



LIBERTY GLOBAL

Corporate Responsibility Summary Report 2012

Discovering new
possibilities



Welcome



Welcome to our second Corporate Responsibility Summary Report. This overview gives an insight into our approach and shows some of the highlights from 2012.

In June 2013, we were delighted to acquire Virgin Media and become the world's largest international cable company. With this growth comes an even greater responsibility to promote a digital society; to build trust with our customers; to manage our environmental impacts; and above all, to be a responsible business.

Unlocking the economic, societal and environmental value that Liberty Global seeks to maximize can't happen in isolation. All our futures – as corporate and individual citizens, as community members and contributors

to society – are intrinsic to one another. For this reason, our report this year highlights the message of discovery and details some key dilemmas as we work toward solutions in partnership with others.

For Liberty Global, the journey is only starting. Thank you again for your interest in our corporate responsibility efforts.

Sincerely,
Michael T. Fries
President and Chief Executive Officer



Over \$17 billion¹
revenue



36,000²
employees



14 cable
operations



24 million
customers

Our main brands

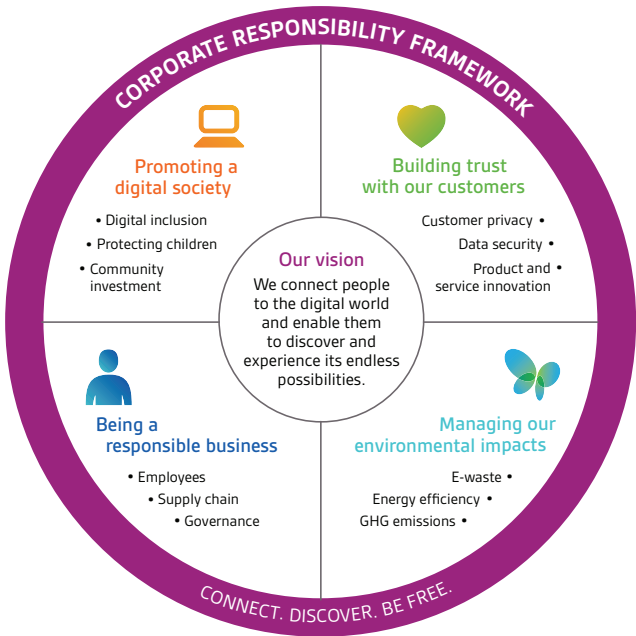


¹ Revenue is presented as annualized combined reported results of Liberty Global plc and Virgin Media for the three months ended June 30, 2013.

² Total number of employees based on full-time equivalent (FTE).

Our approach

Our Corporate Responsibility (CR) Framework summarizes our approach to managing the opportunities and challenges that our business faces. Our priority is to promote a digital society.



This Framework underpins our CR strategy and reflects the issues identified by our stakeholders as most important to our business and society. These issues were prioritized in a materiality assessment process, which revealed the relative significance of topics to society and their relation to the successful delivery of our business strategy.

Engaging with stakeholders is an ongoing process that helps us build long-term relationships with the individuals and groups that affect our business, and challenges us to do better.

Our approach to CR supports our core business strategy – helping us to win and retain contracts, attract and retain the best people, enhance our reputation, reduce operating costs and manage risk.



Read our full 2012 CR Report online:
www.libertyglobal.com/cr

Our corporate responsibility priorities



Promoting a digital society

Digital inclusion

Our approach to the challenge of digital inclusion is based on widening access, enhancing skills and creating opportunities for individuals and communities. This strategy supports the European Commission's Digital Agenda for Europe goals of increasing trust and security; delivering ultra-fast broadband speeds; enhancing digital literacy; and developing information and communication technology solutions for social challenges.

Working in partnership with governments, civil society and industry peers, is fundamental to our approach. In 2012, across many of our markets, we enabled underprivileged families to access the internet and we provided Internet Buttons to give seniors the skills they need to get online. In Romania, we helped youngsters discover science and innovation opportunities through our online Tech School platform.

Protecting children

A major focus of our strategy to promote a digital society is protecting children, the group we believe is most at risk online or watching television. Alongside expert partner organizations, we develop targeted education and empowerment programs, including campaigns and public service announcements, internet safety toolkits and lessons. We aim to raise awareness and provide young people, parents and educators with clear information and tools on how to reduce the risks as well as enjoy the benefits of being online.

Globally, in 2012, we sponsored Safer Internet Day for the seventh consecutive year, launching 'Who are your kids talking to online?,' an animation that helps parents understand the challenges their children are facing online. In Chile, VTR led research into safer internet practices for children as part of their annual internet safety campaign and in the Netherlands, UPC developed Media Literacy, a video-based digital teaching package designed to help school children, parents and teachers become more media savvy and risk aware.



We measure the impact of our community investments using the London Benchmarking Group model.



Request a printed copy of our 2012 CR Report at:
cr@libertyglobal.com



Building trust with our customers

Building trust starts with our customers having confidence in our products. By working proactively in this area, we help build our customers' trust, while helping them to discover new possibilities in the digital world. We aim to have our brands occupy a respected and trusted position in the marketplace, so protecting our customers' personal information is a critical element of our business.

In 2012, we embarked on Privacy by Design, a process that helps to ensure that privacy risks are taken into account at the design stage of every project. We also created a Global Information Security Forum to build a common information security framework and approach across our businesses.



Managing our environmental impacts

As a global corporate citizen, we play a role in addressing the environmental impacts generated through our business. Reducing our environmental footprint is not only the right thing to do; it also supports the sustainability of our business. The environmental priorities we have identified with our stakeholders are energy efficiency, greenhouse gas emissions and e-waste.

We continue to advance environmental initiatives, such as our take-back and refurbishment of set-top boxes and other customer equipment, resulting in a saving of \$130 million in 2012. We have also focused on increasing the scope and accuracy of our environmental data so that we can set targets to reduce our impacts going forward.



Being a responsible business

For us, being a responsible business begins with a commitment to act with honesty and integrity, in accordance with high ethical standards. By investing in our employees we can build a more resilient business, and by working with our suppliers to be more responsible we can reduce our risk exposure and operating costs.

In 2012, Liberty Global was named to the Dow Jones Sustainability World and North America Indexes, and we continued to be listed in the FTSE4Good Index. We renewed our corporate vision and values and began work on our People Agenda, our strategic HR roadmap. We are also implementing a robust approach to assess the environmental and social performance of our suppliers worldwide.

\$1.9 billion

invested to upgrade and expand our networks

98%

of our networks ready to deliver 100 Mbps in Europe

80%

of employees completed customer privacy training

61,853

metric tons of CO₂ saved through procurement of green energy and onsite renewables

\$130 million

saved through refurbishment of set-top boxes and modems in Europe (excluding Telenet)

36%

of set-top boxes and modems retrieved and refurbished

28.5%

women in management (% of management)

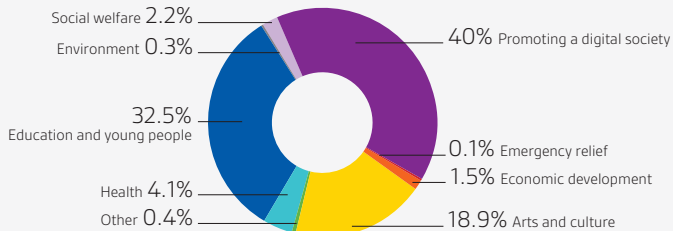
Key corporate responsibility data¹

Total community contributions

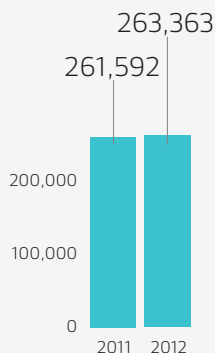
\$9.7 million



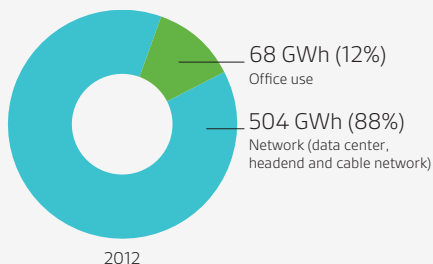
Community investments by focus



Total CO₂ equivalent emissions (metric tons of CO₂)



Total electricity consumption (GWh)



¹ The data in this summary report covers all of our operations in 2012.

Recognized in sustainability indices



FTSE4Good