

## Our 2016 performance snapshot



- Progress towards increasing the percentage of senior women (grades A-C) to 40% by 2018
- Implement pilot programme to proactively recruit for diversity
- Collect employee disability data to better understand requirements
- Launch a set of 2020 sub targets for diversity



## Better Products

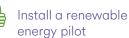




Publish scorecard methodology and baseline product results







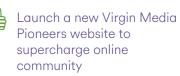




Identify improvement opportunities from ESOS audits

Reduce truck rolls by 100.000





1,000 Virgin Media Pioneers to have participated in programme activities

Progress towards giving
100,000 small businesses
the opportunity to grow
through digital by 2020

Attract 10,000 new users to the new Virgin Media Pioneers website



Deliver the 2016 End the Awkward campaign with increased impact

Provide 1,500 disabled people and their families with access to assistive technology by July 2017

Support 250 families through digitally connected parents of disabled children by July 2017

Key:

How we did



Achieved target in 2016



On track to achieve target by 2020 or within 5% of target in 2016



Currently off track to achieve target by 2020 or greater than 5% away from target in 2016