2016 GRI Standards Content Index

LIBERTY GLOBAL

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 2016 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 more than 30 countries across Europe, Latin America and the Caribbean. We invest in the infrastructure that empowers our customers to make the most of the digital revolution. Our scale and commitment to innovation enables us to develop market-leading products delivered through next-generation networks that connect our 25 million customers who subscribe to over 50.4 million television, broadband internet and telephony services. We also serve 10 million mobile subscribers and offer WiFi service across seven million access points.	
102-3	Location of headquarters	London, United Kingdom	
102-4	Location of operations	Liberty Global operates in 11 European countries under the consumer brands Virgin Media, Unitymedia, Telenet and UPC, and in over 20 countries in Latin America and the Caribbean under the consumer brands VTR, Flow, Liberty, Mas Movil and BTC. The LiLAC Group also operates a submarine fiber network throughout the region in over 30 markets.	
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	http://www.libertyglobal.com/our-companies.html	
102-7	Scale of the organization	Number of employees: 2016 in Brief, page 5. Number of operations: 2016 Annual Report page I-1 Revenues: 2016 Annual Report page II- 14 Total capitalization: 2016 Annual Report page II- 6 Quantity of products or services provided: 2016 in Brief, page 5	
102-8	Information on employees	Performance Summary, pages 12 and 13	Employment contracts are not broken down by region or gender.
102-9	Supply chain	Our supply chain, page 9	
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 2016 Annual Report, pages I-55 – I-71.	
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 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 Biennal 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 2	
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: http://www.libertyglobal.com/governance.html.	
102-18	Governance structure	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. For more information, please visit: http://www.libertyglobal.com/cr/cr-our-approach-governance.html	
102-40	List of stakeholder groups	GRI Content Index, page 5-6	
102-41	Collective bargaining agreements	24% of our FTE employees were covered by collective bargaining agreements in 2016.	

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, 5-6	
102-44	Key topics and concerns raised	GRI Content Index, 5-6	
102-45	Entities included	About this Report, inside front cover	
102-46	Report content and topic Boundaries	Our material issues, page 4	
102-47	List of material topics	Our material issues, page 4	
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	2015	
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 1	
102-55	GRI content index	GRI Content Index, pages 1-8	
102-56	External assurance	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 2016. The KPMG Independent Limited Assurance Statement can be found at: http://www.libertyglobal.com/cr/cr-report-2016.html	

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) 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 new Future Makers program, creating exciting ways to learn the skills needed to thrive in the digital economy and make a positive social impact.
- We work with NGOs such as the Digital Accessibility Center to input to 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, with teachers often becoming ambassadors for the WWW handbooks in their own right, particularly on social media, as illustrated at #WebWeWantEU. Together with EUN, we created handouts and speaking engagement opportunities to raise awareness with teachers. Through online eTwinning learning events focusing on eSafety and digital skills, national eTwinning conferences, workshops have taken place in schools as well as regular workshops at European Schoolnet's Future Classroom Lab.
- 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 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:
- We listen to our employees through our company wide employee survey Zoom and through employee development programs.
- In 2016, we executed an employee engagement campaign which posed an energy/operational question addressing one of our cable industry wide Energy 2020 targets. This campaign was launched in Q1 2016 to 17,000 employees in nine countries and three corporate offices. Employees were able to suggest solutions while also gaining more understanding of energy consumption in our network. The campaign generated more than 80 ideas and the successful ideas will be brought to pilot stage and be trailed in the field.

Governments and policy makers

How we engage:
- We help influence EU policy makers through our membership of the ICT Coalition and 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 Grand Coalition for Digital Jobs 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.
- We are in dialogue with Government in the UK to understand their priorities as we invest in our extensive network expansion − Project Lightning.

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 launched the Future Makers program in support of European Code week encouraging young people to use their digital skills for solve social issues.
- We also hear from governments that there is a pressing need for more digital infrastructure within the markets where we operate. We are continuing to invest in expanding our network, such as through Project Lightning in the UK.

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 Energy 2020, 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 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 Access Network Energy Efficiency work 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) and submission to the CDP Climate Change Program. We also respond to FTSE4Good, Newsweek Green Ranking and MSCI ESG questionnaires.

What they told us and what we are doing:

- Investors have emphasized the importance of human capital, and many of their questions focus on how we develop and support our people.
- We continue to invest in our People Agenda, our company-wide strategy to attract and retain the best people in the industry.
- We continue to engage with DJSI and CDP on how to improve our performance. In 2016, 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 CDP submissions. In 2016, we made our submission public to improve transparency for SRI investors 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. One example is our Spark campaign, which sources responses to real business challenges by tapping into the collective creativity our employees.

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.
- In 2015, 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 2016 and 2017.
- We investigated the possibility to bring fuel cell technology to use in our European facilities with our supplier Bloom. We are now investigating further with other micro-fuel cell providers in Europe.

Material priority	GRI standard	Management approach page:	Specific GRI disclosures	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	We do not report the number of complaints regarding breaches of customer privacy. Based on our Privacy Incident Management Process audit, we are reviewing data to report in the future.
Protection of children online and TV	Telecom sector draft supplement:	101: 1-3: Page 8	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 8	
Digital inclusion and education	GRI 203: Indirect economic impacts	101: 1-3: Page 6	203-2: Significant indirect economic impacts	Pages 6-7	
Improving energy efficiency	GRI 302: Energy	101: 1-3: Page 11	302-1: Energy use	Page 14	
			302-3: Energy intensity	Page 13	
			302-4: Reduction of energy consumption	Page 14	
Reducing GHG emissions	GRI 305: Emissions	101: 1-3: Page 11	305-1 Direct (Scope 1) GHG emissions	Page 14	
			305-2 Energy indirect (Scope 2) GHG emissions	Page 14	
			305-3 Other indirect (Scope 3) GHG emissions	Page 14	
			305-4 GHG emissions intensity	Page 14	
			305-5 Reduction of GHG emissions	Page 14	
Electronic waste reduction	GRI 306: Effluents and Waste	101: 1-3: 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 13	

Additional performance indicators*	Performance Indicators	Page/Link for DMA and Performance Indicators	Omissions
303-1: Water withdrawal by source	GRI 303: Water	Performance Summary, page 14	
401-1: New employee hires and turnover	GRI 401: Employment	Performance Summary, page 13	
403-2: Types of injury and rates of injury	GRI 403: Occupational Health and Safety	Performance Summary, page 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 12	Breakdown by gender and employee category is unavailable.
404-3: Employees receiving performance reviews		Performance Summary, page 13	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 12. See also 102-18 in this document, page 3.	
415-1: Political contributions	GRI 415: Public Policy	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. Pursuant to such approval, and upon further approval of our board of directors, we contributed £500,000 to the campaign in the U.K. supporting a favorable vote to remain in the European Union. We did not make any other political contributions during 2016. Notwithstanding the above authorization, our code of business conduct prohibits the use of company funds and assets for political contributions to political parties, political party officials and candidates for office, unless approved by our general counsel. Additionally, our charitable giving programs available to employees prohibit political contributions by our company.	

*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.