Corporate Responsibility Report 2014

LIBERTY GLOBAL ®

ABOUT THIS REPORT

Welcome to our 2014 Corporate Responsibility (CR) Report.

This annual report provides an overview of our economic, social and environmental impacts and performance in 2014. Additional details, including our latest CR news, can be found in the CR section of our website: www.libertyglobal.com/cr

This report is written in accordance with the Global Reporting Initiative (GRI) G4 Sustainability Reporting Framework, core option. All data in this report covers the period January 1 to December 31, 2014 unless otherwise stated. We report on all of our global operations, including Virgin Media, operations under the UPC brand, Unitymedia, Telenet, VTR, and Liberty Puerto Rico. Our policy is to include any new subsidiaries that have been acquired in the first six months of the reporting period. Therefore, we exclude the recent acquisition of Ziggo in the Netherlands (closed in November 2014) from our 2014 reporting.

We engaged KPMG LLP to perform independent limited assurance, reporting to Liberty Global plc, using the assurance standards ISAE 3000 and ISAE 3410, of the greenhouse gas emissions data presented in Liberty Global plc's Annual Report and Accounts for year ending December 31, 2014. This information is included in this report and is highlighted with ea. KPMG's full statement, including a summary of the work they performed, is available on our website.

Our full GRI G4 Content Index, Environmental Reporting Criteria and KPMG Independent Limited Assurance Statement can be found at; www.libertyglobal.com/cr/cr-report-2014.html

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

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WELCOME FROM OUR PRESIDENT AND CEO

Helping people discover the opportunities of the digital world continues to fuel our passion and drive our performance at Liberty Global. As the largest international cable company, we remain committed to making a positive social contribution through our core cable TV and broadband business and by meeting the responsibilities that we have to our stakeholders.

Over the last ten years, we have consistently executed on our strategy to drive innovation-led growth and build scale through smart acquisitions. Moving forward, we remain confident in our ability to leverage the industry-leading scale that we've created in Europe, along with our network, product and platform superiority, to provide our customers with the very best entertainment and online experience possible.

In 2014, we increased the pace of innovation in our broadband, video, and wireless businesses, delivered steady subscriber growth and drove further operational efficiencies. Innovation remains a key focus, as we provide 27 million customers our cutting-edge products and services across a cable footprint that passes over 50 million homes spanning 14 countries. On the financial front, we achieved all of our public guidance targets, and reported record revenue and operating cash flow.

Our strong performance last year was underpinned by our clear approach to being a responsible business. We continue empowering young people to acquire and grow their digital skills, through programs such as CoderDojo and YouRock, as part of our 'digital society' strategy and our commitment to the European Commission's Grand Coalition for Digital Jobs. In Belgium, we launched the Telenet Idealabs community to give digital start-ups and young innovators a welcome kick-start. We also provide safeguards, such as parental controls and a range of educational tools, to raise awareness so that digital inclusion is as safe as it can be for all of our customers. In the UK, we created Switched on Families, an interactive guide that informs families about the potential risks and tools available to help them stay safe online.

We continue to invest in the development of our global team of more than 38,000 employees, as people are the source of the company's greatest competitive advantage. Our human resources strategy, the People Agenda, was a key priority for us again in 2014. We intensified our employee development programs with an eye on fostering our leadership of tomorrow, and maintained engagement programs across our markets to inspire the employees of Liberty Global to excellence.

In 2014, we made further advances in conserving energy and reducing greenhouse gas (GHG) emissions relative to our key measure - the amount of data traffic consumed by our customers. We do this in many ways, including our continuous uptake of new energy efficient technologies and the procurement and production of renewable energy. We also undertook external assurance of our GHG emissions for the first time, further enhancing the accuracy and completeness of our environmental data.

In our supply chain, we made progress in working with our vendors to implement corrective actions based on our supplier assessments of 2013. Although we were not able to expand our supplier assessment program as planned last year, we will continue to strengthen responsibility in our supply chain during 2015.
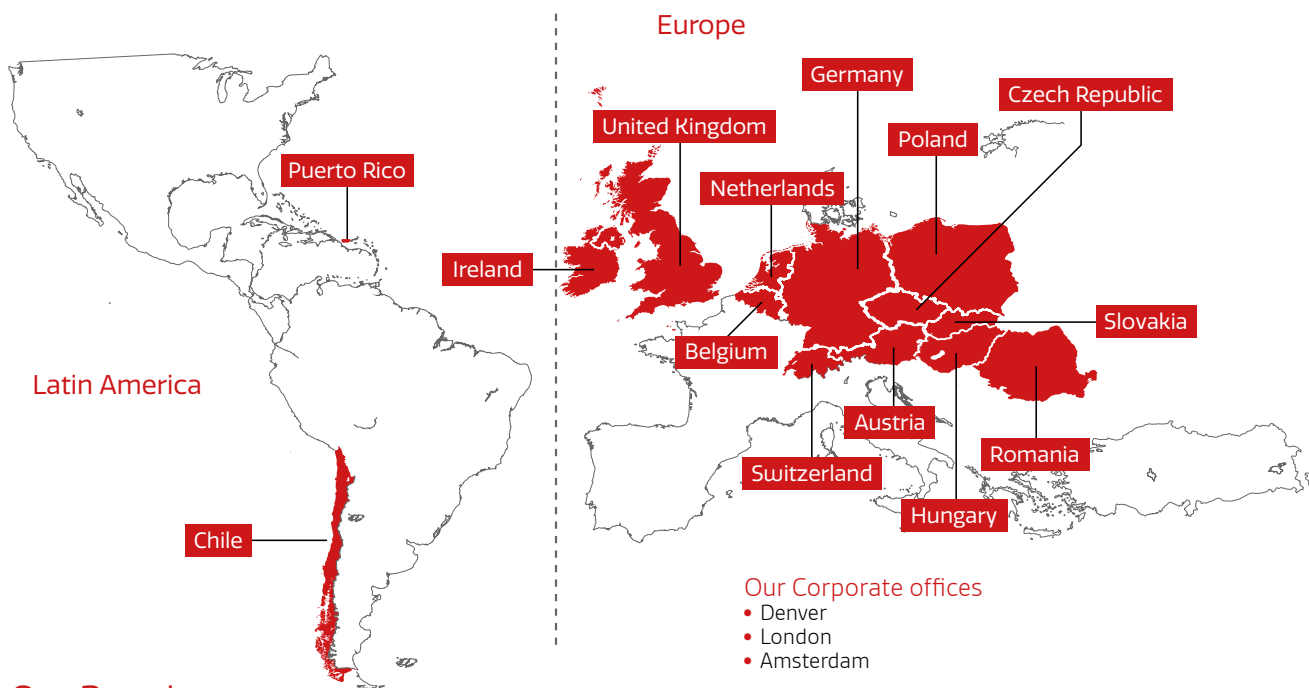
We hope that you will find our 2014 Corporate Responsibility Report, aligned with the Global Reporting Initiative G4 Guidelines, is informative and easy to read. As always, we welcome, encourage and appreciate your feedback.

Sincerely,
Michael T. Fries,
President and Chief Executive Officer

ABOUT LIBERTY GLOBAL

OUR OPERATIONS

Europe

Germany

Czech Republic

United Kingdom

Poland

Netherlands

Ireland

Puerto Rico

Slovakia

Belgium

Latin America

Austria

Switzerland

Romania

Hungary

Chile

Our Corporate offices
- Denver
- London
- Amsterdam

Our Brands

Liberty Global plc is the largest international cable company with 27 million customers subscribing to 56 million television, broadband internet and telephony services at December 31, 2014. We operate in 14 countries and employ more than 38,000 people. We provide television, broadband internet and telephony services through next generation networks and innovative technology platforms. Liberty Global's consumer brands include Virgin Media, Ziggo, Unitymedia, Telenet, UPC, VTR, and Liberty Cablevision. Our operations also include Liberty Global Business Services and Liberty Global Ventures.

Our company vision simply stated is "Connect. Discover. Be Free." Our broadband internet, voice and video services empower millions of people to discover and experience the endless possibilities of the digital world and we're constantly striving to enhance and simplify their lives through meaningful innovation. At the same time, we are focused on bringing an amazing entertainment experience to even more customers through significant investment in our networks and by increasing accessibility to advanced services.

For information about our governance structure and Board Committees, see our website.

Benchmarks & Achievements

OUR APPROACH

OUR MATERIALITY PROCESS

This report places emphasis on the issues that matter most, as defined by the scale of our impacts as a business and by the feedback we received from key stakeholders as part of our reporting process and throughout the year. In 2014, we engaged with internal and external stakeholders and completed a materiality assessment. This process involved several stages including:

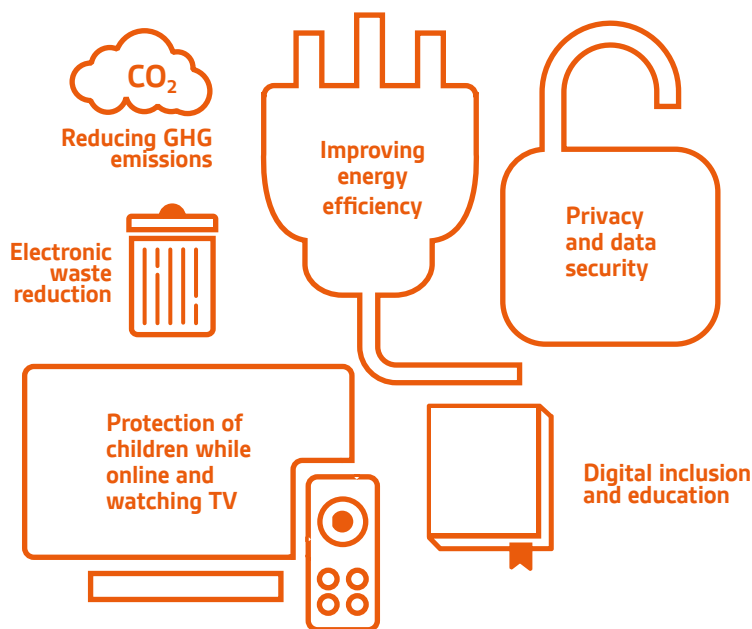**Peer and media review** → **11 interviews with sustainability experts** → **200 employees completed our CR survey** → **6000+ consumers surveyed** → **Consultation sessions with senior management**

Reducing GHG emissions

Improving energy efficiency

Privacy and data security

Electronic waste reduction

Protection of children while online and watching TV

Digital inclusion and education

OUR MATERIAL ISSUES

The outcome of this engagement process enabled us to prioritize the issues that are most material to our business and to our stakeholders. These issues shape the content of this report, including our selection of GRI G4 performance indicators.

See our full materiality matrix on our CR website.

OUR CR FRAMEWORK

Our strategic framework was established in 2012 and it remains the basis for defining the focus of our work. Our key priority is to promote a digital society for all. We also actively address our responsibilities to employees, suppliers and the environment.

Promoting a digital society
- Digital inclusion
- Protecting children
- Community investment

Building trust with customers
- Customer privacy
- Data security
- Product and service innovation

Our vision
We connect people to the digital world and enable them to discover and experience its endless possibilities.

Being a responsible business
- Employees
- Supply chain
- Governance

Managing our environmental impacts
- E-waste
- Energy efficiency
- GHG emissions

STAKEHOLDER ENGAGEMENT HIGHLIGHTS FROM 2014

We engage and interact with our key stakeholders and groups in a variety of ways throughout the year. This helps us to understand what matters most to stakeholders, not only at reporting time.

Investors

- Engaged with key socially responsible investment indices and rankings, including FTSE4Good, Dow Jones Sustainability Index and Newsweek Green Rankings.
- Submitted response to the CDP Climate Change Program for the first time, providing information to its 822 institutional investor signatories.

Customers and consumers

- Engaged thousands of entrepreneurs across several markets in online competitions and initiatives to support innovation in our digital society including Pitch to Rich in the UK, Telenet's Idealabs in Belgium, and Think Big in Poland.
- Standardized Net Promoter Score (NPS) methodology across our markets as our key source of customer feedback and engagement.
- Analyzed 3 million customer feedback interactions at Virgin Media as part of the new `Voice of the Brand' customer strategy.

Supply chain partners

- Supported development and implementation of corrective actions with high-risk suppliers following our environmental, social and governance supplier assessment of 78 suppliers in 2013.
- Gathered nearly 1,400 employees and suppliers at Liberty Global's annual Tech Summit, where we recognized for the first time the best performing supplier in our sustainability assessment process.

Employees

- Developed Zoom, our first global employee engagement survey with participation of almost 27,000 employees across all our operations and corporate offices.
- Delivered Lead Forward, our leadership development program, to over 300 senior leaders globally.
- Expanded Spark, our employee innovation and ideation platform, adding an additional 7,000 employees, taking the total reach to more than 16,000.
- Advanced professional apprentice schemes in various markets, adding young talent and offering future career opportunities.
- Fundraised for the Lessons for Life Foundation (LFL) to provide scholarships and educational support to students, families and community members in Africa.
- Supported Breast Cancer Awareness Month in October, raising more than $138,000 for local charities.

Communities and civil society organizations

- Helped scale more than 60 new CoderDojo clubs in Europe, reaching over 2,000 young people.
- Sponsored Get Online Week, aimed at engaging and empowering people to use technology and the Internet, for the fourth consecutive year.
- Held engagement activities with European Schoolnet to raise awareness about the importance of educating and empowering children, young people, parents and teachers to stay safe when they are online.
- Sponsored Safer Internet Day (SID) for the eighth consecutive year. The initiative reached 19,000 schools and 54 million individuals in Europe.
- Launched Switched on Families, an interactive guide to help people stay safe online, reaching close to 50,000 unique website visitors in the UK.

Government and policy makers

- Published 'The Future of the Internet – Innovation and Investment in IP Interconnection' - our eighth research project in our Public Policy Series.
- Collaborated with several government agencies in different markets to advance data security regulation and practice to prevent and mitigate risks of digital threats.

PROGRESS AGAINST OUR COMMITMENTS

👍 Achieved
👍 Partly achieved
👎 Not achieved

💻 PROMOTING A DIGITAL SOCIETY

2014 COMMITMENTS	2014 PROGRESS	2015 COMMITMENTS
• Support the European Commission's Grand Coalition for Digital Jobs to address the challenges of the ICT skills gap in Europe:	👍 We provided key funding to support YouRock's employability platform, which was made available in 17 languages. We also activated a YouRock social media awareness campaign aimed at reaching more young people.	• Continue to support the European Commission's Grand Coalition for Digital Jobs through programs to advance youth skills and digital entrepreneurship.
- Support YouRock, a youth employability platform, to reach young people across 11 European countries.		• Develop and launch 'The Web We Want' toolkit for educators.
- Support CoderDojo, a not-for-profit coding club, to create 60 new Dojos across Europe, reaching an additional 2,000 young people.	👍 We helped support more than 60 Dojos, scaling CoderDojo across Europe.	• Redefine Liberty Global's 'promoting a digital society' strategy.
- Sponsor Get Online Week to engage 5,000 community telecenters in campaign activities, reaching 50,000 people across Europe.	👍 We supported Get Online Week 2014, reaching over 100,000 participants across Europe.	

💚 BUILDING TRUST WITH OUR CUSTOMERS

2014 COMMITMENTS	2014 PROGRESS	2015 COMMITMENTS
• Further align the consistency of reporting and assessing breaches of customer privacy and losses of customer data across the organization, in order to report globally in 2015.	👍 We enhanced our privacy incident response management process to ensure privacy incidents are captured and responded to in a consistent and timely manner across all our markets.	• Conduct a full audit of our privacy incident response management process.
		• Finalize and publically report our Net Promoter Score for 2015.

MANAGING OUR ENVIRONMENTAL IMPACTS

2014 COMMITMENTS	2014 PROGRESS	2015 COMMITMENTS
• Improve our energy efficiency by 15% each year through 2020.[1]	👍 We improved our energy efficiency by 34% compared to 2013, putting us ahead of our target.[1]	• Improve our energy efficiency by 15% each year through 2020.[1]
• Be five times more carbon efficient by 2020.[2]	👍 We improved our carbon efficiency by 31% compared to 2013, putting us ahead of our target.[2]	• Be five times more carbon efficient by 2020.[2] • Develop an e-waste target.

BEING A RESPONSIBLE BUSINESS

2014 COMMITMENTS	2014 PROGRESS	2015 COMMITMENTS
• Maintain inclusion in FTSE4Good and Dow Jones Sustainability Indices.	👍 We were listed in FTSE4Good and Dow Jones Sustainability North America and World Indices.	• Maintain inclusion in FTSE4Good and Dow Jones Sustainability Indices.
• Continue to report annually using the GRI G4 Guidelines.	👍 We published a CR Report based on GRI G4 Guidelines, core option.	• Continue to report annually using the GRI G4 Guidelines.
• Survey employee engagement globally as part of our People Agenda strategy.	👍 We developed Zoom, our employee engagement survey, in 2014. It was implemented in January 2015.	• Implement action plans to advance employee engagement.
• Develop an ESG[3] equity communications strategy for the socially responsible investment community.	👎 We partially developed an ESG[3] communications strategy. The strategy will be finalized in 2015.	• Proactively engage the socially responsible investment community.
• Develop a global CR engagement program.	👎 We delayed developing a global CR engagement program until 2015.	• Develop and launch a CR awareness strategy.
• Expand our supplier ESG[3] assessment to 100 additional top suppliers. Our target is to assess a total of 200 suppliers by the end of 2014.	👎 We did not expand the ESG[3] assessment to additional suppliers, instead we focused on establishing corrective action plans with the high-risk suppliers.	• Assess a further 100 suppliers as part of our ESG[3] supplier assessment.
• Implement corrective action plans with the 11 high-risk suppliers identified in our 2013 assessment.	👎 We implemented corrective action plans with 7 of the 11 high-risk suppliers.	• Implement corrective action plans with remaining 4 high risk suppliers.

[1] Measured in kWh of electricity per terabyte of data transported through our network, using 2012 as the base year.
[2] Measured in metric tons of net CO_2e per terabyte of data transported through our network, using 2012 as the base year.
[3] Environmental, Social and Corporate Governance.

PROMOTING A DIGITAL SOCIETY

WHY IT MATTERS

Manuel Kohnstamm
Senior Vice President and Chief Policy Officer, Liberty Global

"Innovation in digital connectivity fundamentally transforms the way we live, the way we work and the way we do business. Helping people to thrive in the digital society is our strongest passion."

WHAT WE ARE DOING

We invest in promoting a digital society in three main ways. First, we provide increased broadband speeds that can transport content faster, more reliably and more efficiently. Secondly, we understand that our role is more than just connectivity, it is also about providing people with the skills they need to develop in the digital world. We do this with a passion for delivering opportunities to young people, small business entrepreneurs and charitable organizations. Finally, as more young people enter the digital world, parents, educators and our industry have a direct role to play in shaping responsible and empowered digital citizens of the future. We provide safeguards, such as parental controls and a range of educational tools, to raise awareness so that digital inclusion is as safe as can be for all our users.

LIBERTY GLOBAL SUPPORTS THE GRAND COALITION FOR DIGITAL JOBS THROUGH A NUMBER OF INITIATIVES

GRAND COALITION KEY PRIORITIES

EMPLOYMENT

DIGITAL AGENDA

EDUCATION & LEARNING

E-SKILLS
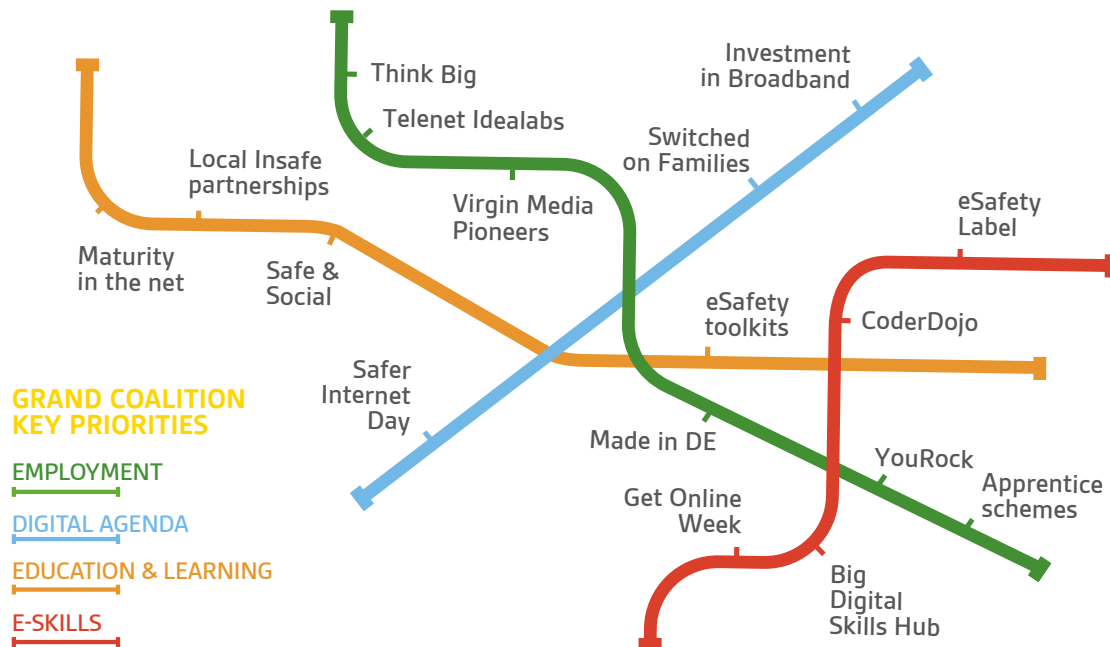
EMPLOYMENT

Think Big
Competition in Poland for entrepreneurs who want to develop their businesses through technical innovations and solutions

Telenet Idealabs
Accelerator aimed at turning ideas into growth companies in Belgium

Virgin Media Pioneers
An online community for UK entrepreneurs

Made in DE
An annual award recognizing innovative digital business models in Germany

YouRock
An employability platform for European youth

Apprentice schemes
Advanced professional apprentice schemes in various markets

DIGITAL AGENDA

Investment in broadband
100% of our networks ready to deliver 120Mbps in Europe

Switched on Families
An online, interactive guide to help families get the best from the web in the UK

Safer Internet Day
An annual awareness campaign promoting safer and responsible use of online technology

EDUCATION & LEARNING

Maturity in the net
Promoting participation of seniors in the digital world in Poland

Local Insafe partnerships
European network of eSafety awareness centers

Safe and Social
Digital lessons for students in the Netherlands

eSafety Toolkits
Trilogy of toolkits aimed at educating and empowering children, young people, parents and teachers

E-SKILLS

eSafety Label
An online eSafety portal for schools across Europe

CoderDojo
A global network of volunteer-led coding clubs for young people

Big Digital Skills Hub
A free online digital skills toolkit for UK entrepreneurs and small businesses

Get Online Week
An annual campaign aimed to engage and empower people to get online

OUR APPROACH TO PROMOTING A DIGITAL SOCIETY

Our promoting a digital society strategy is based on widening access, enhancing skills and creating opportunities for individuals and communities, while protecting children through education and empowerment programs and tools. Working alongside strategic partners, including governments, civil society and industry peers is fundamental to our approach. In 2014, we supported the Grand Coalition for Digital Jobs, a multi-stakeholder partnership launched by the European Commission in response to a projected shortage of up to 900,000 information, communications and technology (ICT) workers.

EU Code Week

EU Code Week is an initiative of the European Commission that brings together children, parents, teachers, entrepreneurs and policy makers to learn programming and related skills. As part of the week-long initiative, together with industry partners, we launched the 'all you need is {C<3DE}' website, offering anyone curious about coding access to resources and support.

> **I've got lots of followers on social media, so I guess I'm a good communicator**

www.yourock.jobs Sponsored by:

YouRock LIBERTY GLOBAL

YouRock campaign, 2014

SHOW YOUR POTENTIAL

"I am really happy that Liberty Global is sponsoring YouRock. It's critical to ensure that young people keep, or regain, the belief that they do have the skills that employers want, and to give employers a place to look for them."

Ian Clifford
CEO,
YouRock

Liberty Global is a key sponsor of YouRock, a free, multi-language, employability networking tool for 15 to 24 year olds to help improve their chances of employment. Most young people avoid mainstream job networking sites. YouRock encourages young people to promote their online and offline skills and build a public employability profile that rocks. The platform helps them identify skills they didn't realize they had. Our support helped YouRock scale and reach young people across 11 European countries. This included a social media campaign designed to remove preconceptions of youth and employability, focusing on reusable skills gained through life experience, rather than just work experience.

TODAY I LEARNED A SUPER-POWER

KIDS WHO CAN CODE HAVE SUPERPOWERS.
BECOME A CODING CHAMPION WITH
CODERDOJO.
Find out more, CoderDojo.com

CoderDojo

Sponsored by: LIBERTY GLOBAL

CoderDojo campaign, 2014

KIDS WHO CAN CODE HAVE SUPERPOWERS

"The support that Liberty Global has provided to CoderDojo means we can reach new communities of kids, young people and parents across Europe, giving them the digital skills they need to thrive in a global job market."
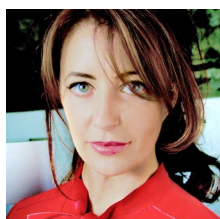
Mary Moloney
CEO, CoderDojo

As a pan-European sponsor of CoderDojo, we helped scale more than 60 new CoderDojo clubs in Europe, reaching more than 2,000 young people in 2014. CoderDojo is a global movement of free coding clubs, where children between the age of 7 and 17 learn the powerful skills of coding in a safe, social and creative environment. Among our CoderDojo events, we sponsored a special EU Parliament CoderDojo, involving young coders from across Europe's CoderDojo community, teaching MEPs to write their first line of HTML code. One of the challenges CoderDojo faces is finding technical volunteers. Therefore, to raise awareness and further scale the global CoderDojo movement, we created a communications campaign with the theme 'Kids who can code have superpowers'. The campaign aims to increase the number of volunteers available to start new CoderDojos across Europe.

DRIVING DIGITAL ENTREPRENEURSHIP

Across our markets, we support entrepreneurship as well as small and medium-sized enterprises (SMEs) to help innovation flourish. Specifically, we target young innovators and SMEs that need an initial boost of support to help develop and commercialize their creativity and capability.

Telenet Idealabs

In Belgium, we launched the Telenet Idealabs community to give digital start-ups and young innovators a welcome kick-start. This program is a vertical accelerator that boosts technology and media ideas through seed-funding, mentoring, a creative workspace, professional services and leverage of the Telenet expert network. In 2014, ten start-ups were pre-selected with initiatives ranging from an interactive education platform for businesses and a social traveling platform for campers, to a forecasting tool for the film industry to determine the return on investment (ROI) of a single movie. The accelerator program allowed the 10 start-up candidates to transform their innovative idea into a minimum viable product during an intense 4 months coaching and learning cycle.
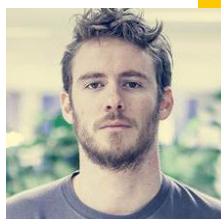
Lev Detrez
Founder, Pith.li
2014 Telenet Idealabs participant

"Having great ideas is one thing, making things concrete is something totally different. Telenet Idealabs gave us the commitment, financial means and support we needed."

Think Big

2014 saw the second edition of the Think Big competition aimed at SMEs. Think Big, organized by UPC Business in Poland, aims to support the most innovative and inspiring business development ideas from Polish entrepreneurs with potential for global expansion. UPC Business awarded three winners cash incentives and a place at the Think Big Academy with dedicated mentoring sessions from UPC. Think Big created a buzz in the Polish market this year with nearly 200 applications received and judged by some of the most well-known innovators in Poland. EgzoTech, the developer of a rehabilitation robot for orthopedic and neurological patients, was the overall 2014 Think Big winner.

Big Digital Skills Hub

Virgin Media Business launched a free toolkit of digital knowhow to help individual entrepreneurs and small businesses make the most of the online environment. From building a digital presence to online marketing and content creation, the Big Digital Skills Hub is a set of 15 video tutorials delivered by some of the biggest names in digital marketing, social media, brand communication and e-commerce. Mastering a digital skill set to support business development and create a buzz online is just a few clicks away.

Connected Health

In the Netherlands, UPC, together with Ziggo and VitaValley, organized the Connected Health Challenge, an innovation competition to promote digital solutions that help seniors or those with disabilities stay in their own home longer and live independently. Around 90 innovative ideas were submitted and the winner of the $22,000 cash prize, plus development support, was Compaan. Created by two young Dutch entrepreneurs, Compaan is an accessibly designed, affordably-priced tablet for adults and seniors, with a range of useful features such as medication reminders and daily check-ins by family members or caregivers.
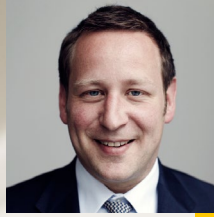
Ed Vaizey
UK Minister for Culture and the Digital Economy

"Virgin Media Business' commitment to improving the nation's digital skills, alongside learning tools such as the Big Digital Skills Hub, will help businesses build their confidence in using the internet, and are a step in the right direction."
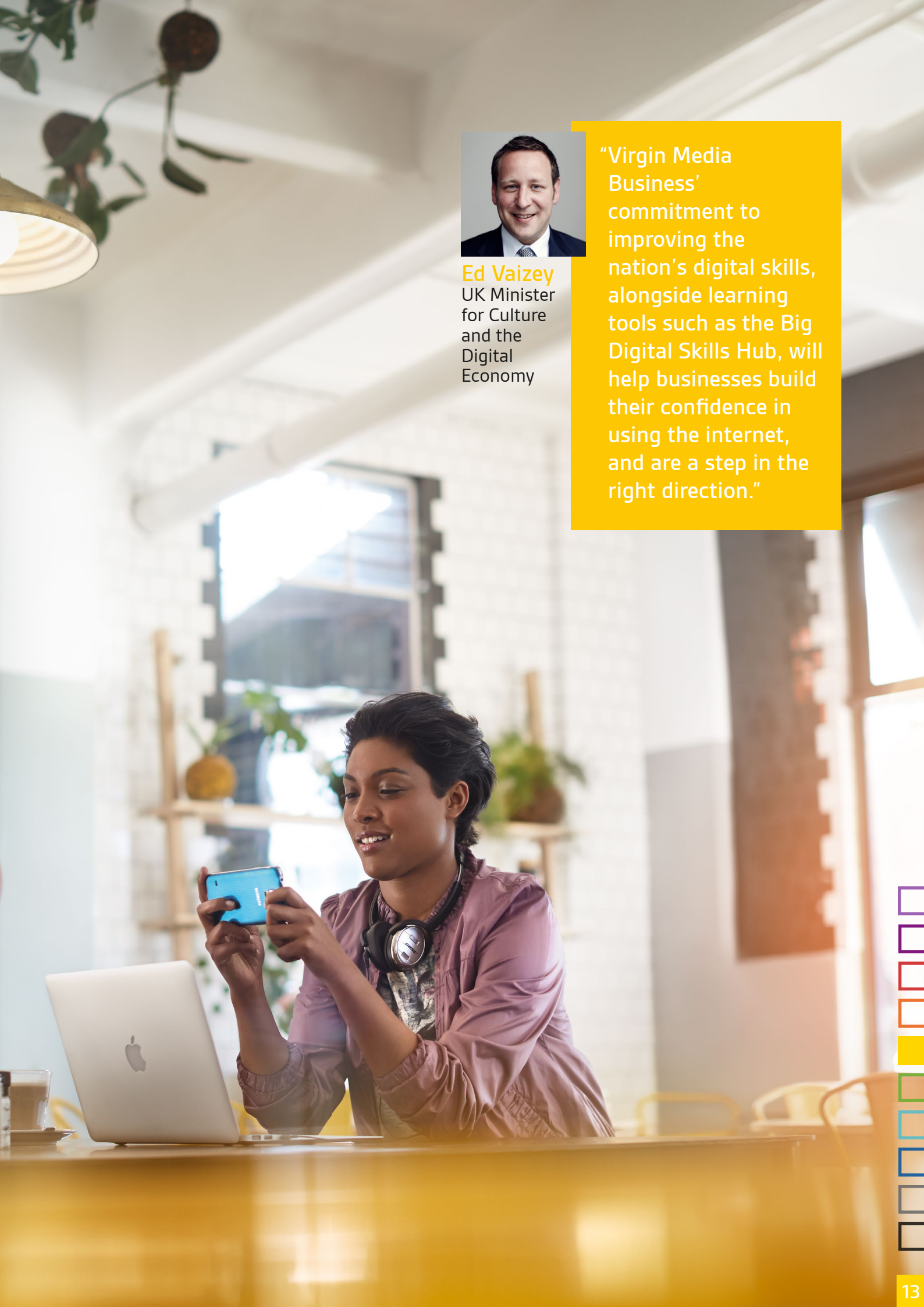
HELPING KEEP KIDS SAFE ONLINE

Tools for parents and teachers

Tools for parents

Tools for schools

Parents, educators and our industry have a direct role to play in shaping responsible and empowered digital citizens of the future. Our strategy, aligned with the European Commission's Strategy for a Better Internet for Children, is centered on developing educational resources with our long-term partner European Schoolnet. These resources aim to educate parents and teachers and empower children to protect themselves online while discovering the exciting and endless opportunities of the digital world. As part of this partnership, Liberty Global has been a main sponsor of Safer Internet Day (SID) since 2007. SID promotes safe and responsible use of online and mobile technologies in 100 countries worldwide.

Switched on Families

In the UK, Virgin Media created Switched on Families to provide parents, grandparents and caregivers with guidance about staying safe online. The site includes an interactive guide with practical steps families can take to stay safe and get the best from the web. At the same time, Virgin Media launched free parental controls technology, allowing customers to choose to blocks sites that are fraudulent, contain viruses or may not be considered suitable for children. Switched on Families received close to 50,000 unique visits in 2014. Virgin Media continues to spread awareness of the site through a 'Happening Now' blog about online safety and what families can do to ensure their children get the best from the web.

Safe and Social

In 2014, UPC Netherlands, together with the Dutch Awareness Center, launched two new 'Safe & Social' digital lessons to help school students get more out of online activities. The lessons encourage open discussion about the possibilities of the internet, while offering guidance on how to deal with negative behaviors such as online bullying. To support the digital lessons, UPC distributed more than 150,000 Safe & Social booklets in primary and secondary schools and staff took an active part in delivering Safe & Social training to school students.

At Home on the Web

In Hungary, UPC launched an interactive website that aims to help kids discover the richness of the web while learning from their friends about how to handle risks that may arise. The site, 'At Home on the Web', was created in partnership with the Education Council of the Hungarian Scientific Academy, UNICEF Hungary and other organizations. In order to ensure the most appropriate platform for reaching both children under the age of 12 and their parents, the website was developed following broad consultation with child psychologists, teachers, parents, internet researchers, online kids content producers and hotline operators. To date, the website has reached more than 10,000 users.

OUR COMMUNITY INVESTMENTS

We measure our community investment programs using the London Benchmarking Group methodology, which records investments of cash, time, in-kind and management resources. In 2014, our investments in promoting a digital society and other social causes totaled $10.3 million.

We continued to focus our community investments for the purpose of promoting a digital society. 51% of our total investments served this purpose in 2014, while an additional 23% supported education and young people and 11% covered assistance for economic development programs.

	2011	2012	2013	2014
Total community investments	$7.7m	$9.7m	$10.3m	$10.3m
Community investments by type	2% Time / 35% In Kind / 63% Cash	2% Time / 45% In Kind / 53% Cash	6% Time / 22% In Kind / 72% Cash	6% Time / 26% In Kind / 68% Cash
Employee volunteering hours	3,500	5,100	20,000	18,200
Community investments in promoting a digital society	29%	40%	49%	51%
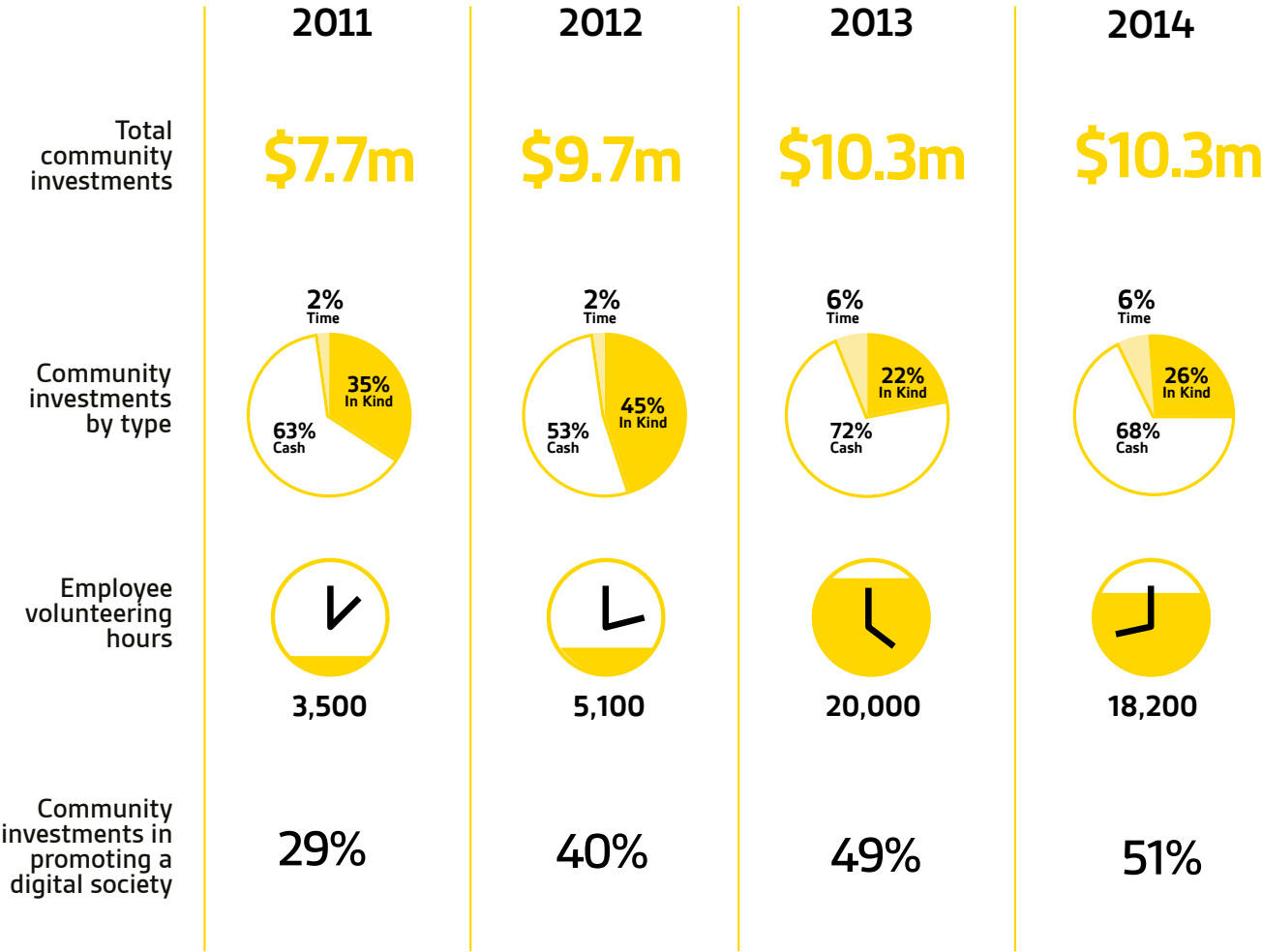
Note: Virgin Media's community investment data is included in 2013 and 2014 only.

BUILDING TRUST WITH OUR CUSTOMERS

WHY IT MATTERS
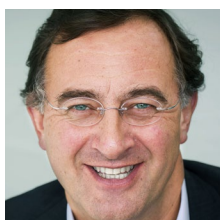
Diederik Karsten
Executive Vice President, European Broadband Operations, Liberty Global

"Our customers trust us to provide them with superior connectivity and leading entertainment products in and outside the home. They hold us to high standards with regards to securing their personal information and respect for their privacy."

WHAT WE ARE DOING

At Liberty Global, we put our customers at the heart of everything we do, striving to provide consistently positive experiences in line with our customers' expectations and needs. In 2014, we continued to focus on what matters most to our customers while improving our products and services. As we move towards a seamless online and offline experience, data privacy is increasingly important to our customers. We have responded by increasing the focus on our privacy controls, making it a prime concern for all parts of the business. Our 'Privacy by Design' process is now an embedded element of our corporate product development. We have continued to invest in maintaining enhanced levels of data security and improved supplier and customer collaboration to provide the most robust security response possible.

PUTTING CUSTOMERS FIRST

Putting our customers first starts with listening to their feedback about our performance. Our primary tool to measure performance is the Net Promoter Score (NPS). To calculate NPS, we ask customers how likely it is that they would recommend us to their family and friends. Our NPS is the sum of the customers who would recommend us, minus the ones who would not. In 2014, we standardized this methodology across all our markets. We now have a baseline benchmark for action planning and consistent tracking and measurement over the coming years.

Increasingly, we use customer feedback to guide not only service performance but also product development. For example, before we launched our next generation entertainment platform Horizon TV in Poland, we installed test boxes in over 1,000 homes. Customer feedback was used to refine the product and determine the right time to launch the service. As a result, the Horizon TV NPS scores in Poland were the highest we have ever seen for a Horizon launch. We have also used the same approach for other products including mobile services in Switzerland, the Netherlands and Hungary.

Mapping out the customer journey

Across our footprint, we are looking at our business from the point of view of our customers and listening to them to better understand their needs. We have been mapping out the customer journey, which includes all customer interactions with us, so that we can measure satisfaction and pinpoint areas for improvement. For example, in Ireland, we felt we could improve the self-install process for Horizon TV. Using insights from our customer journey mapping, we began to make simple changes, like color coding cables and relocating information stickers. This had a big impact for our customers, and within a month, customer feedback (NPS) on installations had improved significantly.

Our proactive approach to customer experience

In 2014, Telenet started a new proactive service check program to help customers optimize their home environment and get the full benefits from our products and services. The new service goes well beyond the scope of standard installations and technical services in response to customer requests. In many cases, we proactively identify a need and suggest a service check to the customer. This includes sending a Telenet technician to check the WiFi signal throughout the customer home, identifying weak signal areas and installing additional access points to improve coverage as required. In addition, the technician ensures the customer can connect the devices they want to WiFi and has an up-to-date TV set-top box, correctly configured to deliver the best performance.

Listening and responding to our customers' needs

For customers, the positive nature of their interactions with us is often equally as important as the services we provide them. At Virgin Media, our 'Voice of the Brand' program analyzed more than 3 million interactions with customers to identify those positive behaviors that made a difference. Using this information, we prepared a training and support program that aimed to improve every interaction. For example, 'Voice of the Brand' toolkits provided all frontline staff with valuable insight on how to connect with customers. Across the business we trained around 10,000 customer-facing staff to adopt these skills. As a result, negative customer comments dropped to an all-time low in 2014.

CHAMPIONING CUSTOMER PRIVACY

Customer privacy continues to be an imperative as it is core to the trust that our customers place in us. We respect and protect the privacy of our customers' data. Our privacy standards and practices are established in our Global Privacy Policy that all our employees must adhere to. In 2014, we continued to embed our 'Privacy by Design' process, now standard practice for new technology projects.

Opt in for personalization

We use anonymized data about the collective habits of our customers as they use our services to help us understand and serve customers more effectively. An example of our 'Privacy by Design' process is our Horizon TV service, where we do not collect any viewing data unless customers opt in, demonstrating the importance we place on privacy as a choice. Across 5 markets, over 70% of Horizon TV customers have opted to share their usage information, enabling us to recommend personalized content to them and power the search engine with their preferences. This high opt-in rate shows that our customers trust us to use their data responsibly to enhance their experience. At the same time, we have a clear privacy statement on our websites to ensure customers know their rights and have choices about the privacy of their information.

Incident response management process

This year, we continued to focus on streamlining our privacy incident response management process to ensure privacy incidents are captured and responded to in a timely manner. The process enables privacy incidents to be handled consistently across our markets, and helps us learn from each market as new privacy situations arise. In 2015, for the first time, we will invite external auditors to test our privacy incident response management process and identify possible gaps.

KEEPING YOUR DATA SAFE

In 2014, we consolidated the data security infrastructures in our Global Security Operations Center, as we continue to deal with an ever increasing variety and scale of digital threats. We have strengthened our defenses aggressively, adapting daily to the changing nature of threats and potential vulnerabilities as they evolve. Our ability to do this was significantly enhanced during the past year through collaboration with governments, cyber security agencies and high-tech crime units.

Collaboration with Microsoft's Digital Crime Unit

Our partnership with Microsoft's Digital Crimes Unit (DCU) to help improve internet safety and security has been successful beyond our expectations. The DCU identifies malware and other potentially harmful software on remote computers owned by customers, enabling us to understand which customers may be at risk and approach them to see if they will accept our assistance in cleaning up their computers and removing known risks. We have now expanded the partnership into a second year and further reduced the number of customers at risk in markets where our collaboration is active.

Collaboration upstream and downstream

To combat the increasing number of data exposure points and risk of potential security breaches, we advanced several initiatives in 2014. This included a joint investment across our business to proactively create improved risk-based information management. At the same time, we remained immediately responsive to threats as they arise. For example, in the UK, a security breach from an IOS/Android application in Google Play and Apple Stores was able to infiltrate customer information that was not encrypted when customers downloaded the application. We immediately removed this application, informed the relevant cyber authorities and remediated the situation while keeping our customers protected. While we cannot fully prevent such sophisticated attacks, our fast and comprehensive upstream and downstream response provides the highest protection possible for our customers.

Data Protection Champions at Virgin Media

CREATING A CULTURE OF PRIVACY

In 2014, we took an inventive approach to embedding a culture of data privacy in some of our markets. At Virgin Media, we created a program to equip more than 50 volunteer Data Protection (DP) Champions with the tools to embed data privacy awareness and practice throughout the company. We created an active program using data privacy "health checks", encouraging our DP Champions to get out into our retails stores and call centers as well as the wider business, to evaluate current practice, identify gaps and work with staff to establish new privacy safeguards. Almost immediately, the DP Champions identified areas to improve team processes around data handling.

For example, we are designing a set of standardized guidelines for managers that will create consistent best practice across Virgin Media. In Switzerland, the team at upc cablecom created an entire data privacy communications and engagement program constructed around the James Bond movie theme, turning our data privacy leaders into "special agents". This resulted in far more privacy-related questions from our employees than ever before, a sign that awareness is growing actively through the business.

"The integrity of our networks and security infrastructures is mission critical for our business continuity and the ability to give our customers not only the services they want but also the peace of mind they need."

Dean Walters
Chief Information Officer, Liberty Global

MANAGING OUR ENVIRONMENTAL IMPACTS

WHY IT MATTERS

Balan Nair
Executive Vice President and Chief Technology Officer, Liberty Global

"Our stakeholders expect us to play our role in the global effort to address the impact of climate change by providing products and services that advance resource efficiency. This also helps us protect our business against increasing costs of energy and other resources."

WHAT WE ARE DOING

As a global corporate citizen, we play a role in addressing the environmental impacts generated through our business. Our biggest source of greenhouse gas (GHG) emissions comes from the energy used to power our networks — making up 90% of our total energy consumption. Therefore, our efforts are mostly focused on deploying the most efficient solutions to drive down energy consumption from our data centers to our customers, where we offer power-saving options in the home. We continue to improve our set-top boxes to give greater functionality along with more efficient energy usage and we recycle and refurbish end-of-life equipment to re-use existing resources. We have also been increasing the number of solar installations in our markets, as well as procuring renewable energy in order to minimize the GHG emissions of our operations.

OUR ENERGY AND EMISSIONS PERFORMANCE

In 2014, we published a global environmental statement aimed at driving efficiency improvements across our operations. The statement focuses on three areas where we can have the most impact: energy use, GHG emissions and management of electronic waste (e-waste).

Our goal is to improve the efficiency of our electricity consumption by 15% every year through 2020. We also aim to be five times more carbon efficient by the end of this decade, using 2012 as our base year for both targets. In order to provide meaningful targets, we measure our energy consumption and GHG emissions in terabytes (TB) of data transported through our networks.

This year, we improved our energy efficiency by 34% and our carbon efficiency by 31% — putting us ahead of our targets. These improvements were primarily achieved through continued investment in new network technologies and the optimization of energy use at our data centers, as well as the production and procurement of renewable energy. We continue to see the economic benefits of our ongoing environmental initiatives, saving more than $325 million in 2014. This represents a 15% improvement compared to 2013.

We also expanded the scope of our environmental data collection to include Scope 3 GHG emissions from travel by our third party service and installation vehicles, adding 39,200 metric tons of CO_2e to our GHG emissions total. Additionally, we commissioned accounting firm KPMG to perform assurance on our Scope 1, 2 and 3 GHG emissions data. Their work included evaluating our data collection processes, visiting key operations and verifying data accuracy. KPMG's full statement, including a summary of the work they performed, is available on our CR website.

OUR NETWORKS

Narrow trenches

In 2014, Virgin Media ran a pilot in the UK to reach 100 homes with a fiber service using an innovative construction technique for connecting homes to our digital services. This new technique deploys trenches, which are used to house fiber cables, that are both narrower (10cm wide versus 40cm wide) and shallower than traditional fiber trenches. As a result, 60% less asphalt and 50% less concrete are required to refill the trenches. In addition, narrow trenches are completed in 50% of the time of traditional trenches, enabling our customers to get faster access to the digital world with less infrastructure disruption to local communities. So far, Virgin Media has constructed around 10 kilometers of narrow trenches and is poised to use this technique in new build areas throughout Great Britain, improving both customer experience and reducing our impact on the environment.

Amplifier efficiency

We continue to invest in improving the efficiency of our peripheral equipment, such as amplifiers which boost data transfer rates as data traffic approaches the customer location. Amplifiers are critical components in ensuring the capacity and reliability of our services in the home. Since 2012, we have swapped close to 38,000 amplifiers in the Netherlands with new, more efficient equipment, reaching more than half a million homes. These swaps represent approximately 22% of the total number of amplifiers across our Dutch footprint. About half of this these swaps were deployed in 2014 with efficiency improvements of up to 12%.

OUR DATA CENTERS

Virtualization strategy

During the past five years, we have 'virtualized' most of our physical data servers. This means that we have eliminated many physical servers through hosting our operational and network data on secure virtual machines in the cloud. Our early adoption of virtualization, together with our investment in highly efficient engineered systems that deliver enhanced performance, means that we are virtualizing faster and up to five times more efficiently than current industry practice. For example, our data storage in Central Europe is 95% virtualized versus a level of 75% that we estimate for similar operations in competitive networks. By not adding 6,000 additional servers to maintain our data storage needs, we save close to one million kilowatt hours of energy consumption each year. This is equivalent to the average annual electricity use in almost 300 homes in Europe.

Data center infrastructure

In Belgium, Telenet has adopted 'closed circuit air conditioning' technology to keep our data centers cool while using less power. The technology uses a heat exchanger that converts hot air emitted by data cabinets into cold air that is recycled back into the data center racks through underfloor vents, directing cold air to the precise location of the cabinets. In 2014, Telenet deployed this technology in three sites, saving 15,000 kWh of electricity.

OUR CUSTOMER PRODUCTS

Across our footprint, we have millions of set-top boxes and modems placed in customers' homes. We have been improving our design and low-power consumption technologies so that our customers can play a role in the overall environmental efficiency of our networks while saving money on energy in their own homes. At the same time, we aim to reduce the impact of our set-top boxes and modems through responsible handling of equipment that needs upgrading or that becomes obsolete.

Equipment efficiency

We are developing more energy-efficient equipment, enabling lower energy consumption for our customers as they use our products and services. For example, in early 2014, the software upgrade to our Horizon TV Mediabox reduced energy consumption per device from 344 kWh per year to 206 kWh per year, an absolute reduction of 40%. When compared to traditional triple play devices that we offer, our Horizon TV Mediabox consumes 18% less energy.

One of the most significant challenges we face in our efforts to drive energy efficiency is how to inspire customers to adapt the way they use our products and services to achieve lower home electricity costs while reducing their environmental footprint. For example, functionalities such as boot-up time and remote monitoring can be impeded when the set-top box is in energy-saving mode. By better understanding our customers' behaviors, we can improve our communication around the sustainability attributes of these products, and recommend energy-saving functionalities that best suit their needs.

E-waste and recycling

We supply electronic hardware (set-top boxes and modems) to customers for use in their homes. Where possible, we use refurbished equipment, thereby avoiding additional resource consumption in our supply chain. Where obsolete equipment cannot be refurbished, we dispose of it in line with applicable legislation. In 2014, 37% of newly deployed set-top boxes and modems were from refurbished stock and 59% of collected set-top boxes and modems were refurbished. In total, we refurbished more than 4.4 million set-top boxes and modems, avoiding approximately 7,200 metric tons of waste that would otherwise have ended up in landfill sites.

OUR ENVIRONMENTAL PERFORMANCE

OUR TARGETS

15%
**Energy efficiency improvement each year through 2020**

5X
More carbon efficient by 2020

We measure our electricity consumption and carbon emissions per terabyte of data transported through our networks, using 2012 as our base year.

A GROWING NETWORK

Our network currently handles close to 10 million terabytes of data per year. This is the equivalent of streaming more than 9 million full-length movies in high definition every single day through our network.

Increase in terabytes of data transported each year (%)

43% — 2012
52% — 2013
2014
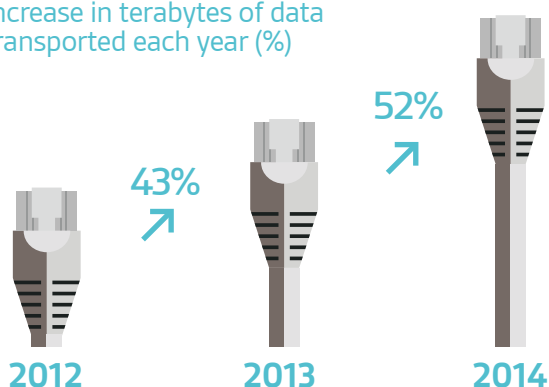
ELECTRICITY CONSUMPTION

Our energy consumption remained relatively flat this year, increasing by 1% compared to 2013.

1098 GWh — 2012
+0.3% — 1101 GWh — 2013
+1% — 1110 GWh — 2014
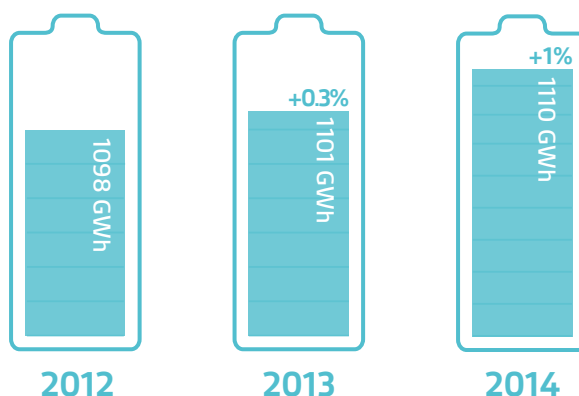
NET CARBON EMISSIONS

We report our net greenhouse gas emissions (GHG) in metric tons of CO2e, which illustrates the impact of our procurement and production of renewable energy. Our emissions are broken down into Scope 1, 2 & 3.

This year, for the first time, emissions from the travel by our third party service and installation vehicles have been included as part of our Scope 3 emissions. As a result, our reported GHG emissions increased this year.

498,100 — 2012
3% / 81% / 16%

482,400 — 2013
3% / 80% / 17%

540,300 — 2014
9% / 76% / 15%
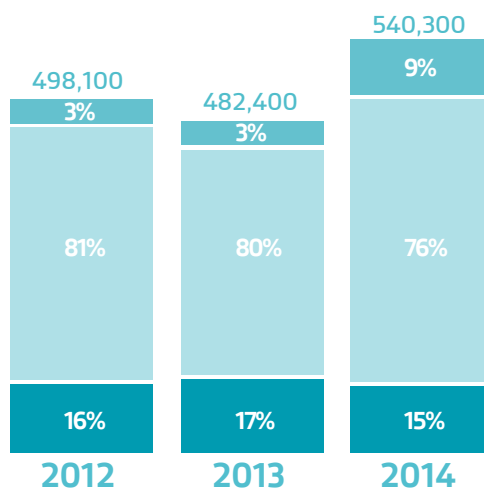
For a full breakdown of our gross and net GHG emissions, please see our performance summary on page 30.

% split of total GHG emissions
Scope 3
Scope 2
Scope 1

PROGRESS AGAINST OUR TARGETS IN 2014

improved our energy efficiency by 34%

increased our carbon efficiency by 31%
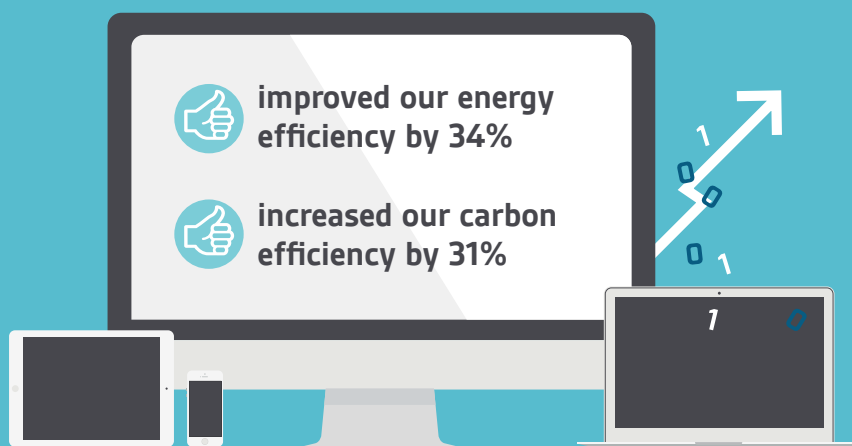
BEING A RESPONSIBLE BUSINESS

WHY IT MATTERS

Rick Westerman
Senior Vice President, Investor Relations and Corporate Communications, Liberty Global

"Being a responsible business is about investing in positive relationships with our employees, suppliers and the communities that we serve. At the same time, it's about running our operations in an ethical manner. Our customers expect no less from a large global company such as ours."

WHAT WE ARE DOING

The foundation of our responsibility starts with our Code of Business Conduct, which defines the standards we set for ourselves in our business activities. With our employees, we drive the People Agenda – our global strategy for investing in the growth and development of our employees while enhancing their wellbeing. In our supply chain, we are improving the way we engage with suppliers, managing supply chain risks and identifying opportunities.

We continue to report transparently to our stakeholders using the GRI G4 Sustainability Reporting Framework and we reported for the first time to CDP's Climate Change program in 2014. Liberty Global's performance as a responsible business has been recognized by leading sustainability indices, including the FTSE4Good Index and the Dow Jones Sustainability World and North America Indices. This year, we were also named the RobecoSAM Industry Mover, achieving the largest proportional performance improvement among our industry peers.

SUPPLY CHAIN PARTNERSHIPS

| Sourcing | Packaging & processing | Distribution & transport | Customer use | Reuse & disposal |

We're committed to building better relationships with our suppliers not only to mitigate risks but to also help identify opportunities. This includes better understanding the way we source our electronic components and network equipment and its subsequent distribution to our customers. We also employ certified organizations to perform the collection and safe disposal of equipment returned from our customer homes and other premises.

Our supplier base includes information technology, customer premise and network equipment, as well as mobile, interconnect and business-to-business services. Suppliers are expected to adhere to Liberty Global's Responsible Procurement and Supply Chain Principles (RPSCP) covering ethical conduct, labor standards, health and safety of employees and environmental stewardship.

Assessments and corrective actions
We continue to build on the supplier assessment program that we initiated in 2013. Phase one of our assessment focuses on our top 400 suppliers, which make up 80% of our overall spend. This program uses the EcoVadis platform to benchmark suppliers against 21 environmental, social and ethical indicators, with assessments of 78 suppliers completed to date. Of these suppliers, 11 were identified as high risk. We also focused on collaborative engagement with our high-risk suppliers to establish corrective action plans, which took priority over expanding the assessment program to additional suppliers.

Training our procurement teams
The procurement function is critical to the engagement of suppliers in our ongoing assessment program. In 2014, we invested in ensuring our procurement staff acquired the knowledge and skills required to become proactive partners in advancing our ethical supply chain program and conducted 5 training sessions attended by our strategic buyers.

Recognizing our suppliers
Participation in our supplier assessment program requires both commitment and resources from our suppliers. In 2014, we held our inaugural Liberty Global Sustainable Supplier Award to honor the best performing supplier in our 2013 assessment process. Ericsson AB was presented with this award at Liberty Global's annual Technology Summit in Amsterdam. Going forward, we plan to continue to recognize and celebrate our suppliers that demonstrate solid ethical supply chain practices.

Our position on conflict minerals
The Securities and Exchange Commission (SEC) in the U.S. has issued final rules covering certain 'conflict minerals' (tantalum, tin, tungsten and gold) that are sourced from the Democratic Republic of Congo and surrounding countries and which are used to finance armed conflict in that region. We are working with our suppliers, who help make us aware of such conflict minerals that may exist in products they supply to us. A conflict minerals section is integrated into the EcoVadis assessment platform and our RPSCP.

EMPLOYEE DEVELOPMENT AND ENGAGEMENT

It was a transformational year for the People Agenda, our company-wide strategy to attract, retain and motivate the best people in the industry. This year we achieved a number of important milestones with our new senior leadership development program and the launch of a common global performance management process supported by our global cloud-based HR technology platform. Our investment in the People Agenda is designed to ensure we have the optimum processes and culture in place to engage and develop our people - our most important asset.

As we move forward, it's important that we continue to help employees grow both personally and professionally. This year, we maintained our investment in employee training and development, with a total investment of more than $21 million comprised of more than 744,000 training hours across our markets.

A culture of training
This year, UPC Poland more than doubled its number of training hours, reaching an average of 50 hours per employee. Much of the ambitious expansion in training was designed to support UPC Poland's intensive market activity and new product launches. For example, our Horizon TV launch in Poland was supported by seven months of employee workshops and learning programs to ensure sales and technical staff could anticipate and serve new Horizon TV customers in the best possible way.

Supporting new talent
In 2014, UPC Austria was awarded a seal of quality as the 'Top Company for Apprentices'. The certificate was granted for the first time by the City of Vienna to exemplary companies to recognize quality in the apprenticeship of young people. Hiring and supporting apprentices is nothing new for UPC Austria, where young people are hired every year, helping them prepare for careers in telecommunications and information technology roles. In the UK, Virgin Media created 120 new apprentice jobs for young people and was included in the Top 100 Apprentice Employer List by City and Guilds for the first time.

Global engagement survey
In 2014, we developed Zoom, our first ever global employee engagement survey. In January 2015, nearly 27,000 employees across all our operations and corporate offices participated, seizing the opportunity to share their views on what it means to work at Liberty Global. We were encouraged by engagement scores that exceeded many country benchmarks, giving us confidence that we have an engaged workforce. Employees confirmed that we do well in creating a culture of inclusiveness, living our values, maintaining good working relationships and supporting a positive balance between work and personal life. At the same time, employees want us to communicate our vision and strategy more effectively and provide them with more tools to better serve our customers. We are actively developing action plans, sponsored by leaders from all across the company, to respond to this feedback.

Sparking innovation
Spark, our employee innovation and ideation platform that has inspired employees since 2011, continued to grow, reaching 7,000 additional employees across 7 markets. Spark is now available to more than 16,000 Liberty Global employees. In 2014, we also approached vendors for ideas to save energy across our networks. The winning idea was to centralize power management. This was trialed by Liberty in Puerto Rico and since implementation, our network performance and reliability has improved significantly. We recognized our winning vendor and most innovating employees at Liberty Global's annual Technology Summit, our largest event for innovation in technology.

EMPOWERING LEADERS AT LIBERTY

Amy Blair
Senior Vice
President and
Chief Human
Resources
Officer,
Liberty Global

"Liberty Global and our industry are evolving and changing at a rapid pace and that means that we need the best of the best leading us forward. That's the genesis of Lead Forward: to have an empowered group of leaders aligned and equipped to carry us into the future to achieve our strategy."

In 2014, we launched Lead Forward, our high-impact leadership development program, aimed at our senior leaders. Our ambition with Lead Forward is to develop the most effective and aligned leadership in our industry. The comprehensive program helps participants enhance their personal leadership effectiveness and engages them in an ongoing dialogue around the issues that are critical to our future success. It also provides our senior leaders with a shared understanding of our strategy, business model and leadership expectations to ensure that they can work together towards common goals and inspire others to do the same. More than 300 of our senior leaders participated in a kick-off event in Denver, which set the strategic context for the program. Participants were then divided into smaller groups to attend an immersive learning experience at IMD business school in Lausanne, Switzerland. In combination with Fast Forward, our flagship program for emerging leaders, Lead Forward helps ensure that Liberty Global has the best management team in the industry, now and in the future.

EMPLOYEES IN THE COMMUNITY

A portion of our charitable giving at Liberty Global is guided by our employees through our Employees In the Community initiative, including our In Heroes and In Givers programs.

In Heroes

In Heroes recognizes and honors employees for their volunteering activities outside of work. 2014 was the ninth year that Liberty Global has celebrated the In Heroes Awards, offering employees a chance to win up to $7,000 for the organization they have supported throughout the year. Annually, we award 22 employees a total of $40,000 for their selected charities. This year, our winner was Ulrich Burggraf from Unitymedia in Germany. Ulrich has been an active volunteer for over 12 years with the charity

Partnership Piela-Bad Munstereifel and has raised over $130,000 for the charity, which has enabled significant change for the local community. The organization promotes education and student support in Burkina Faso in West Africa. In 2014, he had the honor of becoming Chairman of the charity.

In Givers

Alongside In Heroes, our In Givers matched fundraising program encourages employees to get involved in community and charitable activities. In 2014, our employees applied for donations amounting to more than $160,000 to support their charitable endeavors.

2014 Big Ride for Africa

LESSONS FOR LIFE FOUNDATION

We continue to support the Lessons for Life Foundation (LFL), a charity Liberty Global helped establish in 2007. LFL believes that education changes everything — that's why its mission is to help send disadvantaged children from some of the toughest places in Africa to school. LFL also trains teachers and makes sure the classroom is a safe and inspiring place. In 2014, nearly 16,000 students, family and community members benefited from LFL's work in Africa, including more than 4,000 who were given direct access to education. LFL's improvements to the school environment helped

students and teachers with better classrooms, sanitation and teaching resources as well as supporting families and communities to become more self-sufficient through income-generating projects. In 2014, Liberty Global provided $2 million to LFL (nearly 50% of its total income). Liberty Global's support more than covers LFL's fundraising, administration and governance costs, meaning money raised from fundraising events, including the Big Ride for Africa and annual Gala Ball, goes directly to the local communities in Africa.

Think Pink celebration in Amsterdam

LIBERTY GLOBAL GOES PINK

Liberty Global supported Breast Cancer Awareness Month in October by 'thinking pink'. Colleagues wore the color pink throughout the month and participated in a variety of fundraising activities including bake sales, raffles, sponsored bike rides and a 5K Run in support of women with breast cancer. Several of our markets also offered customers the opportunity to join the Think Pink efforts and raised money via our Video on Demand platform. Overall, Liberty Global raised more than $138,000. But Think Pink wasn't just about

raising money — it was about raising awareness and encouraging early detection. A number of our offices hosted workshops for employees to raise awareness of the risk factors and early warning signs for breast cancer. Breast Cancer Awareness Month is our selected charitable cause every two years. In alternate years, we support Movember to raise awareness and funds to support men's health research, specifically prostate cancer, testicular cancer and mental health.

PERFORMANCE SUMMARY

Energy consumption (G4-EN3)	Measure	2011	2012	2013	2014
Non-renewable fuel					
Diesel	GWh	71	71	155	163
Petrol	GWh	34	36	50	43
Natural gas	GWh	55	53	51	44
Burning oil	GWh	1	0	0	0
Gas oil	GWh	0	1	0	0
Fuel oil	GWh	0	3	1	1
Aviation fuel	GWh	13	13	13	11
Total	**GWh**	**175**	**177**	**270**	**262**
Electricity, heating & cooling					
Electricity	GWh	1,085	1,098	1,101	1,110
Heating & cooling	GWh	n/a	n/a	1	6
Total	**GWh**	**1,085**	**1,098**	**1,102**	**1,116**
Electricity sold					
Electricity sold	GWh	0.00	0.05	0.01	0.01
Total energy consumption [1]	**GWh**	**1,260**	**1,275**	**1,372**	**1,378**
Energy intensity					
Energy intensity (G4-EN5)	kWh of electricity/TB of data	n/a	241	169	112
Electricity generated from onsite renewables	GWh	0.10	0.19	0.23	0.26
GHG emissions					
Scope 1 emissions (G4-EN15)	metric tons CO2e	78,900	82,200	85,100	81,500 ⓔ
Scope 2 emissions (G4-EN16)	metric tons CO2e	462,400	461,000	451,800	483,400 ⓔ
Scope 3 emissions (G4-EN17)	metric tons CO2e	13,000	13,200	12,900	49,900 ⓔ
Total gross emissions	**metric tons CO2e**	**554,300**	**556,400**	**549,800**	**614,800**
Total net emissions	**metric tons CO2e**	**512,400**	**498,100**	**482,400**	**540,300**
Emissions intensity (Net Scope 1 and 2) (G4-EN18)	metric tons CO2e/TB of data	n/a	0.106	0.072	0.050
Emissions from business travel (Scope 3)	metric tons CO2e	8,400	9,300	11,000	9,200
Emissions from 3rd party service and install vehicles (Scope 3)	Metric tons CO2e	n/a	n/a	n/a	39,200
Waste by type and disposal method (G4-EN23)					
Total waste generated - reuse	metric tons	89	104	185	90
Total waste generated - recycling	metric tons	9,416	10,790	12,497	6,636
Total waste generated - incineration	metric tons	727	1,465	1,613	1,803
Total waste generated - landfill	metric tons	7,806	6,494	4,655	3,927
Total waste generated - composting	metric tons	71	180	208	282
Total waste generated	**metric tons**	**18,109**	**19,033**	**19,159**	**12,739**
% of recycled and reused waste	%	52%	57%	66%	53%
Water withdrawal by source (G4-EN8)					
Total water use from municipal sources	m3 water	465,843	411,259	398,847	376,312
Total water use from onsite capture	m3 water	n/a	n/a	6,047	5,994
Total	**m3 water**	**465,843**	**411,259**	**404,894**	**382,306**
Initiatives					
Emissions reductions (G4-EN19)	metric tons CO2e	n/a	n/a	4,200	10,900
Energy saved through efficiencies (G4-EN6)	GWh	n/a	n/a	9,093	23,112
Cost savings from environmental initiatives	$ million USD	n/a	n/a	284.1	325.7
Revenue generated from environmental initiatives	$ USD	n/a	n/a	543,900	461,400

Social Performance	Measure	2011	2012	2013	2014
Community Investments	$ million USD	7.7	9.7	10.3	10.3

Employee performance reviews (G4-LA11)	Measure	2011	2012	2013	2014
Employees reviewed	%	92%	91%	96%	97%

Employee performance review - by gender and employee category				Male	Female	Male	Female
Executive management	%	n/a	n/a	95%	100%	100%	100%
Senior management	%	n/a	n/a	99%	96%	98%	100%
Managers/supervisors	%	n/a	n/a	94%	100%	95%	100%
Non-management	%	n/a	n/a	97%	93%	97%	94%

ⓔ Data extracted from Liberty Global plc Annual Report and Accounts for year ending 31 December 2014 which was included within KPMG LLP's independent limited assurance scope.

• Due to improvements in the data collection process combined with a number of restatements because of improved information becoming available, a number of the historical figures in this table have been updated.

• In terms of disposals, substantially all of Chellomedia's assets were sold in January 2014 and have not been included in the 2014 reporting. Chellomedia's 2011, 2012 and 2013 data has remained included in the comparatives.

• UPC Netherlands' 2013 employee data has been applied to 2014, due to the recent acquisition of Ziggo.

1 Sum of total energy consumption from non-renewable fuel and electricity, heating and cooling, minus electricity sold.

2 One Board member (8%) is 30-50 years old and 11 Board members (92%) are over 50 years old.

3 Aside from this total workforce figure, our social performance data does not include outsourced employees. (G4-LA12)

4 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.

5 Injury rate, Occupational disease rate & Lost days rate are calculated by dividing the total number of incidences by the total number of hours worked and multiplying the calculated figure by 200,000.

Total workforce and breakdown by employee category (G4-10, G4-LA12)

Total workforce and breakdown by employee category (G4-10, G4-LA12)	Measure	2011	2012	2013	2014
Workforce including outsourced employees					
Employees	Headcount, year end	19,542	21,809	36,374	33,969
Outsourced employees	Headcount, year end	n/a	n/a	25,830	24,185
Total	**Headcount, year end**	**19,542**	**21,809**	**62,204**	**58,154**

Employees by region and gender	Measure	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
North America	Headcount, year end	58	47	105	64	43	107	66	56	122	71	58	129
Latin America	Headcount, year end	2,678	1,581	4,259	2,657	1,675	4,332	2,517	1,606	4,123	2,060	1,400	3,460
Europe	Headcount, year end	9,568	5,610	15,178	10,947	6,423	17,370	21,137	10,992	32,129	20,221	10,159	30,380
Total	**Headcount, year end**	**12,304**	**7,238**	**19,542**	**13,668**	**8,141**	**21,809**	**23,720**	**12,654**	**36,374**	**22,352**	**11,617**	**33,969**
Total % split	%	63%	37%		63%	37%		65%	35%		66%	34%	

Employees by contract type	Measure	2011	2012	2013	2014
Permanent contracts	Headcount, year end	n/a	19,613	33,866	31,902
Temporary contracts	Headcount, year end	n/a	2,196	2,508	2,067
Employees by employment type					
Full time	Headcount, year end	n/a	19,422	32,070	30,525
Part time	Headcount, year end	n/a	2,387	4,304	3,444
Employees by age group[2]					
under 30 years old	Headcount (% of total)	n/a	n/a	9,557 (26%)	8,167 (24%)
30-50 years old	Headcount (% of total)	n/a	n/a	21,647 (60%)	21,650 (64%)
over 50 years old	Headcount (% of total)	n/a	n/a	5,170 (14%)	4,152 (12%)

New employee hires and employee turnover (G4-LA1)

New employee hires by region and gender	Measure	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
North America	Headcount	2	9	11	11	8	19	10	14	24	8	7	15
Latin America	Headcount	627	379	1,006	539	448	987	429	333	762	436	361	797
Europe	Headcount	1,538	1,074	2,612	2,164	1,565	3,729	3,189	2,025	5,214	2,864	1,660	4,524
Total	**Headcount**	**2,167**	**1,462**	**3,629**	**2,714**	**2,021**	**4,735**	**3,628**	**2,372**	**6,000**	**3,308**	**2,028**	**5,336**
Rate of new hires[4]	Rate (%)			19%			22%			16%			16%

New employee hires by age group	Measure	Total	Total	Total	Total
under 30 years old	Headcount (% of total)	n/a	n/a	3,316 (55%)	2,866 (54%)
30-50 years old	Headcount (% of total)	n/a	n/a	2,336 (39%)	2,295 (43%)
over 50 years old	Headcount (% of total)	n/a	n/a	348 (6%)	175 (3%)

Employee turnover by region and gender	Measure			Total			Total	Male	Female	Total	Male	Female	Total
North America	Number of leavers			9			16	6	1	7	3	5	8
Latin America	Number of leavers			1,169			856	846	483	1,329	789	498	1,287
Europe	Number of leavers			2,010			2,469	3,144	1,798	4,942	3,188	1,879	5,067
Total	**Number of leavers**			**3,188**			**3,341**	**3,996**	**2,282**	**6,278**	**3,980**	**2,382**	**6,362**
Rate of total employee turnover[4]	%			16%			15%			17%			19%

Employee turnover by age group	Measure	Total	Total	Total	Total
Total leavers - under 30 years old	Number of leavers (rate, %)	n/a	n/a	2,350 (6.5%)	2,419 (7%)
Total leavers - 30-50 years old	Number of leavers (rate, %)	n/a	n/a	3,076 (8.5%)	3,343 (10%)
Total leavers - 50+ years old	Number of leavers (rate, %)	n/a	n/a	852 (2%)	600 (2%)

Employee training (G4-LA9)

Employee training (G4-LA9)	Measure	2011	2012	2013	2014
Average training hours	Hours per FTE	31	29	24	24
Average training investment	$USD per FTE	642	643	628	650

Occupational health & safety[5] (G4-LA6)

Occupational health & safety[5] (G4-LA6)	Measure	2011	2012	2013	2014
Injury rate	per 200,000 hours worked	n/a	n/a	n/a	2.28
Occupational diseases rate	per 200,000 hours worked	n/a	n/a	n/a	4.88
Lost days rate	Lost days per 200,000 hours worked	n/a	n/a	n/a	31.86
Absentee rate	Absentee days as % of days that could have been worked	n/a	n/a	n/a	5.52
Work-related fatalities	Number	0	0	0	0

Women in management

Women in management	Measure	2011	2012	2013	2014
Women in management positions	% of total management workforce	28%	28%	29%	29%
Women in Executive Management	% of executive management team	19%	11%	10%	9%

GRI G4 CONTENT INDEX

The Global Reporting Initiative (GRI) is a non-profit organization that promotes economic, environmental and social sustainability. GRI's Sustainability Reporting Framework enables all companies and organizations to measure and report their sustainability performance.

We self-declare this report is in accordance with the Global Reporting Initiative G4 Sustainability Reporting Framework, core option. This report has successfully completed the GRI Materiality Disclosures Service confirming that material disclosures G4-17 to G4-27 are correctly located.

Click here for our full GRI G4 Core Content Index.
www.libertyglobal.com/cr/PDF/Liberty-Global-GRI-G4-Index-2014.pdf

Content Key:

✅ Reported   🟪 Information in our Annual Report   🟥 Information in the full GRI Content Index on our website   ☁ Available on CR website   IFC inside front cover

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Forward-looking statements
This report contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995, including our expectations with respect to our future growth prospects. See pages I-6 and I-7 of the 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, including in the Annual Report on Form 10-K. 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.

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