

2014 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 this 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, core option. This report has successfully completed the GRI Materiality Disclosures Service confirming that material disclosures G4-17 to G4-27 are correctly located.

G4	General Standard Disclosure	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 3.	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, page 3. 2014 Annual Report, pages 3,6 and II-4, II-10.	None
G4-10	Total number of employees broken down by contract and gender and employment type, and supervised workers.	Performance Summary, page 30-31. Information on supervised workers broken down by gender is not available. 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.	25% of our FTE employees were covered by collective bargaining agreements in 2014.	None
G4-12	Description of the supply chain.	Supply chain partnerships, page 25.	None
G4-13	Significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain.	There were no significant changes during the reporting period.	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-47-I-57.	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, DIF (Digital Interoperability Forum), the AAPA (anti audiovisual piracy alliance), EuroISPA, the EIF - European Internet Foundation in the European Parliament and ETSI, the European Telecommunications Standards Institute, the Grand Coalition for Digital Jobs and the European Coding Initiative.	None

G4	General Standard Disclosure	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.	Our materiality process, page 4.	None
G4-19	Material Aspects identified in the process for defining report content.	Our materiality process, page 4.	None
G4-20	Aspect Boundary within the organization.	GRI G4 Content Index, page 4.	None
G4-21	Aspect Boundary outside the organization.	GRI G4 Content Index, page 4.	None
G4-22	Effect of any restatements of information provided in previous reports.	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. Our footprint has been restated for 2011 and 2012 to account for material changes to the 2013 conversion factors provided by DEFRA for company reporting purposes, as well as to account for the acquisition of Virgin Media. We have also amended prior year data as a result of previously used estimates and other changes that have been identified	None
G4-23	Significant changes from previous reporting periods.	In 2014, 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. This data was excluded in our 2013, 2012 and 2011 data. There are no significant changes in aspect boundaries.	None
STAKEHOLDER ENGAGEMENT			
G4-24	List of stakeholder groups engaged by the organization.	Stakeholder engagement highlights, page 5.	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.	None
G4-26	Approach to stakeholder engagement.	Our materiality process, page 4 and the GRI G4 Content Index, page 5.	None
G4-27	Key topics and concerns that have been raised through stakeholder engagement.	GRI G4 Content Index, page 5.	None
REPORT PROFILE			
G4-28	Reporting period.	About this Report, inside front cover.	None
G4-29	Date of most recent previous report.	2013	None
G4-30	Reporting cycle.	About this Report, inside front cover.	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, code option. The KPMG Independent Limited Assurance Statement can be found at http://www.libertyglobal.com/cr/PDF/LG-assurance-opinion-27-April-2015.pdf .	None
G4-33	Policy and current practice with regard to seeking external assurance for the report.	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 over the greenhouse gas emissions as presented in Liberty Global plc's Annual Report and Accounts for year ending 31 December 2014.	None

G4	General Standard Disclosure	Page/Link	External Assurance
GOVERNANCE			
G4-34	Governance structure of the organization.	About Liberty Global, page 3. For more information, please visit: www.libertyglobal.com/cr/cr-our-approach-governance and www.libertyglobal.com/governance .	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 at www.libertyglobal.com/governance .	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, pages 16-19.
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: Employee engagement and development, pages 26-27.
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, page 25.
Investors	Annual or quarterly meetings with key investor groups.	Investors are interested in our ability deliver sustainable growth and effective risk management. This includes the areas of corporate governance, data privacy and security, and human capital development.	Topics of interest to investors are included in our Annual Report, as well as our CR report. Additional information is shared with investors as part of our annual submissions to the socially responsible investment (SRI) community, including the Dow Jones Sustainability Index, the CDP Climate Change Program and Newsweek Green Rankings.
Civil society organizations	Engagement on as-needed or consultation basis.	In our sector, civil society is primarily concerned with digital inclusion, protecting children online, internet security and managing environmental impacts of our networks.	See sections: Promoting a digital society (pages 8-15), Building trust with our customers (pages 16-19) and Managing our environmental impacts (pages 20-23).
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, pages 8-15.

Specific Standard Disclosures

Material Aspects (G4-19)	Disclosures on Management Approach (DMA) and Performance Indicators	Page/Link for DMA and Performance Indicators	Omissions	External Assurance
Privacy and data security	Social: Society: Customer privacy: PR8 Substantiated complaints regarding breaches of customer privacy and losses of customer data.	Customer privacy and data security section, pages 16, 18-19.	We do not report the number of complaints or privacy breaches in 2014. To date, local operations have received and managed responses to any such complaints in accordance with applicable laws. In 2015, we will conduct a full audit of our Privacy Incident Management Process, allowing us to report globally moving forward.	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.	Helping keep kids safe online, page 14.		None
Digital inclusion and education	Economic: Indirect economic impacts: G4-EC8 Significant indirect economic impacts, including the extent of impacts.	Promoting a digital society, pages 8-12. Helping keep kids safe online, page 14. Our community investments, page 15.		None
Improving energy efficiency	Environmental: Energy: G4-EN3 Energy consumption within the organization.	Managing our environmental impacts, pages 20-23. Performance Summary, page 30.		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).			KPMG Independent Limited Assurance Statement
	Environmental: Emissions: G4-EN16 Energy indirect greenhouse gas (GHG) emissions (Scope 2).			KPMG Independent Limited Assurance Statement
	Environmental: Emissions: G4-EN17 Other indirect greenhouse gas (GHG) emissions (Scope 3).			KPMG Independent Limited Assurance Statement
	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.	Managing our environmental impacts, pages 20-23. E-waste and recycling, page 22. Performance Summary, page 30.		None

Additional performance indicators*	Performance Indicators	Page/Link for DMA and Performance Indicators	Omissions	External Assurance
G4-EN8	Environmental: Water: Water withdrawal by source.	Performance summary, page 30.		None
G4-LA1	Social: Employment: Number and rates of new employee hires and employee turnover by age group, gender, and region.	Performance summary, page 30-31.		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.	Performance summary, page 30-31.	The type of injury is unavailable. Aside from total employee figures, further breakdown of data on outsourced employees is not available.	None
G4-LA9	Social: Training and education: Average hours of training per year per employee.	Performance summary, page 30-31.	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.	Performance summary, page 30-31.	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.	Performance summary, page 30-31.	Data on minority groups and other indicators of diversity is unavailable.	None
G4-SO6	Society: Total value of political contributions.	We did not make any political contributions during 2014. 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.		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 this data for the benefit of stakeholders who require additional information.