



LIBERTY  
LATIN AMERICA



OUR COMMITMENT TO THE  
ENVIRONMENT,  
SOCIAL CHANGE,  
AND CORPORATE  
GOVERNANCE



# FOREWORD

Our commitment to the environment,  
social change, and corporate governance.

At Liberty Latin America, we are guided by strong ethical standards in daily interactions with our employees, customers, suppliers, communities, and shareholders. We track and continually improve our efforts to prioritize environmental, social, and governance (“ESG”) matters while investing in our employees, delivering value to our customers, dealing fairly and ethically with suppliers, supporting our communities, and enhancing shareholder value.

Our stakeholders include investors, employees, customers, communities, suppliers, governments, and regulators, and we approach them all openly, transparently, and with a strong sense of purpose and commitment.

This first annual report provides an overview of our environmental, social, and governance program, and our commitment to be a socially inclusive, economically fair, and environmentally responsible business in the many different countries in which we operate.

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Our employees at Cable & Wireless Panama celebrating our first year together as Liberty Latin America



## About Liberty Latin America

We are a leading communications company with operations in Chile, Costa Rica, Jamaica, Panama, Puerto Rico, the Caribbean and other parts of Latin America and we do things a little differently...

We offer communications and entertainment services to our residential and business customers, including video, broadband internet, telephony, and mobile services. In most of our operating footprint, we offer a "triple-play" of

bundled services of digital video, internet, and telephony in one subscription. We are also bundling, where available, mobile offerings with the "triple-play" products to offer a "quad-play", or fixed-mobile convergence service.

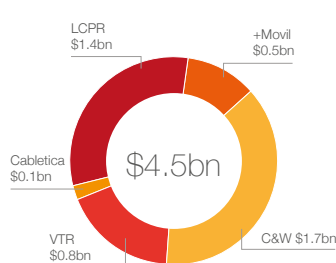
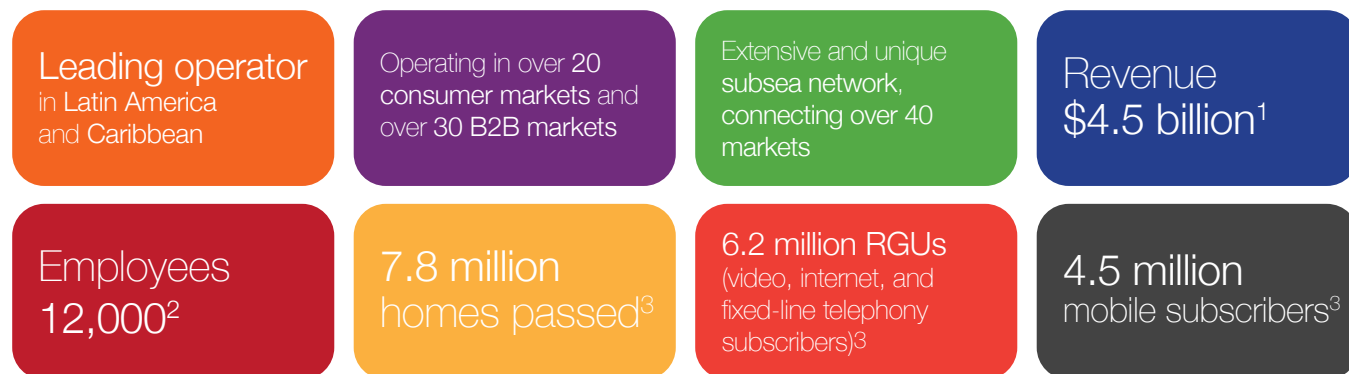


# Our core strategy

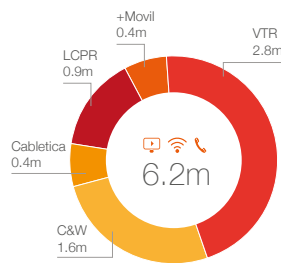
We focus on delivering entertainment and connectivity solutions to our customers so they can access the digital world and all its benefits.

Our plan is to extend our footprint through investments in our existing markets as well as regional expansion into high growth markets and segments through opportunistic M&A activity. This is part of our commitment to delivering value creation for shareholders.

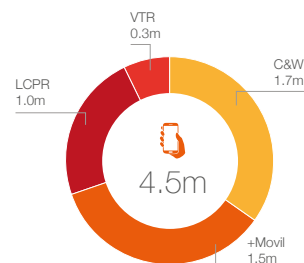
## OUR KEY FACTS



REVENUE<sup>1</sup>



RGUS<sup>3</sup>



MOBILE SUBSCRIBERS<sup>3</sup>

1. Revenue for the year ended December 31, 2020, includes revenue for the pre-acquisition period from January 1, 2020 to October 31, 2020 of the entities acquired from AT&T, with adjustments primarily related to (i) the impact of new rates pursuant to agreements with AT&T related to roaming, subsea and ethernet services and (ii) aligning the accounting policies used by Liberty Latin America. For additional information, see "Supplemental Pro Forma Information" in Note 4 to Liberty Latin America's consolidated financial statements included in Part II of its Annual Report on Form 10-K for the fiscal year ended December 31, 2020. Please refer to the publicly filed documents of Liberty Latin America, including the most recent Forms 10-K and 10-Q, for additional information about Liberty Latin America and its business.

2. Employees as of December 31, 2020.

3. Operating data as of December 31, 2020.

# CEO Welcome

On behalf of all the employees of Liberty Latin America, I am proud to present our first annual report on our commitment to the environment, social change, and corporate governance. From the beginning, we have focused on delivering the best entertainment and communications services and products to our customers in a way that is ethical, limits our impact on the environment, and uses our reach to bring the digital world to remote and under served communities in our markets.

With this report, we continue working towards greater transparency and accountability in our efforts to meet our Environment, Social, and Governance (ESG) goals. We decided to build our reporting framework around the widely respected Telecommunications Service standard

published by the Sustainability Accounting Standards Board. While we do not measure our progress on every metric in this inaugural report, we do provide our roadmap toward full reporting. We also use this inaugural report to give you an overview of our ESG approach and how we plan to keep our commitment to ESG moving forward for years to come.



Balan Nair  
President and CEO



Balan Nair, President and CEO, visiting our Liberty Puerto Rico operations in San Juan, PR

# Letter from our executive sponsors

## HOW WE APPROACH ESG

As strong advocates for better governance and a focus on a culture where we empower employees to make the right choices, we are both pleased to serve as the Executive Sponsors for our ESG Strategy. We believe that we have the right team to lead this important initiative and set the bar appropriately high for our company.

Liberty Latin America is a company that while focused on delivering excellent financial results is also keenly aware of our responsibility to every other person impacted by our business. We help bring people closer together and we provide the power of broadband access to information, people, and experiences never before available to many. We know that all of this comes at a price to communities and the environment at large that we must measure and ultimately reduce. We also want to give our employees the chance to highlight how we help our communities and employees, and how we combat corruption, discrimination, and injustice that threaten social and economic progress.

With that context in mind, we knew that making a difference starts with collecting the right data, and setting a pathway to a long-term, sustainable, and impactful program. This inaugural report is part of that process.

In this inaugural report<sup>4</sup>, we present selected data as set forth in the SASB Telecommunications Services standard. We chose the metrics that we determined were most readily accessible for 2020 and for which we could set a baseline from which to measure future progress. We established a timeline that is presented in this report for the rest of the required elements within the SASB Telecommunications Services standard.

We also wanted to emphasize the extraordinary efforts our operating companies have made in key social initiatives important to us; such as providing broadband access to children enabling them to continue their education during the COVID-19 pandemic; supporting communities impacted by climate change and resulting natural disasters; and helping employees who themselves were impacted by COVID-19.

2020 was transformative in many positive and negative ways. For Liberty Latin America, we believe that perhaps the greatest positive change was the beginning of our enterprise-wide commitment to ESG initiatives. With this inaugural report, our Board of Directors, and our over 12,000 employees have committed to:

1. Reduce our negative environmental impact;
2. Provide better broadband access to children, to rural and low income areas;
3. Provide more opportunities for women, indigenous peoples, and people of color; and,
4. Continue the fight against corruption, discrimination, and inequality.

We will share our progress with you through this report each year. Please join us on this journey by providing any ideas on how we can improve, how we can think differently about our ESG program, and by letting others know about our commitment to ESG.



John Winter  
Chief Legal Officer



Kerry Scott  
Chief People Officer

<sup>4</sup>Our Annual Report on Form 10-K discloses how we identify, assess, and manage risks including those incorporated in the TCFD Framework. We will continue to build on our risk assessment process, including how to measure and report on recommended disclosures in the TCFD Framework, to drive decisions across our ESG program.



# 2020 In brief: A year of impact

This year was unprecedented in so many ways. We had to be agile and creative to ensure that we met the needs of our customers, kept our employees safe, and supported our local communities.

How did we do it in the midst of a global pandemic?

We started internally with our #InThisTogether campaign to take care of our people.

- We rapidly deployed flexible working and distributed PPE
- We prioritized health and safety - with added focus on mental health and well-being
- We committed not to conduct lay-offs
- We established a financial assistance fund for employees and our Executive Team took pay reductions

In short, we took action to ensure our employees were supported, so they in turn, could care for our customers... And they did.

Technicians remained in the field to do repairs, maintenance, and installations. Call center and customer service employees worked around the clock to address any concerns. All of our employees banded together under the most difficult of circumstances to meet the needs of customers who had to work, learn, and conduct business virtually. It was clear from the past year that connectivity and access to the digital world is more critical than ever before.



Our company-wide #InThisTogether campaign



Our Flow stores throughout the Caribbean are committed to keeping our employees and customers safe and connected



Our technicians at Flow making sure connections stay on for our customers



# How we helped our Communities

Despite the impact of the pandemic on our operations, we never forgot our goal to connect the unconnected and commitment to support our communities in times of need.

Here are a couple examples:

## Mobile Solution to Connect the Unconnected

In 2020, we rolled-out Project 'Rise' (or 'Avanza' in Spanish) in Panama focused on the most vulnerable people living in remote areas. This offer included a voice-enabled smartphone powered by a KaiOS system. The device has a user-friendly Google Assist feature, with LTE, Wi-Fi, and Bluetooth connectivity capabilities to give thousands of seniors and people with disabilities the opportunity to participate in the digital world at an affordable cost of US\$25.

This was a game changer for so many. More than 23,000 units have been sold across Panama providing much needed connectivity for those who reside in rural areas where access can be difficult.



A customer of +Movil in Panama enjoying the services of our low-cost mobile device, which includes a special unlimited data plan and promotional credit for calls

## Relief in the aftermath of hurricanes Eta and Iota

We swiftly jumped to action when communities in Guatemala, Honduras, and Panama were devastated by the impact from the hurricanes and subsequent flooding.

US\$55,000 was immediately allocated to provide much needed supplies, food, and other essential items. As part of this, we supported World Central Kitchen and the rapid response efforts to deliver more than 100,000 meals to those in need.



Food is prepared and served to those impacted by hurricanes Eta and Iota

# Our approach to ESG

These three pillars guide us every day,  
in every decision.



### SUSTAINABLE BUSINESS PRACTICES

We pledge to create sustainable operations that:

- Lessen our impact on the environment
- Reduce our energy usage and dependence on fossil fuels
- Provide resilient telecommunications services during and after natural disasters and other large-scale disruptions
- Lead in responding to and recovering from natural disasters



### POSITIVE SOCIAL IMPACT

We pledge to pursue social change by supporting local communities to:

- Provide children with the connectivity and tools to be full participants in digital learning
- Provide digital access for rural and low-income areas
- Raise awareness and provide education around complex societal topics



### DO BUSINESS THE RIGHT WAY

We pledge:

- That corruption has no place in our business
- To work only with trusted business partners that share our values
- To be transparent with consumers on our pricing and services
- To build a culture of inclusivity that provides equal opportunity regardless of gender, age, race, religion, ethnicity, or sexual orientation



# Our focus

## SASB SUSTAINABILITY ACCOUNTING STANDARD DISCLOSURES - TELECOMMUNICATION SERVICES





SASB CODE	DESCRIPTION	2020	2021	2022	2023
<b>ENVIRONMENTAL FOOTPRINT OF OPERATIONS</b>					
TC-TL-130a.1	(1) Total energy consumed	X			
	(2) Percentage grid electricity	X			
	(3) Percentage renewable	X			
<b>DATA PRIVACY</b>					
TC-TL-220a.1	Description of policies and practices relating to behavioral advertising and customer privacy		X		
TC-TL-1220a.2	Number of customers whose information is used for secondary purposes			X	
TC-TL-220a.3	Total amount of monetary losses as a result of legal proceedings associated with customer privacy			X	
TC-TL-220a.4	(1) Number of law enforcement requests for customer information				X
	(2) Number of customers whose information was requested				X
	(3) percentage resulting in disclosure				X
<b>DATA SECURITY</b>					
TC-TL-230a.1	(1) Number of data breaches			X	
	(2) Percentage involving personally identifiable information (PII)			X	
	(3) Number of customers affected			X	
TC-TL-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards		X		
<b>PRODUCT END-OF-LIFE MANAGEMENT</b>					
TC-TL-440a.1	(1) Materials recovered through take back programs			X	
	(2) Percentage of recovered materials reused			X	
	(3) Percentage of recovered materials recycled			X	
	(4) Percentage of recovered materials landfilled			X	
<b>COMPETITIVE BEHAVIOR &amp; OPEN INTERNET</b>					
TC-TL-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations		X		
TC-TL-520a.2	(1) Average actual sustained download speed of owned and commercially associated content		X		
	(2) Average actual sustained download speed of non-associated content		X		
TC-TL-520a.3	Description of risks and opportunities associated with net neutrality, paid peering, zero rating and related practices	X			
<b>MANAGING SYSTEMIC RISKS FROM TECHNOLOGY DISRUPTIONS</b>					
TC-TL-550a.1	(1) System average interruption frequency			X	
	(2) Customer average interruption duration			X	
TC-TL-550a.2	Discussion of systems to provide uninterrupted service during service interruptions		X		
<b>ACTIVITY METRICS</b>					
TC-TL-000.A	Number of wireless subscribers	X			
TC-TL-000.B	Number of wireline subscribers	X			
TC-TL-000.C	Number of broadband subscribers	X			
TC-TL-000.D	Network traffic	X			

We have reported these metrics because they may be useful to some of our stakeholders. Inclusion of a metric herein does not mean that metric is material, and its inclusion should not be construed as an admission as to its materiality.

# Measuring our results

To help ensure we're meeting our goals, we measure our impact using key metrics created by the Sustainability Accounting Standards Board (SASB). As an independent non-profit, the SASB sets standards to guide the disclosure of financially material sustainability information by companies to their investors.

In the first year of our ESG program, we've tracked our efforts by measuring the following SASB metrics:

 <p><b>ENVIRONMENT FOOTPRINT OF OPERATIONS</b></p>	<ul style="list-style-type: none"> <li>• Total energy consumed</li> <li>• Percentage grid electricity</li> <li>• Percentage renewable electricity</li> </ul>
 <p><b>DATA PRIVACY</b></p>	<ul style="list-style-type: none"> <li>• Policies and practices related to behavioral advertising and customer privacy</li> </ul>
 <p><b>DATA SECURITY</b></p>	<ul style="list-style-type: none"> <li>• Approach for identifying and addressing data security risks, including use of third-party cybersecurity standards</li> </ul>
 <p><b>MANAGING SYSTEMIC RISKS FROM TECHNOLOGY DISRUPTIONS</b></p>	<ul style="list-style-type: none"> <li>• Corrective actions taken to prevent future disruptions</li> <li>• Discussion of systems to provide unimpeded service during service interruptions</li> </ul>



Julian Arthur, FLOW  
Barbados, planting a tree in  
collaboration with the Walkers  
Institute for Regenerative  
Research, Education, and  
Design (WIRRED)

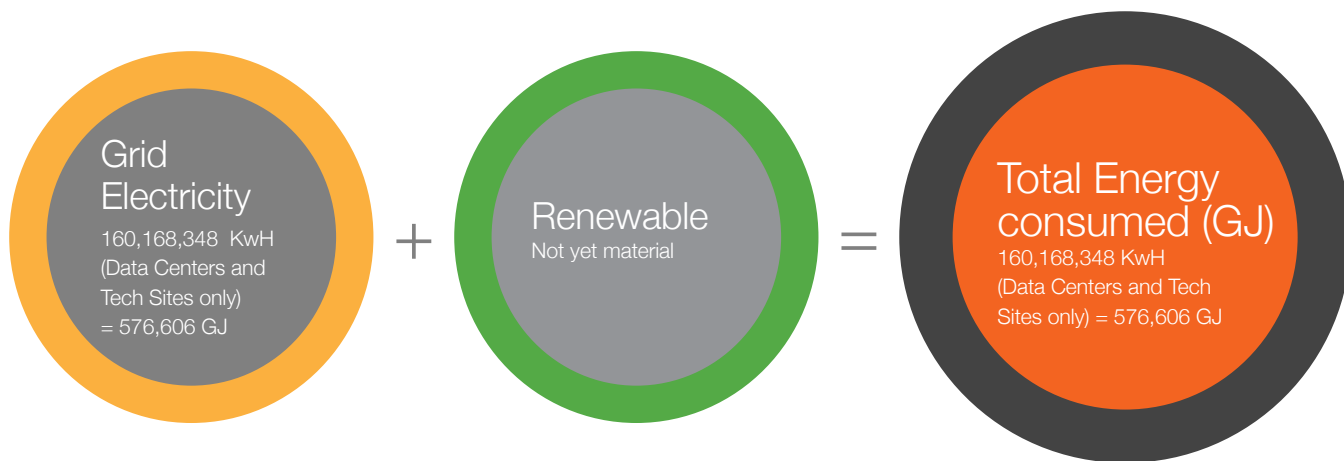


# Environment

Sustainable and responsible  
business practices

# ENVIRONMENTAL FOOTPRINT OF OUR OPERATIONS

SASB Code | TC-TL-130a.1  
(All Liberty Latin America | CWC, CWP, LCPR, VTR Cabletica, etc.)



## WHAT ARE WE WORKING ON NOW?

We are focused on developing our use of renewable energy and identifying projects in our markets to support our businesses and communities to convert to a renewable energy source. In our Caribbean markets, we are starting to identify local projects to support renewable energy sources for our own locations and different opportunities to finance those projects. Over time we expect to increase our percentage of renewable energy and set internal goals to achieve this.

As we continue to develop our environmental reporting: we view our usage in three categories – Our Network, Our Data Centers, and Our People and Retail locations. We have chosen to prioritize our data collection on our network

and data centers, as these areas have the largest impact in our business. As we bring together our reporting across our geographies, we will also include Office, Retail, and other locations.

As we continue to build our data collection and reporting capabilities, we will assess incorporating Scope 2 and 3 recommended disclosures in future versions of our annual report on ESG.

We are also gathering data based on the SASB framework to report on wider environmental factors, including fuel usage, air miles, water, and waste. Once we can report on behalf of our group as a whole across our extensive geographies, we will include this in our reporting.



4,451,300  
Wireless subscribers  
TC-TL-000.A



1,471,400  
Wireline subscribers  
TC-TL-000.B



2,763,900  
Broadband subscribers  
TC-TL-000.C



9,594 PB  
Network traffic  
TC-TL-000.D



# Local Restoration and Environmental Projects

## CABLE & WIRELESS COMMUNICATIONS (C&W)

C&W is building on its ongoing relationship with the Walkers Institute for Regenerative Research, Education, and Design (WIRRED). In Barbados, our employees took part in a tree-planting initiative with WIRRED as work continues on restoring the ecological health of the Walkers Quarry in St Andrew.

Employees also benefited from an informative 'Take Action' workshop with sustainable permaculturalist Jenn Clarke from the Caribbean Permaculture Research Institute (CPRI) where she shared tips about small scale composting methods.

## CABLE & WIRELESS PANAMA

### Reforestation Project – Los Santos Province

As part of its tropical restoration goals, the Cable & Wireless Panama Foundation launched the 2020 Los Santos Reforestation Project with active participation of +Movil and Liberty Latin America Operations Center volunteers. The project started as part of the Panamanian government's *Alainza por el millón* project executed by the Ministry of Environment. The goal of the project is to restore 1 million hectares of land in the next 10 years.

### Connecting key monitoring systems

The Cable & Wireless Panama Foundation is proud to provide the connectivity for the Mesoamerican Regional Visualization and Monitoring System (SERVIR) of the Water Center for the Humid Tropics of Latin America and the Caribbean (CATHALAC). SERVIR works to respond to natural disasters, ranging from red tides to fires, hurricanes, floods, landslides, and earthquakes.

## LIBERTY PUERTO RICO

### Reforestation the Island:

Liberty Puerto Rico volunteers alongside Para La Naturaleza planted native and endemic trees at the Protected Natural Area Pitahaya in Canovanas.

In addition, Liberty Puerto Rico employees cleaned six beaches across the island during the International Coastal Cleanup 2020 alongside Scuba Dogs Society, which was able to run PSAs through Liberty channels.

The Liberty Puerto Rico Foundation donated US\$25,000 to the Para la Naturaleza Solidarity Fund, which supports nature-based solutions that foster the well-being of natural and human eco-systems.

## VTR

Employees took part in a recycling campaign of electrical materials and electronic devices. Over the course of a week, they collected 60 kilograms of recyclable materials whose correct management would mitigate 3.7 tons of CO<sub>2</sub>e. This would be equivalent to one of the following actions:

- Changing 112 traditional light bulbs to LED ones
- Planting 87 trees
- Saving 1,578 liters of gasoline

# DATA PRIVACY, SECURITY, AND POLICIES

## DATA PRIVACY

We believe that consumers should have the right to understand how all companies collect, use, and store their data. We also believe that a company's ability to use and share consumer data can potentially provide a superior customer experience through greater access to information or services relevant to them. In order to meet these twin goals, we have assembled a taskforce to build easy-to-use tools that allow customers to tell us how they want us to use and share their data. We expect to implement a number of recommendations from the taskforce throughout 2021 and later years.

We will also align our strategy for addressing data privacy issues across the group. This includes developing a group-wide Data Privacy Policy, which will encompass all our markets. As the region we operate in starts to introduce and enforce privacy legislation we will ensure we are ahead in our approach, including how and when we use our customers' information.

## DATA SECURITY

The safety of our networks and security of customers is our highest priority. Anything that compromises network security ultimately impacts customer confidence in our products and services and of those who use our services to reach their customers.

In 2020, we prioritized the implementation of refreshed Data Security Policies and an awareness campaign. Alongside this, the appointment of a Chief Information Security Officer and the hiring of a number of key roles to support this function demonstrates our commitment to continue to ensure we have strong cybersecurity processes and protocols. Additionally, we have implemented a number of enterprise-wide policies to emphasize to all of our employees the important roles they play every day in safeguarding data and ensuring that our networks remain safe from cyberattacks.

As part of our overall cybersecurity program, we partner with many of the world's leading companies to provide end-to-end protection of our internal and external networks

and data centers. We regularly monitor the performance of our suppliers who may have occasion to work with our networks and data, and include specific metrics in our agreements with them to ensure that they take cybersecurity and data protection seriously.

## COMPETITIVE BEHAVIOR AND OPEN INTERNET

We believe in fair and open competition, and have internal and external resources dedicated to ensuring that we meet our obligations to compete fairly in all of our markets.

We support measured and reasonable net neutrality rules. However, we believe that regulators should forbear from adopting any specific net neutrality regulation at this time. Given that the impact of over-the-top providers on our networks is significant, and that free competition has properly served the market, regulators should consider permitting the industry a measure of self-regulation on the matter of internet freedom.

We support measures that promote transparency such as setting out quality of service parameters in customer terms and conditions of service. We do not support arbitrary discriminatory practices; however, service providers should have the flexibility to offer differentiated services, based on objective criteria. For example, a residential 10 Mbps broadband connection could potentially be further differentiated based on different levels of availability of maximum throughput. This will promote technological development and service innovation.

Our position has been that we will not block, throttle, or otherwise prioritize any data over our networks, provided that such data is lawful. However, we believe we should be permitted to properly monetize our investment in broadband networks and to take appropriate action, where necessary, to prevent illegal content from transmitting over our networks.

All service providers participating in this digital ecosystem should be subject to the same "rules of the game". This is essential to ensure a level playing field for market players.



### DEFINITION OF NET NEUTRALITY

Although precise definitions vary, the principle has been defined as requiring all broadband network operators to treat data on the Internet the same, not discriminating or charging differentially by user, content, website, platform application, type of attached equipment, or mode of communication.



Our Liberty Puerto Rico employees participated in the worldwide International Coastal Cleanup initiative by cleaning six beaches across the island



# Social

Supporting a more socially inclusive culture

# Our Commitment to Equality, Diversity, and Inclusion (EDI)

We are an incredibly diverse company comprising many races, ethnicities, beliefs, and cultures, and we are built on a set of strong principles, including respect and kindness. We believe in creating an inclusive culture where our employees feel safe to be themselves and bring their whole self to work. And this basic premise is at the heart of our commitment to Equality, Diversity, and Inclusion.

We recognize that progress towards equality and inclusion for all across Latin America and the Caribbean is still evolving, and we are committed to help advance and educate our colleagues, establish policies, and develop ways of working that foster equality and inclusion.

In 2020, we conducted a virtual listening tour across 22 countries to learn from our employees, understand their

experiences within our company and in their community, and identify focus areas where we could implement initiatives that would drive progress. As a result, we developed an Equality, Diversity, and Inclusion strategy, and established an employee volunteer team and a senior advisory team to oversee, guide, and drive the strategy.



Our employees from Cable & Wireless Jamaica striking the #EachForEqual pose in support of our International Women's Day global campaign



Joanna Simpson, Program Management Jamaica




Our employees from Cable & Wireless Business El Salvador supporting our International Women's Day global campaign

# How we're progressing


In recent years, we have implemented several innovative policies and initiatives to support a more socially inclusive culture including:

## PARENTAL LEAVE POLICY

We provide eight weeks of fully paid leave to all new parents, inclusive of birth, adoption, and surrogacy, and sixteen weeks leave for birth parents. This approach is one of the first of its kind in the region. Since launching the policy in 2019, 422 employees have used the policy.



**PAID PARENTAL LEAVE. FOR EVERYONE.**  
8 weeks for all new parents and 8 additional weeks for the birthing parent.  
Speak to your local People Team for more info.



## FLEXIBLE WORK FRAMEWORK

We're transforming and building a workplace of the future with our new Flexible Working approach. We're giving employees more choices by letting them select what's best for them, either working fully on-site or a hybrid option of remote and on-site working. This effort was designed to recognize that the dynamics and balance between personal and professional life have significantly changed as the world operates in an increasingly interconnected environment. Our Flexible Working framework is completely voluntary and allows for increased personal flexibility built around trust, maintaining our togetherness, and focusing on results.

We're Transforming Our Workplace




**Flexible Working. choose what's best for you!**




## FLEXIBLE PAID TIME OFF

We believe that taking time off supports the business and employee wellbeing. Our Flexible Paid Time Off ("Flex PTO") policy accommodates our increasingly diverse workforce and is based on mutual trust. It allows employees to take the time they need while completing their job responsibilities.



Live your best life with **FLEXIBLE PTO**

Take time off when you need it!  
Check your local policy for details





# CEO Pledge

We know that our success depends on our people. Having a diverse and inclusive workforce will help us become more innovative, more reflective of our customer base, and more creative when it comes to engaging with our customers and our communities.

Our CEO signed the CEO Action for Diversity and Inclusion (D&I) Pledge with a focus on four commitments:



## OPEN DIALOGUE

We will continue to make our workplace a trusted environment to have complex, and sometimes difficult, conversations about diversity and inclusion.



## IMPLICIT BIAS TRAINING

We will implement and expand unconscious bias education. This supports individuals in recognizing and acknowledging any blind spots they may have, but weren't previously aware of.



## INFORMATION SHARING

We will work with other companies to share best – and unsuccessful – practices to evolve and enhance our current diversity strategies.



## DEVELOP D&I PLANS

We will work with our Board of Directors through the development and evaluation of concrete, strategic action plans to prioritize and drive accountability around diversity and inclusion.

“I am absolutely committed to this effort, which is why I signed the CEO pledge aiming to rally the business community to advance diversity and inclusion within the workplace.”

**Balan Nair**  
President and CEO

# Delivering for customers during COVID-19

We remained committed to providing uninterrupted service to our customers during the unprecedented period to minimize any possible impact. We had to adapt quickly to the impact of the pandemic and rapidly put into place measures that would keep our employees, their families, our customers, and our communities safe and connected. As we were deemed an essential business across our markets, we put the following measures in place to slow down the spread, flatten the curve, and support our customers and communities with uninterrupted service:

- Invested in our fixed and mobile networks, and expanded capacity to meet the increased demand for bandwidth and speed
- Launched virtual stores in our markets to provide customers with options to access our services in a zero-touch environment
- Introduced Assisted Self Installations, where available, to support the requirements of social distancing
- Provided critical connectivity and equipped our office-based employees to be able to work remotely, while supplying our front-line employees with appropriate personal protective equipment and sanitation supplies
- Provided ongoing educational information to our employees regarding the virus and how to prevent infection
- Provided free access to educational content to students in many of the markets where we operate
- Partnered with local governments in several of our markets to issue PSAs and health and safety-related messages to local communities
- Activated our Business Continuity processes and Regional Crisis Management Team to continue to monitor and take appropriate decisions



Our Cable & Wireless Panama technician in the field working to keep our communities connected



Our team in the Caribbean finding creative ways to keep everyone safe

## Supporting employees in times of need

We created a COVID-19 Employee Assistance Fund to provide immediate support to employees and their families facing unforeseen financial or personal hardship due to the crisis. Employees were able to apply for grants up to US\$500 to support financial needs created by the pandemic. Our Board of Directors made an initial contribution of more than US\$300,000 to help launch the Fund, and we also had donations from our Executive Team and employees.

Amount raised

\$425,000

Number of applicants 565

The Fund's establishment, governance, and communications is supported by a cross-functional team from Legal, People, and Communications and is administered by the Cable & Wireless Charitable Foundation.



# Corporate Social Responsibility (CSR)

Our work has purpose, and what we do makes a difference.

As a socially responsible company, we support initiatives that have a positive impact on the communities we serve, where we live, where our families grow, where we celebrate, and connect.

Our employees lead many of our outreach programs, working alongside our local and regional charitable

foundations, and we're proud to support in giving back through local volunteering days. We look for opportunities to make the community a better place for everyone. It's part of our culture and our business.

## Our Pledge

To enable progress and build more resilient communities. We bring this to life through a shared approach across our markets with a focus on four critical areas.

### LEARNING

Learning is a continuous process. And we are here to provide support. Whether it's primary school, university, a budding entrepreneur, or anything in between, we want to enable and encourage learning, development, and growth.



### ACCESS

Connectivity is at the heart of our business. We want to ensure that as many people as possible are able to access the digital world. This has the potential to transform lives.



### ENVIRONMENT

There is only one planet we call home and we need to protect it for future generations. We are committed to operating responsibly across our geographic footprint with a specific focus on energy usage, waste and recycling programs, and environmental regeneration.



### DISASTER RELIEF

We've weathered a storm or two...and we know how to bounce back stronger than ever. Hurricanes, earthquakes, health crises, and a range of other events impact the communities, where we live and work. We will always be there to support our local markets in their time of need.





Our employees from C&W Communications Trinidad participated in a refurbishment exercise at the School for the Blind in Port of Spain



LIBERTY  
LATIN AMERICA



# Our Foundations



# Cable & Wireless Charitable Foundation



**CHARITABLE FOUNDATION**  
A proud part of Liberty Latin America

We launched the Cable & Wireless Charitable Foundation in 2017 as part of our commitment to doing business in a responsible and sustainable way. Today, it's a powerful platform, helping to enable progress and build more resilient communities across our region. Since its launch, the Foundation has raised millions of dollars to help local, regional, and international agencies deliver relief and recovery projects across the Caribbean and Latin America. View our 2020 Cable & Wireless Charitable Foundation Report [here](#).

Some project examples include:



## Curaçao

COVID-19 has created challenges that highlight the disparity between individuals with digital access, and those without, bringing the negative long-term impact into the spotlight. The Cable & Wireless Charitable Foundation is focused on bridging this digital divide. We provided a US\$30,000 grant to support multiple initiatives in Curaçao. Through this grant, Fundashon Amigunan di Cristo, an underprivileged after-school community youth center, was provided with 20 Chromebooks. The equipment will be used to teach children computer literacy skills, which will follow them beyond this period of online schooling. We also provided internet and mobile voice connectivity to the youth center.

Our Cable & Wireless Charitable Foundation donated 20 Chromebooks to Fundashon Amigunan di Cristo, an underprivileged after-school community youth center located in Curaçao

## Flow Study

In March 2020, the first imported case of COVID-19 was reported in the Caribbean region. Schools and educational institutions were closed across the region, which led to the transition to remote teaching and learning. Not all institutions were prepared to make this transition, which left many learners without access to quality education.

On March 31st, The Cable & Wireless Charitable Foundation partnered with One-on-One Educational Services to provide free access to the Flow Study platform to enable all students to have access to quality education. All students between the ages of 5 and 18 were given free access to educational content from Kindergarten, all the way through to CSEC and CAPE with the Caribbean curriculum. Over 130,000 students were able to access content anywhere, anytime, and the mobile data usage for Flow mobile customers was zero-rated.



Our Cable & Wireless Charitable Foundation partnered with One-on-One Educational Services to provide free access to over 130,000 students to the Flow Study platform



# Mas Móvil Panama Foundation



MAS MÓVIL  
FOUNDATION  
A proud part of Liberty Latin America

Through the efforts of the Mas Móvil Panama Foundation we:

- Impacted more than 850,000 students through our support of the National Oratory Contest, the Latin America Laboratory of Citizen Action, the Ayudinga Program, and by supplying connectivity through a variety of virtual education programs across the country
- Engaged more than 300 volunteers to support reforestation efforts in the Los Santos province, conduct beach clean-ups, and organize recycling programs for unwanted equipment
- Collaborated with 60 NGOs on webinars to showcase STEM careers and provide information on skills of the future, offer support to children with disabilities, and support UNICEF across a variety of their programs
- Granted US\$30,000 to victims who suffered in Chiriqui, Veraguas, Darien, and Bocas Del Toro following the flooding and devastation after Hurricanes Eta and Iota

View our Mas Móvil Panama Sustainability Report [here](#).

Disaster Relief  
+300

Volunteers

+1,200

Volunteer Hours

Environment  
+300

Volunteers

Access  
60 NGO's  
assisted

+1,000  
Benefited Students

Learning  
+850k  
Students connected

# Flow Foundation Jamaica

**FLOW**

FLOW  
FOUNDATION  
A proud part of Liberty Latin America

Flow Foundation was founded in November 2004 as the philanthropic arm of Flow Jamaica. For over 16 years, we have been making a difference in communities across Jamaica through initiatives that bridge the Technology Divide and, Education, Youth and Community Development. Learn more about our Flow Foundation Jamaica [here](#).

In line with our CSR pledge, we launched a new program in 2020 focused on fostering an inclusive digital future through training and access to connectivity that will improve employability and entrepreneurial skills.

More than  
**3,000**  
registered participants

Free broadband installation  
at **24 schools**

## INTERNET IN SCHOOLS

Internet access for students is critical for learning and connecting to people, knowledge, and experiences globally. We are active in this space to ensure no student is left behind.

**42+** schools  
provided with broadband  
upgrades

# Liberty Puerto Rico Foundation

The Liberty Puerto Rico Foundation is a non-profit organization registered in Puerto Rico and the United States that serves as Liberty Puerto Rico's corporate social responsibility arm. Established in July 2017, the Foundation establishes alliances with non-profit entities to sponsor and participate in activities and initiatives to raise funds, awareness, and encourage employees to do volunteer work to further advance their causes.

The foundation aims to:

- Establish closer connections with populations whom we serve across the island
- Support community organizations that provide services essential to underserved populations on the island

- Support programs for children and young people that contribute to their social, educational, and cultural development
- Support scholarship programs for low-income youth so they can complete their studies

View our Liberty Foundation 2020 Impact Report [here](#).

Total donations in grants given by Liberty Foundation to non-profit organizations in Puerto Rico and the U.S. Virgin Islands in 2020

# \$656,000

# 57

Number of non-profit organizations that were supported by Liberty Puerto Rico and the Foundation during 2020 with grants, sponsorship, public service announcements (PSA), and volunteer work.

# \$8.4 million

In-kind donations to all the non-profit organizations and individuals who created the educational content or PSAs that were broadcasted during 2020 through Liberty's own channel 85.

# \$3.5 million

CUMULATIVE POSITIVE IMPACT

Total contribution to non-profit organizations since 1996.

# 300+

Sponsors and donors that have helped us make the difference in the lives of the most vulnerable members of the population since 1996.



# VTR Foundation

The VTR Foundation is a Chilean non-profit organization whose purpose is to make knowledge and information available to all people, promoting access to the digital world so people can develop new skills to face our ever-changing world.

The programs developed by the VTR Foundation focus on:

- Providing access to knowledge and information so people can develop skills to enrich their lives
- Preparing students to help shape the future of education so our communities can grow and prosper
- Promoting a digital society as a response to emerging challenges, linking initiatives and new solutions to make our world a more democratic and sustainable place

Learn more about the VTR Foundation [here](#).

In 2020, we developed a channel devoted to COVID-19 in alliance with the government of Chile and coordinated with the Health, Education, and Science Ministries. This channel was designed through a public-private alliance that allowed us to show official content from important entities such as the WHO (World Health Organization), United Nations, UNICEF, Discovery, and several local universities.

Throughout eight months of programming we had:

Over  
**4,600 hours**  
of transmission

More than  
**30 alliances**  
with public and private entities

**20** official  
government  
campaigns

**26 million views**  
across social media



VTR's COVID-19 channel



# Governance

# Building Stakeholder Trust

Our commitment to ESG begins with our Board of Directors who - through the Audit Committee - oversee our efforts in this regard and provide valuable insight and direction. Our Board regularly receives updates on not only our overall ESG program, but also on specific components. For example, in the area of governance, the Audit Committee receives at least quarterly updates on our ethics program and our cybersecurity and data privacy programs. Our Board expects senior management and all employees to continue to create meaningful programs and opportunities to address our responsibilities under each of our three ESG pillars and to uphold our ESG commitments to our stakeholders.

We expect our employees and directors to display responsible and ethical behavior, to follow consistently both the meaning and intent of our Code of Conduct and to act with integrity in all of our business dealings. We expect managers and supervisors to take such action as is necessary and appropriate to ensure that our business processes and practices are in full compliance with our company culture and principles.

We expect our business partners to also act with integrity in all business dealings with us and others. Our Business Partner Code of Conduct sets forth the basic rules, standards and behaviors that we expect of our business partners.

As part of our global onboarding process, we require all new employees to complete training on our Code of Conduct. Additionally, we periodically host seminars on anti-corruption, anti-bribery and other important compliance topics.

Code of Conduct [here](#)

Code of Ethics For Chief Executive and Senior Financial Officers [here](#)

Business Partner Code of Conduct [here](#)



Our employees from Cable & Wireless in Barbados, Colombia, and Jamaica supporting our Project UNOfamily initiative



# Good Governance

## Societal issues – anti corruption

We do not stop with our own employees. Being an ethical company also includes helping other companies in their journey. Liberty Latin America experts frequently serve on industry and special interest panels helping other companies understand best practices in governance, anti-corruption and ESG. Here are some of our experts at work:

As part of our commitment to working with governments and companies to forge better working relationships through the Caribbean, we have several of our top executives and experts participate in discussions at the CANTO Annual Conference including some pictured below:



David Cox, Head of Regulatory Affairs at C&W Communications and Chairman of the Board at CANTO, addressing the audience at the Opening Ceremony of the CANTO 36th Annual General Meeting in Varadero, Cuba

Bill Brierly, our Head of Compliance and Ethics joined a panel to discuss building sustainability as a business priority that is good not only for the planet, but also for the bottom line. Watch the presentation [here](#).

Kerry Scott, our Chief People Officer, spoke to companies about managing through a crisis at the CANTO CONNECT virtual conference earlier this year. Watch the presentation [here](#).

The efforts of our team at VTR in the areas of ethics and anti-corruption have also received top honors in Chile. In 2017 and 2019, the Fundación Generación Empresarial y Diario Financiero awarded VTR with the Reconocimiento Generación Empresarial for VTR's commitment to integrity.



Our team at VTR in the areas of ethics and anti-corruption receiving top honors in Chile



Our employees at Cable & Wireless in Jamaica celebrating our first year together as Liberty Latin America



# Our Team

As of December 31, 2020, we employed approximately 12,000 full-time employees across our regional footprint. Our top five markets by headcount are Panama, Puerto Rico, Chile, Jamaica, and Costa Rica. Women represented 42% of our global employees and 38% of our managerial positions.

Our employees are passionate about serving our customers, driving innovation, and bringing their best to work every day.

From 2019 to 2020, we saw an increase of 30 points in our employee net promoter score as measured by our annual employee survey, which demonstrated how engaged and dedicated our workforce is.

They volunteer their time, give back to local communities, and step up to provide resources and support whenever it is needed.

“Our employees are the heart and soul of our business, helping us to deliver value to our customers, shareholders, and communities.”


**Kerry Scott**  
Chief People Officer



# Our Culture

All companies say that people are at the heart of their business. We believe it. We're an incredibly diverse team operating across many different countries. What connects us, unites us, and makes us who we are is the passion and pride we have for creating moments that matter for our customers. We're all guided by a shared vision, philosophy, and principles that enable us to bring our culture to life.

We do it the best and we do it with spirit.



#Human

Jevol Morgan  
Operations Center in Panama



## OUR VISION

To bring innovation that will create moments that matter to our customers, delivering growth in our markets with one vision, one culture, one team.

# Executive Sponsors and Task Force Members

## Executive Sponsors



ESG is paramount for us as we believe that serving our customers and supporting our employees involves more than just delivering best-in-class communication services. It means focusing on our communities and doing things in the right way. This includes expanding our network to connect the unconnected, enhancing education and inclusion opportunities, and being conscientious of our environment. This ESG report represents who we are as a company and is just the beginning. I am excited to see what comes next.

John Winter  
Chief Legal Officer



Our ESG program takes a practical approach towards helping to solve real world problems. In particular, one top priority at Liberty Latin America is Equality, Diversity and Inclusion (EDI). As part of our efforts, we have taken tangible steps forward in this area, helping us become more innovative, more reflective of our customer base, and more creative when engaging with our customers and our communities. ESG reaffirms our mission of delivering growth in our markets with a unique and inclusive culture that values everyone's contributions.

Kerry Scott  
Chief People Officer

## Chair



As the head of ethics, I see a true and actionable commitment to positive ESG impact as a hallmark of an ethical company. Helping develop and promote our ESG program is part of nurturing a culture of ethical business practices.

Bill Brierty  
VP, Head of Compliance & Ethics

## Members



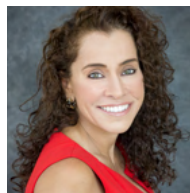
Our ESG program builds on our culture and corporate social responsibility efforts that enable progress, sustainable growth, and positive social change in the communities where we live and work. We have an ambitious agenda as we work as one company to deliver value to our customers, invest in our employees, support our communities, and do business the right way.

Michael Coakley  
VP, Head of Communications



At Liberty Latin America, we are committed to positively impacting the many environments and societies across Latin America and the Caribbean where we deliver leading connectivity solutions. In this inaugural report we are taking an important first step in increasing transparency in this regard for our public stakeholders and through future reports we plan to demonstrate progress against our key focus areas.

Kunal Patel  
VP, Head of Investor Relations



We learned a lot from a year with COVID-19 as it tested our health, social, and economic systems in unimaginable ways. I believe now more than ever that ESG matters and in the need for a more sustainable future. At Liberty Latin America, we are committed to sustainability across the communities where we operate and in telling that story.

Claudia Restrepo  
Senior Director, External Communications



I believe we can find a better way to look after our world and companies like Liberty Latin America have a role to play in driving that change.

Lesley Kenny  
Director of Compliance & Ethics



Sustainability matters to me, as I see it as the right path to make a company closer to its clients and show that we are truly committed with our present and future impacts.

Angelina Canello Galli  
Head of Sustainability Projects



We do it the best and  
*we do it with spirit*

Disclosures

For more information on our ESG program,  
please see our website at [www.la.com](http://www.la.com)

Your views are important to us. Please send  
comments and suggestions to [ESG@la.com](mailto:ESG@la.com)