LIBERTY GLOBAL CORPORATE RESPONSIBILITY REPORT 2020

LIBERTY GLOBAL

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INTRODUCTION

Welcome to Liberty Global's 2020 Corporate Responsibility (CR) Report

ABOUT THIS REPORT

This annual report provides an overview of our economic, social and environmental impacts and performance. Additional details, including our latest stories, can be found on our website.

This report has been prepared in accordance with the reporting criteria and Global Reporting Initiative (GRI) standards: Core option. All data in this report covers the period January 1 to December 31, 2020, unless otherwise stated.

We report on our operations in 6 European countries under the consumer brands Virgin Media, Telenet and UPC. Our policy is to include any new subsidiaries that have been acquired in the first six months of the reporting period. In terms of disposals, our policy is to exclude any subsidiaries where we no longer have operational control during the reporting period.

We engaged KPMG LLP to perform independent limited assurance, reporting to Liberty Global plc, using the assurance standards ISAE 3000 and ISAE 3410, for the energy consumption and greenhouse gas emissions data presented in Liberty Global plc's Annual Report and Accounts (UK Companies Act Annual Report, page 57) for the period ended December 31, 2020. This information is included in this CR report and is highlighted on page 34-35. KPMG's full statement, including a summary of the work it performed, is available on our website.

Our 2020 GRI Standards Content Index, Environmental Reporting Criteria and KPMG Independent Limited Assurance Statement can be found **here**.

For more information on our governance structure, Board Committees and our commitment to the United Nations Sustainable Development Goals, please see our website.

Your views are important to us. Please send comments and suggestions to: **cr@libertyglobal.com**

FORWARD-LOOKING STATEMENT

This report contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995, including statements with respect to our CR strategy and Connected Purpose. See pages I-4 and I-5 of the 2020 Annual Report on Form 10-K for a description of other forward-looking statements that are included in this CR Report and certainties of the risks and uncertainties that could cause actual results to differ materially from those expressed or implied by such statements. These forward-looking statements speak only as of the date of this CR Report. Liberty Global expressly disclaims any obligation or undertaking to disseminate any updates or revisions to any forward-looking statement contained herein to reflect any change in Liberty Global's expectations with regard thereto or any change in events, conditions or circumstances on which any such statement is based.

GRI 102.10, 102.45, 102.48, 102.50, 102.52, 102.54

ABOUT LIBERTY GLOBAL

Tomorrow's Connections Today

At Liberty Global we believe the connections we are building today are helping to create a better tomorrow.

As a leader in converged broadband, video, and mobile communications services our businesses deliver next-generation products through advanced fibre and 5G networks that connect 45 million subscribers across Europe and the United Kingdom. Our businesses operate under some of the best-known consumer brands, including Virgin Media, Telenet and UPC.

Our substantial scale and commitment to innovation enable us to develop market-leading products delivered through next-generation networks that connect 26 million fixed line consumers, 10 million internet subscribers and 8.5 million mobile customers.

We also serve 8.5 million mobile subscribers and offer WiFi services through millions of access points across our footprint. In addition, Liberty Global owns 50% of VodafoneZiggo, a joint venture in the Netherlands with 4 million customers subscribing to 26 million fixed-line and 5 million mobile services.

We are building Tomorrow's Connections Today, investing in the infrastructure and platforms that empower our customers to make the most of the digital revolution, while deploying the advanced technologies that nations and economies need to thrive.

Our global investment arm, Liberty Global Ventures, has a portfolio of more than 50 companies across content, technology and infrastructure, including strategic stakes in companies Plume, ITV, Lions Gate, Univision, the Formula E racing series and several regional sports networks.
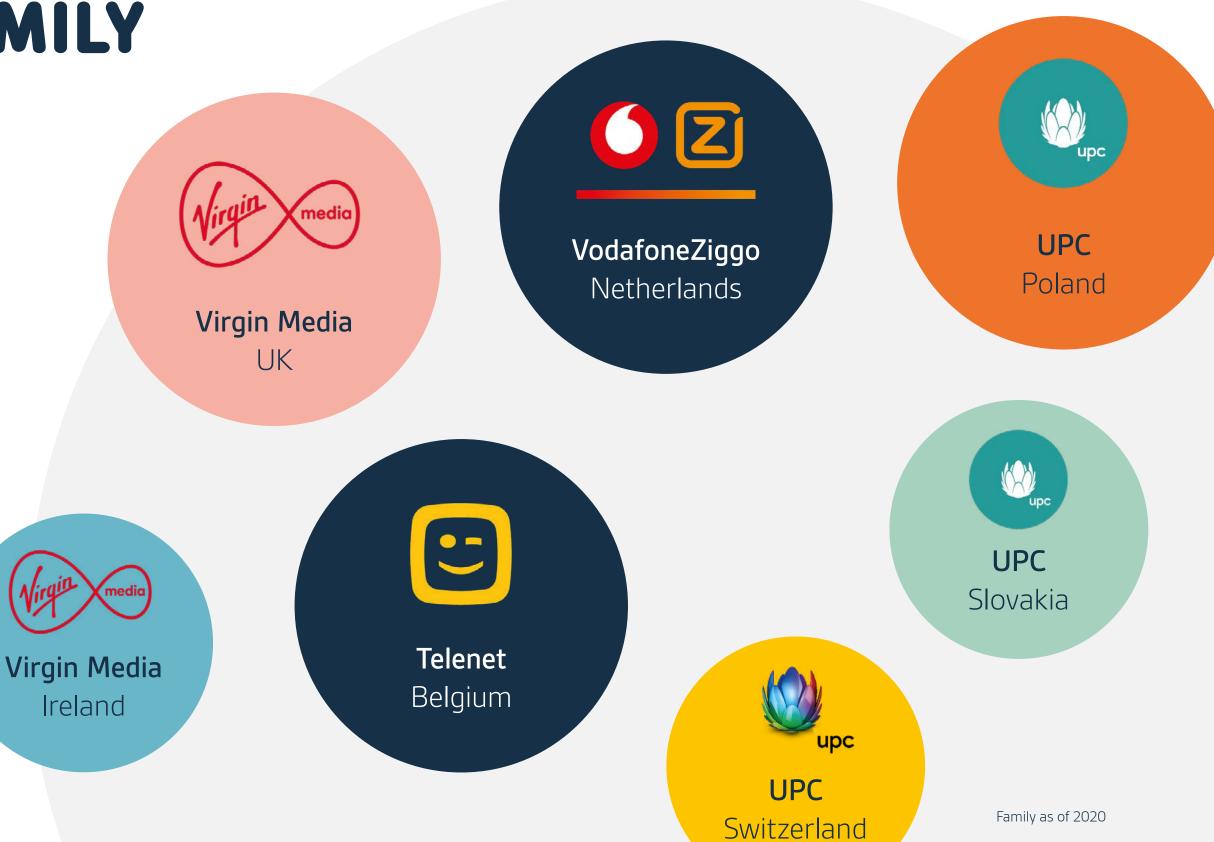
MEET OUR FAMILY

We are a family of great companies, each brand comes from a unique background and organisational culture. While we describe ourselves differently, and have distinctive personalities… **we're more alike than we are different!**

Virgin Media
UK

VodafoneZiggo
Netherlands

UPC
Poland

Virgin Media
Ireland

Telenet
Belgium

UPC
Slovakia

UPC
Switzerland

Family as of 2020

WELCOME FROM OUR CEO

The year 2020 was unlike any in our lifetimes. The global pandemic created a generation-defining experience forcing us to press pause on our lives and the routines we know, devastating millions, with community after community coming together for those in need.

Yet through this uncertainty, 2020 gave us insights and renewed our commitment to critical imperatives, from protecting human health, to ensuring that equity and fair treatment extend to everyone, to staying connected to each other and to our world.

Liberty Global has long been a champion of these issues, and I am incredibly proud of what we achieved when people needed us most. Anchored by our purpose – Tomorrow's Connections Today – our superior broadband, video and mobile networks served as essential lifelines for customers, businesses and communities. They more than stood up to the challenge of massive shifts in demand so that people could continue to learn, work, stay entertained and reach loved ones in the most critical moments.

At the same time, we significantly accelerated our commitment to Diversity, Equity and Inclusion (DE&I) and amplified our focus on educating and empowering our people, and strengthening a culture of belonging where everyone can bring their true selves to work. And we were stewards for the environment; reducing waste and carbon emissions, launching our greenest-ever set top box, and being recognised as a sustainability leader.

We also had a landmark year as we continued to transform the telecoms landscape, by creating national fixed-mobile connectivity champions. Through our 50/50 joint venture between Virgin Media and O2 in the UK, and our acquisition of Sunrise in Switzerland, we now enable 85 million fixed and mobile subscribers to not just participate but thrive in our rapidly evolving world.

Our Connected Purpose enabled us to create substantial economic, social and environmental impact, and I am pleased to share a few highlights of what we achieved in 2020.

First, at Liberty Global, we believe the connections we are building today are helping to create a better tomorrow. When Covid-19 emerged, stay-at-home measures increased broadband traffic by 75% in 2020. While our gigabit networks more than met this demand, we focused to ensure our broadband was not just next- generation fast, but accessible, reliable, and achievable for vulnerable communities within our markets. By the end of 2020, 96% of our networks enabled access to 1Gbps speeds. And our Essential Broadband programs offered affordable connectivity and devices.

We also worked to help our own people through the challenges of Covid-19, establishing a $4 million Employee Response program, funded by our executive team, Board of Directors and through a corporate match, to assist those disproportionately affected by the crisis.

In 2020, we meaningfully intensified our DE&I ambitions to ensure progress was embedded into everything we do — from our policies, to our marketing, to the products we design. We established five diversity priorities across Gender, LGBTQIA+, Ability (including neurodiversity), Race and Ethnicity, and Multigenerational, guided by a dedicated DE&I Council of 17 senior leaders from across our footprint, which I co-chair along with our Chief Diversity Officer. The Council works to ensure we are creating sustainable, positive, cultural change — transparently and authentically.

Protecting the environment was also front and centre. In 2020, we were awarded an A-rating by CDP Global, receiving commendation for performance on energy consumption and carbon emissions. For the eighth year, we were recognised by the prestigious Dow Jones Sustainability World Index, landing in the 97th percentile. And we were proud to be among the first 500 companies worldwide to develop approved Science-based Targets to reduce carbon emissions in alignment with the 2015 Paris Agreement.

Our Dutch subsidiary VodafoneZiggo launched the company's first-ever Green Bond, which will be used to finance projects that support low-carbon, climate-resilient growth. Last year also saw the introduction of our Mini TV 4K, designed by Liberty Global engineers to deliver a world-class viewing experience while reducing energy consumption by 77% and utilising 35% recycled plastics.

And despite the pandemic, we made sure that the great ideas of young people had a chance to shine. Participation in the 9th annual Coolest Projects technology fair grew 50% last year and our 2020 SteamCup Challenge included more than 400 young coders who virtually displayed their Smart City inventions. And our Future Makers, Think BIG and ThinkSocial initiatives continued to celebrate the enthusiasm and creativity of upcoming innovators.

I will look back on 2020 as a year dominated by tragedy, uncertainty and fear, but also a period characterised by empathy, perseverance, agility and unity. We are dedicated to our overarching goal of delivering reliable, outstanding connectivity and entertainment services for our customers and their communities — responsibly and sustainably. Watch where we go from here!

Mike Fries, CEO
Liberty Global

THE CHALLENGES OF TODAY

CONNECTIVITY

Connectivity has never been more crucial to society than now.

Since the start of the Covid-19 crisis, millions of people across Europe have been relying on our advanced broadband services to run their businesses or work from home, educate their children remotely and stay connected to families, friends and communities. Now, even as stay at home measures begin to relax and businesses and consumers adjust, our networks are still providing a critical lifeline to millions of households and businesses. The true power of connectivity is clearer than ever before and as a business we want to ensure that everyone has digital access.

ENVIRONMENTAL PROTECTION

Global climate change is already having observable effects on our environment: variable climatic conditions, harsher weather events and biodiversity loss are all signs that things need to change and "business as usual" is no longer good enough.

We all have a responsibility to take action and protect our planet. As a business that believes in the power of technology for good, we know that technological innovation and collaboration will be key to saving our planet. We are working hard to ensure that as our business grows, our environmental impact does not and we are taking action by reducing greenhouse gas emissions, improving our energy efficiency and reducing waste generation.
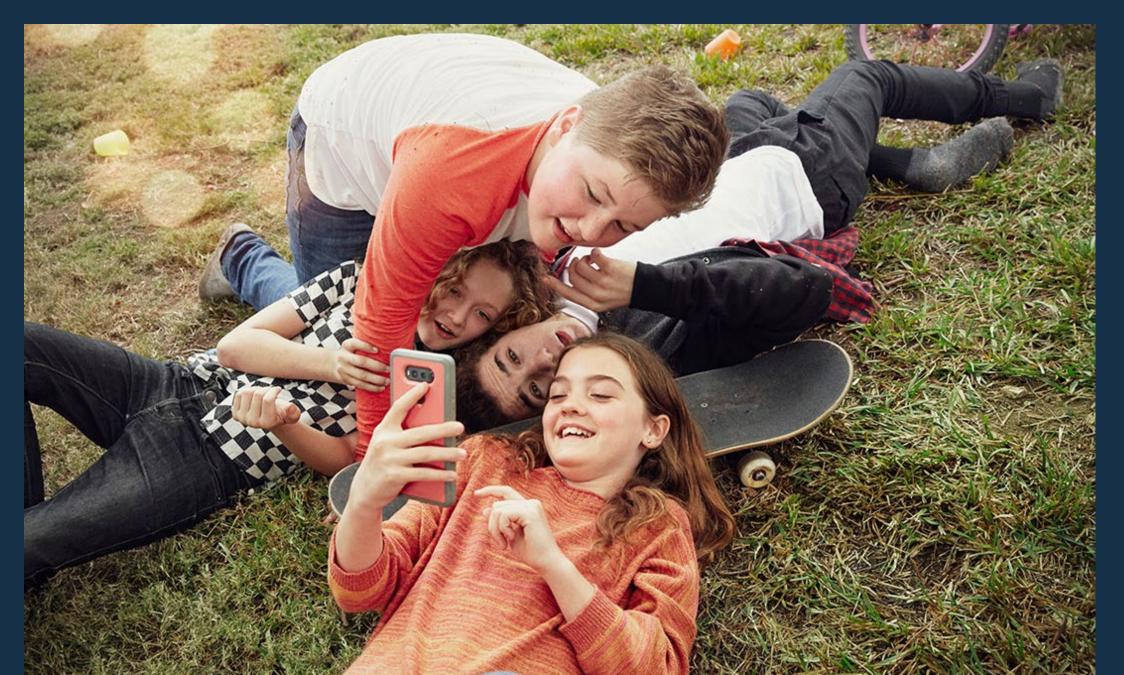
DIVERSITY, EQUITY & INCLUSION

Social movements like Black Lives Matter and #MeToo have served to elevate the issues around DE&I into the mainstream news and daily conversations.

At the same time the global pandemic has exacerbated issues of injustice around the world. At Liberty Global we know that our core strength lies in our diverse workforce and that's why we are making DE&I a priority on our agenda. Our businesses can play a key role in creating communities where everyone is welcome and everyone has the same opportunity to thrive.

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OUR STRATEGY

Helping create
a better
tomorrow

OUR MATERIAL ISSUES

High

Business Ethics

Privacy & Data
Security

Diversity
& Inclusion

Talent Attraction
& Development

Labour Practices
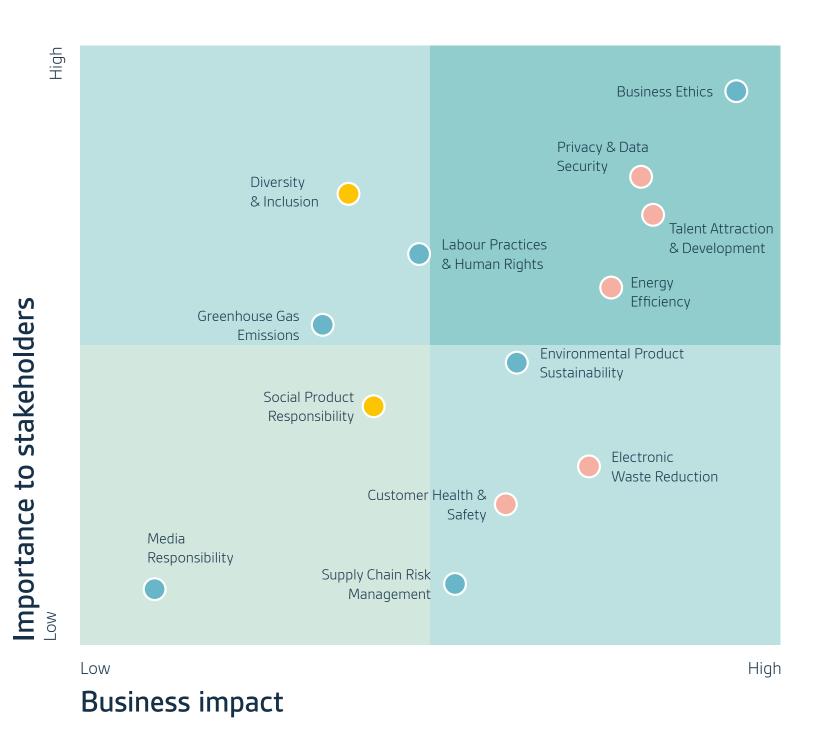& Human Rights

Energy
Efficiency

Greenhouse Gas
Emissions

Environmental Product
Sustainability

Social Product
Responsibility

Electronic
Waste Reduction

Customer Health &
Safety

Media
Responsibility

Supply Chain Risk
Management

Low

Importance to stakeholders

Low   High

Business impact

COLOUR KEY: ● Digital Inclusion   ● Responsible Connectivity   ● Other responsible business issues

We want to ensure that we are constantly focused on the most significant sustainability impacts of our business as they affect our stakeholders and communities.

In 2019 we conducted a new materiality study to ensure that our strategic direction continues to reflect the changing interests and expectations of our business leaders and stakeholders. We consulted stakeholders including customers, employees, investors, policy makers, suppliers, industry associations and non-governmental organisations (NGOs) to understand their priorities and expectations.

To do this, we conducted an analysis of factors that affect our material impacts including:

- The material priorities generated through engagement with local stakeholders in our operating companies: Virgin Media, UPC, Telenet and VodafoneZiggo;

- A peer review of leading telecommunications companies and the issues they present as material for their businesses and their associated social impacts;

- General priorities defined by sustainability frameworks such as the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB);

- Material issues identified by Environmental, Social and Governance (ESG) ratings and standards Global E-Sustainability Initiative (GeSI) materiality report; and

- Identified our business impact on society (ESG) with cross functional team of experts in our operations.

We, therefore, recognise the top eight topics as key impacts to be addressed by our CR framework and strategy, as well as the focus of our sustainability reporting to stakeholders. We will be conducting a refresh of our materiality in 2021 as the events of 2020 might influence some changes to the key topics that are relevant to our businesses.

CONNECTED PURPOSE

At Liberty Global, we believe that the connections we are building today are helping create a better tomorrow.

We want to be a force for good for our people, communities and society. By designing next-generation digital solutions in a responsible, inclusive and sustainable way, we can protect our environment and help progress society.

2020 changed everything, including shifting our focus and evaluating how our business can lead the way to a sustainable and inclusive future for all. We are in the process of assessing our purpose and refreshing our materiality to ensure our strategic direction continues to reflect the changing interests and expectations of our stakeholders.

DIGITAL PROGRESS

FUTURE MAKERS
Creating exciting ways to share the skills needed to thrive in the digital economy and create a positive social impact.

COLLECTIVE SOLUTIONS
Bringing people together to use digital technology to solve the most pressing issues facing society.

ORIGINAL THINKERS
Supporting and investing in innovators and entrepreneurs to use digital technology to inspire social change.

GIGABIT SOCIETY
Utilising the power of gigabit speed broadband to drive a more sustainable and inclusive society.

RESPONSIBLE CONNECTIVITY

TRUSTED PRODUCTS
Protecting our customers' personal data, helping keep children safe online and making our services easier to use and more accessible.

EMPOWERING PEOPLE
Developing the talents of our people and inspiring colleagues to make a difference in the communities where we operate.

SUSTAINABLE GROWTH
Working to ensure that as our business grows, our environmental impact does not.

DIVERSITY, EQUITY & INCLUSION
Be a leader for diversity, equity and inclusion by building strong communities and connections together.

GRI 101.1-3

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2020 HIGHLIGHTS

GRI 303.3

Throughout 2020, our people came together to support our Connected Purpose strategy. Their collective efforts were rewarded with results that make a significant difference across all our operating regions. Here are some of the highlights:

WE REFURBISHED

2,116,398

MILLION UNITS

avoiding approximately 3,459 metric tons of waste that would otherwise have been sent to recycling.

ACHIEVED

A- SCORE

& LEADERSHIP CATEGORY

As part of Carbon Disclosure Project's climate programme.

CDP
DISCLOSURE INSIGHT ACTION

67

POINT SCORE AWARDED BY THE DOW JONES SUSTAINABILITY WORLD INDEX

a two point increase over last year and placing us in the 97th percentile.

We improved our overall energy efficiency by

44%

IN 2020

WE'VE DEVELOPED SCIENCE-BASED TARGETS TO REDUCE CARBON EMISSIONS IN ALIGNMENT WITH THE 2015 PARIS AGREEMENT.

50% REDUCTION as a minimum for Scope 1 and 2 emissions by 2030

Reduce Scope 1 and 2 as a minimum by **80% BY 2050**

$4M

EMPLOYEE RESPONSE FUND

created to support our employees and their families during the pandemic.

MINI 4K BOX WINS SUSTAINABILITY AWARD FROM DIGITAL TV EUROPE

Virgin Media's UK Scope commitment wrapped in 2020, having exceeded its initial target, by supporting

1,204,427

disabled people to gain skills and confidence to get in and stay in employment, through the Support to Work service.

OUR BIG AMBITION:

DIGITAL PROGRESS

Harnessing the power of our gigabit broadband networks to improve lives and solve some of society's biggest challenges.

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WHAT DIGITAL PROGRESS MEANS TO US

We believe that everyone should benefit from broadband connectivity.

Our gigabit broadband networks are dramatically improving lives by revolutionising healthcare, changing the way we work, enriching social interactions and helping fight climate change.

We understand that our role is more than just connectivity, it is also about providing people with the skills they need to develop in the digital world.

Our digital inclusion programmes are creating exciting ways to learn new skills needed to thrive in the digital economy and create a positive social impact. We do this with a passion for delivering opportunities to young people, small business entrepreneurs and charitable organisations.

The pandemic exposed digital inequities which only reinforce social inequalities. By empowering disadvantaged communities throughout our markets with affordable 'Essential Broadband' and partnering with organisations to offer support with laptop and other devices, we can enable all people to benefit from a digital society… now that's Digital Progress.

DIGITAL STORIES:

> Building a GigaWorld

> Supporting our communities throughout the pandemic

> Creating a limitless future through digital education

> Supporting the next generation of digital masterminds

> Think BIG

Building a GigaWorld

OUR GIGABIT BROADBAND NETWORKS HAVE NEVER BEEN MORE IMPORTANT THAN DURING THE COVID-19 PANDEMIC

Gigabit broadband is enriching digital and social interactions, improving many aspects of life. As we adapt to hybrid ways of working, gigabit broadband helps provide greater autonomy and flexibility while reducing our carbon impact from commuting, helping to fight climate change.

Fast, secure and reliable broadband connections are essential for home learning, home working, entertainment and leisure. Liberty Global has further committed to bring gigabit speeds to millions of homes across our European footprint as we help governments build communities and economies back better.

Over 33 million of the homes and businesses served by our networks in Europe will be capable of gigabit speeds with the deployment of the latest DOCSIS® 3 technology.

At the end of 2020, 96% of our networks across our footprint (including VodafoneZiggo) are ready for customers to upgrade to 1Gbps Speeds. Virgin Media has been busy upgrading its network in 2020 city by city, and the UK operations are on track to bringing next-generation gigabit broadband to its entire UK footprint by the end of 2021. As the UK's largest gigabit broadband provider, Virgin Media is therefore helping the UK Government meet its ambition to get gigabit broadband to 85% of homes by 2025.

Gigabit Connect Box

Liberty Global's cutting-edge "Gigabit Connect Box" router brings 50% more data through the same pipe, intelligently managing connections to devices for faster broadband and WiFi. The gigabit service allow customers to download an Ultra High Definition 4K film at a dramatically quicker rate, and use multiple streaming devices at the same time. The fast connection opens up a world of possibilities, including cloud-based gaming, 8K streaming, remote health telemonitoring and advanced telepresence, which could enable consumers to go 'virtual reality shopping' or watch live broadcasts of holographic sports events.

50%
MORE DATA

is delivered through the same pipe, intelligently managing connections to devices for faster broadband and WiFi

Supporting our communities throughout the pandemic

THE COVID-19 PANDEMIC IS CHALLENGING US IN WAYS WE COULD NEVER HAVE IMAGINED. AS A PROVIDER OF CONNECTIVITY WE ARE CONSCIOUS OF OUR CRITICAL ROLE THROUGHOUT THIS CRISIS.

Across our operations we are supporting our communities wherever possible and keeping everyone connected to what matters most - family, friends, and community.

Prioritising support for hospitals and critical services

First and foremost, we have been tireless in our efforts to support critical health and safety infrastructures, and to keep our people and customers safe. We are ensuring that our networks remained resilient for hospitals, first responders and public safety information services. We extended and enhanced our connectivity services for critical public services such as the NHS hospitals in the United Kingdom, and provided cyber-security technology to hospitals in Ireland. In Belgium, we worked with elderly care homes to connect residents through robotic virtual communication tools to their families, and provided Yelo TV to over 1,000+ hospitals and nursing homes to help relieve isolation.

Keeping our employees and customers safe by strictly adhering to the local government and health advice is paramount. We are continuously monitoring, reviewing and adjusting the way we work to ensure the highest level of safety is being followed.

These are just a few of the ways we have supported our customers:

UPC SLOVAKIA
Upgrading all customers to 150 Mbps, at no extra cost

VIRGIN MEDIA IRELAND
Providing free public WiFi hotspots in communities across Ireland

VODAFONEZIGGO
Special telephone helpdesk for the elderly to help with digital skills and beyond

VIRGIN MEDIA UK
Unlimited minutes and a 10GB data boost to mobile customers in the UK

UPC SWITZERLAND
Providing free speed upgrades to 100 Mbps to all customers

TELENET
Offering double data to mobile customers until the end of the lockdown period

(continues on next page)

Caring for our family

As countries locked down due to the Covid-19 crisis, Liberty Global created a response fund to help employees and their families who were significantly affected by the pandemic. The program was initially funded by Liberty Global's executive leadership team and board of directors, who donated $2 million out of their 2020 salaries and director fees, including $1 million from CEO Mike Fries. Additionally, Liberty Global matched all donations, bringing the total amount to $4 million. All Liberty Global employees were eligible to submit applications for assistance and more than 2,300 grants have been paid out since April 2020.

Supporting education and remote learning

School closures and the switch to remote learning was tough on families. Not only were many schools not prepared, many families also experienced hardships as households had to quickly adapt to having multiple devices and connectivity to support. Across all our operations we supported teachers with remote learning tools and support, free WiFi vouchers for disconnected teachers and students, and donated laptops to keep students learning. We even got inventive with our digital coding clubs and took all those classes online. As 2020 came to a close we saw many schools opening back up and we are happy to see kids reconnecting on the playgrounds and in classrooms.

Essential Broadband

The pandemic reinforced what access to connectivity means; now is the time to take action and ensure that everyone has access to reliable and affordable internet. Telenet, Virgin Media UK and UPC Poland kicked off programmes in 2020 to support disadvantaged communities with assistance to get connected. Not being connected means missed opportunities for education, employment, health and public services as well as the essential digital skills that are necessary for social participation in our modern digital society.

"WE KNOW THAT THESE ARE TOUGH TIMES AND THAT THERE ARE MANY PEOPLE FINDING IT MORE DIFFICULT TO MAKE ENDS MEET AND FACING FINANCIAL UNCERTAINTY. AT THE SAME TIME, THE ROLE OF BROADBAND IN HELPING PEOPLE TO STAY CONNECTED HAS NEVER BEEN CLEARER. WHETHER IT'S KEEPING IN TOUCH WITH FRIENDS AND FAMILY, FINDING ADVICE AND SUPPORT OR SEARCHING FOR JOBS AND WORKING REMOTELY – BROADBAND UNDERPINS IT ALL. WITH THIS ALL IN MIND, WE WANTED TO MAKE SURE THAT THOSE CUSTOMERS RECEIVING BENEFIT PAYMENTS WERE ABLE TO ACCESS RELIABLE, HASSLE-FREE CONNECTIVITY WITH ENOUGH SPEED TO CARRY OUT ESSENTIAL ONLINE ACTIVITIES."

- Jeff Dodds
Chief Operating Officer at Virgin Media

Creating a limitless future through digital education

EVERYONE IS WELCOME BECAME THE CENTRAL THEME OF THE 9TH ANNUAL COOLEST PROJECTS TECHNOLOGY FAIR, WHICH QUICKLY ADAPTED AND MOVED TO AN ONLINE FORMAT PROVING THAT DESPITE MANY EVENTS BEING CANCELLED DUE TO COVID-19, DIGITAL EDUCATION AND CREATIVITY CANNOT BE STIFLED.

As a business that values technology education, as a means of self-expression and advancement, we are so proud to share and celebrate the effort, enthusiasm, and creativity of young people who have turned their ideas into reality using technology.

While we missed meeting the makers in person, moving online meant that young people from all over the world were able to participate. Despite the pandemic, Coolest Projects 2020 was bigger and better than anything we anticipated. Participation grew an impressive 50%, an incredible 560 projects were submitted from 39 countries all of which were showcased for the world to see, making this year's event a truly inclusive and global movement.

39 COUNTRIES
participated with a total of 560 projects submitted

The calibre of the projects was nothing short of genius; from a sign language translating bionic glove bridging the gap between the speaking and deaf communities, to a mobile application to help medical workers classify bio-medical waste in the correct way ensuring a safe community, to a scratch video dedicated to celebrating women's achievements and raising awareness of the fight against discrimination and inequality.

Supporting the next generation of digital masterminds

TODAY'S YOUNG PEOPLE ARE SEEN AS DIGITAL NATIVES – INTUITIVE TECHNOLOGY USERS FROM BIRTH. YET OFTEN, THEY AREN'T EXPOSED TO THE DIGITAL SKILLS OR STIMULI THAT ENABLE THEM TO FULLY PARTICIPATE IN OUR DIGITAL ECONOMY AND TRULY IMPACT THEIR COMMUNITIES. WE ARE MAKING IT OUR GOAL TO CHANGE THAT.

Together with IT Randsteden and Slim.nl we sponsored the 2020 SteamCup Challenge in the Netherlands to inspire young coders to think about using coding and technology to improve their cities. The global pandemic couldn't hold back the 400+ young coders who inspired us with their Smart City inventions in an online showcase.

Our Future Makers Award went to Team Octo from Picasso Lyceum in Zoetermeer. Their winning idea used living green walls and roofs on buildings as a way to collect and reuse rain water. This Smart City solution takes into account all aspects of climate change and the effects on water.

We were blown away by all the entries - from preventing traffic congestion, to increasing the sustainability and safety of roads, to using seagrass to reduce carbon dioxide, to combat rising sea levels.

Learning to code provides an opportunity to shape society and in the hands of these young creators, rest assured, we have nothing to worry about.

400+
YOUNG CODERS
weren't held back by the pandemic and inspired us with their Smart City inventions in an online showcase

UPC'S THINK BIG CHALLENGE IS AN ANNUAL INNOVATION CHALLENGE THAT EMPOWERS INNOVATORS TO USE TECHNOLOGY TO SOLVE SOME OF SOCIETY'S BIGGEST CHALLENGES

Think Digital became the theme of the 7th edition, appropriately named as the whole event from submission to awards took place online. This year's challenge shifted in focus to inspire innovators to respond to the current business and social challenges brought about by the global pandemic across three areas - ThinkDigital, ThinkTransformation and ThinkSocial. The main goal is to support young and innovative enterprises, as well as to present to a wider group the potential of digital solutions for companies, communities and individuals. The winners receive financial contribution and the unique opportunity to pilot or develop their solution.

Our goal is to support

ENTREPRENEURS AND BUSINESSES,

helping them master and quickly develop digital skills.

"THE 7TH EDITION OF THINK BIG WAS AIMED TO ADDRESS CHALLENGES AND OPPORTUNITIES BROUGHT BY THE PANDEMIC, AS IT HAS ACCELERATED A RAPID SHIFT TOWARD DIGITAL TRANSFORMATION. ALL OF THE WINNERS OF LAST YEARS COMPETITION ARE INSPIRING EXAMPLES OF UNLEASHING THE POTENTIAL OF DIGITAL SOLUTIONS FOR BUSINESS, COMMUNITIES AND INDIVIDUALS."

- Robert Redeleanu
CEO, Liberty Global Entities Eastern Europe (UPC Poland and Slovakia)

The ThinkSocial winner Associated Apps presented an application which will enable the blind and sight impaired to navigate buildings and public places. Their solution is driving inclusivity, breaking down barriers and improving the quality of life for the blind by improving mobility and increasing independence. This project combats social exclusion and is a wonderful example of the power of digital technology.

OUR BIG AMBITION:

RESPONSIBLE CONNECTIVITY

Delivering outstanding connectivity while running our business responsibly and sustainably.

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WHAT RESPONSIBLE CONNECTIVITY MEANS TO US

As one of the largest broadband providers our responsibility goes beyond providing superfast connectivity. We ensure our network is safe and secure for all users, protecting our customer's privacy and data all while delivering the best customer experience and working to ensure our products and services are accessible for all.

We take our role in addressing the environmental impacts generated through our business very seriously. 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 are energy efficiency, greenhouse gas emissions and e-waste. By fully understanding our impacts in these areas, we are discovering smarter solutions for our customers and more efficient ways of delivering our products and services.

We have a strong shared responsibility to create positive and substantive change in society. This belief is rooted in our culture. That's why we are empowering our people by developing the talents of our employees, investing in a diverse, equitable and inclusive workforce, and inspiring our colleagues to make a difference in the communities where we operate.

SUSTAINABLE STORIES:

> Reducing energy in our networks

> Introducing our greenest product yet

> Innovation in networks

> Creating a diverse, equitable and inclusive community

> Digital safety is our business

GRI 101.1-3

Reducing energy in our networks

THE NETWORKS WE BUILD AND OPERATE ARE THE BACKBONE OF THE DIGITAL TRANSFORMATION EMPOWERING MILLIONS OF PEOPLE

↓ 1 GWh

OF ENERGY SAVED

and over 300k Euros in operational expenditure in 2020 by raising temperature set points

The operation and expansion of that backbone requires vast amounts of energy, which unfortunately poses an environmental dilemma largely due to the use of fossil fuels in energy generation. Although most of our electricity is from renewable sources, as an international player in the digital transformation arena we have a role to play in tackling environmental challenges.

Alongside our role in digital transformation we are also preparing to play an even more important role in contributing to a reliable and affordable green energy future. We contribute by building Tomorrow's Connections Today as a key connectivity and digital service provider, which is why we are constantly innovating and improving our technologies for energy efficiency.

Raising temperature set points in technical sites

We use renewable electricity in almost all of our operations, however, limiting the energy demand is more important to tackling the issues of climate change. One way of reducing energy is by increasing the temperature inside technical sites. We can do that by isolating equipment that is sensitive to heat, implementing more effective airflow throughout the site in combination with the use of outside air when possible. By raising the temperature set points in our locations in Belgium and Switzerland we have achieved close to 1GWh of energy saved and over 300k Euros in operational expenditure in 2020.

↓ 10 GWh

OF ENERGY SAVED

and almost 6 million Euros in 2020 by replacing old (UPS) power supply systems

Innovating while renovating

As demand for our service grows we need to ensure the services we provide are operational and performing 24/7. By renovating and innovating with smart technologies we can ensure our networks are prepared to handle the increase in digital services for the next decade while keeping our energy demand at bay.

By updating old cooling systems with modern cooling systems that utilise free air cooling technology we have been successfully reducing our environmental impact and energy use. In many locations we have removed compressor-based cooling altogether. You may find the story about our PCM (Phase Change Materials) in previous editions of this report and online for further interest in the topic.

Another key operation is replacing old power supply (UPS) systems with more modern versions; these newer systems are modular and hot-swappable systems with high yield, even at partial load, making them significantly more efficient. This innovation, deployed in Switzerland and Belgium so far, has saved close to 10 GWh in energy and almost 6 million Euros in 2020 alone. It has been a great source of relief to our dedicated engineers who take pride in such innovations as this will improve the reliability of the network and service to millions of customers.

Introducing our greenest product yet

AS WELL AS OPERATIONAL CHANGES, WE ARE ALWAYS FINDING WAYS TO WEAVE OUR SUSTAINABILITY FOCUS INTO OUR PRODUCT DEVELOPMENT

We want to make sure our products are innovative, exciting, forward-thinking but of course produced without harming the planet. Therefore, we are focused on building them using better materials to ensure longevity, efficiency and repairability. In 2020 we introduced The Mini TV Box — our smallest, greenest set up box to date. The Mini TV Box, designed in-house by engineers and manufactured by CommScope, delivers rich content via a world-class 4K viewing experience all whilst reducing energy consumption and the use of plastics.
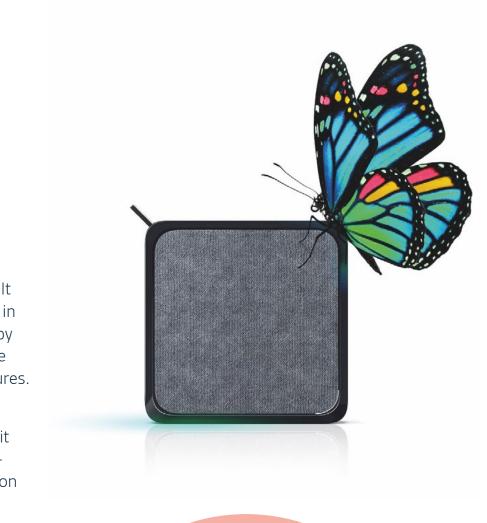
The mini set up box is made from 35% recycled plastic and uses no single-use plastic in its casing. Additionally, the box reduces energy consumption by 77% in comparison to its predecessor and has a maximum power usage of under 5W, even when watching 4K content. The Mini TV Box is a wonderful example of technological innovation and sustainability being combined and interwoven with one another.
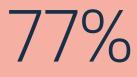
Not only is it our greenest box, but it was built with a seamless customer set-up experience in mind for all users. The box can be operated by a Bluetooth-connected voice-enabled remote control ensuring enhanced accessibility features.

We first rolled out our 4K Mini TV Box to our UPC Poland customers and then followed suit in the UK and Ireland. The launch of this eco-friendly box reinforces Liberty Global's position as an industry leader in sustainability.

77%

ENERGY REDUCTION

in comparison to its predecessor

Innovation in networks

AS A BUSINESS THAT EMBODIES THE USE OF DIGITAL TECHNOLOGY AS A POWERFUL TOOL TO DRIVE CHANGE WE ARE ALWAYS RESEARCHING NEW INNOVATIONS TO IMPROVE OUR OWN NETWORKS

We recently trialled Volt-Server's Digital Electricity technology in several different use cases and believe it is a powerful, safe and sustainable innovation that presents new opportunities for our business.
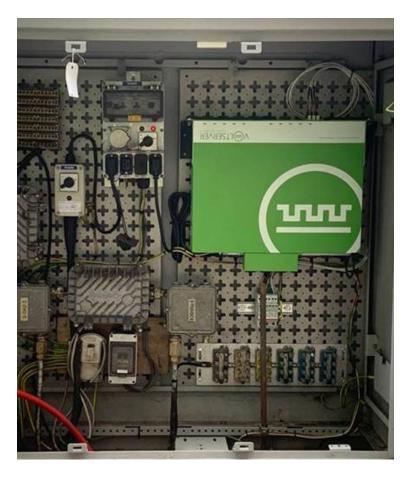
Building new network infrastructure is a very lengthy process requiring multiple permits, dependencies on contractors, civil works and disruptions to communities. Utilising the VoltServer technology we can deliver power to new places efficiently, improving the quality of service delivered to end-customers by reducing time and operational costs. This technology is unique in that it uses super low-profile copper cabling to distribute power.

When implemented with hybrid cables (Copper cores and Fibre optic in a single cable) both power and connectivity can be supplied through a single cable which can be blown using our standard tooling thus mitigating environmental impacts and expediting implementation.

Unlike traditional power solutions the VoltServer is completely touch safe; live cables can be touched and cut, and no harm will be incurred. The system achieves this by packetising electricity which enables the system shut down within micro seconds if impedance is detected. Not only does this mitigate health and safety concerns, but it enables us to deliver high-voltage AC and DC currents alongside connectivity. This has huge potential for being able to power the smart cities of the future.

The system can be monitored remotely giving us more insight over delivery and ensures quicker remediation time should something go wrong. Additionally, it measures our energy consumption and uses our network trends to constantly learn and improve how to manage our energy use and saves energy use by powering off when not in use.

Creating a diverse, equitable and inclusive community

AT LIBERTY GLOBAL, WE'RE A COMMUNITY OF INDIVIDUALS FROM AROUND THE WORLD, WITH DIFFERENT BACKGROUNDS, CULTURES AND PERSPECTIVES.

Because of this - and concerted efforts across the group on issues including gender equality, disability and digital inclusion - diversity, equity and inclusion is fundamental to who we are and what we stand for. That's why, in 2020, we evaluated our approach to DE&I from top to bottom and developed a path forward focused on making an even more meaningful impact in our companies and our communities.

To demonstrate our commitment and ensure we're making progress, we appointed Grace Ho, a long term Liberty Global executive, as our first Chief DE&I Officer. We also established a new DE&I Council consisting of 17 leaders across our footprint, including our CEO Mike Fries. The Council is our engine for collaboration, learning and action.

We are making sure that diversity, equity and inclusion is embedded into everything we do - from the products we design, the decisions we make, the communities we operate in as well as the relationships we have with our customers, suppliers and shareholders. We're dedicated to being transparent in our approach as we continue to learn and question ourselves to create systematic impact.

Our ambition is to not only inspire our colleagues but also encourage them to be curious and learn more about all aspects of DE&I, including LGBTQIA+, race and ethnicity, and neurodiversity.

Our leaders are helping to create sustainable, positive cultural change across our business so that everyone feels that they can bring their true selves to work, every day.

In 2021, we're embedding training and policies such as anti-discrimination, as well as launching Employee Resource Groups (ERGs) aligned to the five pillars of our DE&I strategy. The ERGs will amplify the voice of our communities by creating a safe space for employees to share and discuss their experiences, as well as ensuring our policies and procedures always reflect the different needs of Liberty Global people. As we build Tomorrow's Connections Today, we want to make sure our DE&I vision is at the core of this, and threaded throughout our company DNA:

> "AT LIBERTY GLOBAL, WE STAND UNITED IN OUR RESOLVE TO BE A LEADER FOR DIVERSITY, EQUITY, AND INCLUSION; MAKING A DIFFERENCE AND BUILDING CONNECTIONS THAT BRING US TOGETHER."

Our five diversity pillars

Race and Ethnicity

This focuses on delivering a work culture that supports people of all backgrounds, races and ethnicities.

LGBTQIA+

This supports colleagues of all sexualities and gender identities.

Gender

This focuses on creating a working culture that ensures a gender balance at each level of the organisation and offers equal development opportunities.

Ability (+Neurodiversity)

Removing barriers for all disabled and neurodivergent colleagues. Putting accessibility at the centre of everything we do.

Multi-generational

This is about supporting colleagues at all stages of their life and career, with examples including working carers, parental support and veterans.

Digital safety is our business

AS A PROVIDER OF CONNECTIVITY SERVICES OUR CUSTOMERS TRUST US WITH THEIR DIGITAL LIVES WHICH IS WHY WE ARE MAKING DIGITAL SAFETY PART OF OUR BUSINESS BY EMBEDDING PRIVACY AND SECURITY THROUGHOUT OUR OPERATIONS

Every decision we make comes with an obligation to keep personal data safe. Our dedicated Digital Confidence team is responsible for safeguarding personal data. By adhering to the privacy laws of the Global Data Protection Regulation (GDPR) we ensure transparency while allowing our customers to manage their personal data whilst protecting that data.

The best way we can ensure these rights are upheld is to raise awareness through communication and continuous training; which is why all of our employees receive mandatory annual training on both privacy and security. We are committed to ensuring transparency around our data use, empowering customers with control over their data and working collaboratively across our industry to protect privacy rights.

Given the surge of cyber threats and misinformation amid the pandemic, awareness around the importance of data security is at an all-time high. There is increased demand from customers, shareholders and regulators for stronger, more secure practices.

By abiding by the General Data Protection Regulation, Sarbanes Oxley Act, ISO 27001, Commodity Assurance Services (Telecommunications) (CAS(T)) and Payment Card Industry Data Security Standard legislation, we can ensure that we have implemented appropriate security controls to protect our assets. While threats are always evolving, and security is a constant challenge. We continue to resource an effective team of security professionals and to invest in new tools and systems across our business unit such as the Customer Premise Equipment (CPE) security testing team dedicated to ensuring the safety of our customers' equipment against cyber attacks.

Beyond ensuring that our network is safe and secure, we know that digital safety also starts with education. We continue our collaborations with NGOs and government institutions to provide educational resources for families, educators, and children to provide help on important topics like online safety, cyberbullying and critical thinking. Our safer internet toolkits produced with European Schoolnet have reached over 2.1 million people and the eSafety Label is supporting over 9,000 schools in 62 countries.

We want to ensure that every child has the chance to grow up feeling empowered online. We intend to continue focusing on education and awareness for teachers, parents and children so that we encourage our youngest digital citizens to harness the potential and positivity the internet has to offer.

PERFORMANCE SUMMARY

Being transparent about our performance pushes us to do more for a better tomorrow.

EMPOWERING PEOPLE

Total workforce and breakdown by employee category

	Measure	2020			2019			2018			2017			2016		
Workforce including outsourced employees (Headcount, year end)																
Employees	Number	21,958			20,710			21,355			22,092			22,400		
Outsourced employees	Number	15,434			16,888			18,851			19,683			19,485		
Total		**37,392**			**37,598**			**40,206**			**41,775**			**41,885**		
Employees by region and gender (headcount, year end)		Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
North America	Number	60	58	118	60	63	123	67	66	133	93	84	177	82	70	152
Europe	Number	14,826	7,014	21,840	13,944	6,643	20,587	14,370	6,852	21,222	14,728	7,187	21,915	14,956	7,292	22,248
Total (LG)	**Number %**	**14,886 (68%)**	**7,072 (32%)**	**21,958**	**14,004 (68%)**	**6,706 (32%)**	**20,710**	**14,437 (68%)**	**6,918 (32%)**	**21,355**	**14,821 (67%)**	**7,271 (33%)**	**22,092**	**15,038 (67%)**	**7,362 (33%)**	**22,400**
Employees by contract type (headcount, year end)																
Employees on permanent contracts	Number	21,277			20,065			20,543			21,201			21,634		
Employees on temporary contracts	Number	681			645			812			891			766		
Employees by employment type (headcount, year end)																
Employees in full-time employment	Number	20,578			19,250			19,765			19,885			20,071		
Employees in part-time employment	Number	1,380			1,460			1,590			2,208			2,329		
Employees by age group (headcount, year end)																
Employees under 30 years old	Number	4,406 (20%)			4,390 (21%)			4,599 (22%)			4,939 (22%)			5,159 (23%)		
Employees 30 - 50 years old	Number	13,486 (61%)			12,944 (63%)			13,524 (63%)			13,816 (63%)			14,102 (63%)		
Employees over 50 years old	Number	4,066 (19%)			3,376 (16%)			3,232 (15%)			3,337 (15%)			3,139 (14%)		

GRI 102.7, 405.1

EMPOWERING PEOPLE

Total workforce and breakdown by employee category (continued)

	Measure	2020			2019			2018			2017			2016		
Women in Management																
% of management positions filled by women	Percentage	29%			29%			30%			32%			31%		
% of executive positions filled by women	Percentage	7%			13%			13%			6%			11%		
Employee training																
Average training hours (Hours per FTE)	Number	21.44			21.33			20.76			21.98			26.51		
Average training investment ($USD per FTE)	USD	485.79			505.20			506.23			453.94			553.95		
Occupational health & safety (GRI 403-2)[1]																
Injury rate (per 200,000 hours worked)	Number	0.42			0.74			0.94			0.84			0.91		
Occupational disease rate (per 200,000 hours worked)	Number	5.50			6.24			6.49			6.07			5.53		
Lost day rate (per 200,000 hours worked)	Number	14.37			14.92			30.42			29.72			39.42		
Absentee rate (% of total workdays)	Percentage	5%			6%			6%			5%			6%		
Work-related fatalities	Number	0			0			0			0			0		
New employee hires and employee turnover (GRI 401-1)																
New employee hires by region and gender (headcount, year end)		**Male**	**Female**	**Total**	**Male**	**Female**	**Total**	**Male**	**Female**	**Total**	**Male**	**Female**	**Total**	**Male**	**Female**	**Total**
North America	Number	8	11	19	7	4	11	18	18	36	26	21	47	20	17	37
Europe	Number	2,368	1,278	3,646	2,295	1,191	3,486	2,630	1,319	3,949	2,610	1,560	4,170	2,869	1,426	4,295
Total (LG)	**Number**	**2,376**	**1,289**	**3,665**	**2,302**	**1,195**	**3,497**	**2,648**	**1,337**	**3,985**	**2,636**	**1,581**	**4,217**	**2,879**	**1,443**	**4,322**
Rate of new hires (%)[2]	Percentage	17%			17%			19%			19%			19%		

GRI 401.1, 403.1-2, 404.1

EMPOWERING PEOPLE

Total workforce and breakdown by employee category (continued)

	Measure	2020			2019			2018			2017			2016		
New employee hires by age group (headcount, % of total)																
Employees under 30 years old	Number	4,406 (20%)			4,390 (21%)			4,599 (22%)			4,939 (22%)			5,159 (23%)		
Employees 30-50 years old	Number	13,486 (61%)			13,816 (63%)			13,524 (63%)			12,944 (63%)			14,102 (63%)		
Employees over 50 years old	Number	4,066 (19%)			3,376 (16%)			3,232 (15%)			3,337 (15%)			3,139 (14%)		
Employee turnover by region and gender (number of leavers)		**Male**	**Female**	**Total**	**Male**	**Female**	**Total**	**Male**	**Female**	**Total**	**Male**	**Female**	**Total**	**Male**	**Female**	**Total**
North America	Number	7	15	22	11	7	18	11	20	31	17	6	23	11	15	26
Europe	Number	2,025	1,066	3,091	2,635	1,361	3,996	2,754	1,500	4,254	2,823	1,565	4,388	2,978	1,433	4,411
Total	**Number**	**2,319**	**1,194**	**3,513**	**2,822**	**1,467**	**4,289**	**2,946**	**1,638**	**4,584**	**3,076**	**1,685**	**4,761**	**3,151**	**1,540**	**4,691**
Rate of Employee Turnover (%)[2]	Percentage	16%			21%			22%			22%			21%		
Employee turnover by age group (number of leavers, turnover rate by age)																
Total leavers — under 30 years old	Number	1,053 (24%)			1,295 (29%)			1,545 (34%)			1,774 (36%)			1,628 (32%)		
Total leavers — 30-50 years old	Number	1,955 (14%)			2,398 (19%)			2521 (19%)			2,422 (18%)			2,393 (17%)		
Total leavers — 50+ years old	Number	505 (12%)			596 (18%)			518 (16%)			565 (17%)			670 (21%)		
Employee performance reviews (GRI 404-3)																
Employees reviewed	Percentage	82%			97%			99%			98%			96%		

GRI 404.3

EMPOWERING PEOPLE

Total workforce and breakdown by employee category (continued)

	Measure	2020	2019	2018	2017	2016
Employee performance reviews - by gender & employee category						
% of appraisal - exec management (men)	Percentage	100%	100%	100%	100%	100%
% of appraisal - exec management (women)	Percentage	100%	100%	100%	100%	100%
% of appraisal - senior management (men)	Percentage	96%	99%	94%	99%	93%
% of appraisal - senior management (women)	Percentage	92%	97%	98%	97%	93%
% of appraisal - managers/supervisors (men)	Percentage	81%	99%	98%	98%	94%
% of appraisal - managers/supervisors (women)	Percentage	100%	99%	97%	97%	93%
% of appraisal - non-management (men)	Percentage	82%	94%	99%	99%	98%
% of appraisal - non-management (women)	Percentage	76%	100%	99%	97%	94%

COMMUNITY INVESTMENTS*

*Our CR Scope changed from 2018 to 2019 due to the sale of our operations in Germany, Hungary, Romania, Czech Republic and Luxembourg. The table below is the restated figures removing the divested operations from 2013 - 2019.

	Measure	Jan to Dec 2020	Jan to Dec 2019	Jan to Dec 2018	Jan to Dec 2017	Jan to Dec 2016
Total Community Investments[3]	$ million USD	14.7	5.4	4.6	9.4	6.3
Cash	%	65%	68%	83%	89%	87%
Time	%	1%	4%	8%	4%	9%
In-kind	%	34%	28%	9%	6%	4%
Employee volunteering time	hours	4,597	8,883	13,523	15,581	21,575

SUSTAINABLE GROWTH

Energy intensity

	Measure	Jan to Dec 2020	Jan to Dec 2019	Jan to Dec 2018	Jan to Dec 2017	Jan to Dec 2012
Electricity generated from onsite renewables	GWh	0.37	0.35	0.49	0.34	0.09
Energy intensity	kWh of electricity / TB of data usage	18	32	35	47	312

Energy consumption

	Measure	Jan to Dec 2020	Jan to Dec 2019	Jan to Dec 2018	Jan to Dec 2017	Jan to Dec 2012
Non-renewable fuel consumption totals						
Diesel (static + mobile)	GWh	75.04	85.61	99.25	92.17	38.15
Petrol	GWh	7.18	8.37	6.93	6.17	10.51
Natural gas	GWh	20.98	22.46	22.65	25.84	31.36
Burning oil	GWh	0.00	0.00	0.00	0.02	0.02
Gas oil	GWh	2.88	0.94	1.51	1.51	2.03
Fuel oil	GWh	0.23	0.32	0.37	0.31	2.67
Jet fuel	GWh	4.41	4.35	6.09	9.47	12.70
CNG	GWh	0.00	0.01	0.01	0.01	0.00
LPG	GWh	0.00	0.00	0.00	0.00	0.00
Total	**GWh**	**110.73**	**122.07**	**136.80**	**135.50**	**97.45**
Electricity, heating & cooling						
Total electricity consumption including associated hfc	GWh	818.02	820.41	846.98	862.97	820.13
Total heat and/or steam purchased	GWh	1.64	1.08	1.29	1.41	n/a
Total	**GWh**	**819.66**	**821.50**	**848.27**	**864.38**	**820.13**
Electricity sold						
Electricity sold (from onsite renewables)	GWh	0.06	0.06	0.01	0.01	0.01
Total energy consumption[4]	**GWh**	**930.32**	**943.51**	**985.06**	**999.87**	**917.57**

GRI 302.1-4

SUSTAINABLE GROWTH

GHG emissions

	Measure	Jan to Dec 2020	Jan to Dec 2019	Jan to Dec 2018	Jan to Dec 2017	Jan to Dec 2012
Scope 1 emissions (Direct)[5]	metric tons CO_2e	47,029	47,969	55,354	52,231	58,333
Scope 2 market-based emissions (Indirect)	metric tons CO_2e	38,257	39,365	38,424	192,135	342,486
Scope 2 location-based emissions (Indirect)	metric tons CO_2e	199,116	207,654	227,481	268,528	321,532
Scope 3 emissions (Indirect)	metric tons CO_2e	23,618	41,851	46,056	49,849	14,749
Total Scope 1, 2 & 3 market-based emissions	**metric tons CO_2e**	**108,904**	**129,184**	**139,835**	**294,216**	**415,567**
Total Scope 1, 2 & 3 location-based emissions[6]	**metric tons CO_2e**	**269,762**	**297,474**	**328,891**	**370,609**	**394,613**
Carbon credits	metric tons CO_2e	8,473	8,627	8,627	8,473	n/a
Emissions intensity (scope 1 & 2 market-based)	metric tons CO_2e / TB of data usage	0.002	0.003	0.004	0.013	0.153
Emissions from business travel	metric tons CO_2e	4,842	17,196	21,413	17,433	12,269
Emissions from 3rd party services and install vehicles	metric tons CO_2e	18,186	23,995	23,716	31,596	17,814

Waste by type and disposal method

	Measure	Jan to Dec 2020	Jan to Dec 2019	Jan to Dec 2018	Jan to Dec 2017	Jan to Dec 2012
Total waste generated - reuse	metric tons	246	365	38	905	174
Total waste generated - recycling onsite waste (excl. composting)	metric tons	5,426	6,958	8,232	9,619	5,447
Total waste generated - incineration	metric tons	1,277	2,075	2,066	2,241	1,615
Total waste generated - landfill	metric tons	916	685	1,073	832	2,690
Total waste generated - composting	metric tons	69	143	78	80	175
Total waste generated	**metric tons**	**7,934**	**10,226**	**11,487**	**13,678**	**10,101**
% of waste recycled & reused	%	71%	72%	72%	77%	56%

SUSTAINABLE GROWTH

Water withdrawal by source

	Measure	Jan to Dec 2020	Jan to Dec 2019	Jan to Dec 2018	Jan to Dec 2017	Jan to Dec 2012
Total water use (municipal only)	m^3 (water)	134,112	185,345	220,257	206,124	209,632
Total water use (onsite capture only)	m^3 (water)	400	583	278	1,062	0
Total water use (inc. onsite capture)	m^3 (water)	134,512	185,928	220,535	207,186	209,632

Environmental Initiatives

	Measure	Jan to Dec 2020	Jan to Dec 2019	Jan to Dec 2018	Jan to Dec 2017	Jan to Dec 2012
Emissions reductions from initiatives	metric tons CO_2e	8,682	11,207	4,742	4,033	n/a
Energy saved from initiatives	GWh	42	39	18	8	n/a
Revenue generated from environmental initiatives	USD	3,762	67,937	3,661,381	5,702,449	n/a
Cost savings from environmental initiatives	USD	176,493,792	141,564,499	286,136,761	258,393,096	n/a

Total employee figures reported in the table are based on headcount at year end. In the text of the report, we have used the total number of full-time equivalent (FTE) employees including outsourced employees, which is 37,392.

1. Injury rate, Occupational disease rate & Lost days rate are calculated by dividing the total number of incidents by the total number of hours worked and multiplying the calculated figure by 200,000.
2. Rate of new hires & rate of total employee turnover are calculated by dividing the total number of new hires/leavers by the total number of employees.
3. Aside from this total workforce figure, our social performance data does not include outsourced employees. (GRI 405-1).
4. Sum of total energy consumption from non-renewable fuel and electricity, heating and cooling, minus electricity sold.

5. During 2020, certain activities that were previously performed by external partners in the UK were completed by Liberty Global employees, resulting in an increase in our scope 1 emissions and a corresponding decrease in our scope 3 emissions.
6. During 2020, we updated our Scope 3 emissions based on more accurate data provided by our waste management suppliers, resulting in a 5% decrease in total Scope 1, 2 & 3 location-based emissions.
n/a – data not available.

● Data extracted from Liberty Global plc Annual Report and Accounts for year ending 31 December 2020 which was included within KPMG LLP's independent assurance scope.

For more information on our environmental reporting criteria, please visit: www.libertyglobal.com/ responsibility/reporting-and-performance/