Our aim is to further integrate our CR strategy into our business operations while exploring longer-term opportunities like embedding social and environmental attributes into our products and services.

Liberty Global is the leading international cable company with operations in 13 countries. Our services enable millions of people to discover and experience the endless possibilities of the digital world. In 2011, we sought opinions of those with an interest in our business, in order to understand and measure the material impacts that Liberty Global has on society and the environment. These findings led us to update our strategic CR Framework, which underpins our targeted approach.

Above all, we remain committed to our priority of ensuring the digital world is for everyone. Addressing the issue effectively means empowering people to make the most of that technology. At Liberty Global, our approach to promoting a digital society is focused on programs that widen access, enhance skills and create opportunities.

Widening access
Giving everyone the tools and equipment they need to participate in the digital world.

Enhancing skills
Helping to ensure that people are able and qualified to use digital products and services safely, securely and effectively.

Creating opportunities
Helping people learn how to make the most of digital products and services for the benefit of society as a whole.

1 Total number of employees based on full-time equivalent (FTE) including Aster, AUSTAR and Kabel BW.
Our corporate responsibility (CR) priorities

A digital world for everyone
We believe that everyone should be included in the digital world. We work hard to ensure consumers have access to our products and services, and that they have the skills and the opportunities to make the most of them. A major focus is on children, the group we believe is most at risk online or watching television. To ensure we have a complete overview of all our community investments, we have adopted the London Benchmarking Group (LBG) model, to track our investments and monitor our performance.

Exploring the digital world while staying safe and secure
We have a responsibility to ensure our customers trust our services and are confident in our products. We are proud of the personalized service we offer, and of our uncompromising approach to protecting the privacy of our customers and the security of their information.

Understanding and improving our environmental impact
We want to play our part in addressing the global challenges of climate change and resource availability. The top environmental priorities we have identified with our stakeholders are energy use and efficiency, e-waste and greenhouse gas (GHG) emissions. These represent our biggest impacts and give rise to significant opportunities to innovate and optimize our efficiency.

Working together to make a difference
As a responsible business, we are open and transparent in our lobbying activities, collaborating with governments and civil society. We place great emphasis on developing, supporting and listening to our employees; and we strive to embed sustainability into our global supply chain. Our charitable giving program is focused on causes that matter most to our people.

Read our full CR Report online:
www.lgi.com/cr
$1.9 billion
INVESTED TO UPGRADE AND EXPAND OUR NETWORKS IN 2011

93%
READY TO DELIVER EU BROADBAND SPEEDS OF 100 MBPS

1 million
“FAMILY E-SAFETY” KITS DISTRIBUTED TO DATE

3 million
SET-TOP BOXES AND MODEMS REFURBISHED TO DATE

51,825
TONNES OF CO₂E EMISSIONS SAVED THROUGH GREEN ENERGY AND ONSITE RENEWABLES

4
AVERAGE TRAINING DAYS PER EMPLOYEE

27.5%
WOMEN IN MANAGEMENT (% OF MANAGEMENT TEAM)

Key corporate responsibility data

Community contributions
By focus

Promoting a digital society
Education and young people
Social welfare
Arts and culture
Health
Environment
Economic development
Emergency relief
Other

US $7.7 million
total contributions for 2011

Total CO₂ equivalent emissions
(Tonnes CO₂e)

Direct GHG emissions (scope 1) 27,815
Indirect GHG emissions (scope 2) 166,818
Other indirect GHG emissions (scope 3) 7,855
Total: 202,488 CO₂e

Total electricity consumption (GWh)

Office use 59
Network (datacenter, headend and cable network) 373
Total 432 GWh

1 The report covers all of our worldwide operations with four exceptions: Kabel BW and Aster, which were acquired during 2011; AUSTAR, which was sold during 2011; and VTR’s environmental data, which was not available at the time of publication.

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

Contact us
cr@lgi.com