



2013 GRI G4

Content Index



LIBERTY GLOBAL

The Global Reporting Initiative

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 have focused the content of [Liberty Global's 2013 Corporate Responsibility \(CR\) Report](#) on our most material CR issues and in doing so, we self-declare this report is in accordance with the Global Reporting Initiative G4 Sustainability Reporting Framework at Core level.

General Disclosures		Page/Link	External Assurance
STRATEGY AND ANALYSIS			
G4-1	CEO statement.	Welcome from our President and CEO, page 2.	None
ORGANIZATIONAL PROFILE			
G4-3	Name of the organization.	About Liberty Global, page 3.	None
G4-4	Primary brands, products, and services.	About Liberty Global, page 3.	None
G4-5	Location of the organization's headquarters.	About Liberty Global, page 3.	None
G4-6	Number of countries where the organization operates.	About Liberty Global, page 6.	None
G4-7	Nature of ownership and legal form.	Liberty Global plc is a public listed company traded on the NASDAQ Global Select Market.	None
G4-8	Markets served.	About Liberty Global, page 3.	None
G4-9	Scale of the organization, including employees, operations, revenues and quantity of products and services.	About Liberty Global, pages 3-4. 2013 Annual Report, page 1-8, II-95.	None
G4-10	Total number of employees broken down by contract and gender and employment type, and supervised workers.	Social performance, page 36. Information on supervised workers is not available by gender. There are no significant seasonal differences in our workforce numbers throughout the year.	None
G4-11	Percentage of total employees covered by collective bargaining agreements.	24% of our FTE employees were covered by collective bargaining agreements in 2013.	None
G4-12	Description of the supply chain.	Our supply chain, page 33.	None
G4-13	Significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain.	In 2013, we acquired Virgin Media, adding more than 14,000 employees and more than 3 million subscribers to our network in the UK.	None
G4-14	How the precautionary approach or principle is addressed by the organization.	We address the precautionary principle through our robust risk management processes. For more detail, see our Annual Report, page I-44.	None
G4-15	External economic, environmental and social charters, principles, or other initiatives to which the organization subscribes.	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 and the Davos Declaration on the Grand Coalition for Digital Jobs.	None
G4-16	Memberships of associations maintained at the organizational level.	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 CEO Coalition to make the Internet a Better Place for Children, the World Economic Forum, the Boston College Center for Corporate Citizenship DIF (Digital Interoperability Forum), the AAPA (anti audiovisual piracy alliance), EuroISPA, and the EIF - European Internet Foundation in the European Parliament.	None

General Disclosures		Page/Link	External Assurance
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES			
G4-17	Entities included the report.	About this report, inside front cover.	None
G4-18	Process for defining the report content and the Aspect Boundaries.	Focusing on the issues that matter, page 6.	None
G4-19	Material Aspects identified in the process for defining report content.	Focusing on the issues that matter, page 6.	None
G4-20	Aspect Boundary within the organization.	See below, page 4.	None
G4-21	Aspect Boundary outside the organization.	See below, page 4.	None
G4-22	Effect of any restatements of information provided in previous reports.	We have calculated the GHG emissions of our operations according to the WBCSD GHG protocol methodology. Our footprint has been restated for 2011 and 2012 to account for material changes to the conversion factors provided by Defra for company reporting purposes, as well as to account for the acquisition of Virgin Media.	None
G4-23	Significant changes from previous reporting periods.	There are no significant changes in scope and aspect boundaries.	None
STAKEHOLDER ENGAGEMENT			
G4-24	List of stakeholder groups engaged by the organization.	2013 Stakeholder engagement highlights, page 7.	None
G4-25	Basis for identification and selection of stakeholders with whom to engage.	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. We also conducted specific surveys with stakeholders in the preparation of this report.	None
G4-26	Approach to stakeholder engagement.	See below, page 5.	None
G4-27	Key topics and concerns that have been raised through stakeholder engagement.	See below, page 5.	None
REPORT PROFILE			
G4-28	Reporting period.	About this report, inside front cover.	None
G4-29	Date of most recent previous report.	2012	None
G4-30	Reporting cycle.	Annual	None
G4-31	Contact point for questions.	cr@libertyglobal.com	None
G4-32	The 'in accordance' option the organization has chosen.	This report is in accordance with the G4 Guidelines at Core level.	None
G4-33	Policy and current practice with regard to seeking external assurance for the report.	We do not maintain a policy of engaging external assurance for our CR reports. We follow strictly controlled processes for data collection of information and quantitative data and all data provided is audited by Liberty Global's corporate office.	None
GOVERNANCE			
G4-34	Governance structure of the organization.	Governance, page 34.	None
ETHICS AND INTEGRITY			
G4-56	The organization's values, principles, standards and norms of behavior.	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 .	None

G4-20, G4-21 Material Aspect Boundaries

Material Aspects (G4-19)	DMA and Indicators	Material within the organization	Material external to the organization	Relevance outside the organization
Privacy and data security	Social: Society: Customer privacy: PR8		✓	Our customers rely on being able to discover the possibilities of the digital world in a safe and secure way.
Protection of children online and TV	Telecom draft supplement: Access to content: PA7		✓	Children must be protected from risk of harm from inappropriate content as they explore the digital world
Digital inclusion and education	Economic: Indirect economic impacts: G4-EC8		✓	Advancing digital inclusion offers great benefits for society and improving the quality of life.
Improving energy efficiency	Environmental: Energy: G4-EN3	✓	✓	Reduction of energy consumption reduces the burden on the planet's resources.
	Environmental: Energy: G4-EN5	✓	✓	
	Environmental: Energy: G4-EN6	✓	✓	
Reducing GHG emissions	Environmental: Emissions: G4-EN15		✓	Reducing greenhouse gas emissions supports global efforts to mitigate climate change risks.
	Environmental: Emissions: G4-EN16		✓	
	Environmental: Emissions: G4-EN17		✓	
	Environmental: Emissions: G4-EN18		✓	
	Environmental: Emissions: G4-EN19		✓	
Electronic waste reduction	Environmental: Effluents and Waste: G4-EN23		✓	Reducing waste reduces resource consumption, and supports avoidance of landfill.

G4-26, G4-27 Stakeholder engagement topics by stakeholder group

Stakeholder group	Frequency of engagement	Key topics and concerns	Response to key topics and concerns
Customers	Regular communications, meetings, surveys throughout the year.	In general, customers are concerned with privacy and data security, excellent service, quality, reliability, accessibility, and a safe internet environment for themselves and their children.	See section: Building trust with our customers.
Employees	Annual performance reviews and frequent formal and informal communications and surveys.	In general, employees look do meaningful work, receive fair compensation, enjoy opportunities to develop and be creative, and gain recognition.	See section: Engaging employees.
Suppliers	Annual meetings with key suppliers and supplier risk assessment process.	In general, our suppliers look to enjoy fair and collaborative, long-term relationships with Liberty Global.	See section: Supply chain partnerships.
Investors	Annual or quarterly meetings with key investor groups.	Investors are interested in our ability deliver sustainable growth and effective risk management.	Our Annual Report deals with topics of interest to investors.
Civil society organizations	Engagement on as-needed or consultation basis.	In our sector, civil society is primarily concerned with digital inclusion, protecting children, internet security and managing environmental impacts of our networks.	See Sections: Promoting a digital society and Managing our environmental impacts.
Regulators	Engagement on as-needed or consultation basis.	Regulators are interested in improving accessibility to the internet while ensuring equitable frameworks for digital inclusion, protecting vulnerable populations and managing exposure to risk.	See section: Promoting a digital society.

Specific Standard Disclosures

Material Aspects (G4-19)	Disclosures on Management Approach (DMA) and Performance Indicators	Page/Link	Omissions	External Assurance
Privacy and data security	Social: Society: Customer privacy: PR8 Substantiated complaints regarding breaches of customer privacy and losses of customer data.	DMA: Building trust with our customers, pages 18 and 20.	To date, local markets have received and managed responses to any such complaints in accordance with applicable laws. We are now aligning the consistency of reporting any breaches of customer privacy and losses of customer data across the organization, in order to report globally in 2015	None
Protection of children online and TV	Telecom sector draft supplement: Access to content: PA7 Policies and practices to manage human rights issues relating to access and use of telecommunications products and services including protecting children.	DMA and Performance: Protecting children, pages 8-9.		None
Digital inclusion and education	Economic: Indirect economic impacts: G4-EC8 Significant indirect economic impacts, including the extent of impacts.	DMA and Performance Indicators: Promoting a digital society, pages 10-17.		None
Improving energy efficiency	Environmental: Energy: G4-EN3 Energy consumption within the organization.	DMA: Managing our environmental impacts, pages 21-27. Performance Indicators: Environmental performance, page 35.		None
	Environmental: Energy: G4-EN5 Energy intensity.			None
	Environmental: Energy: G4-EN6 Reduction of energy consumption.			None
Reducing GHG emissions	Environmental: Emissions: G4-EN15 Direct greenhouse gas (GHG) emissions (Scope 1).			None
	Environmental: Emissions: G4-EN16 Energy indirect greenhouse gas (GHG) emissions (Scope 2).			None
	Environmental: Emissions: G4-EN17 Other indirect greenhouse gas (GHG) emissions (Scope 3).			None
	Environmental: Emissions: G4-EN18 Greenhouse gas emissions intensity.			None
	Environmental: Emissions: G4-EN19 Reduction of greenhouse gas (GHG) emissions.			None
Electronic waste reduction	Environmental: Effluents and Waste: G4-EN23 Total weight of waste by type and disposal method.	DMA: E-waste and recycling, page 26. Performance Indicator: Environmental performance, page 35.		None

Additional discretionary performance indicators*	Performance Indicators	Page/Link	Omissions	External Assurance
G4-EN8	Environmental: Water: Water withdrawal by source.	Environmental performance, page 35.		None
G4-LA1	Social: Employment: Number and rates of new employee hires and employee turnover by age group, gender, and region.	Social performance, page 36.		None
G4-LA6	Social: Occupational health and safety: Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities.	Social performance, page 36.	Fatality data only reported.	None
G4-LA9	Social: Training and education: Average hours of training per year per employee.	Social performance, page 36.	Breakdown by gender and employee category is unavailable.	None
G4-LA11	Social: Training and education: Percentage of employees receiving regular performance and career development reviews.	Social performance, page 36.	Breakdown by gender and employee category is unavailable.	None
G4-LA12	Social: Diversity and equal opportunity: Composition of governance bodies and breakdown of employees per employee category.	Social performance, page 36.	Breakdown by employment category and minority groups is unavailable.	None
G4-SO6	Society: Total value of political contributions.	Liberty Global does not make any political contributions.		None

*These additional Performance Indicators are not considered as our most material issues for the purposes of this report to align with the GRI G4 requirement for "in accordance" at Core level. However, we have included additional disclosures for the benefit of stakeholders who require this data.