

2015 GRI G4 Content Index



LIBERTY GLOBAL

The Global Reporting Initiative G4 Content Index

The [Global Reporting Initiative](#) (GRI) is an international independent organization that helps businesses, governments and other organizations understand and communicate the impact of business on critical sustainability issues such as climate change, human rights, corruption and many others. GRI's Sustainability Reporting Standards are the world's most widely used standards on sustainability reporting and disclosure, enabling businesses, governments, civil society and citizens to make better decisions based on information that matters.

We have focused the content of this report on our most material CR issues and in doing so, we self-declare this report to be in accordance with the Global Reporting Initiative G4 Sustainability Reporting Framework, core option.

This GRI G4 Content Index refers to our 2015 CR Report which can be downloaded [here](#)

G4	General Standard Disclosure	Page/Link	External Assurance
STRATEGY AND ANALYSIS			
G4-1	CEO statement.	CEO Welcome, page 2.	
ORGANIZATIONAL PROFILE			
G4-3	Name of the organization.	About Liberty Global, page 3.	
G4-4	Primary brands, products, and services.	About Liberty Global, page 3.	
G4-5	Location of the organization's headquarters.	About Liberty Global, page 3.	
G4-6	Number of countries where the organization operates	About Liberty Global, page 3.	
G4-7	Nature of ownership and legal form.	Liberty Global plc is a public listed company traded on the NASDAQ Global Select Market.	
G4-8	Markets served	About Liberty Global, page 3.	
G4-9	Scale of the organization, including employees, operations, revenues and quantity of products and services.	About Liberty Global, page 3. 2015 Annual Report, pages I-3, and II-5, II-13.	
G4-10	Total number of employees broken down by contract and gender and employment type, and supervised workers.	Performance Summary, pages 22. Information on supervised workers split by gender is not available. There are no significant seasonal differences in our workforce numbers throughout the year.	
G4-11	Percentage of total employees covered by collective bargaining agreements.	30% of our FTE employees were covered by collective bargaining agreements in 2015.	
G4-12	Description of the supply chain.	Working across our supply chain, page 17.	
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 allowing for ongoing business expansions and acquisitions.	
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 Risk Factors in our 2015 Annual Report, page I-49-I-64.	
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.	
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 AAPA (anti audiovisual piracy alliance), the Biennial of the Americas, the CEO Coalition to make the Internet a Better Place for Children, the EIF (European Internet Foundation in the European Parliament), ETSI (European Telecommunications Standards Institute), EuroISPA, the European Coding Initiative, the Grand Coalition for Digital Jobs, the ICT Coalition for Children Online, the Lessons for Life Foundation, SCTE (Society of Cable Telecommunications Engineers) and the World Economic Forum.	

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.	
G4-18	Process for defining the report content and the Aspect Boundaries.	Our material issues, page 4.	
G4-19	Material Aspects identified in the process for defining report content.	Our material issues, page 4.	
G4-20	Aspect Boundary within the organization.	GRI G4 Content Index, page 4.	
G4-21	Aspect Boundary outside the organization.	GRI G4 Content Index, page 4.	
G4-22	Effect of any restatements of information provided in previous reports.	<p>For comparative purposes and to create new base-year values for our environmental targets, we have made adjustments to our environmental results for 2012 through 2014 to include representative pre-acquisition values for Virgin Media, which we acquired on June 7, 2013, and Ziggo, which we acquired on November 11, 2014. In terms of disposals, substantially all of Chellomedia's assets were sold in January 2014 and have not been included in our reporting.</p> <p>GHG emissions are updated retroactively in line with the GHG Protocol. For more information please see our environmental reporting criteria at: http://www.libertyglobal.com/cr/PDF/Liberty-Global-Environmental-Reporting-Criteria-2015.pdf</p>	
G4-23	Significant changes from previous reporting periods.	There are no significant changes in the Scope and Aspect Boundaries.	
STAKEHOLDER ENGAGEMENT			
G4-24	List of stakeholder groups engaged by the organization.	GRI G4 Content Index, pages 5-6.	
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.	
G4-26	Approach to stakeholder engagement.	Our material issues, page 4. GRI G4 Content Index, pages 5-6.	
G4-27	Key topics and concerns that have been raised through stakeholder engagement.	GRI G4 Content Index, pages 5-6.	
REPORT PROFILE			
G4-28	Reporting period.	About this Report, inside front cover.	
G4-29	Date of most recent previous report.	2014	
G4-30	Reporting cycle.	About this Report, inside front cover.	
G4-31	Contact point for questions.	cr@libertyglobal.com	
G4-32	The 'in accordance' option the organization has chosen.	This report is in accordance with the G4 guidelines, core option. The KPMG Independent Limited Assurance Statement can be found at http://www.libertyglobal.com/cr/PDF/Liberty-Global-Assurance-Opinion-2015.pdf .	
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 covering the greenhouse gas emissions and energy consumption as presented in Liberty Global plc's Annual Report and Accounts for year ending 31 December 2015.	

G4	General Standard Disclosure	Page/Link	External Assurance
GOVERNANCE			
G4-34	Governance structure of the organization.	<p>Liberty Global's Board of Directors consists of 12 persons: 10 are both independent and non-executive directors; one is a non-executive director and one is an executive director. The executive director is the only director who is an employee of Liberty Global. 11 directors are male and one is female. One director (8%) is 30-50 years old and 11 directors (92%) are over 50 years old.</p> <p>For more information, please visit: http://www.libertyglobal.com/cr/cr-our-approach-governance.</p>	
ETHICS AND INTEGRITY			
G4-56	The organization's values, principles, standards and norms of behavior.	<p>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.</p> <p>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.</p>	

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.

G4-24, G4-26 and G4-27 Stakeholder engagement topics by stakeholder group

Communities and civil society organizations

How we engage:

- We work with organizations that support some of our most strategic issues, such as developing digital skills. We listen to what these organizations (e.g. CoderDojo) need, and collaboratively identify the best ways of supporting them to meet our shared objectives.
- We identify new ways to help keep children safe online through work with partners such as European Schoolnet.
- We enable discussions on some of the biggest issues facing society, through platforms such as Virgin Media's #Disruptors event.
- We work with NGOs such as the Digital Accessibility Center to input into our product development.

What they told us and what we are doing:

- Our CoderDojo experience told us that there is a need to easily inform kids about new coding programs. We therefore developed easy to use 'Sushi Cards' that helped explain the different coding languages.
- European Schoolnet informed us of the need for teachers to have more resources to help them address the online issues teenagers are facing. We worked with teachers to help develop the Web We Want guide.
- Our #Disruptors event in 2015 focused on the future of learning. We learned from tech companies, academics and innovators about the new tools and opportunities for learning in the 21st century. We are facilitating the discussion further through the #Disruptors platform.
- After receiving input from the Digital Accessibility Center, we were able to identify the best accessibility criteria to use in our product scorecard assessment.

Customers and consumers

How we engage:

- We use Net Promoter Score (NPS) to gauge the strength of our relationship with customers.
- Last year, we implemented a company-wide NPS platform for the first time, to measure NPS in a consistent way. Across our markets, we now collect about 200,000 completed NPS surveys each month.
- We respond to requests from our customers for environmental information relating to purchased goods and services.

What they told us and what we are doing:

- We use NPS to monitor our customers' experiences from purchase through product use to paying their bill, and use the data in our process for testing new products. For example, we invited customers to test our Connect Box before launch.
- What customers told us influenced our decisions, from the look and feel to the packaging of the product. As a result, the Connect Box has the highest NPS of all of our WiFi modems.
- We have now linked our global NPS targets to the remuneration of Liberty Global employees.

Employees

How we engage:

- We listen to our employees through our company wide employee survey Zoom and through employee development programs.
- We listen to our employees through our Spark innovation initiative, designed to source and refine ideas in response to real business challenges by tapping into the collective creativity of our employees, and vendors. During 2015, we expanded Spark to an additional 10,000 employees in 6 countries - now linking 22K employees together globally.

What they told us and what we are doing:

- Our employees told us that they are very happy with the level of management support they receive. They recognize that there is more opportunity to explain our new strategy, Liberty GO, more clearly, and for our leaders to better demonstrate how they represent the values of company. We are currently developing action plans with our managers to address the main feedback.

Governments and policy makers

How we engage:

- We help influence EU policy makers through our membership of the ICT Coalition and our support of the CEO's Digital Agenda for Europe to promote a safer internet for children.
- We participate in policy conversations and programs that help deliver the priorities of the EC's Grand Coalition for Digital Jobs to encourage digital skills development in Europe.
- We are in dialogue with government in the UK to understand their priorities as we invest in our extensive network expansion – Project Lightning.

What they told us and what we are doing:

- The issue of child safety online is as pressing as ever. We are therefore continuing to invest in tools and information to keep children safe.
- We also hear from governments that there is a pressing need for more digital infrastructure within the markets where we operate. We are continuing to invest in expanding our network, such as through Project Lightning in the UK.

Industry peers

How we engage:

- We address the key issue impacting our business through our membership and participation in several organizations.
- We are working towards a more sustainable cable industry as members of the Society of Cable Telecommunications Engineers' (SCTE)'s Energy 2020 program. In partnership with other key cable system operators and vendor companies, we aim to increase the efficiency and reduce the impact of our sector by developing energy management standards, technology innovation, organizational solutions and training.
- We are also influencing the establishment of standards for network improvement with the European Telecommunications Standards Institute (ETSI).

What they told us and what we are doing:

- We have learned a great deal as part of Energy 2020, from best practice sharing to managing energy whilst increasing bandwidth. We're discussing the different approaches with our peers to explore how we can implement this in the near future.
- We are sharing our own best practices, such as our use of Phase Changing Material (see our story on page 16 of our 2015 CR Report).
- As chair of the Access Network Energy Efficiency work stream, we are and helping develop a standard for cable operators to measure their power consumption.

Investors

How we engage:

- One of the main ways we engage with investors is by responding to their socially responsible investment questions through our submission to the Dow Jones Sustainability Index (DJSI) and submission to the CDP's Climate Change Program. We also respond to FTSE4Good, Newsweek Green Ranking and MSCI ESG questionnaires.

What they told us and what we are doing:

- Investors have emphasized the importance of human capital, and many of their questions focus on how we develop and support our people.
- We continue to invest in our People Agenda, our company-wide strategy to attract and retain the best people in the industry.
- We continue to engage with DJSI and CDP on how to improve our performance. In 2015 we were ranked higher than average in our industry for both benchmarks.
- We recognize that investors are able to make more informed investment decisions based on our CDP submissions. We aim to make our submission public in 2016 to improve transparency for SRI investors.

Suppliers

How we engage:

- We follow a four step process that includes the EcoVadis assessment to collaboratively work with our suppliers to identifying the biggest risks in our supply chain. See page 17 of our 2015 CR Report for more detail.
- We recognize the hard work of our suppliers at our Annual Tech Summit and offer a Supplier Award for the supplier with the highest EcoVadis assessment score.
- We are also in dialogue with suppliers to identify opportunities to use new technology to improve our impacts. One example is our Spark campaign, which sources responses to real business challenges by tapping into the collective creativity our employees.

What they told us and what we are doing:

- Through the EcoVadis assessment, we can assess the biggest risks we and our suppliers face. Based on this, we implement Collective Action Plans with suppliers that require extra support to address the biggest risk areas and help them improve their performance.
- In 2015, we identified an opportunity with our supplier Tizzoni to use phase change material in more of our local data facilities in the Netherlands, improving energy efficiency in those sites by up to 40%.
- We investigated the possibility to bring fuel cell technology to use in our European facilities with our supplier Bloom.
- Following our extension of Spark in 2014 to generate network energy efficiency ideas from some of our most important vendors, In 2015, the winning suggestion, submitted by Centralized Power Supply, was tested in our labs. The idea, which provides back-up power during grid outages caused by national electricity reliability issues and increases operational efficiency through fewer truck rolls, is now being implemented in Puerto Rico. We are currently reviewing efficiency data to assess implementation of the idea across our global network.

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, pages 11-12 In 2015, we did not incur any fines or penalties in relation to information security breaches or other cyber security incidents. We conducted an audit of our Privacy Incident Management Process this year, and we are reviewing data for reporting purposes in the future.	We do not report the number of complaints regarding breaches of customer privacy.	
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.	Keeping children safe online, page 13		
Digital inclusion and education	Economic: Indirect economic impacts: G4-EC8 Significant indirect economic impacts, including the extent of impacts.	Strategy Pillar 1 – Digital Imagination, pages 6-9, Keeping children safe online, page 13, and Our Community Investments on our website .		
Improving energy efficiency	Environmental: Energy: G4-EN3 Energy consumption within the organization.			KPMG Independent Limited Assurance Statement
	Environmental: Energy: G4-EN5 Energy intensity.			
	Environmental: Energy: G4-EN6 Reduction of energy consumption.			
Reducing GHG emissions	Environmental: Emissions: G4-EN15 Direct greenhouse gas (GHG) emissions (Scope 1).	Sustainable growth, pages 14-16 and Performance Summary, page 21		KPMG Independent Limited Assurance Statement
	Environmental: Emissions: G4-EN16 Energy indirect greenhouse gas (GHG) emissions (Scope 2).			
	Environmental: Emissions: G4-EN17 Other indirect greenhouse gas (GHG) emissions (Scope 3).			
	Environmental: Emissions: G4-EN18 Greenhouse gas emissions intensity.			
	Environmental: Emissions: G4-EN19 Reduction of greenhouse gas (GHG) emissions.			
Electronic waste reduction	Environmental: Effluents and Waste: G4-EN23 Weight of waste by type and disposal method.	Sustainable growth, pages 14-16 and Reducing the impact of consumer electronics, page 14 and Performance Summary, page 21.		

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 21.		
G4-LA1	Social: Employment: Number and rates of new employee hires and employee turnover by age group, gender, and region.	Performance summary, page 22.		
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 22.	The type of injury is unavailable. Aside from total employee figures, further breakdown of data on outsourced employees is not available.	
G4-LA9	Social: Training and education: Average hours of training per year per employee.	Empowering Employees, page 18 and Performance Summary, page 22	Breakdown by gender and employee category is unavailable.	
G4-LA11	Social: Training and education: Percentage of employees receiving regular performance and career development reviews.	Performance summary, page 22.	Breakdown by gender and employee category is unavailable.	
G4- LA12	Social: Diversity and equal opportunity: Composition of governance bodies and breakdown of employees per employee category.	Performance summary, page 22.	Data about minority groups is unavailable.	
G4-SO6	Society/Public Policy: Total value of political contributions.	We did not make any political contributions during 2015. Our Code of Business Conduct prohibits the use of company funds and assets for political contributions to political parties, political party officials and candidates for office, unless approved by our general counsel. Additionally, our charitable giving programs available to employees prohibit political contributions by our company.		

*These additional performance indicators are not considered as our most material issues for the purposes of this report and the GRI G4 requirement for "in accordance", core option. However, we have included this data for the benefit of stakeholders who require additional information.