

2018 GRI STANDARDS CONTENT INDEX



The GRI Standards 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.

This report has been prepared in accordance with the GRI Standards: Core option.

This GRI Standards Content Index refers to our 2018 CR Report which can be downloaded [here](#).

GRI 102: General Disclosures 2018

GRI standard	Disclosure	Page reference or response	Omissions
102-1	Name of the organization	Liberty Global plc	
102-2	Activities, products, and services	Liberty Global (NASDAQ: LBTYA, LBTYB and LBTYK) is the world's largest international TV and broadband company, with operations in 10 European countries under the consumer brands Virgin Media, Unitymedia, Telenet and UPC. We invest in the infrastructure and digital platforms that empower our customers to make the most of the video, internet and communications revolution. Our substantial scale and commitment to innovation enable us to develop market-leading products delivered through next-generation networks that connect 21 million customers subscribing to 44.7 million TV, broadband internet and telephony services. We also serve 6.4 million mobile subscribers and offer WiFi service through 12 million access points across our footprint.	
102-3	Location of headquarters	London, United Kingdom; Denver, Colorado (USA) and Amsterdam, the Netherlands.	
102-4	Location of operations	Liberty Global operates in 10 European countries under the consumer brands Virgin Media, Unitymedia, Telenet and UPC.	
102-5	Ownership and legal form	Liberty Global plc is a public listed company traded on the NASDAQ Global Select Market.	
102-6	Markets served	https://www.libertyglobal.com/operations/companies/	
102-7	Scale of the organization	Number of employees: In brief, page 5. Number of operations: About Liberty Global, page 3. Revenues: 2018 Annual Report , page 3. Revenues: 2018 Annual Report Total capitalization: 2018 Annual Report Quantity of products or services provided: In brief, page 5.	
102-8	Information on employees	Performance Summary, pages 14 and 15	Employment contracts are not broken down by region

102-9	Supply chain	Our supply chain, page 9	
102-10	Significant changes	There were no significant changes during the reporting period allowing for ongoing business expansions and acquisitions.	

GRI 102: General Disclosures 2018

GRI standard	Disclosure	Page reference or response	Omissions
102-11	Precautionary Principle	We address the precautionary principle through our robust risk management processes. For more detail, see Risk Factors in our 2018 Annual Report.	
102-12	External initiatives	Liberty Global endorses several initiatives designed to promote a digital society and improve the environmental impacts of the ICT sector. These include, among others, the EU's Digital Agenda for Europe, the Digital Skills and Jobs Coalition and the Global e-Sustainability Initiative (GeSI).	
102-13	Membership of associations	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 Alliance to Better Protect Minors Online, the EIF (European Internet Foundation in the European Parliament), ETSI (European Telecommunications Standards Institute), EuroISPA, the European Coding Initiative, the Digital Skills and Jobs Coalition, the Lessons for Life Foundation, SCTE (Society of Cable Telecommunications Engineers) and the World Economic Forum.	
102-14	Statement from senior manager	CEO Welcome, page 2	
102-16	Values, principles, standards	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: https://www.libertyglobal.com/about/corporate-governance/ .	

102-18	Governance structure	<p>Liberty Global's Board of Directors consists of 11 persons: 9 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. 10 directors are male and one is female. all 11 directors (100%) are over 50 years old.</p> <p>For more information, please visit: https://www.libertyglobal.com/people/meet-our-leadership/.</p>	
102-40	List of stakeholder groups	GRI Content Index, page 5-7	
102-41	Collective bargaining agreements	26% of our FTE employees were covered by collective bargaining agreements in 2018.	

GRI 102: General Disclosures 2018

GRI standard	Disclosure	Page reference or response	Omissions
102-42	Identifying and selecting stakeholders	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.	
102-43	Stakeholder engagement	GRI Content Index, page 5-7	
102-44	Key topics and concerns raised	GRI Content Index, page 5-7	
102-45	Entities included	About this Report, page 1	
102-46	Report content and topic Boundaries	Our Material Issues, page 4	
102-47	List of material topics	Our Material Issues, page 4	
102-48	Restatements of information	No information has been restated.	
102-49	Changes in reporting	There are no significant changes in the Scope and Aspect Boundaries.	
102-50	Reporting period	About this Report, page 1	
102-51	Date of most recent report	2018	
102-52	Reporting cycle	About this Report, page 1	
102-53	Contact point	cr@libertyglobal.com	

102-54	Reporting in accordance with the GRI Standards	GRI Content Index, page 2	
102-55	GRI content index	GRI Content Index, pages 2-10	
102-56	External assurance	<p>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 2018.</p> <p>The KPMG Independent Limited Assurance Statement can be found at: https://www.libertyglobal.com/responsibility/reporting-and-performance/.</p>	

102-44 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, SOZIALHELDEN, Scope) 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 the creation of our flagship community investment program Digital Imagination.
- We work with NGOs such as SCTE, CableLabs and more for input on our product development.

What they told us and what we are doing:

- Our CoderDojo experience told us that there was an opportunity to combine the development of global citizenship with the needs to make coding engaging. Together we launched the Future Makers Awards and a Social Innovation toolkit for young people to help reach more young people
- European Schoolnet informed us again in 2018 of the need to raise awareness to teachers on the educational resources available for them to help them address the online issues teenagers are facing. While the teen handbooks have been in high demand for many years, the launch of the educator handbook forged a close and unique collaboration with [the eTwinning network](#), facilitating hands-on involvement and engagement from teachers and pupils across Europe.
- 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 the Net Promoter Score (NPS) to gauge the strength of our relationship with customers.
- 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:

- Spark is Liberty Global's innovation initiative designed to source ideas to tackle real business challenges, using the collective innovative spirit of our employees.

What they told us and what we are doing:

- The first campaign carried out in 2018 was aimed at improving our Fixed Mobile Convergence proposition by tapping into the collective intelligence of our employee base.
- The second campaign done in 2018 focused on reducing the impact of heat on nodes during summer. Both the campaigns gathered 75+ ideas each with 4 ideas selected from either campaign to go forward towards proof of concept phase. Last year, the team also conducted two innovation training programs to support and invest in our employees at Telenet and at UPC Poland. Some of the ideas that emerged from these training programs are great examples of how we can use digital technology to solve social problems and inspire social change. Both the campaigns gathered 75+ ideas each with 4 ideas selected from either campaign to go forward towards proof of concept phase.

Governments and policy makers

How we engage:

- We help influence EU policy makers through our support of the alliance of industry and NGOs for a better internet for children.
- We participate in policy conversations and programs that help deliver the priorities of the EC's Digital Skills and Jobs Coalition to encourage digital skills development in Europe. We are an active member of the 'All you need is Code' industry working group and participated in 'European Code Week'.

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 continued to scale our Future Makers program in five markets encouraging young people to use their digital skills for solve social issues and supported European Code Week.

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 Energy2020, 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 both in the near future but also long term.
- We work closely with the SCTE and CableLabs to ensure we maintain a full view of the energy landscape of the cable network including Customer Premise Equipment (CPE). The partnership ensures the evolution of network and CPE features and operational efficiencies.
- We are sharing our own best practices, such as our use of Phase Changing Material (PCM). In Romania, we have installed PCM to maintain optimal temperatures in one of our edge technical facilities and reduced our energy use at this site by 40%. Watch our [video](#) for the full story.
- As leading member of the SCTE Energy2020 program, we are helping develop standards for cable operators to measure and manage their energy and 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), CDP Climate Change Program, FTSE4Good, and Newsweek Green Ranking. We also actively engage and MSCI ESG questionnaires.

What they told us and what we are doing:

- We continue to engage with DJSI and CDP on how to improve our performance. In 2018, we were ranked higher than average in our industry for DJSI.

- We recognize that investors are able to make more informed investment decisions based on our submissions. In 2018, we've continued to make our CDP submission public to improve transparency for SRI investors and analyst and we achieved a C- score in the leadership category as part of CDP's Climate Change Program.

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.
- We are also in dialogue with suppliers to identify opportunities to use new technology to improve our impacts.

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.
- We ran the Adaptive Power Challenge to help identify solutions which could reduce energy reduction in our networks. The winning solutions will be explored and scaled in 2019.

Material	GRI Standard	Management Approach: Page	Specific GRI Disclosure	Page	Omissions
Privacy and data security	GRI 418: Customer Privacy	101: 1-3: Page 9	418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	Customer privacy and data security, page 9	
Protection of children online and TV	Telecom sector draft supplement:	101: 1-3: Page 10	Access to content: PA7 Policies and practices to manage human rights issues relating to access and use of tele-communications products and services including protecting children.	Trusted products, page 10	
Digital inclusion and education	GRI 203: Indirect economic impacts	101: 1-3: Page 6-8, 13	203-2: Significant indirect economic impacts	Pages 6-8, 13	
Improving energy efficiency	GRI 302: Energy	101: 1-3: Page 15-16	302-1: Energy use	Page 16	
			302-3: Energy intensity	Page 15	
			302-4: Reduction of energy consumption	Page 16	
Reducing GHG emissions	GRI 305: Emissions	101: 1-3: Page 16	305-1: Direct (Scope 1) GHG emissions	Page 16	
			305-2: Energy indirect (Scope 2) GHG emissions	Page 16	
			305-3: Other indirect (Scope 3) GHG emissions	Page 16	
			305-4: GHG emissions intensity	Page 16	
			305-5: Reduction of GHG emissions	Page 16	

Electronic waste reduction	GRI 306: Effluents and Waste	101: 1-3: Page 15 Our business relies on the supply of electronic hardware (set-top boxes and modems) to customers. We ensure that we share responsibility for the safe and environmentally friendly handling of these products when they reach end-of life, collecting equipment from our customers and refurbishing whenever possible. Where obsolete equipment cannot be refurbished, we ensure disposal according to the Waste Electrical and Electronic Equipment (WEEE) Directive.	306-2: Waste by type and disposal	Page 15	
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Additional Performance indicators*	Performance Indicators	Page / Link for DMA and Performance Indicators	Omissions
303-1: Water withdrawal by source	GRI 303: Water	Performance Summary, page 16	
401-1: New employee hires and turnover	GRI 401: Employment	Performance Summary, page 15	
403-2: Types of injury and rates	GRI 403: Occupational Health and Safety	Performance Summary, page 14	The type of injury is unavailable. Aside from total employee figures, breakdown of data on outsourced employees is not available.
404-1: Average hours of training	GRI 404: Training and Education	Performance Summary, page 14	Breakdown by gender and employee category is unavailable.
404-3: Employees receiving performance reviews	GRI 404: Training and Education		Breakdown by gender and employee category is unavailable.
405-1: Diversity of governance bodies and employees	GRI 405: Diversity and Equal Opportunity	Performance Summary, page 14. See also 102-18 in this document, page 4.	

415-1: Political contributions	GRI 415: Public Policy	<p>At our 2016 annual general meeting, we requested that our company and its subsidiaries generally and unconditionally be authorized, for purposes of Part 14 of the Companies Act, to make or incur payments not to exceed \$1 million in the aggregate for political donations (including donations to political organizations and political parties) and political expenditures. We did not make any political contributions during 2018. 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.</p> <p>Additionally, our charitable giving programs available to employees prohibit political contributions by our company.</p>	
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*These additional performance indicators are not considered as our most material issues for the purposes of this report and the GRI Standards requirement for “in accordance”, core option. However, we have included this data for the benefit of stakeholders who require additional information.

