



July 2014

## Accessibility statement

At Virgin Media we believe in digital that makes good things happen. That's why we think nobody should miss out on best-in-class products and services. And that nothing should get in the way of using the internet for entertainment or business, watching television, or catching up with people on the phone.

So we're making it our mission to ensure all our customers and employees can live truly independent digital lives. We want our products and services to be fully accessible (and enjoyable) for everyone – including those who live with disabilities and those who support them.

When we talk about heartfelt service, we don't just mean going above and beyond to make Virgin Media an amazing organisation to deal with. Heartfelt service is all about making Virgin Media an amazing company to live with and work for, too.

Our brand promises a lot: superfast broadband, the best way to watch TV, and brilliant service as standard, all served up with a smile, a smart approach, and real care. By and large, we deliver all this in spades but that doesn't mean we're home and dry. In fact, we have a big responsibility to continually improve people's experience with us, whether they're at home, in one of our offices, in their own workplace, in one of the thousands of schools, hospitals and councils we support, or just out and about.

We're kicking off a whole heap of activity this year to help us be more inclusive and accessible than ever before:

1. We're engaging our staff to help get our house in order and deliver tangible improvements – we are refreshing our training, policies and processes, inviting our staff to share their experiences, setting up dedicated customer contact support and a dedicated website to name a few examples.
2. We are supporting a range of charity activity to demonstrate how important this is to our business – we have launched a nationwide partnership with pan-disability charity Scope who will help us with staff engagement and customer input. We're also proudly working with Paralympic Gold Medal winner Richard Whitehead and supporting his 2013 fundraising run from John O'Groats to Land's End.
3. We are also working to refine our proposition and communicate openly with existing and prospective customers about the options and features available to them.

This commitment goes way beyond 2013 as we work to continuously improve our products and services for all our customers.

Find out more at [virginmedia.com/accessibility](http://virginmedia.com/accessibility)