



LIBERTY  
LATIN AMERICA

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

# FOREWORD

Responsible business practices are a central focus of our operations across Latin America and the Caribbean.

Our commitment to the environment, to supporting positive social impact, and to adhering to the highest ethical standards while leading on corporate governance are core tenets of our business. We operate across a vast geographic footprint and maintain a singular approach to delivering financial results while supporting our communities and embracing different cultures.

We prioritize Environmental, Social Impact, and Governance (“ESG”) initiatives and track progress toward our goals. In this, our third annual report, we showcase our dedication to responsible practices across Latin America and the Caribbean. While presenting our achievements across our geographies, this report also highlights the connection between our work and the United Nations Sustainable Development Goals (SDGs).

Our efforts this past year highlight several significant achievements including a Sustainability-Linked Bond offering connected to our business in Costa Rica; advocacy for greater Equality, Diversity, and Inclusion across the region; and support to narrow the digital divide and make the internet safer.

We are encouraged by the work that our team members have done towards establishing a more just and sustainable world and welcome all our stakeholders to join us on this journey.

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# Message from the CEO

All of us at Liberty Latin America are committed to the company's efforts around the environment, social impact, and governance (ESG). Together, we represent more than 20 countries with multiple ethnicities, languages, and traditions, and share a common goal to help each other, serve our customers, and support our communities.

This is our third ESG report, and as you read it, you will see the impressive progress that our team has made throughout the region. We understand this is a journey and we are still at the early stages, but we are proud of our efforts. This year, in addition to measuring our performance according to the Telecommunications Sector Standards published by the Sustainability Accounting Standards Board (SASB), we are also showing how our work aligns with the United Nations Sustainable Development Goals (SDGs).

Coming out of the global pandemic, 2022 tested each of us. I am so proud of all of our colleagues who rose to the challenge. While continuing to pursue profitability and growth, we remained dedicated to mitigating environmental impacts, operating at the highest ethical standards, and ensuring positive social impact across our communities.


We are in the business of connectivity. This year included bringing more services to unconnected regions and people, while sharing our time and expertise through thousands of hours of volunteerism. I am particularly proud of our ongoing work as a global leader in combatting Gender-Based Violence. Our programs have become blueprints for others around the world facing down this violent scourge and serving those who need help.

Across Liberty Latin America, we believe deeply in how we work and live – with integrity, honesty, transparency, and a shared belief in doing the right thing. These efforts are reflected in our company-wide Code of Conduct; broad anti-corruption efforts and training; and a deep conviction to adhering to the highest ethical standards.

I encourage you to read this report and continue to follow our journey as we expand our efforts and build an organization that embraces both progress and profitability.



Balan Nair  
President and CEO



Balan Nair, President and CEO, visiting our BTC operations in The Bahamas.



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# Our Business

Liberty Latin America is a leading communications and entertainment provider operating in more than 20 countries across Latin America and the Caribbean under the consumer brands BTC, Flow, Liberty, Más Móvil, and through ClaroVTR, our joint venture in Chile.

The services we offer to our residential and business customers in the region include digital video, broadband internet, telephony, and mobile services. Our business products and services include enterprise-grade connectivity, data center, hosting and managed solutions, as well as information technology solutions with customers ranging from small and medium enterprises to international companies and governmental agencies.

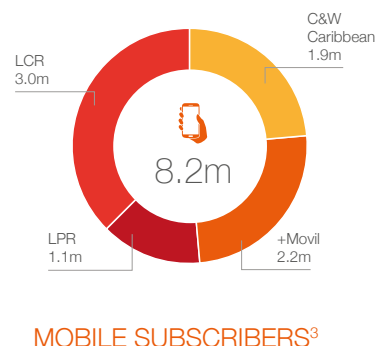
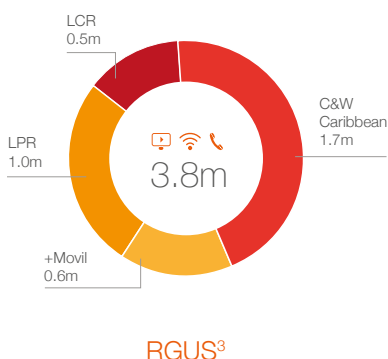
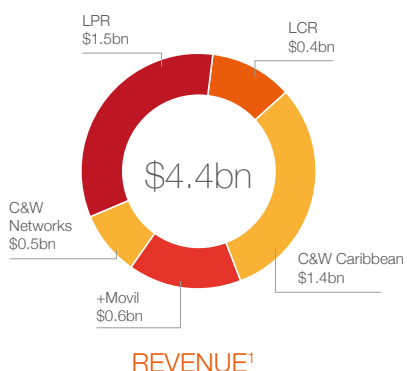
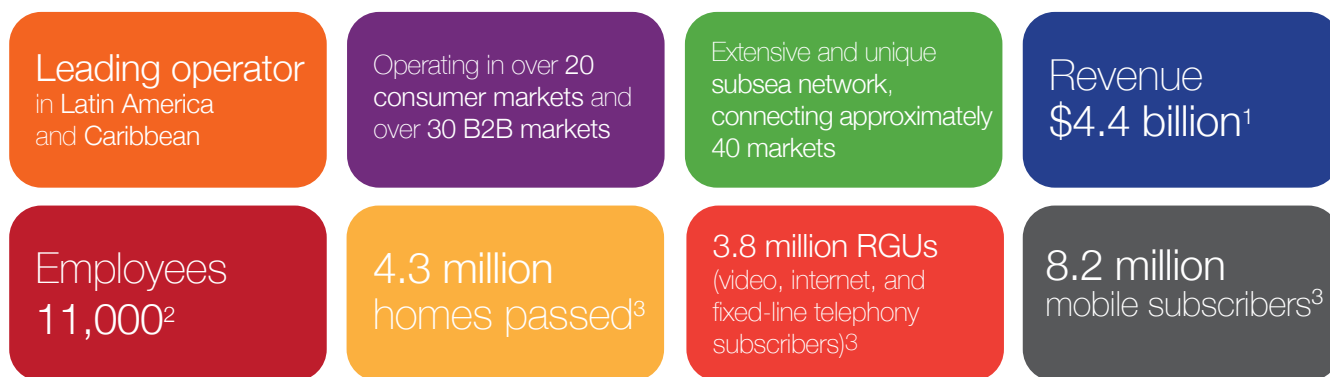
In addition, Liberty Latin America operates a subsea and terrestrial fiber optic cable network that connects approximately 40 markets in the region.



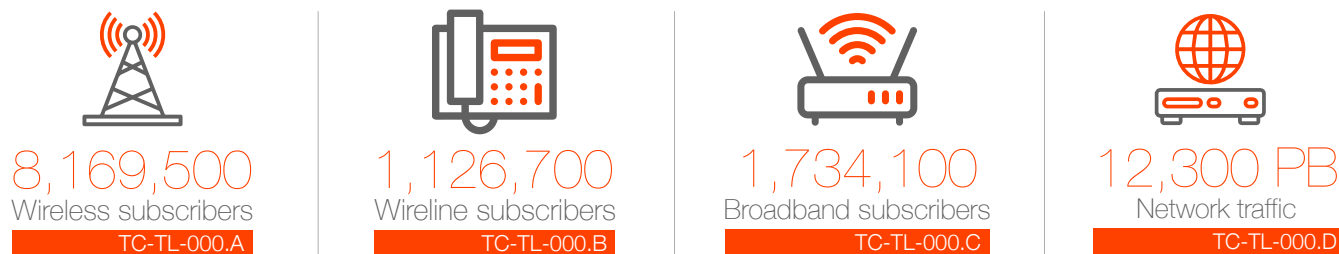
# Our Company in Numbers

Our goal is to create value for all of our stakeholders. We do this by offering exceptional products and services, delivering seamless customer experiences, and providing digital access to more people in more places across the region we serve.

## OUR KEY FACTS



## OUR TRAFFIC DATA + SUBSCRIBER STATISTICS



Our registered office is located at Clarendon House, 2 Church Street, Hamilton HM 11, Bermuda, and our main telephone number is (441) 295-5950.

1. Revenue data for the year ended December 31, 2022, excluding VTR; following the closing of the ClaroVTR 50:50 joint venture between Liberty Latin America and América Móvil on October 6, 2022, the numbers are presented pro forma for the deconsolidation of VTR. Liberty Latin America year ended 2022 reported Revenue and Adjusted OIBDA were \$4.8 billion and \$1.7 billion including \$451 million and \$116 million from the VTR business, respectively. Due to rounding, certain totals may not recalculate.

2. Employees as of December 31, 2022.

3. Operating data as of December 31, 2022. Due to rounding, certain totals may not recalculate.



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OUR PURPOSE

# Connecting Communities. Changing Lives.

We are focused on making connections, enabling progress, and creating moments that matter.

# Our ESG Strategy

At Liberty Latin America, we believe in leading the change for a more sustainable future for our employees, customers, communities, and shareholders, by operating in ways that help make our world a better place. We continually strive to improve our efforts to prioritize environmental, social, and governance (ESG) initiatives, and we track our progress in meeting our goals.

Our approach to ESG is guided by three pillars, which we define as sustainable business practices, positive social impact, and conducting business the right way. These three pillars guide us every day and in every decision, to ensure our business is benefiting the people, communities, and organizations we interact with.



## SUSTAINABLE BUSINESS PRACTICES

We pledge to:

- 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:

- Provide the connectivity and tools to enable people across our region to be full participants in the digital world
- Provide digital access for rural and low-income areas
- Raise awareness and provide education around complex societal topics



## CONDUCTING BUSINESS THE RIGHT WAY

We pledge to:

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



# Alignment with SASB Standards


We have continued our reporting in line with the goals set out in our previous reports against the SASB standards that guide disclosure of sustainability information by companies to their investors.

## FOCUS AREAS


 <p>DATA PRIVACY</p>	<ul style="list-style-type: none"> <li>• Policies and practices related to behavioral advertising and customer privacy</li> </ul>
 <p>DATA SECURITY</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>NETWORK RELIABILITY &amp; RESILIENCE</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>
 <p>COMPETITIVE BEHAVIOR &amp; OPEN INTERNET</p>	<ul style="list-style-type: none"> <li>• Legal proceedings associated with anti-competitive behavior regulations</li> <li>• Sustained download speeds</li> <li>• Risks and opportunities</li> </ul>
 <p>ENVIRONMENT FOOTPRINT OF OPERATIONS</p>	<ul style="list-style-type: none"> <li>• Total energy consumed</li> <li>• Percentage grid electricity</li> <li>• Percentage renewable electricity</li> </ul>

# 2030 Agenda for Sustainable Development

At their core, the United Nations Sustainable Development Goals (SDGs) recognize the inter-connected nature of sustainability by emphasizing goals that increase equity, protect our planet, and foster partnership. The 2030 agenda for sustainable development provides companies with a holistic pathway towards a more sustainable future by centering the needs of both people and planet. Liberty Latin America's three strategic ESG pillars are in direct alignment with the UN SDGs as outlined below.




**Sustainable Business Practices**



**9 INDUSTRY, INNOVATION AND INFRASTRUCTURE**

Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation.

Building resilient and reliable networks that withstand large-scale disruptions.



**13 CLIMATE ACTION**

Take urgent action to combat climate change and its impacts.

Quantify and mitigate our impact on the planet through a variety of measures such as GHG accounting, energy usage, and circular practices.



**Positive Social Impact**



**4 QUALITY EDUCATION**

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.


Foster connectivity and digital access for rural and low-income areas. We want to ensure that as many people as possible are able to access the opportunities and benefits of the digital world.




**10 REDUCED INEQUALITIES**

Reduce inequality within and among countries.

Engage with local communities through charitable foundations and volunteerism. We look for opportunities to make our communities better places for everyone. It's part of our culture as a business and our commitment as members of the community.




**Conducting Business the Right Way**



**5 GENDER EQUALITY**

Achieve gender equality and empower all women and girls.

Liberty Latin America is one of the first companies across Latin America and the Caribbean to adopt a global gender-based violence policy to strengthen support for employees experiencing gender-based violence. In addition, and as part of our commitment to social impact, we have made this policy available for others to learn from. To view our Gender-Based Violence policy, [click here](#).



**16 PEACE, JUSTICE AND STRONG INSTITUTIONS**

Promote peaceful and inclusive societies for sustainable development, provide access to justice for all, and build effective, accountable, and inclusive institutions at all levels.

We focus on ensuring that our business expands to meet not only commercial objectives, but also opportunities to bring the benefits of an interconnected world to communities and individuals who can least afford modern connectivity. We also focus on ensuring that we do not support efforts to solicit bribes or utilize forced labor.



# Environment

We are committed to lessening our impact on the environment, reducing our energy usage, and developing renewable energy projects in our markets to support our communities. Across our markets, we are scoping alternative forms of energy to move away from reliance on grid electricity and reduce our carbon footprint.



# Energy and GHG Footprint

## Energy Consumption

As a broadband and connectivity provider, we operate in an energy-intensive industry. The network infrastructure underlying our broadband internet, mobile data transmission, video, and telephony capabilities is powered primarily by grid electricity. Our energy footprint also covers fuels such as diesel or gasoline, which are used in our company vehicle fleet and back-up generators.

We track our consumption by energy type across our business operations. This monitoring has allowed us to evaluate the resulting greenhouse gas (GHG) emissions footprint of our operations, and to start building a long-term emissions reduction strategy. This strategy relies on three pillars:



Increasing efficiency through investments in state-of-the-art facilities and new cooling systems.

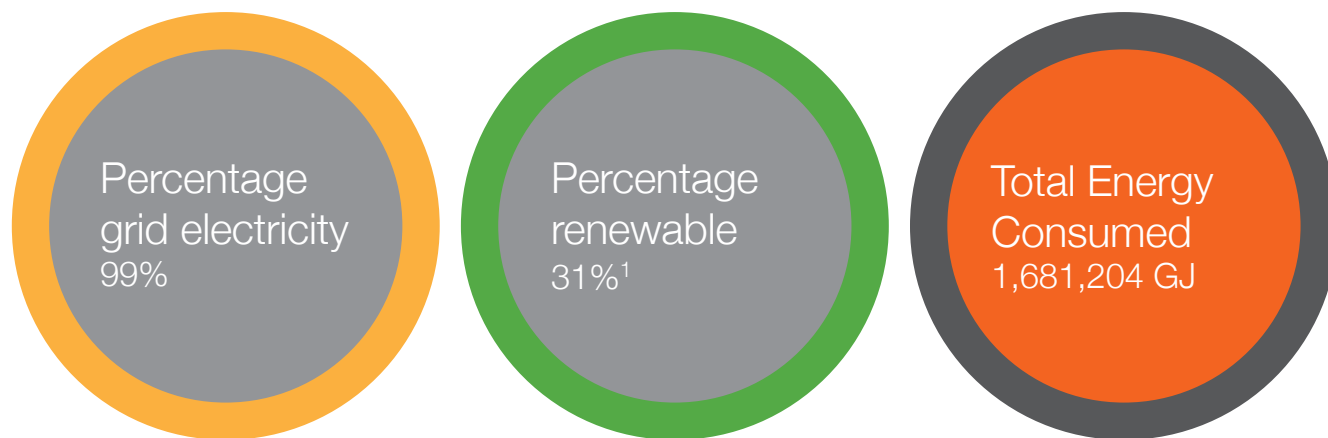


Decreasing reliance on grid power through investment in on-site renewable energy production facilities.



Increasing the share of renewable energy contracted by our operations.

Energy procurement does not only impact our operating costs, but access to reliable electricity sources also impacts the ability of our customers to use our products and services. See the Network Reliability and Resilience chapter under the Governance section for more information. Last year, we reported our energy consumption using the SASB Technology & Communications industry-specific standard for the first time. We continue to track our progress against this framework. Our total energy consumed, the percentage coming from grid electricity, and the percentage renewable (TC-TL-130a.1 (1), (2), and (3), respectively) for 2022 were as follows:



<sup>1</sup> This is calculated as the weighted average of Liberty Latin America's electricity consumption by country, considering the renewable electricity percentage in these countries [data.worldbank.org](https://data.worldbank.org).

# GHG Emissions Tracking

In 2022, we continued our corporate climate journey by assessing the GHG emissions resulting from our operations. With the support of a sustainability consultancy, we collected energy consumption data that was converted into estimated GHG emissions following the methodology detailed in the Greenhouse Gas Protocol (GHGP) Corporate Standard, which was established by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD).

We calculated our operational emissions, which are usually referred to as “Scope 1 and Scope 2”, for all our business divisions for our base year 2021. The 2021 value chain’s emissions, referred to as “Scope 3”, were also evaluated for our business division in Costa Rica, Liberty Costa Rica, which allowed this segment to set a near-term science-based emissions reduction target within the Science-Based Target Initiative (SBTi). Detailed information on this initiative can be found on page 42 of this report.

This year, we assessed our 2022 Scope 1-2 emissions with the same coverage as last year (all our operational divisions), and significantly expanded our 2021 and 2022 Scope 3 emissions reporting to include three of our largest markets in addition to Costa Rica: Jamaica, Panama, and Puerto Rico. With this assessment, we are one step closer to reaching a comprehensive understanding of our group-level GHG emissions.

We consider this to be critical to improve our climate-related disclosures, to identify ways to mitigate our largest sources of emissions, and to eventually introduce group-level, science-based emissions reduction targets in the coming years.

Our group-level 2022 Scope 1, 2, and 3 GHG emissions, as well as insights on Scope 1-2 and Scope 3 emissions variations between 2021 and 2022, are presented in the pages that follow. Detailed emissions by operational division can be found on page 42 of this report.



Our +Móvil technician maintaining phone and broadband connection in Panama.



## 2022 GHG Footprint

In 2022, our group-level Scope 1-2 emissions amounted to 196,753 Metric Tons CO<sub>2</sub>eq (location-based), and the Scope 3 emissions of Costa Rica, Jamaica, Panama, and Puerto Rico amounted to 199,708 Metric Tons CO<sub>2</sub>eq.

# Focus on Scope 1-2 Emissions

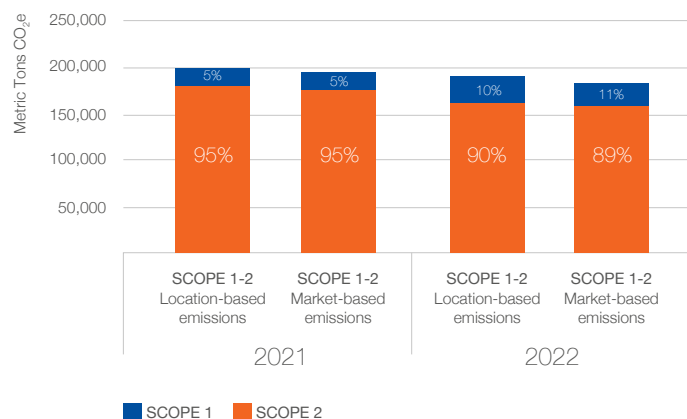
Our company's GHG inventory perimeter changed in 2022 with the deconsolidation of our Chilean business (formerly known as VTR) and the acquisition of Claro Panama. To ensure year-over-year comparability, we recalculated our 2021 Scope 1-2 emissions subtracting VTR's and adding Claro Panama's emissions contribution. Our restated 2021 Scope 1-2 emissions footprint amounts to 202,045 Metric Tons CO<sub>2</sub>eq (location-based), compared to our 2022 Scope 1-2 emissions 196,753 Metric Tons CO<sub>2</sub>eq (location-based) representing a decrease<sup>(1)</sup>.

While we primarily report our Scope 1-2 emissions numbers under the "location-based" approach, which assumes that 100% of the electricity we use is withdrawn from the grid and thus relies on country-specific electricity grid emission factors to convert electricity into emissions, we also calculate our Scope 1-2 emissions footprint under the "market-based" approach. This approach allows us to reflect the positive emissions contribution of our renewable electricity on-site generation and sourcing initiatives.

The graph on the right shows the 2021 and 2022 Scope 1-2 emissions for both location-based and market-based emissions.

As explained on the right and consistent with last year's reporting, electricity (corresponding to Scope 2 emissions) accounts for most of our Scope 1-2 emissions footprint, while fuels and refrigerants (reflected in Scope 1 emissions) represent only a limited share of our Scope 1-2 emissions. According to the data reported by our operating companies, we consumed close to 390 GWh of electricity in 2022.

Liberty Latin America's 2021 and 2022 Scope 1-2 location-based and market-based emissions



<sup>(1)</sup> Various factors might explain this reduction, including data limitations, operational changes such as physical operating conditions, or energy efficiency.



The graph above also allows us to illustrate the positive effect on our Scope 2 market-based emissions of our already implemented renewable electricity initiatives, such as in Panama and Puerto Rico. While in 2021 our location-based and market-based Scope 2 emissions were almost the same, in 2022, our market-based emissions footprint is 6% lower than our location-based footprint.



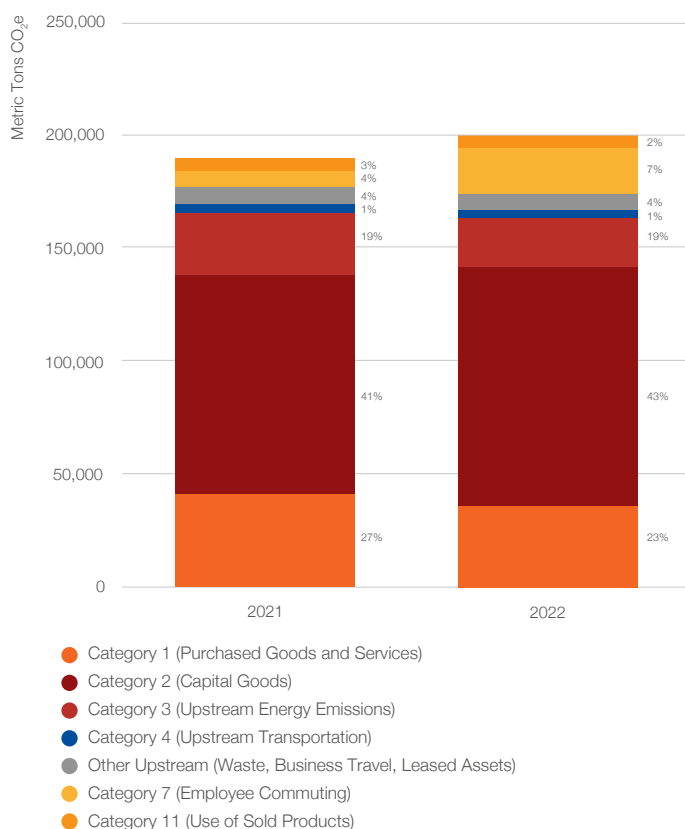
# Focus on Scope 3 Emissions

Scope 3 emissions are classified under 15 categories that capture both the upstream and the downstream sides of a company's value chain. Not all categories being applicable to every company, we focused on assessing the Scope 3 emission sources that are relevant to our operations and the telecommunications industry overall. The graph below presents our 2021 and 2022 Scope 3 emissions by source in Costa Rica, Jamaica, Panama, and Puerto Rico.

In both years, the largest contributors to our Scope 3 emissions were the products and services we purchase from our suppliers to enable our operations. Together, the operational and capital products and services (captured under Scope 3 Category 1 and 2, respectively) represented about 2/3 of our Scope 3 emissions. Upstream energy activities such as extraction, transport, and conversion (Scope 3 Category 3), are the second largest emission source at roughly 20% of our Scope 3 emissions. This relatively high contribution of Scope 3 Category 3 is explained by the energy-intensive nature of the telecommunications industry, which is also reflected in the fact that Scope 1-2 emissions represent about half of our current GHG inventory.

Other emission sources such as the upstream transportation of the equipment we import, our employees' commuting and business travel (which increased in 2022 compared to 2021 as Covid-related restrictions were less frequent), the electricity used by products we sell to our customers, and other less material categories (upstream and downstream waste, leased assets) contributed to the remaining 15% of our Scope 3 emissions.

Liberty Latin America's 2021 and 2022 Scope 3 emissions by source



# Next Steps

In 2023, we made significant progress in the assessment of our GHG emissions by covering the value chain emissions of four of our largest markets (Costa Rica, Jamaica, Panama, and Puerto Rico).

We intend to continue expanding this coverage to eventually reach a comprehensive understanding and reporting of our group-level Scope 3 emissions. We also have the objective to continually improve the completeness, accuracy, and quality of the data we collect from our operational divisions to refine our emissions calculations. For example, while most of our current Scope 3 assessment relied on spend data, we aim to increase the proportion of activity data (such as mileage travelled, supplier GHG intensity, etc.) included. This comprehensive group-level Scope 1, 2, and 3 emissions measurement will allow us to set science-based emissions reduction targets, which we plan to do in the coming years. Our high-level emissions reduction strategy centers on our energy strategy with the 3 pillars described earlier and the engagement of our suppliers.

As part of our strategy, we continue to look for ways to leverage green financing options to drive sustainable projects and priorities within our markets.



In Costa Rica, we are implementing the use of electric cars for service visits.

# Waste & Circularity

Beyond GHG emissions considerations, our goal is to make our operations as eco-efficient and environmentally responsible as possible. We promote the circular economy through initiatives centered on reusing and responsibly recycling.

In recent years, we have focused on the opportunity to recover and refurbish our customers' premises equipment (CPE) and reinsert them into our supply chain through a reverse logistics program. This resulted in a significant number of CPEs recouped and reallocated to other customers.

We also partner with waste management services companies that support our ongoing effort to clean warehouses and cable yard sites. Since 2018, our work with one of our waste management partners, 3Cycles, has enabled the ethical and responsible disposal of close to 3,000 metric tons (6.6 million pounds) of plastics, electronic, and metal waste.

Several of our Foundations furthered this group-level waste reduction initiative by coordinating and sponsoring local projects to collect unused or damaged electronic equipment for reutilization or responsible disposal.

We have achieved this in  
**5 years...**

#RecyclingEthically



**6,627,900+**

pounds recycled  
of old equipment and  
materials



**2,320+**

tons removed  
from our CO<sub>2</sub> footprint



# Social Impact

Making a positive difference  
for our communities.

# Committed to our Communities

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

At Liberty Latin America, we are united by a commitment to each other – to the towns, cities, countries, and regions where we live and work.

Our team members dedicate thousands of volunteer hours to grassroots organizations; we are working to make the internet safer; increasing access and bridging the digital divide; and advocating to eradicate gender-based violence.

A major hallmark of our company has been seeing our colleagues come together to share their time and talents with their neighbors. Through the pandemic, many of our employees were designated essential workers and their unfailing commitment to provide digital connectivity to keep people connected was impressive. This passion only continued and became stronger in 2022. We thank all of our colleagues who continue to find new and innovative ways to serve their communities.

Our pledge is 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 experienced natural disasters in the past, 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.

# Volunteering to Make a Difference

In December 2022, through our company-wide initiative, Mission Week, over 1,700 employees came together across 20 countries to serve communities across Latin America and the Caribbean. As a result of the initiative, our employees contributed over 7,000 volunteer hours of in-person and virtual services.

Activities included 7,300 students engaging in different learning activities, planting more than 1,200 trees, collecting over 5,800 pounds of garbage in support of environmental sustainability, and donating more than 470 electronic devices to provide greater digital access.



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

At Liberty Latin America, we have a unique perspective on diversity and inclusion. With colleagues in more than 20 countries speaking multiple languages and embracing centuries-old traditions, inclusion lies at the heart of who we are. We believe that equality, diversity, and inclusion spans all facets of our team members' lives and includes taking pride in our different cultures, ethnicities, races, and gender identities.

Feeling heard, showing support, and being represented are central to our commitment to EDI. Our colleagues are encouraged to share their stories and embrace their individuality. In this way, we build new relationships with each other and find ways to connect beyond the workplace. We truly believe that a diverse workforce is stronger and better-equipped to serve our unique customer base and enrich our communities.

## HEARD

Our employees should feel they have the ability to **Stand Up and Speak Up**, and that, when they do, we will listen and they will be heard.

## SUPPORTED

We should **Show Up!**, so our employees feel supported no matter who they are and bring their whole selves to work.

## REPRESENTED

Our employees should see themselves in leadership and feel our leaders are representative of our markets, our customers, and our people.

We have learned from our people, heard about their experiences, and listened to what matters to them which informed our current Equality, Diversity, and Inclusion (EDI) pillars.



GENDER



LGBTQIA+



RACE &  
ETHNICITY



INCLUSIVE  
PRACTICES



Women represented 42% of our global employees and 40% of our managerial positions. In our annual survey, 52% of our employees self-identified as Latino/a and 24% as Black. 6% identified as part of the LGBTQIA+ community, and 2% disclosed having a disability.



# Advocating for Gender Equality

In 2022, we focused on three issues related to gender equality. First, we reiterated our commitment to stand against violence in all forms by reinforcing and sharing our global Gender-Based Violence (GBV) Policy. Second, we created our Future Tech Stars program to offer young women across our region the opportunity to learn more about the field of technology, specifically coding and web development. And third, we launched our ELLAS Employee Resource Group (ERG) to create a community of colleagues who can engage and become change agents for achieving gender equality.

## Gender-Based Violence

Liberty Latin America urges all employees to combat gender-based violence within our communities and particularly among our workforce. Our policy aims to offer guidelines and resources, enabling proactive measures to support employees who encounter gender-based violence. This policy equips all employees with knowledge and educational tools to identify GBV and respond appropriately when confronted with incidents that impact our workplaces.

This past year, we partnered with the United Nations Foundation in support of the "WithHer Fund" to combat GBV. The WithHer Fund provides flexible funds to local, high-impact, frontline, grassroots organizations that have been tackling GBV in their communities. The resources are used to address critical needs that are often overlooked by conventional social services. Additionally, the fund supports community outreach efforts to raise awareness about GBV and challenge harmful social norms.

## Promoting Women in Technology

In honor of International Women's Day on March 8th, we joined with the Society of Women Coders to launch our Future Tech Stars initiative aimed at empowering the next generation of women leaders in the technology field. This partnership provided an opportunity for 800 young women across the Caribbean and Latin America to participate in a 20-week virtual course focused on digital literacy, web development, and coding skills. While created as part of Liberty Latin America's 2022 celebration of IWD, this effort is emblematic of our ongoing commitment to pursue gender equality, diversity, and inclusion. We look forward to building on this program and supporting the development of technological competence and capabilities for more young women in the future.

"An important part of our culture is our commitment to having a positive social impact across our markets. I'm proud of the progress we are making and thankful for the efforts of all our colleagues who are making a difference in in the communities where we live and work."

Kerry Scott  
Chief People Officer



One of the important ways Liberty Latin America supports colleagues across the company is through our Employee Resource Groups (ERGs). In 2022, we launched ELLAS, our ERG in support of gender equality. The group's mission is to empower women to thrive and reach their full potential through representation, allyship, support, and connection. Our ERGs offer employees a chance to collaborate on company-wide challenges and policies, while raising awareness through internal and external education, advocacy, and outreach efforts.



Our employees participating in International Women's Day (IWD) 2022 under the campaign theme of 'Break the bias'.

## LGBTQIA+ Inclusion

We support, encourage, and stand up for equality and fairness for all sexualities and gender identities.

In June 2022, we joined with the global community to celebrate Pride Month. We hosted a virtual pride event where our colleagues, leaders, and external speakers discussed why LGBTQIA+ inclusivity is important and how we can all be allies. And we engaged in a range of activities, including signing the Panama Pact in partnership with Pride Connection, committing to eight principles to promote the rights of LGBTQIA+ people in the workplace.

While Pride Month is an important moment for recognition of the LGBTQIA+ community, our commitment to equality lasts year-round. Through campaign advocacy, promoting allyship, and providing educational resources, we are working to advance a culture of inclusion through intentional, positive, and conscious efforts that benefit everyone.



Our employees celebrating Pride month across our markets.

## Race & Ethnicity

We recognize that when it comes to race and ethnicity, the experiences of our employees can vary significantly depending on how they identify. At Liberty Latin America, we celebrate and support all backgrounds, races, and ethnicities.

Through education and awareness, we aim to enhance understanding of the cultural and structural factors that have marginalized racial groups, especially people of color, in leadership. Our efforts are designed to foster support, appreciation, and allyship for racial and ethnic diversity.



Our employees in Panama showcasing their vibrant cultures.

## Inclusive Practices

### CEO ACTIONS

Our CEO signed the CEO Action for Diversity and Inclusion (D&I) Pledge with a focus on four commitments: Open Dialogue, Implicit Bias Training, Information Sharing, and Developing D&I Plans.

### LEADERSHIP INITIATIVES

We regularly educate our leaders and equip them with the knowledge to be champions of equality, diversity, and inclusion.

### PARTNERSHIPS

We have invested in a strategic partnership with Billie Jean King Enterprises to aid in our EDI journey. This partnership has inspired and driven us to explore beneficial partnerships with like-minded organizations to further demonstrate our commitment towards equality, diversity, and inclusion.

# Promoting Internet Safety

## Safer Internet Day 2022: “Together for a better internet”

In 2022, we launched a global education and advocacy campaign in support of Safer Internet Day. Activations across the region saw thousands of employees join together with our charitable foundations: Cable & Wireless Charitable Foundation, Más Móvil Panama Foundation, Flow Foundation Jamaica, and Liberty Puerto Rico Foundation to celebrate the positive power of the internet while raising awareness of safer internet use, specifically targeting cyberbullying, online security, and social engineering (safety security in the workplace).

These wide-ranging activities included hosting virtual webinars for schools to educate students about the harmful impact of cyberbullying and promote respectful internet usage; running local advertising across the region to create awareness on safer internet use; and conducting video essay competitions that encouraged youth across the region to develop ideas to prevent cyberbullying. Even beyond Safer Internet Day, our efforts focus on information reliability, data privacy and fostering a safer, more responsible online community.





# Our Foundations

Serving and supporting our communities.

We work hard to deliver value for our customers and communities, and through our foundations we have expanded our programming to provide much needed resources in support of efforts relating to: Learning, Environment, Access, and Disaster Relief.



CHARITABLE  
FOUNDATION  
A proud part of Liberty Latin America

The Cable & Wireless Charitable Foundation (CWCF), established in 2017, has grown over the past five years and continues to support local efforts around relief, recovery, and connectivity. The Foundation is characterized by its inclusive approach and the millions of dollars that have been donated by the company, its employees, and sponsors to help those in need, particularly in the wake of natural disasters. Read more [here](#).



MÁS MÓVIL  
FOUNDATION  
A proud part of Liberty Latin America

For almost twenty years, the Más Móvil Panama Foundation has been working with local communities, volunteers, and employees to improve the lives of those in need in Panama. From providing disaster relief to bridging the digital divide and introducing technology to underserved areas, Más Móvil has become a valued partner for thousands of citizens. The non-profit was established in 2003 and our efforts this past year demonstrate both the growth of our programs and the breadth of our outreach. Read more [here](#).



FLOW  
FOUNDATION  
A proud part of Liberty Latin America

2022 was a busy year for the Flow Foundation in Jamaica. Created in November of 2004, the Flow Foundation continued its work with hundreds of volunteers and Flow employees reaching out to serve the local community. Its mission of transforming lives through connectivity came to life through multiple projects and initiatives. Read more [here](#).



In 2022, the Liberty Puerto Rico Foundation (Liberty Foundation), again served its communities through thousands of hours of volunteerism and donations both financial and in-kind to address a wide range of needs. By focusing on education, disaster relief, as well as environmental concerns, Liberty Foundation has shown itself to be an integral partner to the community both in times of calm and in times of challenge. Read more [here](#).

\$6,750,000+

cash and in-kind donations directed towards Foundation initiatives

800,000+

students impacted through education initiatives

10,000+

employee volunteer hours

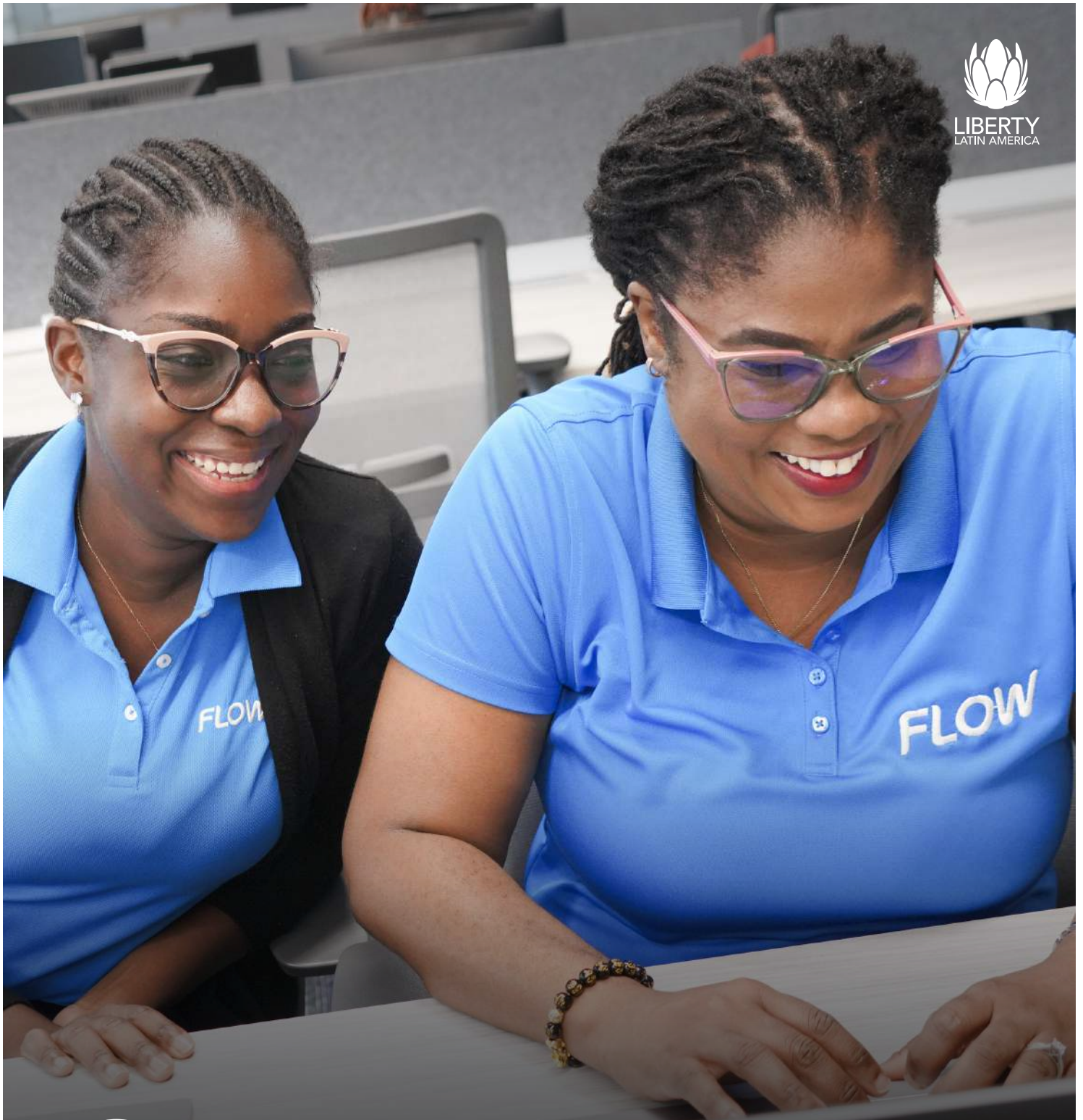
2,500+ devices donated

plus connectivity services provided

5,000+

recipients of aid following natural disasters





# Governance

We pledge to conduct our business with integrity and honesty, according to the highest legal standards and respect for each other and those with whom we do business.

# Governance & Our Board

Our Board and management team adhere to strong corporate governance policies and practices, which promote the long-term value and interests of all our stakeholders. In May 2022, we increased the independence and diversity on the Board when Ambassador Roberta Jacobson was appointed as a Director. In December 2021, the Board as well as the Nominating and Corporate Governance Committee affirmed their commitment to diversity by amending our corporate governance guidelines and the Committee’s charter. Those guidelines and charter include provisions for the Nominating and Corporate Governance Committee to consider diversity of race, ethnicity, gender, and sexual orientation when evaluating nominees for the Board. The Board engages regularly with the senior management team and spends significant time understanding the operations and key risks that could impact the company. The Board provides insights and strategic guidance that helps drive decision making by management.

We regularly update our entire Board of Directors around issues relating to ESG and the progress of the overall program. Ultimately, management is responsible for delivering on the overall strategy and ensuring that ongoing projects are robust. Each of the Board-level Committees also includes specific ESG topics under their respective remits. For example, the Audit Committee regularly discusses ESG matters relating to investments and financial considerations and the Audit Committee Chair regularly summarizes these discussions for the full Board of Directors.

The ESG initiatives we are monitoring and disclosing come from internal materiality reviews, which we undertake formally and informally with our management teams and other stakeholders. These reviews are dynamic and include an assessment of metrics that are important to those within our business as well as our customers, suppliers, and others in our communities.

## BOARD DIVERSITY MATRIX (AS OF DECEMBER 31, 2022)

Total Number of Directors	10 (8 Directors are independent)			
	Female	Male	Non-binary <sup>1</sup>	Gender undisclosed <sup>1</sup>
<b>Part I: Gender Identity</b>				
Director	2	8		
<b>Part II: Demographic Background</b>				
Asian		1		
Hispanic or Latinx		1		
White	1	5		
Did Not Disclose Demographic Background	2			

1. No directors self-identified as non-binary or gender undisclosed.



Our employees from BTC, Flow, and our Operations Center in Panama participating in activities that promote our culture.

# Compliance & Ethics

We are dedicated to conducting our business with honesty, integrity, and inclusivity, and to leading by example.

Liberty Latin America has a number of formal and informal trainings to ensure that all of our colleagues are well-versed in the rules and regulations that govern our business. This includes our Code of Conduct that outlines the basic rules, standards, and behaviors we believe are necessary to uphold the highest ideals of ethics and compliance. All new employees are required to complete training on our Code of Conduct. Every other year, we provide anti-corruption training to all of our employees involved in finance, sales, legal, or who are senior managers. In addition, SpeakUp, our employee hotline, provides an anonymous reporting system where any employee can confidentially and anonymously report any behavior or action they see or experience that goes against our Code of Conduct. Our Board of Directors regularly receives updates on our compliance and ethics programs and plays an active oversight role.

We expect everyone in our business to behave responsibly, to consistently follow both the meaning and intent of our Code of Conduct, and to act with integrity in all their business dealings. It is incumbent upon our managers and supervisors to take such actions as necessary and appropriate to ensure our business processes and practices are in full compliance with our company's principles and that employees feel safe.

In addition, we expect our business partners to act with similar 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. These are shared with our business associates at the outset of any and all engagements.

Also, we periodically host seminars on anti-corruption, conflicts of interest, and other important compliance topics necessary to maintain our high levels of integrity. For example, in 2022 over 96% of our employees completed our Code of Conduct training, which was instituted as an element of our aligned bonus plan. Other trainings include additional compliance and regulatory courses to guide and educate employees in specific markets around their laws, regulations, and requirements.

By encouraging an environment that is fair, that adheres to the highest legal standards, and that shows respect for each other and for those with whom we do business, we strive to build a strong and ethical workplace. Compliance is everyone's responsibility and as employees of Liberty Latin America, we are all compelled to behave openly, honestly, and with dignity towards each other in all of our business dealings.

Code of Conduct [here](#).

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

Business Partner Code of Conduct [here](#).





# 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 and their needs.

At Liberty Latin America, we have given our Data Privacy Officer the responsibility to create and implement strategies to address data privacy issues across all of our markets and for all of our users. The Data Privacy Officer works with a cross-functional group of employees to evaluate new situations and ensure that Liberty Latin America's policies and procedures serve the company's business needs, our obligations to our customers and employees to protect their personal information, and our obligations to timely notify various stakeholders of any data breaches.

In 2022, the Data Privacy Officer began working with our Information Security team to create and issue a number of new policies specifically designed to provide greater protection to the data we retain for our customers and employees. This group managed a global roll-out of the policies over the past year, which will be followed by training of our entire employee population in 2023.



Our employees from Panama and Jamaica collaborating together to benefit our customers.



In 2022, we did not have any material data breaches that could have a negative impact on our financial results or business operations.

If there is a data breach in the future that we determine to be material, we intend to disclose the breach in our public filings with the Securities and Exchange Commission.



# Ensuring Data Security

Keeping our network secure and our customers safe.

We are a company that provides broadband and communications services across more than 40 markets, so ensuring data security is both a complex and essential exercise. We have invested in a team that has implemented robust security practices for our networks, products, services, and our customer and employee personal information.

Our ongoing efforts to build out data security includes the establishment of our Global Information Security Office, led by our VP, Chief Information Security Officer (CISO). Our CISO, in addition to launching several education and advocacy efforts, also has created a set of protocols and training specific to our business. In 2022, we continued training for all employees around the basics of information security, which was followed up by several incident-type tests and simulations for many of our teams. These tests are essential to keeping our employees sharp and alert to any possible threats. We have also continued to enhance our information technology controls, our secure networks, and our security monitoring.

We have implemented a series of company-wide policies to emphasize to all our employees the important role they play every day in protecting data and ensuring our networks remain safe from cyberattacks. We are updating our phishing and hacking awareness efforts with random tests across the company. Data security is a high priority for us — staying alert and attentive to potential threats is the responsibility of every employee. Our cybersecurity team partners with the world's leading experts to provide comprehensive protection of our networks, products, and services for our customers. We will continue to innovate and explore the latest techniques and products to provide best-in-class security technology that protects data, applications, devices, and networks.

“We consider good governance, integrity, and conducting business in the right way essential to driving our success and sustaining value for all our stakeholders. As part of this, we are making important advances in our privacy and cybersecurity framework to protect information and data, and set ourselves up for success as we move towards a more digital society.”

John Winter  
Chief Legal Officer  
ESG Executive Sponsor



Our people in our markets remain informed of all our policies to protect our information.

# Network Reliability & Resilience

## Disaster Response and Business Continuity Planning.

Our organization is committed to remaining at the forefront of disaster preparedness and business continuity planning in each market in which we operate. This is to ensure our networks are resilient and customers can continue with “Business-As-Normal” activities with minimal disruption.

At Liberty Latin America, failure in our technology or telecommunications systems as a result of security attacks or natural disasters could significantly disrupt our operations. We have numerous systems and processes in place to both prepare for and prevent such situations. We have an experienced Business Continuity Team, which actively monitors any weather-related issues or other natural disasters that could disrupt our business paying particular attention in the lead-up to and throughout the hurricane season in the Caribbean and Central America. Our central team members coordinate with local crisis management teams to plan and prepare for adverse events. When an event occurs, these teams quickly execute against a well-prepared plan of action.

Our organization has an established Business Continuity program throughout its operations focused on promoting business continuity principles, guidelines, and standards throughout day-to-day business operations. This program is centrally governed to ensure internal departments and colleagues alike are prepared to handle and to respond to business disruptions or crises. The program adopts a series of industry best-practices consistent with the ISO 22301 standard framework to ensure a continuous cycle of improvement in our capabilities, capacity, and proficiency in maintaining services level.

These include:

- Performing regular business impact assessments
- Conducting on-going risk assessments
- Developing and enhancing existing recovery plans and procedures
- Maintaining operational efficiency to ensure redundancies, resilience, and contingencies are built into our service model
- Regular testing, maintaining, and re-assessing business continuity plans
- Business continuity and crisis management training and awareness

As technology evolves, we are continuing to move away from Copper to Hybrid Fiber-Coaxial cable and introducing full Fiber to the Home, or FTTH, in a number of locations. FTTH provides greater network reliability and resilience and significantly lowers energy costs to operate our networks. This shift is particularly significant given that most of our systems and equipment are in regions prone to hurricanes, earthquakes, and other natural disasters. We have learned much from recent events, particularly from hurricanes in our regions, which prompted us to enhance our focus on the ability of our networks and operation to survive natural disasters.



Tour of facilities by our leaders and team of technicians in Panama.

# Competitive Behavior and Open Internet

Healthy and fair competition lies at the heart of every successful industry. In the telecommunications business, technology advances at such an accelerated rate that regulation and rules struggle to keep up. As a result, we develop our own policies and protocols to ensure that we offer our services fairly and in line with competition rules. Often we are both partner and competitor with other businesses using our network to distribute their products. Given the need to comply with competition rules in a complex industry, we have adopted an Antitrust and Fair Competition Policy and include training on fair competition in our Code of Conduct training.

Monetizing our network services while supporting an open internet requires a delicate balance. We have always been supporters of net neutrality rules that are reasonable and fair. However, we need to ensure that those rules adapt with the times and that regulation is neither sweeping nor arbitrary. We propose working together with governmental bodies and regulators to build out a competitive framework that reflects the realities of our business. We are not in the business of blocking, throttling, or prioritizing any data over any of our networks, provided that data is lawful. We are in the business of growth, improving our services, and introducing new products and services to our customers. Our approach is reasonable and measured, which envisions that we should receive compensation for our network services and extensive infrastructure investment in networks that are used freely today by certain other providers and services.

We monitor our content to ensure its legality and legitimacy, and we want all service providers to adhere to the same rules and regulations that define our business parameters. We look forward to both discussion and action that helps us further monetize our significant investments, while continuing to provide service to our customers throughout our markets. This is a matter of transparency, as well as acknowledgment of our business priorities. Liberty Latin America is an essential partner for millions of users throughout our region. Our commitment is to those customers and we believe there are steps that can and should be taken to allow for more self-regulation in our industry that will ultimately create a more level playing field for all.



Our products and services provide a better Internet for our customers.





# ESG Spotlight

Liberty Costa Rica



## ESG Spotlight

# Liberty Costa Rica

Liberty Costa Rica is a provider of fixed and mobile communications services to residential and B2B customers in Costa Rica. Liberty offers customers converged mobile, broadband, video, and fixed-line telephony services. As of December 31, 2022, it had 2,979,600 mobile subscribers, 268,200 internet subscribers, 204,800 video subscribers, and 55,400 fixed telephony subscribers.

In 2022, we partnered with IDB Invest to structure the largest Sustainability-Linked Bond (“SLB”) for the telecommunications sector in Central America.

A major component of this undertaking was to understand the Environmental, Social, and Governance (ESG) perspectives and inputs of our stakeholders that will be critically important for Liberty Costa Rica’s ongoing success.

This process resulted in our first formal ESG materiality assessment, which consisted of 3 stages:

1. Issue Identification
2. Stakeholder Engagement
3. Issue Prioritization

“With the launch of our inaugural Sustainability Linked Bond, we are one step further on our ESG journey and have materially extended our debt maturities. This bond will help accelerate digital infrastructure development in the market and drive us forward towards creating a more sustainable future here in Costa Rica.”

Maarten Hekking  
Chief Financial Officer  
Liberty Costa Rica

### STAGE 1: (Issue Identification):

To identify which ESG issues would be relevant in this assessment, we reviewed sustainability reporting and industry frameworks such as the Global Reporting Initiative (GRI), Sustainable Accounting Standards Board (SASB), GSMA Mobile Network Operator (MNO) framework, and the MSCI Materiality map, along with the publications of our telecommunications company peers. The predominant issues were captured and informed our stakeholder surveys and interviews.

### STAGE 2 (Stakeholder Engagement):

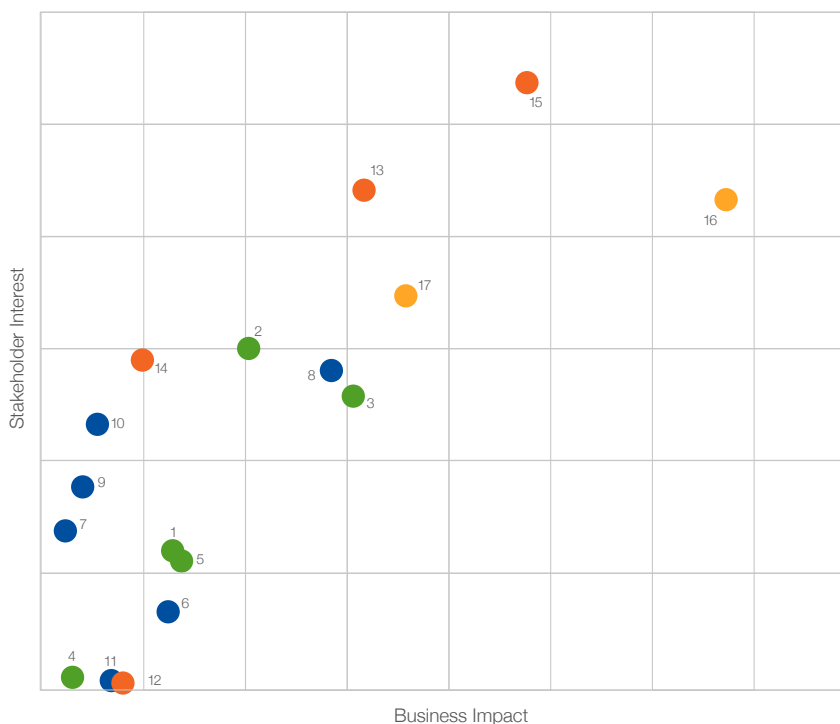
Through structured interviews, we gathered feedback from the Liberty Costa Rica management team, as well as a number of external stakeholders from private and public telecommunications companies and regulatory authorities. We also surveyed more than 100 Liberty Costa Rica employees to gather internal feedback. All interviews were conducted by external consultants and surveys were anonymized to decrease the possibility of biases in responses.

### STAGE 3 (Issue Prioritization):

Stakeholder responses were collected and weighted to obtain our results, which led to the creation of an ESG materiality matrix for Liberty Costa Rica. This prioritization helped determine which issues are most important to our stakeholders and which may have the greatest financial impact on our business.

# Materiality Matrix

As shown in the ESG materiality matrix below, Governance and Economic topics ranked high in both stakeholder interest and business impact, with ‘Network Quality and Coverage’ and ‘Data Security & Cybersecurity’ considered the most important issues. ‘GHG Emissions Management’ and ‘Energy Management’ were the highest-ranked Environmental issues, while ‘Diversity, Equity and Inclusion’ was the highest-ranked Social topic.



## Environmental

- 1 Climate Mitigation Strategies: Product lifecycle management
- 2 Energy Management
- 3 GHG Emissions Management
- 4 Supply Chain (Environmental)
- 5 Waste Management



## Social

- 6 Community Engagement
- 7 Customer Health and Safety
- 8 Diversity, Equality, and Inclusion
- 9 Employee Health, and Safety
- 10 Human Rights
- 11 Supply Chain (Social)



## Governance

- 12 Climate Risk and Resiliency Management
- 13 Corporate Ethics
- 14 Customer Privacy
- 15 Data Security & Cybersecurity



## Economic

- 16 Network Quality and Coverage
- 17 Network Resiliency and Reliability

# Partnering for a Better Future

Working together with IDB Invest, Liberty Costa Rica is using the proceeds from the \$450 million financing package to increase digital access and broadband quality in Costa Rica. This is the largest SLB issued by a telecommunications company in Central America and will include investments in fiber-to-the-home technology, increased capabilities and speeds of the HFC network, capital expenditures related to 4G/5G infrastructure, refinancing certain financial obligations, working capital, and general corporate purposes.

## Alignment with the UN SDGs

The transaction is supporting our ongoing ESG strategy that is focused on: reducing negative environmental impacts; providing better access to individuals in rural and low-income areas, especially children; providing more opportunities for women, indigenous people, and people of color; and fighting against corruption, discrimination, and inequality.



### **9 INDUSTRY, INNOVATION AND INFRASTRUCTURE**

Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation

The proceeds of the SLB will be used to finance investments that will improve the quality, reliability, sustainability, and resiliency of Costa Rica's mobile network, fixed network, and Internet infrastructure. Investing in fiber-to-the-home allows us to significantly decrease the energy used by the network, while delivering more capability and speed, thereby contributing to improved connectivity in Costa Rica.



### **12 RESPONSIBLE CONSUMPTION AND PRODUCTION**

Ensure sustainable consumption and production patterns.

We will publicly disclose sustainability information, including detailed GHG emissions as part of our general reporting and SLB-specific reporting.



### **13 CLIMATE ACTION**

Take urgent action to combat climate change and its impacts.

By investing in our infrastructure, we make it more resilient to climate-related hazards and utilize technology that reduces our environmental impact.



## NEXT STEPS

Through ongoing tracking and reporting, and collaboration with our partners including IDB Invest and the Science Based Targets Initiative (SBTI), we will continue making progress on our ESG strategy and work towards creating more sustainable operations that will bring numerous benefits to all of our key stakeholders.



# Our Team

As of December 31, 2022, we employed approximately 11,000 full-time employees across our regional footprint. Of our total employee population, approximately 3,400 are covered by a union relationship primarily across the Caribbean, Panama, and Puerto Rico.

In 2022, we achieved a +32 employee net promoter score (eNPS) as measured by our annual employee survey, which we believe indicates that we have a passionate, engaged, and dedicated workforce.

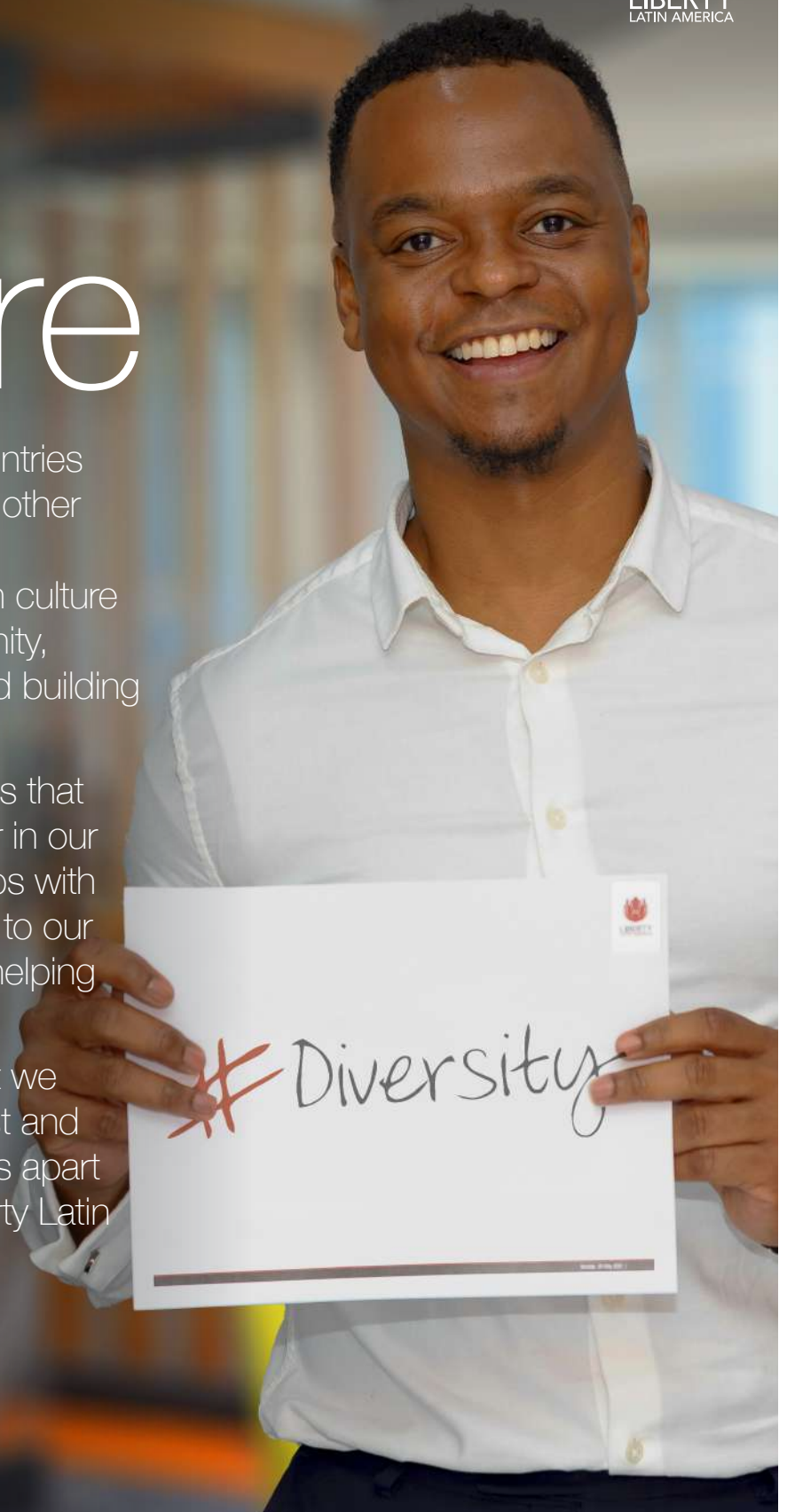


# Our Culture

Operating in more than 20 countries and communicating with each other in multiple languages, we have uniquely developed a common culture – one that is rooted in community, commitment to each other, and building connectivity across the region.

Sharing common values means that all of us look out for each other in our day-to-day working relationships with our colleagues, our dedication to our customers, and our focus on helping our communities.

Our culture is ingrained in what we do every day. We do it the best and we do it with spirit. That sets us apart and defines us. We are... Liberty Latin America.



# ESG Committee

## Letter from our Executive Sponsors

On behalf of the entire Liberty Latin America Executive Team, we want to thank the ESG Committee members who contributed to this report and all our colleagues who give their time and talents to make our company an exceptional place to work. We also thank our Board of Directors for their support of these initiatives and continued strategic guidance. Our journey towards becoming a more sustainable company requires the dedication of all of us – the thousands of employees across multiple countries and cultures who share our principles of respect, honesty, and hard work to make our world more equitable, ethical, and environmentally resilient.

This report highlights just a few of the efforts that our people undertake every day – whether as part of their day-to-day jobs or in the thousands of volunteer hours spent helping their communities. In leading the ESG Committee, we have a unique opportunity to see the positive impact in our communities firsthand and hear the stories of our team members as they find new ways to serve customers and improve lives. Enhancing access to connectivity for the unserved and underserved is a great example of how we expand our reach, create economic growth, and address inequities across the region. In a similar vein, we witness on a daily basis the critical importance our networks play in society. During natural disasters, our colleagues on the front lines work tirelessly to ensure first responders can communicate and loved ones can connect. For that we are particularly grateful, and we want to applaud their efforts.

As this is our third ESG report, we look at our work as a journey that is just beginning. We will continue to learn and aim to share best practices around sustainability, ethics, and inclusion to help play our part in building a better society for all.

This report is dedicated to all our colleagues who serve their communities and embody the spirit of inclusivity and cooperation that lies at the heart of our company. This is a road we are traveling together, with a shared purpose focused on connecting communities and changing lives.

Thank you.



John Winter  
Chief Legal Officer & Secretary



Kerry Scott  
Chief People Officer

# ESG Committee

The Liberty Latin America ESG Committee has the responsibility to design, implement, and report on our ESG commitments and goals in partnership with the broader management team. They meet on a regular basis and have reviews monthly with the Executive Sponsors who oversee the Committee. In addition, the Audit Committee of the Board of Directors receives a briefing at least once a year on progress against key initiatives.

The ESG Committee is comprised of professionals from multiple facets of our operations and includes two Executive Sponsors appointed by the CEO. They take their responsibilities very seriously and believe that the pursuit of ESG goals, as outlined throughout this report, is an integral part of what makes Liberty Latin America a strong and diverse company.

A big thank you  
for the continued  
dedication of this  
team.

## ESG COMMITTEE EXECUTIVE SPONSORS

John Winter                      Kerry Scott  
Chief Legal Officer              Chief People Officer

## ESG COMMITTEE CHAIR

Bill Brierty  
VP, Head of Compliance & Ethics

## ESG COMMITTEE MEMBERS

Michael Coakley  
VP, Head of Communications

Kunal Patel  
VP, Head of Investor Relations

Kim Larson  
Director, Corporate Communications

Rhys D. Campbell  
Senior Manager, Legal Strategy & ESG

Laura Pinalto  
Senior Manager, Corporate Finance  
& Investor Relations

# Measuring Our Results

To help ensure we meet our goals, we measure our impact using key metrics created by the Sustainability Accounting Standards Board (SASB). Below we have laid out targets to increase our disclosure over the coming years.

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-220a.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 duration			X	
	(2) System average interruption frequency			X	
	(3) 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.



# SASB Results

SASB REFERENCE	DESCRIPTION	RESPONSE 2022
TC-TL-130a.1	(1) Total energy consumed	1,681,204 GJ
	(2) Percentage grid electricity	99% - Almost all of electricity from Liberty Latin America comes from the grid
	(3) Percentage renewable	31% - This is calculated as the weighted average of Liberty Latin America's electricity consumption by country, considering the renewable electricity percentage in these countries <a href="https://data.worldbank.org">data.worldbank.org</a>
TC-TL-220a.1	Description of policies and practices relating to behavioral advertising and customer privacy	p.28
TC-TL-220a.2	Number of customers whose information is used for secondary purposes	Per our policies, Liberty Latin America does not sell customer personally identifiable information ("PII") to unrelated third parties for their own marketing purposes. Liberty Latin America uses PII only as necessary to provide services to our customers.
TC-TL-220a.3	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	Liberty Latin America discloses all material legal proceedings in its SEC reporting. In 2022, we did not disclose any monetary losses as a result of legal proceedings associated with customer privacy.
TC-TL-230a.1	(1) Number of data breaches	In 2022, we did not have any material data breaches that could have a negative impact on our financial results or business operations. If there is a data breach in the future that we determine to be material, we intend to disclose the breach in our public filings with the Securities and Exchange Commission.
	(2) Percentage involving personally identifiable information (PII)	
	(3) Number of customers affected	
TC-TL-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	p.29
TC-TL-440a.1	(1) Materials recovered through take back programs	Through the normal course of our operations, Liberty Latin America creates product waste primarily via cell phones, chargers, set-top boxes, network equipment, batteries, and associated plastic components. The majority of this is through electronic products and parts that are at the end of their useful life and/or have been returned by customers. See page 16 for some highlights of our programs to reduce waste and increase circularity. Our aim is to minimize as much waste as possible, reduce the use of landfills, and reuse or responsibly recycle materials.
	(2) Percentage of recovered materials that were reused	
	(3) Percentage of recovered materials that were recycled	
	(4) Percentage of recovered materials that were landfilled	
TC-TL-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Liberty Latin America discloses all material legal proceedings in its SEC reporting. In 2022, we did not disclose any monetary losses as a result of legal proceedings associated with anti-competitive behavior.
TC-TL-520a.2	(1) Average actual sustained download speed of owned and commercially associated content	Liberty Latin America provides service to both businesses and consumers in densely populated areas and remote, rural regions across the Caribbean & Latin America. We do not measure download speeds based on those identified in the standard (owned and commercially associated content or as non-associated content).
	(2) Average actual sustained download speed of non-associated content	
TC-TL-520a.3	Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	p.31
TC-TL-550a.1	(1) System average interruption duration	Not available: Liberty Latin America does not currently calculate and report metrics relating to the duration and frequency of system disruptions as set forth by these SASB standards. We strive to provide further relevant data in future reporting periods.
	(2) System average interruption frequency	
	(3) Customer average interruption duration	
TC-TL-550a.2	Discussion of systems to provide uninterrupted service during service interruptions	Liberty Latin America's network provides critical communication to homes and businesses across the Caribbean & Latin America. We take this responsibility seriously and to deliver for our customers we must continue to invest in our network to maintain its strength and improve its reliability and resilience. Our network benefits from 24/7 monitoring, disaster response planning, and back up power sources in the event of an emergency. (p.30)
TC-TL-000.A	Number of wireless subscribers	Total Mobile Subscribers – 8,169,600
TC-TL-000.B	Number of wireline subscribers	("Telephony RGU") – 1,126,700
TC-TL-000.C	Number of broadband subscribers	Broadband ("Internet RGU") – 1,734,100
TC-TL-000.D	Network traffic	12,300 PB

# 2021 and 2022 Scope 1, 2, and 3 Emissions by Operational Division

2021							
2021 emissions (Metric Tons CO <sub>2</sub> e)	Liberty Latin America total	Liberty Costa Rica	CWC Caribbean	Liberty Networks	C&W Panama	Liberty Puerto Rico	Corporate
Scope 1	10,229	1,610	77	0	2,939	4,675	929
Scope 2 (location-based)	191,815	359	88,725	26,597	13,075	61,315	1,742
Scope 3	181,617	34,315	29,759 (Jamaica only)	Out of scope for 2021	20,157	97,387	Out of scope for 2021
Category 1 (Purchased goods and services)	49,641	18,391	10,200	Out of scope for 2021	8,363	12,688	Out of scope for 2021
Category 2 (Capital goods)	75,304	8,883	2,610	Out of scope for 2021	Not reported	63,811	Out of scope for 2021
Category 3 (Upstream energy emissions)	34,132	2,226	9,939	Out of scope for 2021	7,713	14,254	Out of scope for 2021
Category 4 (Upstream transportation / distribution)	2,062	1,477	52	Out of scope for 2021	524	9	Out of scope for 2021
Category 7 (Employee commuting)	7,614	1,389	80	Out of scope for 2021	337	5,808	Out of scope for 2021
Category 11 (Use of sold products)	5,473	1,047	4,426	Out of scope for 2021	Not reported	Not reported	Out of scope for 2021
Other categories (5, 6, 8, and 12)	7,391	901	2,452	Out of scope for 2021	3,220	818	Out of scope for 2021

2022							
2022 emissions (Metric Tons CO <sub>2</sub> e)	Liberty Latin America total	Liberty Costa Rica	CWC Caribbean	Liberty Networks	C&W Panama	Liberty Puerto Rico	Corporate
Scope 1	20,598	Audit ongoing	4,705	2,324	0	10,358	1,530
Scope 2 (location-based)	176,155	Audit ongoing	77,605	2,144	32,480	61,324	2,583
Scope 3	199,708	Audit ongoing	42,293 (Jamaica only)	Out of scope for 2022	26,220	98,114	Out of scope for 2022
Category 1 (Purchased goods and services)	46,592	Audit ongoing	11,635	Out of scope for 2022	7,755	8,694	Out of scope for 2022
Category 2 (Capital goods)	85,837	Audit ongoing	8,767	Out of scope for 2022	Not reported	66,981	Out of scope for 2022
Category 3 (Upstream energy emissions)	37,806	Audit ongoing	10,857	Out of scope for 2022	9,153	15,555	Out of scope for 2022
Category 4 (Upstream transportation / distribution)	2,929	Audit ongoing	1,488	Out of scope for 2022	324	315	Out of scope for 2022
Category 7 (Employee commuting)	14,387	Audit ongoing	1,938	Out of scope for 2022	5,684	5,518	Out of scope for 2022
Category 11 (Use of sold products)	4,893	Audit ongoing	4,890	Out of scope for 2022	Not reported	Not reported	Out of scope for 2022
Other categories (5, 6, 8, and 12)	7,265	Audit ongoing	2,717	Out of scope for 2022	3,303	1,050	Out of scope for 2022



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Disclosures

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

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