Values, principles, standards	<p>Our values, principles and expected standards of behavior at Liberty Global are encompassed in our Code of Conduct that applies to all of our employees, directors and officers.</p> <p>We also maintain a specific Code of Ethics for our CEO and senior financial officers.</p>	

GRI 102: General Disclosures 2021

GRI standard	Disclosure	Page reference or response	Omissions
102-18	Governance structure	<ul style="list-style-type: none"> Proxy Statement , pages 13 - 14 Corporate Governance Guidelines Overview Board of Directors and Executive Leadership Team <p>Liberty Global's Board of Directors consists of 10 persons: 8 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. 9 directors are male and 1 is female and all 10 directors (100%) are over 50 years old.</p> <p>For more information, please visit Liberty Global Leadership</p>	
102-22	Composition of the highest governance	Overview Board of Directors and Executive Leadership Team	
102-40	List of stakeholder groups	GRI Content Index, pages 5 - 7	
102-41	Collective bargaining agreements	26% of our FTE employees were covered by collective bargaining agreements in 2021.	
102-42	Identifying and selecting stakeholders	GRI Content Index, pages 5 - 7	
102-43	Stakeholder engagement	GRI Content Index, pages 5 - 7	
102-44	Key topics and concerns raised	GRI Content Index, pages 5 - 7	
102-45	Entities included	About this Report, page 6	
102-46	Report content and topic boundaries	Our Material Issues, page 9	
102-47	List of material topics	Our Material Issues, page 9	
102-48	Restatements of information	About this Report, page 6	
102-49	Changes in reporting	<p>In 2021 we had operational control changes, as detailed in the following documents:</p> <ul style="list-style-type: none"> Liberty Global Environmental Reporting Criteria 2021 Liberty Global Community Investment Criteria 2021 	
102-50	Reporting period	About this Report, page 6	
102-51	Date of most recent report	2021	
102-52	Reporting cycle	About this Report, page 6	
102-53	Contact point	cr@libertyglobal.com	
102-54	Reporting in accordance with the GRI Standards	About this Report, page 6	

GRI 102: General Disclosures 2021

GRI standard	Disclosure	Page reference or response	Omissions
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, energy consumption and community investments as presented in Liberty Global plc's Annual Report and Accounts for year ending 31 December 2021.</p> <p>The KPMG Independent Limited Assurance Statement can be found here.</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) needs, 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 SCTE and CableLabs 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. We have further launched our digital skills programs in four of our markets, Belgium, The Netherlands, Poland and Ireland.
- 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 young people are facing. While the teen handbooks have been in high demand for many years, the launch of the [educator handbook](#) in 2019 forged a close and unique collaboration with [the eTwinning network](#), facilitating hands-on involvement and engagement from teachers and pupils across Europe. In 2020, we furthered our collaboration on a [new guide for educators and schools](#) centered around privacy & GDPR training which was launched in 2021.

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 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.

- Launched internal documentary called the Human Connection, a short film exploring topics surrounding diversity, equity and inclusion - by speaking to experts, and our own people with lived experience. Teams then took a collective moment to reflect on the themes explored in the film and start the dialogue around DE&I, creating a safe space where everyone can share their perspectives and experiences.
- Expanded our engagement strategy with the launch of our first dedicated DE&I survey, called Vibe, partnering with Laws of Attraction. A survey designed to get insight into how diverse, equitable and inclusive our people view life at Liberty Global. The aim of collecting this insight was to inform our Diversity, Equity and Inclusion strategy and create actions that will drive a more inclusive culture. We asked people to be straight up (one of our values) and took measures to ensure complete confidentiality. Over 1,200 colleagues (60%) completed Vibe and as well as sharing results with colleagues we ran listening sessions with leaders and employees to delve deeper into the feedback.

What they told us and what we are doing:

- Spark has driven many campaigns, one of which, “Help our Street Cabinets beat the heat,” led to the testing and implementation of Phase Changing Material being used in our street cabinets to help reduce the heat which can lead to outages during the hotter summer months.
- Another campaign in 2019 focused on the automation of reoccurring tasks throughout the business; Meet F.R.I.D.A.Y – Fast Reliable Intelligent Digital Assistant for You. The campaign received over 25 ideas; of which six have been implemented thus far. From these ideas we have already saved over 500 hours, equivalent to around 25K.
- Our Spark innovation training program (Matchbox) which launched in 2009 was implemented across our entire footprint in 2019; further supports and invests in our employees utilizing digital technology to solve social problems and inspire change.

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.

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 continue to support Safer Internet Day and promote the education and use of the safety features in our equipment.
- We continued to scale our Future Makers program in our markets encouraging young people to use their digital skills to solve social issues.

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 20/20 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 Energy20/20, 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 both in the near future but also long term.
- We work closely with the SCTE and 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 network and CPE features and operational efficiencies.
- We are sharing our own best practices, such as our use of Phase Changing Material (PCM). In the Netherlands, we are using PCM alongside Free Air to maintain optimal temperatures in our edge technical facilities and reduced our energy use at this site by 40%. Watch our [video](#) for the full story. We are also now trialing PCM in our street cabinets to help mitigate potential outages due to overheating on days when the outside temperature is abnormally high.
- As leading member of the SCTE Energy20/20 program, we are helping develop standards for cable operators to measure and manage their energy and 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 in MSCI ESG & Sustainalytics 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 2021, we received 62 points in the DJSI World Index in our industry, placing us in the 78th percentile.
- We recognize that investors are able to make more informed investment decisions based on our submissions. In 2021, we continued to make our CDP submission public to improve transparency for SRI investors and analysts; we achieved a C- score, putting us in the leadership category as part of CDP's Climate Change Program.

Suppliers

How we engage:

- We engage with our suppliers both directly and through the EcoVadis assessment platform to align on key ESG topics and to address risks
- 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 identify improvement areas that can present risks for our company. Based on this, we raise corrective actions with suppliers to help them improve their performance and mitigate risk
- We explore ways to implement improvements identified through our Product Sustainability Scorecard or LCA processes.

Materiality	GRI Standard	Management Approach: Page	Specific GRI Disclosure	Page	Omissions
Business Ethics	GRI 415: Public Policy	101:1-3: Page 9	415-1: Political Contributions		At our 2021 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. No contributions were made in 2021.

Materiality	GRI Standard	Management Approach: Page	Specific GRI Disclosure	Page	Omissions
Privacy and data security	GRI 418: Customer Privacy	101:1-3: Page 9	418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	Customer privacy and data security, page 9	
Talent attraction and development	GRI 404: Training and Education	101:1-3: Pages 9, 10, 21 – 25	404-1: Average hours of training per year per employee	Page 28	Breakdown by gender and employee category is not available.
	GRI 401: Employment	101:1-3: Pages 9, 10, 21 - 25	401-1: New employee hires and turnover	Page 28	
	GRI 404: Training and Education	101:1-3: Pages 9, 10, 21 - 25	404-3: Employees receiving performance reviews	Page 29 - 30	Breakdown by gender and employee category is unavailable
Energy efficiency	GRI 302: Energy	101:1-3: Pages 9, 10, 16 - 19, 31 - 32	302-1: Energy consumption within the organization	Page 31 - 32	
			302-3: Energy intensity	Page 31 - 32	
			302-4: Reduction of energy consumption	Page 31 - 32	
Diversity & Inclusion	GRI 405: Diversity and Equal Opportunity	101:1-3: Pages 9,10, 23 - 24	405-1: Diversity of governance bodies and employees	Performance Summary, pages 27 - 28 and GRI Content Index 102-18, page 4	
Environmental Product Sustainability	GRI 301: Materials	101:1-3: Page 3, 9, 10,16, 19	301-3: Reclaimed products and their packaging materials	Page 3, 19, 32	
Electronic waste reduction	GRI 306: Effluents and Waste	101:1-3: Pages 3, 9, 10, 16, 19	306-2: Waste by type and disposal	Page 3, 19, 32	
	GRI 306: Waste		306-1: Waste generation and significant waste-related impacts	Page 3, 19, 32	
	GRI 306: Waste		306-2: Management of significant waste-related impacts	Page 3, 19, 32	
	GRI 306: Waste		306-3: Waste generated	Page 32	

Materiality	GRI Standard	Management Approach: Page	Specific GRI Disclosure	Page	Omissions
Electronic waste reduction	GRI 306: Waste		306-4: Waste diverted from disposal	Page 3, 32	
	GRI 306: Waste		306-5: Waste directed to disposal	Page 32	
Labor Practices and Human Rights	GRI 403: Occupational Health and Safety	101:1-3: Pages 9, 28		Page 28	Data on the types of injury is unavailable. Aside from total employee figures, breakdown of data on outsourced employees is not available.

Additional Performance indicators*	Performance Indicators	Page / Link for DMA and Performance Indicators	Omissions
203-2: Significant indirect economic impacts	GRI 203: Indirect economic impacts	Pages 11 - 14	
303-3: Water withdrawal	GRI 303: Water and Effluents	Performance Summary, page 33	
305-1: Direct (Scope 1) GHG Emissions	GRI 305: Emissions	Performance Summary, page 32	
305-2: Energy indirect (Scope 2) GHG emissions		Performance Summary, page 32	
305-3: Other indirect (Scope 3) GHG emissions		Performance Summary, page 32	
305-4: GHG emissions intensity	GRI 305: Emissions	Performance Summary, page 32	
305-5: Reduction of GHG emissions		Performance Summary, page 32	

Additional Performance Indicators*	Performance Indicators	Page / Link for DMA and Performance Indicators	Omissions
403-9: Work-related injuries	GRI 403: Occupational Health and Safety	Page 28	
403-10 Work-related ill health	GRI 403: Occupational Health and Safety	Page 28	

*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.